

Worried about a child?

**When to contact the Children's
Advice and Duty Service (CADS)**

Child Protection or Immediate Safeguarding concerns: if there are concerns that a child may be suffering significant harm; a child with unexplained injuries, domestic abuse in the household or a child at risk of exploitation.

Professionals can contact CADS
on **0344 800 8021**.

Members of the public can contact
Norfolk County Council's Customer
Service line on **0344 800 8020**.



Requesting support

**You can request
support for Universal,
Community-based Early
Help and Family Help**

**If you feel a consultation is necessary, discuss
this with your Designated Safeguarding Lead
before completing a Request for Support form**



Early Help is designed to support children, young people and families experiencing difficulties that may affect their wellbeing, development, or ability to flourish. Prior to completing the form, discuss the worries and gain consent for Early Help support with the family where appropriate to do so.

When to call CADS

Child with unexplained injuries:

- What's happening?
- Bruises inconsistent with explanation or development
- Injuries in unusual places on the body
- Delayed medical attention

How to describe it:

'During contact today we observed bruising to the child's upper arms and back. The explanation given doesn't appear consistent with the injuries, and we're concerned about possible physical harm.'

Why is this Safeguarding?

Possible physical abuse

Professionals can contact CADS on **0344 800 8021**
If you have an emergency call **999**

When to call CADS



Domestic abuse in the household:

- What's happening?
- Child discloses shouting, violence, or police attending the home
- Parent presents with injuries or low mood
- Child shows fear or anxiety about going home

How to describe it:

'A child has disclosed witnessing regular physical arguments between adults in the home, including police attendance. We're concerned about the impact on the child's emotional wellbeing and safety.'

Why is this Safeguarding?



Exposure to domestic abuse is emotional harm to a child

Professionals can contact CADS on **0344 800 8021**

If you have an emergency call **999**

When to call CADS



Child at risk of exploitation:

- What's happening?
- Child missing
- Older associates, unexplained money, or gifts
- Changes in behaviour, secrecy, or substance use

How to describe it:

'We're concerned about potential child exploitation. The young person has been missing from school or home three times in a month, is associating with unknown adults, and has unexplained money and gifts.'

Why is this Safeguarding?

Indicators of exploitation

Professionals can contact CADS on **0344 800 8021**
If you have an emergency call **999**

Request for

Support



Child experiencing neglect:

- What's happening?
- Child regularly arrives at school unwashed, hungry, or very tired
- Frequent, unexplained absences
- Parent not engaging with school or health services

Why complete a Request for Support?

Early help strategies have been attempted but have not led to sustained improvement. A Graded Care Profile has been completed, which indicates ongoing concerns regarding the child's unmet basic needs.



Prior to completing the form, discuss the worries and gain consent for Early Help support with the family where appropriate to do so.

Complete the form fully and upload copies of the current plan or any tools being used to support.

If you have an emergency call 999

Request for

Support



Parental mental health impacting care:

- What's happening?
- Parent experiencing severe depression, psychosis, or substance misuse
- Child is taking on caring responsibilities
- Home environment deteriorating

Why complete a Request for Support?

Early help strategies have been attempted but have not led to sustained improvement. The parent's mental health has significantly deteriorated, and this appears to be affecting their ability to meet the child's basic needs. We're seeing increasing concerns about safety and supervision.



Prior to completing the form, discuss the worries and gain consent for Early Help support with the family where appropriate to do so.

Complete the form fully and upload copies of the current plan or any tools being used to support.

If you have an emergency call 999



Request for

Support

Young carer at risk:

- What's happening?
- Child providing excessive care for parent or siblings
- Child missing school, feeling exhausted, anxious

Why complete a Request for Support?

The child is undertaking substantial caring duties for a parent, including personal care, which is affecting their education and wellbeing. We're concerned this is no longer safe or appropriate.



Prior to completing the form, discuss the worries and gain consent for Early Help support with the family where appropriate to do so.

Complete the form fully and upload copies of the current plan or any tools being used to support.

If you have an emergency call 999