

FOR ATTENTION OF ALL HEALTH STAFF

**\*\*\*\* IMPORTANT CHANGES TO THE CHILD PROTECTION ADVISORS (HEALTH) SERVICE DELIVERY\*\*\*\***

From 6<sup>th</sup> November 2023 There will be a change in how you access the services of the child protection advisors (CPA) service.

The CPAs are there to provide specialist advice and guidance to health staff who have concerns around a child/children/young person/unborn baby.

Currently, health staff access our services based on the CPA who is designated to cover a particular geographical area, contacting them when they need to discuss a child they have concerns about. **It is this aspect of accessing the service which will be changing.** This is due to various factors including increased demand on the service, inconsistent workload pressures across Highland as well as those staff who access the service and those who deliver it often working part time hours and therefore making it difficult to connect with the local CPA. To address these issues, we will soon be operating a “duty” service (similar to the model used by Social Work teams) Cases with **significant complexity** such as perplexing presentation/long-standing neglect should continue to be discussed with your local CPA as should discussion around unborns where there is a need for antenatal planning.

From Monday 6<sup>th</sup> November 2023 any **health** staff looking for advice and guidance can contact a CPA in one of two ways

1. By contacting our dedicated Child protection advice and guidance phone number on 01463 705828 and leaving a message on this answering service. The CPA on duty will contact you back on the same day to respond to your concern. The service will operate Monday-Friday 9-5. Any messages left after this time will not be picked up until the next working day.
2. By contacting our dedicated email service on [childprotectionadvice@highland.gov.uk](mailto:childprotectionadvice@highland.gov.uk) The CPA on duty will respond to your email on the same day as long as it is within core business hours.
  - For concerns out-with normal business hours, you should contact Emergency Social Work Services on 08081753646

Your local CPA will still be available to provide child protection supervision, attendance at CPPM's and antenatal planning meetings as the health representative **where possible**.

From 6<sup>th</sup> November please **DO NOT** contact your local CPA for advice and guidance as we will be working on a rota system fulfilling this and other duties and will not be able to respond to queries which can be answered by the advice and guidance service.

\*\*\*For Social workers and Practice Leads Care and Protection wishing to discuss an ongoing case with the CPA, please continue to liaise directly with the local CPA. \*\*\*

\*\*\* For child concern forms coming from ED's please continue to use the [CPadvisors@highland.gov.uk](mailto:CPadvisors@highland.gov.uk) please ensure form is completed electronically\*\*\*