

# Barnsley Children's Social Care – Integrated Front Door

## Top tips for good referrals

We need a clear explanation of what you are worried about, and why you are so concerned that you have made a referral asking for a service.

### What to record

- What have you seen? (where, when)
- Who was involved?
- What have you heard? (when, who from)
- What was disclosed / said to you?
- Clear focus throughout of what the impact of concerns on the child now?
- As much information as you can provide about the family – who else lives with the child, or is significant but lives elsewhere?
- What is the child's lived experience? i.e., what is life like for them? What do they think about their lives? Have you asked them?

#### **Remember to separate Facts and Opinions.**

**You can have a professional opinion but make sure this is stated clearly. For example; the young person said "I wanted to have sex with them" however in my view they were coerced and are being sexually exploited because...**

- Identify what you have tried already to reduce risk and meet the child/ren's needs.
- What has gone well with previous support, and what works well for the family?

- Why do you think the risk remains?
- What do you think the future impact on the child is likely to be if CSC don't become involved?

### When to make referral

- Risk of significant harm to individual or others
- Identified that level 3 or level 4 needs as per Barnsley Tiers of Need guidance

#### **Family members, fathers and parental responsibility**

Please provide details of all other children and adults who live in the household. Even if parents do not live together or if there is an unborn child, we still need details of both parents where possible. Please ensure that you record the relationship to the child

Please state who has parental responsibility for the child. If there are any Court Orders in place then please advise.

### Consent

- Do you have consent to make this referral? Unless it increases the risks to the child (immediate safeguarding concern) or is a risk to your own personal safety – then having the consent of parents (or the young person if they are old enough) is required.
- Encourage transparency with parents and be clear as to what your concerns are at this time.
- Show them the completed Social Care Contact/Referral Form as this will aid engagement from parents. They can see what you have shared.

**If you are worried that a child has been harmed or is at risk of harm, then phone the Integrated Front Door on 01226 772423 to speak to a social worker. If a child is in immediate danger, then call 999 for a police response.**



With poor information, the Integrated Front Door is unable to make appropriate and proportionate decisions. This can put a child or young person at risk or lead to overly intrusive interventions which are disruptive to the child and/or family.

<b>A good quality referral</b>	<b>A poor-quality referral</b>
✓ Is typed electronically	✗ Handwriting is difficult to read, poor spelling
✓ Uses clear, simple language	✗ Uses jargon or acronyms
✓ Provides detail, such as: <ul style="list-style-type: none"><li>- telephone numbers &amp; email addresses</li><li>- previous assessments</li><li>- father's name of an unborn child</li></ul>	✗ Very short with no detail <ul style="list-style-type: none"><li>- It is not clear if the concern is in the past or present</li><li>- No contact details means that Social Care has to chase for information making referral process times longer</li></ul>
✓ Provides context	✗ Does not provide context – for example how often has this happened
✓ Is accurate and evidence-based	✗ It's not clear who / what / where, and encourages assumptions
✓ Includes specific details and times	✗ Is vague and unclear whether it is describing an existing or past concern
✓ Has spoken to the child (and parents where appropriate)	✗ Makes assumptions. Does not make it clear where the information is coming from, e.g. is it second hand?
✓ Provides specific information relevant to the agency doing the referral	✗ It is not clear what action the agency has taken or what their concerns are
✓ Social Care Referral Form as soon as a disclosure or incident occurs and there is no delay	✗ The referral is delayed, meaning opportunities to speak to the child or collect evidence are lost
✓ Completes all appropriate sections in the Referral Form	✗ Leaves gaps

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