



North East Lincolnshire Council

Consultation Line

What is a professional consultation line?

The Integrated Front Door (IFD) is a team made up of safeguarding managers, Social Workers, Early Help managers and Early Help Practitioners, who work together to screen contacts/referrals to Children's Social Care, with the overall aim of ensuring children and families receive the right support at the right time.

The purpose of the professional consultation line is to support practitioners to identify the next steps, in a timely way through quality conversations.

The consultation line **is not** replacing the current safeguarding process, or referral route, and usual safeguarding processes must be followed. The consultation line is also for professionals only.

The professional's consultation line is **01472 323145**. Your call will be answered by a Senior Social Worker in the IFD where your query will be discussed.

At the start of your call, you can expect to be asked if you have consent, we ask this so we know the best way to support you with your query.

With consent:

If you have gained consent before you call, the Social Worker will take the child's details, find them on our system and record a contact, so that together we can consider the child's history and lived experience in full. The Social Worker will work with you to understand your information, the actions you have taken and offer advice on next steps and future planning.

Without consent:

If you have not sought consent, or consent has been refused by the family and you would like some advice and guidance, we are unable to take the names for the child/family, however we will provide you with hypothetical advice. However, should the Social Worker become concerned about the information being shared whilst in discussion, confidentiality may cease, and the Social Worker may take full details for the family and progress to a referral.

During the call, the Social Worker will make notes which reflect the discussion, what you have done to support the family and again give advice and guidance on next steps. Your email address will also be taken, and a copy of the notes shared with you the same day.

Encouraging and shaping your journey in social work