

Triggers for consultation with the Helpdesk

This document builds on the 'indicators to consider' incorporated into the Integrated Working Practice Guidelines available at <http://www.telford.gov.uk/Education+learning/Support+for+parents/Integrated+Services+for+Children+and+Young+People.htm> and provides guidance for all professionals in respect of those concerns which should trigger a consultation with the Helpdesk, or a request for a Social Worker to join a TAC to provide advice regarding the need for intervention.

It is impossible, and would be dangerous, to try and cover all eventualities. This guidance should not be read in isolation (e.g. see also "[What to do if you think a child is being abused](#)") available from the A-Z on the home page of these procedures) and can never replace professional judgement.

It is also important to note that children rarely only have one indicator and that if at any point the CAF writer or the TAC decide that the combination of factors or the holistic assessment of the child's circumstances constitute a risk of significant harm then a consultation with the Helpdesk must take place. (Even if the indicators are not included in the guidance below) [Definitions of significant harm and categories of abuse](#) can be accessed through the A-Z button on the home page of these procedures.

Equally, whilst the indicators given should always lead to a consultation with the Helpdesk, they will not always result in children's social services becoming involved and professionals may be advised to follow a different route.

Indicators where a consultation **MUST** take place

- Any direct allegation of physical abuse to a child of any age
- Any direct allegation or unexplained injury to a pre-mobile baby or non mobile (disabled) child
- A child injured (even inadvertently) in an incident of domestic violence
- Medical diagnosis of non-organic failure to thrive.
- A direct allegation that home circumstances constitute acute or sustained neglect and are failing to provide basic needs **and** these conditions can be described by the person making the allegation
- A direct allegation that a child is subjected to sustained emotional abuse **and** the nature of this abuse can be described
- Any direct allegation of sexual abuse or concern regarding sexual exploitation
- Early teenage pregnancy: i.e. any pregnancy under 13 yrs and any 13 to 16 year old where the circumstances indicate concern or exploitation see also protocol for working with sexually active young people (available from A-Z)
- Any child under 11 years "**at this time**" abandoned or without an adult carer/supervisor.
- Children living in a household with parent/carer(s) with a mental illness that implies direct risk to the child

- Children living in a household with parent/carer(s) with a learning disability that implies direct risk to the child.
- Any child under 11 yrs “ **at this time**” in the care of a parent/carer(s) unable to provide care because of the effects of drug/alcohol dependency.
- Any child subject of Police protection.

The Integrated Working practice guidelines

(<http://www.telford.gov.uk/Education+learning/Support+for+parents/Integrated+Services+for+Children+and+Young+People.htm>) section 3 give a number of other indicators using the windscreen model and the Framework for Assessment domains which will aid professionals in considering levels of concern and determining whether to consult the Helpdesk and the checklist will also assist in both determining this and ensuring that in any such consultation, the necessary information is already collated.