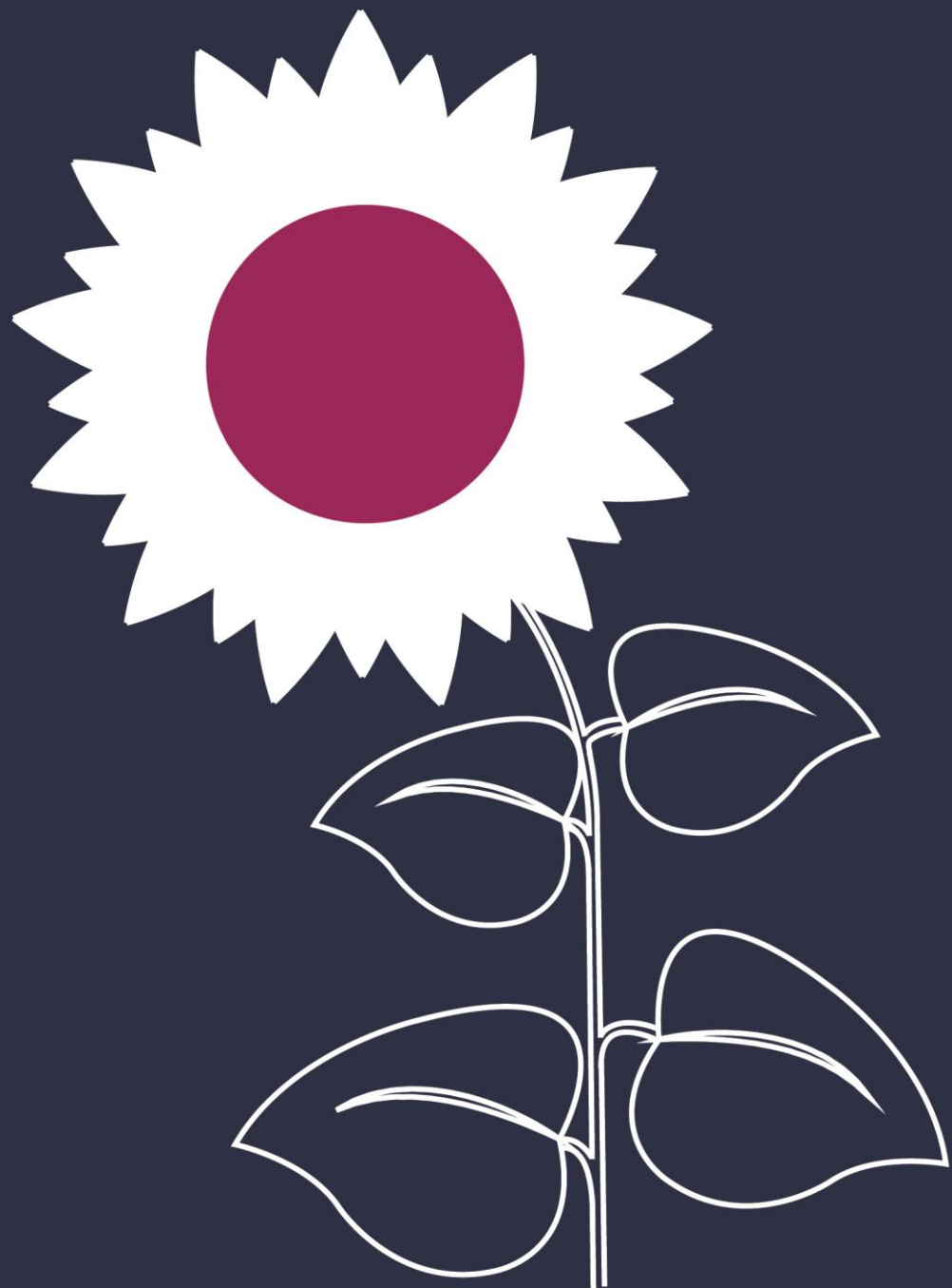




City of
Stoke-on-Trent

Children's advice and duty service

Guide for partners



Children's advice and duty service

From 2 February, Stoke-on-Trent City Council will be changing how our children and family services are accessed. From this date, the children's advice and duty service will no longer accept written referrals (with the exception of referrals from emergency services). Instead, the service will focus on early conversations with professionals and families leading to earlier support. This change complements our new restorative approach and will help to build on the strengths of families and communities across Stoke-on-Trent, ensuring the right support is offered at the right time.

More details about the service are available [here](#). Also, to reflect the changes we've updated our threshold guide to a continuum of need, [click here](#) to view this.

For all new referrals to the service **please call 01782 235100**. Please follow the options to ensure you receive the appropriate response.

To make a comprehensive referral, the following information will be requested:

- All the details known to you/your agency about the child;
- The family composition including siblings, and where possible extended family members and anyone important in the child's life;
- The nature of the concern and how immediate it is;
- Details of any work/support that you have provided to the child or family to date.
- Details of where the child is.
- Whether you have informed parents/carers of your concern. Please be aware that consent from the parent/carer will be required to make a referral unless this places the child at any further risk.

Before you call the children's advice and duty service:

- [Click here](#) to see frequently asked questions and a flow chart to help you prepare.
- Please remember to record your concerns for your internal audit trail.

Data protection legislation does not prevent the sharing of information to keep a child safe and consent is not required when sharing information for safeguarding and protecting the welfare of a child.

While encouraged, the agreement of the child and parents is not required to share information, although it is important to explain the reasons for this. In line with the restorative practice approach to working with families, we advise that you must consider consent and be open and honest with the family from the outset as to why, what, how and with whom, their information will be shared.

More details can be found in the Working Together Guidance 2020 [here](#).