

Response to Request for Information

Reference FOI 001265
Date 26 June 2017

Referrals

Request:

To Whom this may concern,

- We would like to understand how the local authority make referrals for supported or supervised contact and is there currently a demand from yourselves for the facility we propose.
Referrals are made direct from social workers to the Council's internal Contact Centre. We currently offer contact to babies /children/ young people and adults which is supervised/supported/semi supervised, within the Centre and in the community.
We also offer contact as part of rehabilitation.
We are able to meet demands within this Contact Centre.
- Could you provide figures for 2016 of the amount of referrals that were made by yourselves and how many hours of contact that resulted in and to which centres?
The Contact Centre received 226 referrals through the period of April 2016 to March 2017.
The hours provided of supervised contact for the above period were 10,100.
This is not including any additional contacts which are provided from the locality teams. These are purely contact hours to which additional hours are added to allow staff to type up their contact record observations.
- Do you have a preference or system of referral to local contact centres?
The Contact Centre received all referrals from Social workers within City of Wolverhampton Council via Carefirst, the social care IT system. They are received directly to the Contact Centre's desk top.
- How many contact centres do you refer to within Wolverhampton and are your referrals limited to the local area or can you and do you send referrals as further away as Birmingham?
We are the only current contact Centre for the Local Authority in Wolverhampton providing contact services for cases open to City of Wolverhampton Council Children's Services cases. We do not commission any further services.