

# Contact, Advice and Assessment Service (CAAS)

## General Information

### *Do you need to make an enquiry in regard to a child or young person for whom you may have concerns?*

The CAAS is here to help with the initial contact for all members of the public and professional agencies. You will speak to a qualified Social Worker who can offer consultation and advice.

### *Do CAAS Social Workers always complete a single assessment or an investigation of children and families' circumstances?*

A Social Worker will only complete a single assessment if a child is at risk of significant harm or in some case where there are concerns regarding their welfare.

### *If an assessment is not needed, other support can be offered?*

- Advice and Consultation
- Multiagency Targeted Services
- Early Help Services

### *What decisions can social workers from CAAS make after an enquiry is made?*

1. If child protection intervention is required (s47)
2. If child in need intervention is required (s17)
3. If support from other services is appropriate
4. If no further action is required

### **5 Key Messages**

1. Listen and reassure the child
2. No delay in making contact with CAAS
3. Give an accurate account of incident/disclosure including context
4. Supporting parents –working with the family whenever possible.
5. If in doubt- contact CAAS

## Contact, Advice and Assessment Service (CAAS)

### **Opening times:**

Mon to Thu (8:30 – 17:00) Fri (8:30 – 16:30)  
Telephone: 01635 503090  
e-mail: [child@westberks.gov.uk](mailto:child@westberks.gov.uk)  
Fax: 01635 519740

### **Out of hours: Emergency Duty Service (EDS)**

Telephone: 01344 786 543  
e-mail: [edt@bracknell-forest.gov.uk](mailto:edt@bracknell-forest.gov.uk)  
Fax: 01344 786 535

WBC/CFS/HR/0117



**West Berkshire**  
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