

# HOW CHAT WORKS



**Call via CHAT answered by a Call Officer who will search for child/family on our system and take some initial details**

If the child/family already have a Social Worker, the call will be passed through to that team

If the child/family does not have a Social Worker, the call will be passed through to a CHAT social worker who can have a conversation and talk about concerns with the caller. The CHAT team will discuss the situation and agree next steps.

A child and family assessment will be completed by a social worker and a plan made to support them

An Early Help intervention will be arranged by the FAST (Family Advice and Support Team)

The family don't need additional support and advice on accessing support in Sefton will be provided