



## Children's Services Front Door

We wish to improve our response to concerns we receive about Children in Darlington, to ensure they get the right service, first time, with no delay.

A recent review of our Front Door identified that written referrals often miss getting to the cause of what someone is worried about.

We are creating Children's Initial Advice Team (formerly CAP), whereby partners will have a direct line made available to a team of experienced and trained Social Workers to deal with new concerns about a Child.

There will no longer be a requirement for you to submit a written referral.

This will provide a better experience for those reporting concerns ensuring the right service for children and families is provided.

Once you have reported concerns, you will receive confirmation of the conversation with details of:

- What you told us
- What we agreed
- What you will do

The new process will be in place from **2.00pm on Wednesday 4th March 2020.**

A new dedicated telephone line will be provided for professionals to gain advice and to report a child concern.

A telephone conversation with advice will replace the Safeguarding referral form.