



## **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 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: It is good practice and the expectation that you seek consent from parents. We acknowledge that there are occasions when to do so could put a child at risk or undermine the investigation into a serious crime. In these instances, we would accept a call without consent from the parents. 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 Threshold Guide

**Children's Advice and  
Duty Service (CADS)**

**Call: 0344 800 8021  
8am-8pm (Mon-Fri)**

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