

*****You have been sent this alert as you are signed up to the GSCB
'alert' system*****

The Children's Helpdesk has been renamed 'The Front Door' and will continue to make decisions based on contacts received in relation to children and host the Children's Practitioner Advice Line

The telephone number for The Front Door is 01452 426565 where you will be given the following options:

Welcome to the Gloucestershire County Council's Front Door
If you are a professional and have concerns about the immediate safety of a child please choose **option 1**.

If you are a member of the public and need advice please choose **option 2**.
If you work with children and need advice (Children's Practitioner Advice Line) please choose **option 3**.

If you are a professional, and are calling to make a referral, please go to the Gloucestershire Safeguarding Children board's website at www.gscb.org.uk to complete the multiagency service request form (MARF).

If you require information about resources for children living within Gloucestershire then please visit the Family Information Service Website.

Please be advised that your call and any information you provide may be recorded for training, Quality and service delivery purposes and your telephone number maybe displayed for the duration of the call.

By centralising this part of the service we will improve consistency of practice, reduce drift and delay and free up the time of our referral and assessment teams so they can see children.

If you would like more information about the Children's Practitioner Advice Line, please contact Julie Miles (julie.miles@gloucestershire.gov.uk) or Charmaine Shaw (charmaine.shaw@gloucestershire.gov.uk).

More Information is available on the GSCB Website, see link below

<http://www.gscb.org.uk/i-work-with-children-young-people-and-parents/guidance-for-working-with-children-and-young-people/>

We are asking that you disseminate this alert widely throughout your agencies.