

Children's Services

Professional Consultation Line

Working Together to Safeguard Children

This is a consultation line for professionals working with children, young people and families, in order to obtain advice, explore ways of engaging children and families in early help and to discuss whether the threshold for a referral to Social Care or MAT services has been met.

The Service will be available between the hours of **10:00 and 16:00**, Monday to Friday to talk to a Children's Social Care Manager

The telephone number is **07812300329**

The Professional Consultation Line is **not** a referral service, a note of the conversation will be recorded as a Contact on Social Care's electronic records.

If you are concerned that a child is suffering or at risk of significant harm call; 01332 641172 Press Option 1

If the concern / issues raised indicate that there is reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm the Team Manager will record the Contact **and advise the caller to call the Initial Response Team without delay to make a referral.**

The Professional Consultation Line **does not** replace those services already established such as the Initial Response Team, Health professional's access to Named Nurse advice or members of staff from schools accessing the Child Protection Manager. The aim is to complement those already established arrangements in place.

For more information email Hannah Rafferty, Deputy Head of Service on hannah.rafferty@derby.gov.uk



Derby City Council