



Children's Advice and Duty Service (CADS) – what to do if you need to make a call

If you are a professional concerned about a child in Norfolk and want to speak to someone, you can call the Children's Advice and Duty Service, on our direct line 0344 800 8021. If you are a member of the public you can do this through our Customer Service Centre on 0344 800 8020. You may wish to refer to the FAQ's and flowchart to help you prepare for the conversation.

For any call raising concerns about a child, CADS 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 CADS to support communication. This includes, FAQs and a flow chart. Please remember to record your concerns for your internal audit trail.
- Consent: Please can you ensure you seek consent for referrals, unless the concerns being raised suggest that the child/children or someone else (including the referrer) would be placed at risk of significant harm, or it might undermine a criminal investigation if the parents/carers are informed. Reasons for not seeking consent should be clearly stated when speaking with CADS and recorded on internal systems for your records.

For more information see the Norfolk Continuum of Needs Guidance.

Children's Advice and Duty Service (CADS)
Call: 0344 800 8021 9am-5pm Monday to Friday

Out of hours: 0344 800 8020
In an emergency call 999