



Contact Details

Telephone:
01325 406222

E-mail:
childrensaccesspoint@darlington.gov.uk

The Children's Access Point is open during the following hours:

- Monday - Thursday: 8:30am - 5pm
- Friday: 8:30am - 4:30pm

If you need to get in touch out of office hours, contact the Emergency Duty team on 01642 524552.



Children's Access Point

(incorporating MASH)



A brief guide on how to contact us

Date of Issue - March 2019

What does the team do?

The team ensures that children, young people and their families receive the correct support when needs are identified and at the most appropriate level.

The team supports other practitioners by advising them of the correct route for support to families and children.

The focus is to make safe decisions about children at the earliest opportunity.

Who is in the team?

The team is made up of qualified social workers who have the expertise to discuss with practitioners and members of the public concerns that you may have about a child with the aim of identifying the best way to meet the needs of the child and their family.



The team may offer telephone advice on whether a referral is appropriate, assist you in the completion of the Early Help Assessment if required, or the identification of services to support the family plan.

The team are also able to consider whether the levels of concerns are such that the referral should be forwarded to the Children First Response Team.

How to access the service

You can telephone us to discuss your concerns and seek any advice. A single referral form is available at:
www.darlingtonsafeguardingboards.co.uk

This should then be e-mailed to the team (see back page for contact details).

A worker will then contact you and discuss your referral and the potential outcomes.

If you have an immediate safeguarding concern, you should contact us immediately by telephone and we require the written referral within 24 hours.



You will be advised if the matter is being forwarded to the Children First Response Team for further information gathering and, if required, a multi-agency meeting and/or strategy discussion, which you will be invited to.

What happens next?

- If it is a serious concern, then it will be referred immediately to the Children First Response Team.
- Any other referrals will be referred to the Darlington Allocations Meeting to identify the appropriate service and support.

Advice and information can also be given via the telephone, if required, before a referral is submitted.