

**Children’s Social Care**

**Response to requests for service during Covid 19**

**Referral pathways**

All telephone requests from members of the public or professionals requesting a service from Children’s Social Care (CSC) make that request through **Customer services** Tel: 0345 050 7666. Professionals can also email requests for service.

If a member of the public or professional wants to raise an **immediate safeguarding** concern in relation to a child/ren customer services transfer the call to the **Multi Agency Safeguarding Hub** (MASH). The MASH is fully operational and is continuing to work alongside partner agencies responding to safeguarding referrals.



Out of Office Hours- The **Emergency Duty Team** (EDT) provides a social work response out of office hours. The EDT service is provided from 5pm-8.30am, Mondays to Thursdays, and 4pm on Fridays until 8.30am on Mondays plus bank holidays. Access is 0800 833408.



If a request for service is a **non-safeguarding** concern i.e a parent requires support or advice, Customer Services will transfer the referrer through to the **Locality and Community Support Service** (LCSS).

LCSS is a county wide service, split into three teams (North, Central, South). LCSS works alongside community professionals to respond to emerging safeguarding concerns, advice and guidance is offered to professionals and by assisting professionals to support families through Early Help processes including Early Help Assessment (EHA) and Team around the Family (TAF). The team consists of 25 workers with a mix of professional backgrounds including Social Workers, Teachers, Youth workers, Early years and Family Support. LCSS operates a duty service 8.30-5 Monday to Thursday, until 4pm on Friday (in line with CSC).

LCSS North 0345 241 2703

LCSS Central 0345 241 2705

LCSS South 0345 241 2608



LCSS and COVID 19

As part of the COVID 19 pandemic LCSS are receiving an increase in contacts directly from families who are seeking support in terms of parenting, **emotional support** and general coping strategies. LCSS are offering telephone support including parenting interventions, signposting to on line resources and liaising with other agencies about appropriate support for the family. In addition, Children’s services are receiving an increasing number of requests from families seeking **practical support** for example food, finances, baby care products etc

In response to the increasing need for families to access practical support in a timely way LCSS are working with **Oxford Hub** for the City (<https://www.oxfordhub.org/oxford-together>) and **Oxfordshireallin** for the rest of the County (<https://www.oxfordshireallin.org>). For support around food access across the county- **Good Food Oxford** (https://foodmap.goodfoodoxford.org)

LCSS are also working alongside the District Councils, Voluntary and Community sector partners, Church and Faith groups to ensure that families who require practical support will receive that support in a **timely** way.



Below is a flowchart to explain the process of accessing support for families from Childrens Services.

 Family request support from Children’s Social Care Support

 Request from families not open to Children’s Social Care via Customer Services

Families open to CSC in need of practical support

 IF safeguarding concern refer to MASH

Families identify a need for emotional and practical support

 Families need practical support only

and can self-access

**If families can self-access support, they can access assistance directly via:**

<https://www.oxfordshireallin.org>

 (county)

<https://www.oxfordhub.org/oxford-together>

(city)

F[or Food access-https://foodmap.goodfoodoxford.org/](https://foodmap.goodfoodoxford.org/)

(county)

For financial and other advice [Citizens Advice](https://caox.org.uk/)

Other sources of practical support are detailed on the [County Council Website](https://www.oxfordshire.gov.uk/council/coronavirus-covid-19/support-residents)

**LCSS – to discuss need with family.**

LCSS will respond to emotional/parenting support.

LCSS work with the community to source practical assistance.

**North/West -** 0345 241 2703- District Council LCSS Link

lcss.north@oxfordshire.gov.uk **Cherwell**-cary.johnston@oxfordshire.gov.uk

**West**- louise.manley@oxfordshire.gov.uk

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**Central -** 0345 241 2703 District Council LCSS Link

lcss.central@oxfordshire.gov.uk  **City**- claire.roberts@oxfordshire.gov.uk

**South -** 0345 241 2608 District Council LCSS Link

lcss.south@Oxfordshire.gov.uk **South and Vale**- adam.martin@oxfordshire.gov.uk

**South -** 0345 241 2608

lcss.south@Oxfordshire.gov.uk

Oxfordshire All In - <https://www.oxfordshireallin.org> (county)