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Ask for:Alastair Pettigrew
Date: 6th October 2011

Dear KSCB Member,

Subject: Specialist Children's Services - Central Duty Team

Further to my letters of 9th September 2011 updating you on the progress of the County Duty Team (CDT), I am pleased to be able to inform you that the service will be fully operational from Tuesday, 18th October 2011.

From that date CDT will operate totally separately from Kent Contact and Assessment Service (KCAS) and will take on the consultation function from Duty and Initial Assessment Teams (DIATs). Therefore, professionals need to be made aware of the following changes to the referral process that will take effect from 18th October:

1. Existing KCC contact centre numbers (08458 247 247 & 08458 247 100) will continue to be available and calls on these will be put through to CDT. However, an additional phone line has been established within Contact Kent specifically for partner agencies wanting access to CDT. The phone number will be **08458 247 102**;
2. If the call relates to an open case the professional will be redirected to the appropriate local office;
3. If the professional wishes to consult on a child protection or other issue on a new or closed case they will be put through to CDT and should choose the 'consultation' option. This will connect them directly to a social worker;
4. If the professional wishes to make a referral they will be put through to CDT and should choose the 'referral' option. This will connect them directly to a Contact and Assessment Officer who will take the details of the referral.

In my letter of 14th September I provided details of a temporary secure e-mail box, I can confirm that from 18th October CDT will have a permanent secure e-mail inbox and any professional communicating from the following:

@pnn.police.uk
@gcsx.gov.uk
@nhs.net
@gsi.gov.uk

will be able to send Inter Agency Referrals (IARs) and Domestic Abuse Notifications (DANs) securely by adding 'gcsx.gov.uk' onto the end of the CDT e-mail box address, i.e. central.duty@kent.gov.uk.gcsx.gov.uk. CDT will retain the temporary secure inbox for a brief period to ensure that no referrals are lost and will then shut it down.

Everything has been done to try to ensure that these changes operate smoothly. However, if you have any concerns, please e-mail Terri Goodwin on terri.goodwin@kent.gov.uk in the first instance.

Yours sincerely,

A handwritten signature in cursive script that reads "Alastair Pettigrew".

Alastair Pettigrew
Interim Director Specialist Children's Services