

## **Joint Agreement Protocol: Requests made by the Clinical Commissioning Group (CCG) for Children's Social Care (CSC) to attend a Care Education Treatment Review (CETR)**

### **How the CCG make a request for attendance at a CETR:**

1. Where the CCG has the contact details of the allocated worker, they will contact them directly.
2. Where the CCG does not have the contact details of the allocated worker, they will send a request for contact details to the cpchecks mailbox Child Protection Checks Secure - Mailbox [childprotectioncheckssecure-mailbox@devon.gov.uk](mailto:childprotectioncheckssecure-mailbox@devon.gov.uk); their header states 'CETR same day response' or 'CETR next day response'. A request for a same day response received after 4pm will be responded to the following working day.

Standard office hours 09:00-17:00 Monday – Thursday; and 09:00-16:00 Friday. *NB requests received on a Friday may not be responded to until the following Monday i.e. the next working day*

### **How CSC responds to the request for attendance at a CETR where the allocated worker is not known:**

2. Cp checks reviews Eclipse and the Right for Children systems and responds with:
  - a. the allocated worker and manager name, contact details (office number/mobile no/email), and Team Name. This will be completed on the template provided; or
  - b. confirmation that the child or young person is not open to either system. This will be completed on the template provided.

### **What will the CCG do next?**

3. Where there is an allocated worker the CCG will contact the allocated worker; if the allocated worker is unavailable the CCG will contact their

manager and the if manager is unavailable, they will contact the relevant Duty numbers for Children’s Social Care or Early Help.

Where the child or young person is not open to Children’s Social Care or Early Help, the CCG will refer the child or young person to the MASH (telephone 345 155 1071 or [Child protection - What to do if you're worried about a child's safety? \(devon.gov.uk\)](http://www.devon.gov.uk/child-protection)). When doing so, the CCG will provide all pertinent information to assist the MASH in their enquiries and their determination about threshold and if there is a need for statutory involvement. The MASH will either attend the CETR to assist with their enquiries or the Initial Response Team will attend, to assist in completion of a Children and Families Assessment.

## Useful CSC Duty Telephone numbers

### Children’s Social Care

(all 4-digit extensions are preceded with 01392 38XXXX)

NORTH DEVON	
TEAM NAME	DUTY NUMBER
Initial Response North	8481
Children & Families North 1	8646
Children & Families North 2	8646
Children & Families North 3	8646
Children & Families North 4	8646
Permanency & Transition North	07790770713
SOUTH DEVON	
Initial Response South	4050
Children & Families South 1	6961
Children & Families South 2	6961
Children & Families South 3	5198
Children & Families South 4	5198
Permanency & Transition South	4797
MID & EAST DEVON	
Initial Response Mid & East	4179
Children & Families Mid & East 1	4121
Children & Families Mid & East 2	4121
Children & Families Mid & East 3	4121
Children & Families Mid & East 4	4121
Permanency & Transition Mid & East	4134
EXETER	
Initial Response Exeter	4591
Children & Families Exeter 1	4590
Children & Families Exeter 2	07792226135
Children & Families Exeter 3	4590
Children & Families Exeter 4	07812106279
Children & Families Exeter 4	07581156261
Permanency & Transition Exeter 1	07581156261

DISABLED CHILDREN'S SERVICES	
TEAM NAME	DUTY NUMBER
DCS North Devon	4180
DCS South	1270
DCS Exeter	6183
DCS East and Mid Devon	6183
DCS Support and Advice	5276

**Early Help Duty Contact Information:**

Family Intervention Team and Youth Intervention Team:

Click on [Early Help Locality Contact Information - Devon Childrens' and Families Partnership \(dcfp.org.uk\)](#) and this will take you to the relevant allocated workers contact number. Should they not answer, the call will be diverted to their line manager, or duty manager if the line manager is unavailable.

**Out of Hours Emergency Duty Team**

Tel. 0345 6000 388