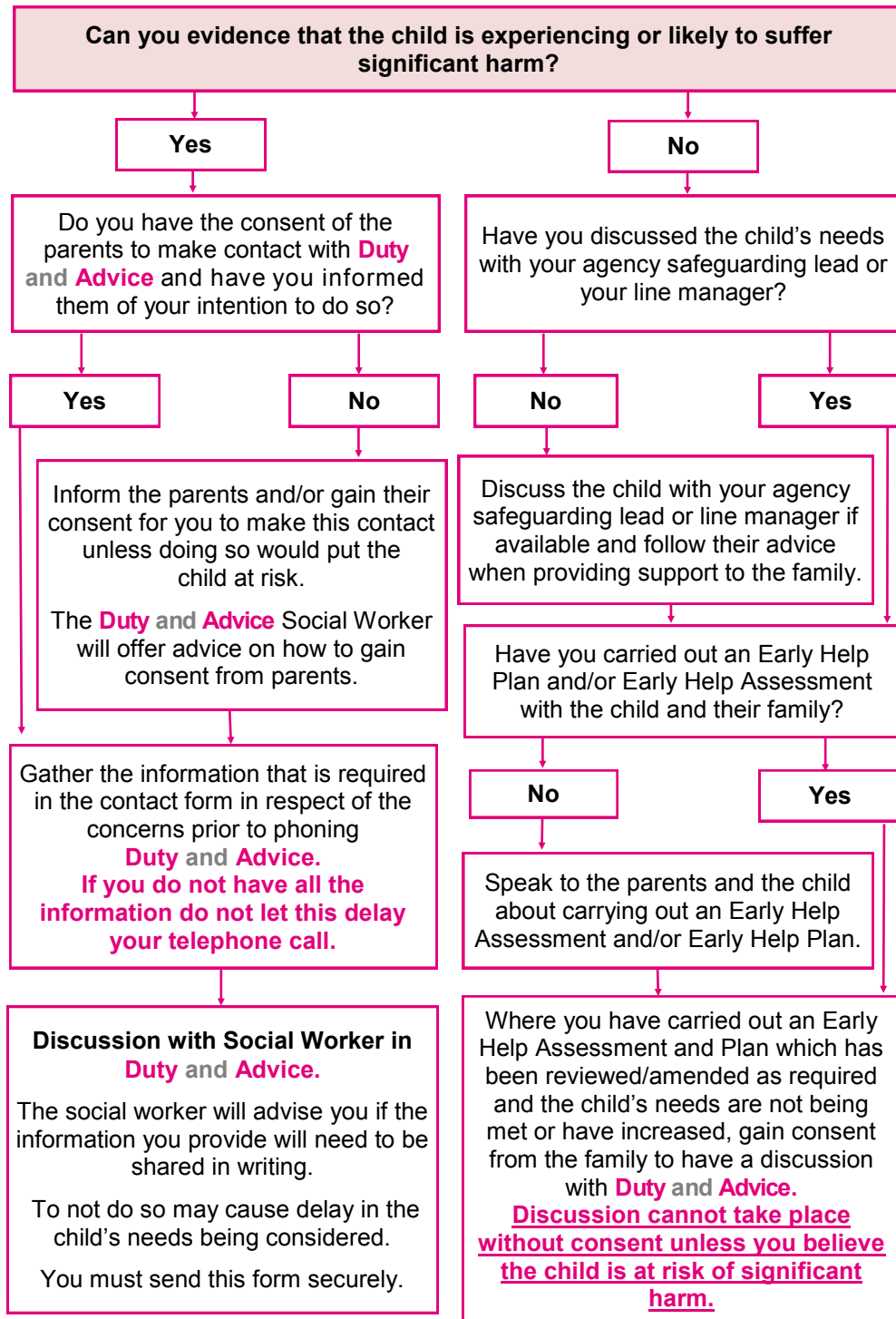


Flowchart

Before contacting the **Duty and Advice** Team and completing a contact form, please answer the following



Kirkles Safeguarding Children Board



Duty and Advice

The process and phone number for contacting Children's Social Care has changed

Kirkles Safeguarding Children Board (KSCB) is a statutory body which is independently chaired and consists of senior representatives of all the principle stakeholders working together to safeguard children and young people in the

www.kirklessafeguardingchildren.co.uk

Contacting Kirklees Children's Services **Duty and Advice**

A new process for contacting Kirklees Children's Services has been implemented with the key focus on partners calling the **Duty and Advice** Team and having a conversation with a Social Worker about the concerns they have about a child and their family and not using email as a first point of contact. The process is overleaf and the key points are summarised below:

- Practitioners should first seek advice and information from their own agency line manager and agency safeguarding lead if this support is available.
- If this support is either not available, or does not resolve the issue, practitioners can seek advice and information through a conversation with the **Duty and Advice** Team.
- Prior to making a call to the **Duty and Advice** team, partners need to gain consent from families to contact Children's Services, unless to do so would put a child at risk of further harm.
- When a practitioner is concerned that a child is at risk of or is experiencing significant harm, they must follow their agencies policies and procedures and ensure the **Duty and Advice** Team are contacted immediately.
- If the issue occurs out of hours and cannot wait until the next working day please contact the Children's Emergency Duty Team on 01484 414933 and provide them with as much information as possible.
- A Social Worker in **Duty and Advice** is able to talk to partners about how to gain consent, but is not allowed to share information or offer advice about a family without consent.
- To help partners understand what the **Duty and Advice** Team need to know during this call, a flow chart is displayed on the back of this leaflet and on the Contact Form.
- A simplified Contact Form to replace the Multi Agency Referral Form (MARF) has been produced and is available online on the KSCB website www.kirkleessafeguardingchildren.com

Contact forms should only be sent where this has been agreed with the **Duty and Advice** Social Worker to the secure inbox

DutyandAdvice@kirklees.gcsx.gov.uk

To contact Duty and Advice please call 01484 414960

