



every **child** matters

a brighter future for Norfolk's young people

Norfolk Local Safeguarding Children Board

Child protection and safeguarding consultation lines

**Information for agencies/staff working with children
and young people**

When should I use this service?

- You should phone your local area consultation line when you are unsure whether or not to make a formal referral. This might be because, although you feel clear about the situation you are dealing with, you are unsure as to whether it meets the criteria for a referral to Norfolk County Council Children's Services, or, possibly more likely, that you would like to discuss your analysis/understanding with a manager/advanced practitioner experienced in child protection work
- You can use the service for both new situations and ongoing work that you are doing with a particular child and family. It is possible to have more than one consultation about a particular family
- To prevent any delay in action being taken to protect children who may be at risk of significant harm you should not use this service as an alternative to making a referral if it is clear that the criteria for making a referral are met (if you are unsure about the criteria you should either check with your own organisation's designated officer for child protection and /or check the LSCB website at, www.lscb.norfolk.gov.uk.
- Referrals can be made to Children's Services on 0844 8008014

What will I need to do?

- **When you phone you will be asked for some basic information (names, dates of birth, address, etc). It is best to have this ready in advance**
- **Ask for a child protection or safeguarding children professional consultation with a manager/advanced practitioner**
- **Be aware that you will need to let the family know that you have sought a professional consultation with Children's Services about the welfare of their child/ren. If telling the family that you have done this is likely to place the children at risk of significant harm then you should make a referral instead**
- **Be aware that if, at the end of the consultation, the Children's Services manager believes there to be a child protection concern to investigate but you do not, then they can proceed with an investigation without your agreement. However if you believe there to be a child protection concern to investigate and they do not, you may still put your concerns in writing as a referral**

What can I expect?

- **You can expect to speak to a Norfolk County Council Children's Services manager/advanced practitioner who is experienced in child protection, who will listen to your concerns and advise you. If no one is available when you call you will be phoned back within a maximum of**

one working day. The consultation may end with a formal referral but could also result in advice being given that helps you to continue working with the family without having to make a referral

- You can expect to get a written record of your conversation and the advice given within a maximum of ten working days.**

Your contact numbers:

**North: 01692 502211
 or
 01603 894640**

South: 01953 602071

East: 01493 850317

West: 01553 669330

Central: 01603 224134

**Norwich and Norfolk Hospital Team:
01603 286353**

If you are not satisfied with the operation of this process please make representations to the relevant Children's Services Area Director.