

# Acorns First Response Service



The First Response Service offers short term practical and emotional support for young people age 11- 18 who have been affected by domestic abuse and are in crisis. We work to a trauma-informed model of care to ensure our services are safe, welcoming and accessible to young people.

## What does our First Response Service offer?

- A dedicated worker who will work alongside the young person to develop a support plan
- Short term support for young people who require access to practical and/or emotional support to meet their immediate crisis needs.
- Safety planning and risk assessment
- Advocacy – for example at meetings or appointments in school or court
- Practical advice, guidance and mentoring around future choices and decisions, education, employment, mental and physical health
- A gateway to or interim pathway before accessing our other services at Acorns.

This role offers short term work only, and is therefore fairly directive in order to cover specific topics and areas of support identified with the young person. Each intervention will be agreed on an individual basis but may involve: 1-1 face to face sessions; telephone support; online messaging; or one off sessions. When the intervention is complete young people will be offered ongoing access to a flexible drop-in service. Where a higher level of need is identified, young people will be referred into other Acorns services or signposted externally in line with their support plan.

## Who can access our First Response Service?

This service is available to young people age 11-18 who attend school or reside in North Tyneside, and who meet one or more of the following criteria:

- They have been recently impacted by domestic abuse (usually within the last 8 weeks) and are in crisis.
- They do not currently meet the criteria for our therapeutic services
- They have regular contact or reside with a perpetrator of abuse
- They are/ or recently have been in an abusive/unhealthy relationship themselves
- There has been a history of domestic and there are now current concerns about CPVA

## How does the referral process work?

Please note that our First Response referral forms do differ from our standard referrals forms. Once a referral has been received we will liaise with agencies involved to ensure intervention fits into any planned support around the family. As such, we do require consent to share information with other agencies to carry out this work. We aim to make contact with the young person within 1 week of receiving a referral and in most cases we can begin the work within 1-2 weeks.

### Please note:

- Parental consent is mandatory for young people aged 11-12
- Parental consent is preferred for young people aged 13-16 although we will accept self-referrals where this is assessed as suitable
- Young people need to be aware that we will share information with involved agencies where appropriate

### Please send referrals:

- by secure email to: [referrals@acornsproject.org.uk](mailto:referrals@acornsproject.org.uk)
- by post to: Acorns, 7, Alma Place, North Shields, Tyne and Wear, NE29 0LZ

