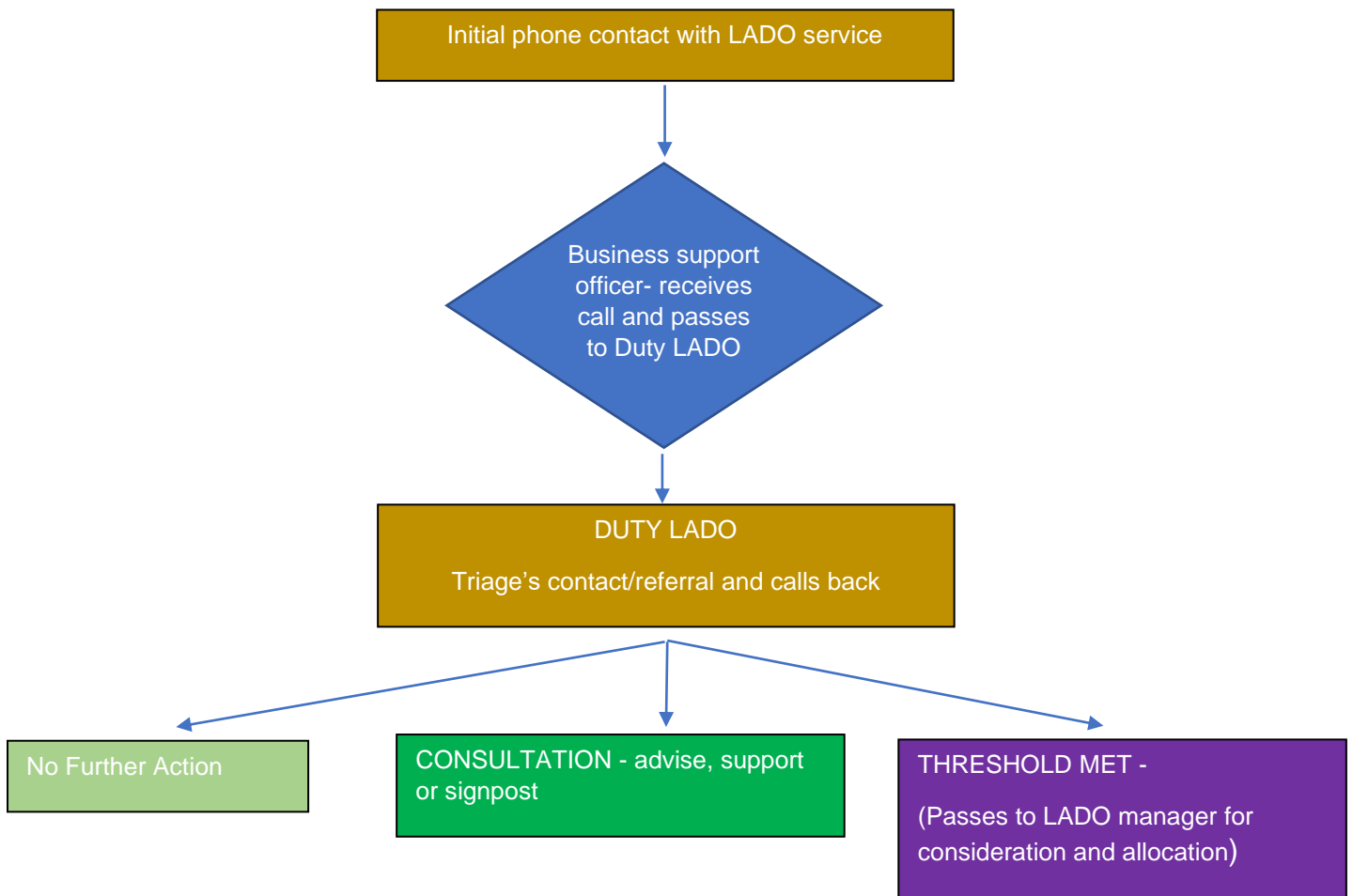


## LADO SERVICE CONTACT AND PATHWAY



### Please note:

- The initial phone contact with the LADO service goes directly to the LADO business support officer whose responsibility it is to pass the callers details to the DUTY LADO who will then call back where required.
- The business support officer **will not advise on threshold or safeguarding matters**. Where the caller states that the reason for their contact is to discuss/ make a LADO referral, the business support officer will advise them to complete a referral form which will then be passed to the DUTY LADO to triage/assess.
- **Completing a referral form does not determine threshold for LADO involvement**. However, completing a referral form will provide the DUTY LADO with the relevant safeguarding concern/allegation detail which they need to read, review and respond to via the referral form. Responding on the referral form is beneficial for the referrers record keeping and allows the LADO to be accountable for advice given.
- Following the triage process, the DUTY LADO will inform the referrer of the outcome of the LADO contact which could be NFA, advise/support and or threshold met. Where threshold is met, the case will be passed to the LADO manager for allocation consideration after which a named LADO will be allocated manage/monitor the case.

You can contact the LADO service via phone/email:

Phone: 0300 123 1650 (option 3)

Email: [LADO@surreycc.gov.uk](mailto:LADO@surreycc.gov.uk)

03/02/2022