

### **How the service is provided**

Children's Social care access arrangements are currently managed through three public access points:

- 25 St James's Road
- Cottage Street, Brierley Hill
- Great Cornbow, Halesowen

The offices are open between 9:00am – 17:00pm Monday to Friday. Out of hours arrangements are managed by the Emergency Duty Team which provides a service for adults and children but is managed within Children's Services.

In total we have four Assessment Teams, two in the North and two in the South. Each team has an experienced team manager who is also a qualified social worker and a sub structure to the team which includes an assistant team manager, senior practitioner, social workers of various levels of experience, skills and abilities & young person's advisor.

The current structures of the team are very much in line with the recommendations of the Munro Child Protection Review which recommends for experienced practitioners being able to remain in practice to supervise and support less experienced staff. The structure also provides opportunities for experienced senior practitioners to experienced management arrangements at assistant team manager level therefore developing their management skills alongside continuing some elements of more complex practice.

The structure also enables the authority to attract and maintain a pool of experienced staff and assist with succession planning.

The young person's advisers in the teams were specifically developed to provide support to social workers in managing care plans and providing direct support to young people and their families particularly around practical tasks and development of parenting skills.

The four assessment teams report directly to a divisional manager who has overall responsibility for field work services both within the assessment teams and subsequently in the care management teams which deal with the longer term work.

The assessment teams are responsible for receiving all initial contact and referrals which may meet the threshold for children's social care for undertaking initial and core assessments and responding to child protection enquiries.