

## Contact Details

Tel – 01294 317787

Request for Assistance Forms should be emailed to: [namedpersonservice@north-ayrshire.gcsx.gov.uk](mailto:namedpersonservice@north-ayrshire.gcsx.gov.uk)

## Further Guidance

Further guidance is available for the Named Persons and Lead Professionals on the website [www.girfecna.co.uk](http://www.girfecna.co.uk) in the Practitioners Download section or within the Pan Ayrshire website – [www.girfec-ayrshire.co.uk/](http://www.girfec-ayrshire.co.uk/)



*Delivering care together*



# Named Person and Lead Professional Requesting Assistance

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## How can the Named Person or Lead Professional be assisted in accessing supports?

There are two dedicated Administrators from Health and Social Care Partnership and Education and Youth Employment who will support the Named Person and Lead Professional by:

- Processing all **Requests for Assistance**, including during school holiday periods and for exceptional client groups (eg 16-18 year olds not in school).
- **Collating** information to assist the Named Person/Lead Professionals to fulfil their role appropriately.
- Forwarding information to the Named Person and providing advice on available supports.

## What paperwork do I use?

The standard **Request for Assistance Form** should be used for all requests from Named Persons and Lead Professionals. This allows the recipients of the request to fully understand why a particular support is being requested. Desired Outcomes, in respect of the child, must be stated clearly along with the requested support and include timescales.

## Requesting Support

It is best practice for the Named Person and Lead Professional to discuss supports with the service prior to submitting the Request for Assistance form.

Support is available for children, young people and their families on an individual basis, as long as the service criteria is met.

When requests are made the Desired Outcome(s) for the child should be clearly

stated with clear timescales for the outcome to be achieved.

The requested support should be appropriate and available.

If a support requires funding the Named Person/Lead Professional must indicate on the request for assistance the source of this funding.

The service or support required must be clearly stated on the **Request for Assistance Form** and the requester should record any alternatives on the form in case the chosen support is not available.

Following a discussion with the Named Person or Lead Professional, alternatives may be suggested that may better meet the needs of the child, young person or family.

All requests should be submitted on the **Request for Assistance Form** and emailed securely to: [namedpersonservice@north-ayrshire.gcsx.gov.uk](mailto:namedpersonservice@north-ayrshire.gcsx.gov.uk) with the exception of referrals to the Inclusion Group (Education and Youth Employment) or those where 'direct contact' with the service is noted within the Service Directory.

## What types of support can be provided to support the Named Person and Lead Professional?

### Service Directory

A Service Directory detailing a variety of services to assist children and families in North Ayrshire is available to Named Persons and Lead Professionals. Any Request for Assistance should evidence that internal

resources have been explored and appropriate processes followed.

The Service Directory will be made available through Glow (Education and Youth Employment), and the North Ayrshire GIRFEC website (Practitioners' secure download area).

The **Request for Assistance Form**, Flyer and Guidance can be found on the North Ayrshire GIRFEC website [www.girfecna.co.uk](http://www.girfecna.co.uk) in the Practitioners Download section or within the GIRFEC tile on Glow.

Once the **Request for Assistance Form** is received, it will be forwarded to the service provider who will contact the Named Person or Lead Professional directly, if necessary.

## Review Process

If a service is required for longer than 12 weeks a review will be required and a **new Request for Assistance Form** should be submitted.

The new completed **Request for Assistance Form** should be emailed securely to [namedpersonservice@north-ayrshire.gcsx.gov.uk](mailto:namedpersonservice@north-ayrshire.gcsx.gov.uk) at least 5 working days before the review date.

## Can I appeal decisions?

A full explanation will be given if it is decided that the request cannot be met.

## Who makes the final decisions?

A Manager from Health and Social Care Partnership or Education and Youth Employment will make the final decision on all requests, except those supports that are processed through the Inclusion Group managed by Education and Youth Employment.