



## Norfolk Children's Services Children's Advice and Duty Service Information for partner organisations

Since its launch in 2018 and shift to a conversational-based, not form-filling approach, our Children's Advice and Duty Service (CADS) has consistently ensured that decisions made where there are concerns about children, are timely and receive the right service first time.

CADS, which was praised by Ofsted, has led and hosted training on the model to local authorities regionally and nationally, and received consistently and predominately positive feedback from partner agencies, who appreciate the opportunity to discuss their worries and collaboratively agree what to do about them.

However, in the spirit of continual learning and development, the view of professionals contacting CADS has been fed back through various means, and we have more recently undertaken a review of the process and decision making at the front door.

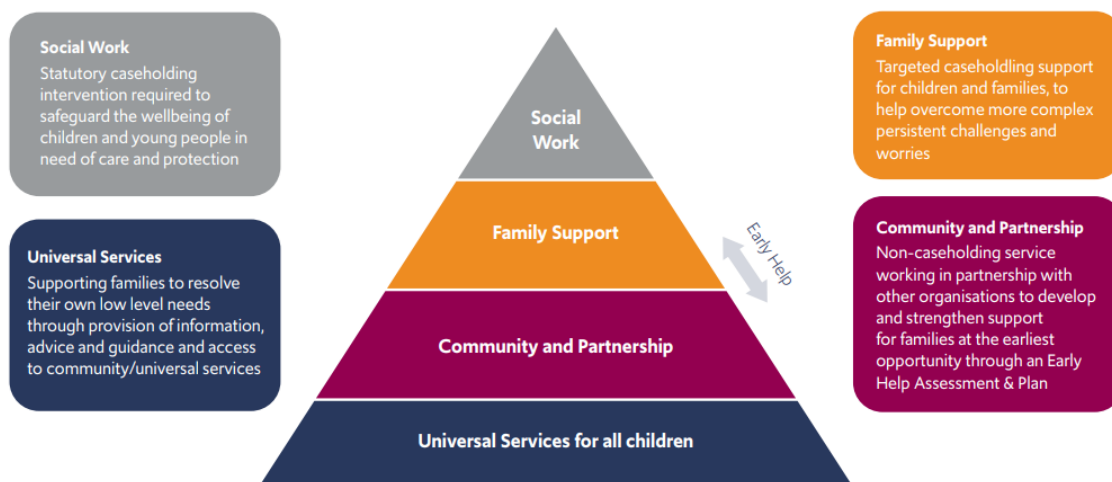
As a result, we wanted to reach out as a reminder about how CADS operates;

- It is a relationship-based consultation service for any concerns you might have about a child. There are no written referral forms, so just pick up the phone and call in on 0344 800 8021.
- We are available Monday to Friday from 8am to 8pm, and you will be able to speak to one of our Consultant Social Workers. What will help is if beforehand you have all key information that will inform any decision making and who is best placed to meet the needs of that child. [Click here for a guide for professionals on how to prepare for a call.](#)
- CADS sits alongside colleagues from health and education, as part of a partnership response to referrals, as well as police colleagues in our Multi-Agency Safeguarding Hub (MASH) who jointly undertake screening where domestic abuse is identified or young people may be at risk of exploitation.
- We have a 'Never Do Nothing' ethos in CADS and a range of potential outcomes following your call to ensure the right level of support is offered to the child and the family;
  - 1) **Social Work** - a child is at risk or likely risk of harm requiring a statutory Social Work Assessment and potential ongoing allocation to a Social Worker in one of our Family Assessment and Safeguarding Teams (FAST).

- 2) **Family Support** – a family may require additional support to meet a range of complex and persistent needs and would benefit from the allocation of a case holding Family Support Practitioner to undertake direct work and coordinate support around them. Our Family Support Service will provide that and is the targeted part of our wider Early Help offer. The service also undertakes assessments for Young Carers and Supporting Parents with Disabilities.
- 3) **Community and Partnerships** – works in partnership with a range of organisations, from education and health providers, to district councils and voluntary sector groups to develop and strengthen the support that exists for families at the earliest point. Providing training, mentoring and guidance to Lead Workers using Signs of Safety to develop An Early Help Assessment and Plan (EHAP). [Click here to find further information.](#)
- 4) **Universal Support** – the information, advice and signposting provided by CADS enables the professional calling and their service or team to manage lower level needs without additional support.

## The Norfolk Safeguarding Framework

Providing Effective Support to Norfolk Children  
**Right Service, Right Time, Right Duration**



If you have any concerns about a child, contact the Children's Advice and Duty Service: **0344 800 8021**. In an emergency, always call 999

- We will make a record of your call and write to you to confirm the outcome and decision-making
- You will have opportunity to provide feedback about your experience of CADS through a range of means – including a feedback survey following your call, CADS Roadshows, our multi-agency CADS weekly case review meeting (if you attend or advise your rep) or the monthly CADS Strategic Oversight Group (again, if you attend or advise your rep).
- You can email Head of CADS, Julie Wiltshire [julie.wiltshire@norfolk.gov.uk](mailto:julie.wiltshire@norfolk.gov.uk) or Assistant Director, Dan Newbolt [daniel.newbolt@norfolk.gov.uk](mailto:daniel.newbolt@norfolk.gov.uk) if you have any questions about CADS or need details about the above groups/events.