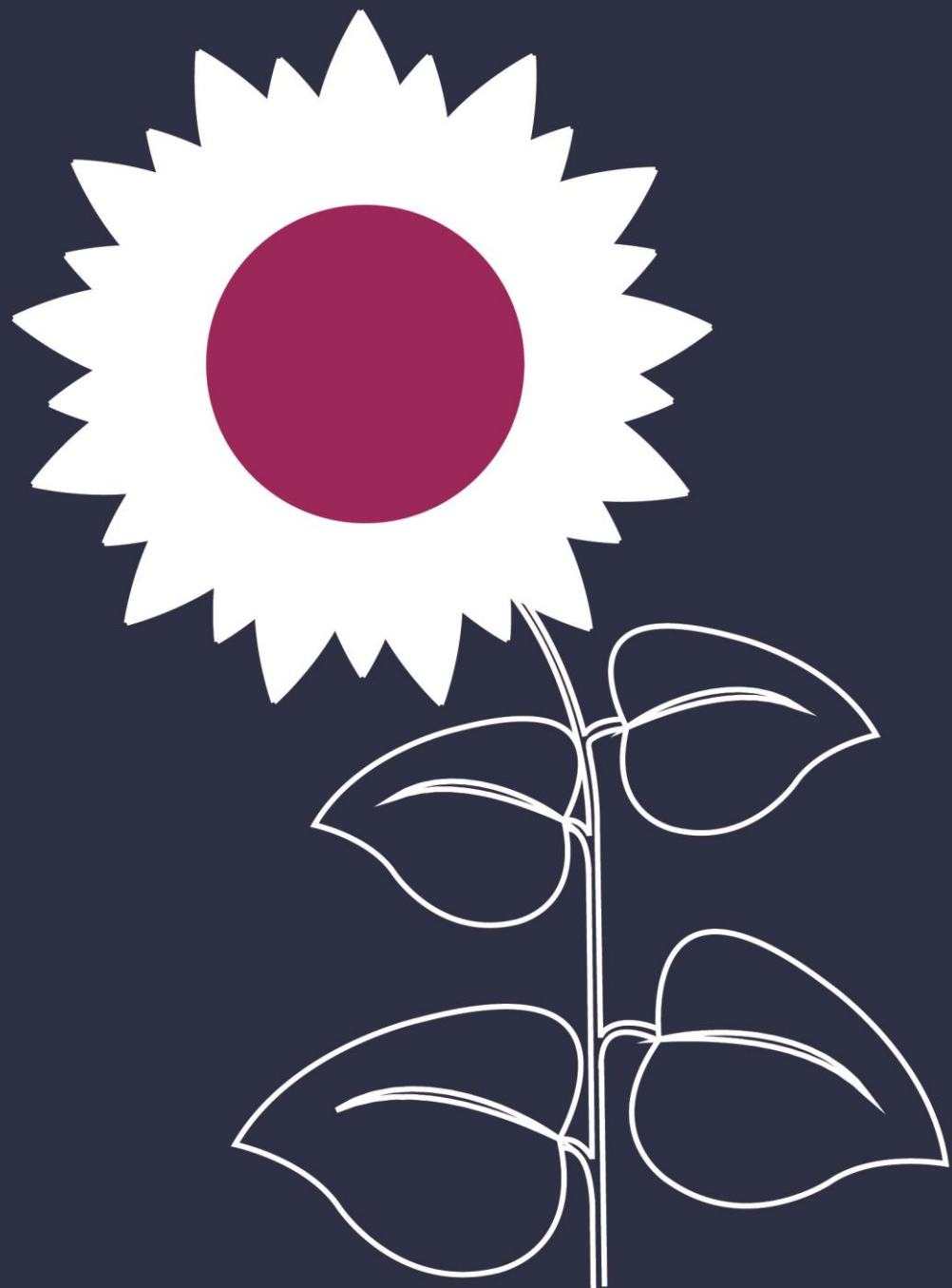




City of  
**Stoke-on-Trent**

# Children's advice and duty service

Frequently asked questions  
January 2021



## **Why are the current Multi Agency Safeguarding Hub (MASH) arrangements changing?**

We want to provide children and families in Stoke-on-Trent with the best service possible to ensure we meet their needs. Due to increased demand our level of service has not been as effective as we would like. Going forward we want to manage concerns raised to us in a robust and safe manner with our partners. This way children and families will receive the right support at the right time.

## **What are the changes?**

There are a number of changes taking place within the service. We have developed a new approach for our front door service which will launch on the 2 February 2021. The new children's advice and duty service (ChAD) will no longer take written referrals (with the exception of emergency referrals). Instead, consultant social workers and senior social workers who are knowledgeable and experienced within child protection and safeguarding will provide advice and support, discuss concerns and ask key questions about the risks and strengths within the family.

## **Will the Multi Agency Safeguarding Hub (MASH) still exist?**

Yes. The Multi Agency Safeguarding Hub will continue to provide cross-agency checks for children who are most at risk. The children's advice and duty service will be able to process referrals with partner agencies to ensure the right support is available to children and families in Stoke-on-Trent at the right time. There is currently a review of the Staffordshire and Stoke-on-Trent Multi Agency Safeguarding Hub arrangements taking place and the future arrangements will be informed by the outcome of this.

## **What is the aim of the new children's advice and duty service?**

We want to get the right support to children and families first time. Research suggests that by talking through concerns and solutions with professionals we can work together to get the right support to children and families earlier. We don't want to subject children and families to unnecessary social work assessments if their needs can be met by support from the wider partnership agencies.

## **What Information do I need to give when I call?**

[Click here](#) to view a flowchart to help you prepare for your call. It includes full details of the information you will need to discuss.

## **What information will be recorded?**

Our advisors will send you a record of the call, however we strongly advise you to take notes for your own audit purposes.