

# Children's Front Door 01904 551900

Contacting us about children - Information for professionals



To ensure that you receive the best possible response, we have developed the following options to choose from when you call us.

## Option 1

Information for families in York  
Local Area Team Information Service

**Impartial information about the range of services available to families.**

Information on –

- Childcare options
- Help with childcare costs
- Activities
- Financial support
- Mental health services
- SEN services
- Support services for children, young people and parents
- and many more

The Local Area Team information offer includes the information drop in at 30 Clarence Street for young people aged 16-25.

[fis@york.gov.uk](mailto:fis@york.gov.uk)

## Option 2

Early Help support and advice  
Local Area Team

**Advice to practitioners about how they can support vulnerable children, young people and families through Early Help.**

The LATs can -

- Check to see if any other concerns have been raised about a family
- Check to see if another agency is already working with a family
- Flag a concern
- Provide advice and support to practitioners around the Family Early Help Assessment (FEHA)
- Help identify an appropriate lead practitioner in an Early Help process

[lat@york.gov.uk](mailto:lat@york.gov.uk)

## Option 3

Child in Need/Safeguarding  
Referral and Assessment Service

**Contact the duty social worker:**

If you know of a child who has significant vulnerabilities and therefore maybe a child in need.

Or

If you are worried about a child being hurt or neglected (at risk of significant harm) and therefore in need of safeguarding.

If you are uncertain about your concerns, you can call the Referral and Assessment Service to have a conversation with a qualified social worker.

However you should first speak to the child protection lead in your agency.

[childrensfrontdoor@york.gov.uk](mailto:childrensfrontdoor@york.gov.uk)

Although as a professional it is usually helpful to let a family know you are contacting us, within a safeguarding context, and in some circumstances, you may decide it is not appropriate or safe to do so. If in doubt, you can contact the duty social worker for advice.

**If a child is in immediate danger, please dial 999.**

If you urgently need to speak to a social worker outside office hours, please contact the Emergency Duty Team: **01609 780780** or email [edt@northyorks.gov.uk](mailto:edt@northyorks.gov.uk) (Before 8.30am or after 5pm, at weekends and on public holidays).

What do you think? Your feedback is important to us, please tell us what you think of these arrangements at [childrenservicefeedback@york.gov.uk](mailto:childrenservicefeedback@york.gov.uk)