What happens next?

1. The Wandsworth Children’s Services Initial Point of Contact (IPOC) Team will use the Signs of Safety framework to analyse the information and decide on the level of risk.

2. If you’re a professional the Wandsworth Children’s Services Initial Point of Contact (IPOC) Team will contact you to tell you the outcome, this could be that we have made the decision to carry out a child and family assessment or that there is no further action for Children’s Social Care.

3. If there is no further action for Children’s Social Care then we will:
   a) Signpost the family to information and services that they may find helpful.
   b) Offer families who would benefit from additional help and support the opportunity to get support from our Early Help Pathway Team.

What does the Early Help Pathway Team do?

The Early Help Pathway Team talks to the family about their needs, identifies what opportunities and support might help, brokers this and connects them to their early help package. Families can choose to opt in or out of this opportunity.

1. With the families’ consent we keep you (the professional who raised a safeguarding worry or child protection concern) in the loop.

2. We keep in touch with families so they stay connected with the help, support and opportunities available in the community and their local area.

3. We keep a directory of early help available for children, young people and families which you can access online at fis.wandsworth.gov.uk or by calling (020) 8871 7899.

4. On the 1st September 2018 we’ll be launching THRIVE Wandsworth Online, a more interactive way for children, young people, families and professionals to access information, advice and resources. The Family Information Service’s web address will take you straight to this and you’ll still be able to call us on (020) 8871 7899 if you’d like information or advice about early help.
What do I do if I have a worry or concern about a child or young person?
If you’re a professional working with children, young people and families you need to:

a) Complete an Early Help Assessment (EHA) or update a Team Around the Child (TAC) review – need help with this then call us on (020) 8871 7899.

b) Send the Early Help Assessment (EHA) securely to Children’s Services Initial Point of Contact (IPOC) through the Early Help Information Technology System (EHITS) – need help with this contact our EHITS helpline on (020) 8871 7746.

c) Not registered on EHITs, then send via secure email: ipoc@wandsworth.cjsm.net or by corporate file share.

If you’re a member of the public you need to contact Wandsworth Children’s Services Initial Point of Contact (IPOC), our single Front Door to Children’s Services, by calling (020) 8871 6622, 9am to 5pm Monday to Friday (excluding bank holidays) or outside these hours (020) 8871 6000.

What do I do if I think there is a risk of immediate harm to a child or young person?
Contact Wandsworth Children’s Services Initial Point of Contact (IPOC) our single Front Door to Children’s Services, by calling (020) 8871 6622.

Who might refer?
Police officers  
GPs  
Teachers  
Childminders  
Early years practitioners  
Mental health workers  
Hospital staff  
Voluntary sector staff  
A member of the public