Call from staff, public or professionals - answered by consultant social worker

What happens when you contact our children's advice and duty service

Dialogue had with referrer. Information recorded in Liquid Logic on the children's advice and duty service consultation contact and referral form. This is populated as the conversation takes place and the concern is discussed.

Children's advice and duty advisors create contacts for paper-based referrals (MARF's) received from emergency services.

At the end of the conversation the information recorded is read back to the referrer who will agree it and the next course of action for the child as agreed by the social care team.

early help support is required

Progress to early help service. Liaise with early help manager located within Children's advice and duty service.

Agreement that

No

Agreement that children's social work support is required

Agreement that no action is required

No further action, advice and information.

Contact recorded - this will progress to a referral and be worked on by allocated consultant social worker:

- Information logged on to ISL
- Lateral checks gained
- Dialogue with family
- Information gathering

Referral processed to a contact and uploaded onto Liquid Logic.

Child's case allocated to

early help locality team.

Has section 47 threshold been met?

Yes

If section 47 threshold is not met a section 17 assessment will be carried out.
Child's case will be allocated to wider team

Multiagency strategy discussion to take place with

- Police
- Health
- Education
- Children's assessment and safeguarding team manager/social worker

All actions to be agreed and minutes to uploaded to ISL and Liquid Logic.

Child's case allocated to wider team. Child seen within 24 hours.

