

# Make a call Make a difference

Staffordshire County Council employs many professionals with the skills to keep children safe and well.

## *If your call is about... Get in touch with...*

<p>An existing case.</p>	<p>The children's service professional allocated to the case. If you don't have the contact details for the allocated professional but have their name you should use the county council phone directory. If you don't have the name of the person you need, then please call the team covering the service user's local area who will be able to help you. Contact details are available on the Families First Internet pages.</p>
<p>A concern over a child or young person's general wellbeing or an issue with families in the community that needs to be addressed at an early stage to stop the problem getting worse.  (Level 2-3 on the Continuum of Need e.g. school attendance problems, alcohol abuse or anti-social behaviour).</p>	<p>Your Local Support Team Co-ordinator.  Contact details for each Local Support Team Co-ordinator and a Request for Support Form can be found on the Families First Internet pages.</p>
<p>A request for support for a child with a disability.</p>	<p>The First Response Service:</p> <ul style="list-style-type: none"> <li>• Free phone: 0800 1313 126 (Monday to Thursday, 8:30am-5:00pm and Friday 8:30am-4:30pm)</li> <li>• Email <a href="mailto:firstr@staffordshire.gov.uk">firstr@staffordshire.gov.uk</a></li> </ul>
<p>A request for support from an Occupational Therapist.</p>	<p>The First Response Service:</p> <ul style="list-style-type: none"> <li>• Free phone: 0800 1313 126 (Monday to Thursday, 8:30am-5:00pm and Friday 8:30am-4:30pm)</li> <li>• Email <a href="mailto:firstr@staffordshire.gov.uk">firstr@staffordshire.gov.uk</a></li> </ul>
<p>A child protection or safeguarding concern where you are aware of a serious problem and are worried that a child is suffering or is likely to suffer significant harm or a child is living in circumstances where maltreatment is resulting in a lack of safe and effective care or an impairment of their health and development (Level 4 on the Continuum of Need).</p>	<p>The First Response Service immediately:</p> <ul style="list-style-type: none"> <li>• Free phone: 0800 1313 126 (Monday to Thursday, 8:30am-5:00pm and Friday 8:30am-4:30pm)</li> <li>• Email <a href="mailto:firstr@staffordshire.gov.uk">firstr@staffordshire.gov.uk</a></li> </ul> <p>In an emergency outside office hours, please telephone 0845 6042 886 or email <a href="mailto:eds.team.manager@staffordshire.gov.uk">eds.team.manager@staffordshire.gov.uk</a></p>

For further contact details and more information go to:

[www.education.staffordshire.gov.uk/EveryChildMatters/familiesfirst](http://www.education.staffordshire.gov.uk/EveryChildMatters/familiesfirst)