

Making a Referral

For all referrals to Children's social care, the child should be regarded as potentially a child in need, and the referral should be evaluated on the same day that it was received. A decision must be made by a qualified social worker supported by line manager within one working day about the type of response that is required.

New referrals and referrals on closed cases should be made to the Children's social care duty social worker. Referrals on open cases should be made to the allocated social worker for the case (or in their absence their manager or the duty social worker).

The referrer should provide information about their concerns and any information they may have gathered in an assessment that may have taken place prior to making the referral. The referrer will be asked for information about some of the following:

Full names (including aliases and spelling variations), date of birth and gender of all child/ren in the household;

Family address and (where relevant) school / nursery attended;

Identity of those with parental responsibility and any other significant adults who may be involved in caring for the child such as grandparents;

Names and date of birth of all household members, if available;

Where available, the child's NHS number and education UPN number;

Ethnicity, first language and religion of children and parents;

Any special needs of children or parents;

Any significant/important recent or historical events/incidents in child or family's life;

Cause for concern including details of any allegations, their sources, timing and location;

Child's current location and emotional and physical condition;

Whether the child needs immediate protection;

Details of alleged perpetrator, if relevant;

Referrer's relationship and knowledge of child and parents;

Known involvement of other agencies / professionals (e.g. GP);

Information regarding parental knowledge of, and agreement to, the referral;

The child's views and wishes, if known.

Other information may be relevant and some information may not be available at the time of making the referral. However, there should not be a delay in order to collect information if the delay may place the child at risk of significant harm.

The parents' permission should be sought before discussing a referral about them with other agencies, unless permission-seeking may itself place a child at risk of significant harm. Where a professional decides not to seek parental permission before making a referral to Children's social care, the decision must be recorded in the child's file with reasons, dated and signed and confirmed in the referral to Children's social care.

All referrals from professionals should be confirmed in writing, by the referrer, within 48 hours. If the referrer has not received an acknowledgement within three working days, they should contact Children's social care again.