


When should you call the Advice and Guidance Line?

Is the case you wish to discuss complex?
Before calling the Advice and Guidance line have you:-


- Spoken to your Designated safeguarding lead (DSL)?
- Consulted your agencies safeguarding policies and procedures?
- Considered whether the child is at Risk of Significant Harm, if you feel that they are and need an immediate response please call First Response Central Duty Team on 0116 3050005 to speak to a social worker as a matter of urgency.
- Spoken to parents with regards to your concerns and gained permission to make a referral via Children's Social Care if seeking support services for the child.
- Informed parents that the referral may result in Children's Services undertaking an assessment in order to access the appropriate service.
- Have you gained permission from the parents to share any personal and sensitive information about their child?
- Think is this a social care issue?
- Have you referred to the Leicester, Leicestershire and Rutland and Local Safeguarding Children's Board Threshold Document.


USEFUL CONTACTS


If you have immediate safeguarding concerns:

 First Response Children's Duty
Tel: 0116 305 0005

If you wish to report non-urgent concerns , please visit our website and complete the online referral form

 <https://www.leicestershire.gov.uk/leisure-and-community/community-safety/report-abuse-or-neglect-of-a-child>

 Email: Childrenduty@leics.gov.uk

 Children & Family Wellbeing Service
Tel: 0116 305 8727 (prev. Early Help)

First Response

Children's Duty

Advice and Guidance Line

TEL: 0116 3055500

Available from 11am to 4pm

Monday to Friday



IMPORTANT:

If you have immediate concerns for the safety of a child, you should not ring the Advice and Guidance line.

You should telephone Children's Social Care First Response Children's Duty on 0116 305 0005. Follow up your call by completing the online Multi-Agency Referral Form to provide written evidence of your concern.

If you have concerns that a child is in imminent danger, you should consider calling the Police for an emergency response.



What is the Advice and Guidance Line?

The Advice and Guidance line is a service which allows professionals to discuss complex cases with a social worker prior to making a referral through to social care to ensure that the referral is appropriate, and all actions have been taken prior to the case coming through to social care.

The Advice and Guidance line is open from 11am through to 4pm, Monday to Friday. There is one phone line which is staffed by a social worker to offer advice and guidance only. Referrals will NOT be taken on this phone. If you find that the line is engaged, please continue to try as there is not an answer phone service attached to this phone and it is a single line.

Who should call the line?

Any professional who wishes to gain advice and guidance on complex cases with regards to a child.



What would NOT be appropriate to discuss on the Advice and Guidance line?

- If a child is at risk of immediate significant harm.
- If a child has made a disclosure that they are being harmed.
- If a child has an injury and you feel that they have suffered significant harm
- If you wish to check if a child is allocated to a social worker or who the allocated social worker is.
- If you are checking on the progress of a referral you have made.
- To request to speak to an allocated social worker or be put through to the allocated social worker. This is a standalone line and cannot be transferred or re-directed.
- If you wish to speak about previous involvement with a child or family.
- If your enquiry is not about a safeguarding issue.
- **All of the above should be rung through to the FRCD – Central line on 0116 3050005 or the locality office if there is an allocated social work team.**