

Integrated Children's Services

Front Door Service (FDS)
Professionals Consultation Process
June 2026

Available between 10am – 4pm, Monday – Friday (excluding Bank Holidays).

Purpose of a consultation:

A consultation should be sought when you believe that a child or children may be in need of support from integrated children's services, but you are not clear whether to submit a Request for Support. Integrated children's services undertake **no named consultations**, therefore removing the need for consent to be sought from a parent or carer to share details of a child.

A consultation is **not** a referral or request for support. Advice will be provided including when a Request for Support should be submitted, following which, the consultee is expected to decide upon the most appropriate course of action.

A consultation **should not be sought** when a Request for Support has already been made, or when a professional believes a child to be **suffering or likely to suffer significant harm**, in which case an URGENT request for support must be submitted without delay via the Kent Children's Portal: [Worried about a child - Kent Safeguarding Children Multi-Agency Partnership \(kscmp.org.uk\)](https://www.kent.gov.uk/childrensportal). You do not consent to share information or agreement to engage in these circumstances (if during out of hours call 03000 419191 only if the situation cannot wait until the next working day).

Please refer to Kent's Support Level Guidance for more information
<https://www.kscmp.org.uk/guidance/kent-support-levels-guidance>

The above will ensure the most prompt and efficient response from the Front Door Service.

Professional Consultation process and responsibilities:

Prior to the consultation;

- You (the consultee) are expected to seek advice from your internal Safeguarding Lead within your organisation prior to contacting the Front Door Service (FDS) for a consultation.

Consultation process; Available between 10 am- 4pm Monday – Friday (excluding Bank Holidays).

- Your call will initially be taken by a member of the contact centre team (**03000 411111**) who will ask you specific questions to determine where to direct your call.
If you know that the child is already open to Integrated children's services, please provide details in order that the contact centre can direct your call to the allocated worker or team.
- Where this is not the case, your call will be directed to the FDS where your contact details and a brief summary of the reason for your call will be taken and passed on to an experienced social worker.

- You will then be contacted by an experienced social worker who will ask specific questions about the reason for your call before providing you with advice. This will be a **No Named consultation**; no child details will be shared and therefore you do not require consent from the parent or carer. **It will be your responsibility to consider the advice given and take any actions that you deem necessary and appropriate following the consultation.** The FDS are providing advice only which can then form part of your consideration about what you do next. It is the responsibility of individual agencies, partners and professionals to decide whether or not they make a referral to the local authority.
- The social worker from the FDS will take a record of the consultation which will be stored in accordance with data protection and retention policy. This will not be shared with you (the consultee) and you will be expected to maintain your own records in accordance with your own agency policy and procedures.
- Following the consultation, you will receive an email with a unique number for your records to confirm the FDS have provided a No Named Consultation.