

Safeguarding CADS

Referral Flowchart Process

- 1 **Identify & Assess Risk:** Identify child at potential or actual risk.
- 2 **Consult DSL:** Report concerns to your organisation's Designated Safeguarding Lead and document them (e.g., CPOMS) and follow advice regarding contacting CADS or completing a Request for Support'.
- 3 **Immediate Protection:** If the child is in immediate danger, **call 999**.
- 4 **Contact CADS if child protection or immediate safeguarding concerns.**
- 5 **Professionals call 0344 800 8021** and choose from the following options:
Press 1 – if the child or young person is currently being supported by a Social Worker or Family Practitioner.
Press 2 – if your call relates to Child Exploitation.
Press 3 – if your call relates to Domestic Abuse.
Press 0 – for Child Protection and immediate safeguarding concerns.
(If the lines are busy and your call is not answered within 40 minutes, a call back option will be offered).
To use the service, **members of the public** can call the Customer Service Centre number **0344 800 8020**.
- 6 **Request Support for Universal, Community based Early Help and Family Help**
Complete a Request for Support form:
Targeted early help and community-based support can be accessed via [Request for support - Norfolk County Council](#). Early Help is designed to support children, young people, and families experiencing difficulties that may affect their wellbeing, development, or ability to flourish.
Consent: Inform parents/carers of the concerns and gain consent for support from Early Help services, prior to a call or completing a Request for Support unless doing so places the child at further risk.
Universal services and community-based early help
Universal services and community based early help provide preventative support for children and families of all ages, strengthening resilience, improving outcomes, and reducing the risk of needs escalating. Delivered as a coordinated local system rather than a single service, this support is offered through universal provision such as education, health, and wider community services.



It includes services like Best Start Family Hubs, youth and housing support, and after school provision.

Best Start Family Hubs offer a clear pathway from pregnancy to age 19 (or 25 for young people with SEND), bringing together multi agency partners to provide accessible, ongoing community support and to safeguard families, including those transferring from targeted or specialist services.

Family Help – targeted early help, safeguarding, and promoting the welfare of children

Family Help is offered where universal services and community based early help have not achieved sufficient or sustained improvement, or where a child and family present with multiple, complex, or escalating needs. Delivered through a coordinated, multi agency approach led by Children's Services and its partners, Family Help provides structured support to address identified risks and concerns. Family Help will only be initiated where there is an agreed Family Plan, or a Graded Care Profile (GCP) in cases of neglect, which has been shared with CADS.

Family Help is a voluntary, consent based approach that supports families to build capacity, improve outcomes, and reduce risks, including families in kinship arrangements and those requiring additional support during pregnancy, with the aim of preventing the need for statutory child protection intervention.

Consent: Inform parents/carers of the concerns and gain consent for support from Early Help services, prior to a call or completing a Request for Support unless doing so places the child at further risk.

7 CADS: A member of the team responds to the call or Request for Support and decides on next steps.

8 Information Gathering: MASH partners (police, health, social care) share information if required.

9 Outcome & Action:
Information, advice and guidance
Community based Early Help
Family Help

10 Feedback: Following a call CADS provides feedback to the referrer regarding the outcome.