

Children's Services Operational Delivery
City / South change to boundary with effect from 2nd January 2018

Following an in-depth review and analysis of 2016/17 referral figures, the decision has been taken to re-define the Children's Services City / South locality boundaries to provide a more effective balance of workload across the two locality Social Work and Early Help teams.

As of the 2nd January 2018, the South Social Work and Early Help Teams will take operational responsibilities for children, young people and families whose home address is within The Wensum, University and Bowthorpe Wards

For our partner agencies, this means that for some of the children, young people and families you are working with, their support will come from a different operational team than previously. The support itself will not change. This change does not include support provided by Adult Social Care or services provided from other services such as Norwich City Council / South Norfolk District Council.

This change does not affect the referral process into the MASH. The MASH are aware of this change and will ensure the children, young people and families are directed to the appropriate team for support.

If you make referrals directly into the locality Early Help teams, you can continue to do this and the teams will ensure they are re-directed appropriately. If you are unsure which wards children, young people and families live in, you can contact locality Business Support who can advise you.

South – 01503 533933

City – 01603 224101

Please share this information within your organisation, networks, staff and teams. We would like to reassure you we are working to ensure the impact of this change for children, young people and families will be kept to a minimum.

If it would be helpful for you to discuss this change further with one of us, we would be happy to attend any relevant local network meetings, team meetings etc. Please contact your Head of Service and Partnerships to arrange:

South, Lauren Downes 01508 533933 / lauren.downes@norfolk.gov.uk

City, Carol Manning 01603 224101 carol.manning@norfolk.gov.uk