



CHILDREN'S INITIAL ADVICE TEAM

What to do if you need to make a call

If you are a professional concerned about a child in Darlington and want to speak to someone, you can call the Children's Initial Advice Team on a direct line. If you are a member of the public you can speak to someone in the Business Support Team by using the existing telephone number: **01325 406222**. You may wish to refer to the FAQs to help you prepare for the conversation.

For any call raising concerns about a child, the Childrens Initial Advice Team will ask:

- All of the details known to you/your agency about the child;
- Their 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;
- Any and what kind of work/support you have provided to the child or family to date.

They will also need to know where the child is now and whether you have informed parents/carers of your concern.

Notice to callers:

- Preparing for the conversation: please see the tools developed by the Children's Initial Advice Team to support communication. This includes, FAQs and a flow chart. Please remember to record your concerns for your internal audit trail.
- Consent: It is good practice and the expectation that you seek consent from parents. We acknowledge that there are occasions when to do so could put a child at risk or undermine the investigation. In these instances, we would accept a call without consent from the parents. Reasons for not seeking consent should be clearly stated when speaking with the Children's Initial Advice Team and recorded on internal systems for your records.

For more information see Darlington's [Continuum of Need document](#).