

**Top 5**  
**STARTING POINT**  
*A new way of working in Derbyshire.*  
**Myths**

**MYTH**

**Always ring Call Derbyshire if you want to make a request for support**

Only ring Call Derbyshire if you have an urgent child protection concern. All other requests should be made via the on line request for support form  
 01629 533190

**MYTH**

**All work completed by Children's Rapid Response Team (CRRT) should be passed to Starting Point for triage**

CRRT is Starting Point out of hours. If the triage process is completed out of hours then it will be passed to the locality team in the same manner as daytime Starting Point deals with it

**MYTH**

**MAT's, Children's Centres & Social Work Teams can not directly accept requests for support unless they have been triaged through Starting Point**

**MYTH**

**If you see a need within a family refer to Starting Point**

If you see a need within a family first consider if the family would benefit from an Early Help Assessment or a TAF, or if universal services such as education can offer additional support in order to meet the child's need.

Remember that our partners in health and schools have duties to provide help and support to families to promote and safeguard the welfare of children. It is everyone's responsibility to see if they can provide support at the lowest level. A request for support should only be made to Starting Point if the circumstances meets the threshold for additional support as described in the DSCB Threshold documents

[www.derbyshire.gov.uk/startingpoint](http://www.derbyshire.gov.uk/startingpoint)

**MYTH**

**The advice and consultation line is for everyone**

The advice and consultation line is for our partner agencies. It is not for the Children Services Workforce, however, please promote this service to our partners. Please seek advice and support from your line manager  
 01629 535353

**MYTH**

Not all new work has to go through Starting Point. MAT's, Children's Centres, Social Work Teams, should all use their professional judgement on the need for a triage in the following circumstances;

- \* Open cases - new baby is born and you are already providing support to the family. This **does not** require a triage
- \* Recently closed case where parents / partner agency are requesting further support regarding the same issues you have worked with them on. This **does not** require a triage
- \* Following MAT Single Focus work, a new concern emerges. This **does not** require a triage