

Children's Advice and Duty Service FAQ

Does MASH still exist?

Yes, the MASH will continue and will provide vital cross agency checks for those children most at risk. The Children's Advice and Duty Service will mean that the MASH will be able to get support to those children who need it the most.

What is the aim of the Children's Advice and Duty Service?

The aim is to get the right support for children and families first time. By talking through concerns and solutions with professionals we can work even better together and get support earlier to families.

How do I contact CADS?

If you are a professional and have concerns about a child that does not have a social worker or family practitioner, you can call 0344 800 8021 or complete the [cads-contact-form.pdf](#) and send to cadsadmin@norfolk.gov.uk

When will I get a response after submitting an online CADS Contact Form?

A Consultant Social Worker will make a maximum of 2 attempts to call you once your CADS Contact Form has been received and processed. If we are unable to contact you within 24 hours the CADS Contact Form will be closed, and we will email you for your awareness of our actions and request that you call back to CADS if still required.

What number do members of the public call?

Customer Service Centre number 0344 800 8020.

What information do I need to give when I call?

You can use the Children's Advice and Duty Service Practice Process Flowchart [cads-practice-process-flowchart-2025.pdf](#) to prepare for your call. This includes details on what information the Consultant Social Worker will need handling your call.

What sort of things can I call the service about?

Child/Young Person/Family identified as in need of additional support. Safeguarding concerns. Complex situation. Unsure of how to respond?

Do I have to get a parents' consent before I make a call?

Ideally yes, but you can make a call to the service without parents' consent. While it is good practice to seek consent, there are some exceptions when it comes to protecting children. For example, if having a conversation with the family would place the child, or another child, or someone else, or you the referrer, at increased risk of suffering harm you do not need consent. You also don't need consent if it might undermine the investigation of a serious crime. CADS will confirm this information with you when you call.

How do I evidence that I have contacted Children's Services? How will information be recorded?

It is best practice to keep a record of the contact you have made; the discussion and any decisions made within your own agency recording system. You should also record whether you have obtained parental consent and if not, why not.

CADS will provide written feedback from every conversation.

What records of the conversation will be made and how will they be kept?

This will depend on the individual discussion and the risks identified to a child. It will also depend on whether you have got consent from the child's parents. However, we will record all the conversations on our system; by having a record, we will also be able to see when there might be a repetition or accumulation of concerns about a child.

What are the opening hours of the Children's Advice and Duty Service?

9am to 5pm Monday to Friday.

What do I do outside of these hours?

You can continue to contact our Emergency Duty Team on 0344 800 8020.

What happens if I disagree with what the social worker recommends?

The aim of the service is to work together to come up with the right support or service for a child or family. We hope that professional disagreements will be rare but if you wish to escalate you can follow the [Resolving Professional Disagreements Policy | NSCP](#)

How can I provide feedback about the service?

When the caller receives the record of the conversation, there will be a link included to a short survey so that all callers can provide feedback on the service provided.

How can I contribute to the FAQs?

Callers can email the NSCP Business Unit with questions as they arise on nscb@norfolk.gov.uk and they will be passed to the Children's Advice and Duty Service.