

Contact us



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The Children's Hub

Hartlepool and Stockton-on-Tees



North Tees and Hartlepool 
NHS Foundation Trust

Tees, Esk and Wear Valleys 
NHS Foundation Trust



Stockton-on-Tees
BOROUGH COUNCIL

What is The Children's Hub?

The Children's Hub is the first point of contact for anyone who has a concern about the welfare or safety of a child or young person or thinks they may need extra help and support.

When they are contacted, they will listen to what they are being told and the different agencies might share information with each other to try and work out whether they can help.

The Children's Hub is a partnership between:

- Hartlepool Borough Council
- Stockton-on-Tees Borough Council
- Cleveland Police
- Health Partners

Will I be told if someone contacts The Children's Hub about my child?

You can contact The Children's Hub yourself to discuss whether additional help or support might be available.

If another professional or agency contacts The Children's Hub about your child they should have discussed this with you first. If they are contacted by a member of the public or they learn that a professional or agency has contacted them without your knowledge they will try to let you know that this has happened.

The only time you will not be told is if telling you might put your child or someone else at risk of harm or if it might affect the investigation of a crime.

Can information be shared without my permission?

Yes, but only if The Children's Hub believe that your child is being harmed, or might be harmed in the future or if sharing the information might help to stop or solve a crime.

The Children's Hub might be required to share your information more widely where the law says they have to.

Your information will be held and shared securely in accordance with the Data Protection Act 1998.

How will The Children's Hub use my information?

The Children's Hub uses your information to decide if your child might need some extra help or support.

Unless there is a suspicion that your child is being harmed or might be harmed in the future, any further action will only be taken if you agree to it.

The main options available to The Children's Hub are:

- To take no further action
- To refer your child to another agency for specific support
- To refer your child for an Early Help Assessment
- To refer your child to Children's Social Care for a Social Work assessment