

Job roles factsheet:

What does the First Contact and Support Hub do?

If you have ever telephoned Hartlepool social care services you will probably have spoken to someone in our First Contact and Support Hub. The First Contact and Support Hub is the first point of contact for anyone who would like help or advice from social care.

The First Contact and Support Hub's social workers and contact officers take requests for help (called **referrals**) over the telephone or in person at the Civic Centre. The First Contact and Support Hub deals with referrals for all areas of adults' and children's social care, including:

- child protection
- social work assessments
- occupational therapy assessments

You can talk to the First Contact and Support Hub about yourself, someone you care for, or a relative or friend. When you contact the First Contact and Support Hub a social worker or contact officer will talk to you about the difficulties you are having. The social worker or contact officer will take some information about you (or your relative or friend). They may want to speak to your doctor or district nurse, too, but will only do this with your permission. The social worker or contact officer will offer advice or suggest things we can do to help. If you need a full assessment the First Contact and Support Hub will pass your referral on to the appropriate team so that someone can arrange to come and visit you.

» Facts and figures

The First Contact and Support Hub consists of 5 social care officers, 3 social workers, one occupational therapy assistant, one team manager and two team clerks.

The First Contact and Support Hub receives referrals from members of the public, the police, doctors and hospitals. The team gets between 500 and 600 referrals each month.

The team is based in the Civic Centre in Hartlepool.

» The Emergency Duty Team

The Emergency Duty Team (EDT) takes emergency social care calls outside office hours. You can contact the EDT by telephone or textphone. The EDT handles social care cases whilst our offices are closed, and passes them to our First Contact and Support Hub when our offices re-open.

» Contact us

You can contact the First Contact and Support Hub by letter, telephone or email. If you want to speak to someone in person, visit reception at Civic Centre and ask to see a social worker. If English is not your first language, we can provide a translation service.

» Our opening times

We open at 8:30am every weekday. We close at 5:00pm Monday to Thursday. On Friday we close at 4:30pm.



Telephone: 01429 284284



Textphone: 01429 284130



Email: fcsh@hartlepool.gov.uk



Postal address: Child and Adult Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» Emergency Duty Team contact details (outside office hours)



Telephone: 08702 402994

» About this factsheet

This factsheet tells you about the role of the First Contact and Support Hub. We issued this factsheet in August 2011 and updated in November 2014. We will check the information is up to date in November 2016.



You can download all of our factsheets from www.hartlepool.gov.uk/factsheets