

Professional Referrals to Children & Families Social Work

If a child has an allocated social worker contact them.

Child Protection Referrals should be made by phone – **01506 284440 (Option 2), 01506 282252, 01506 284700, (out of office hours 01506 281028/9)** **Consent to share information is not required.** You may have to leave a voicemail and will receive a call back

INFORMATION REQUIRED:

1. **Make it clear that you are calling about a child protection issue (a child has suffered or is at risk of significant harm)**
2. Child's name, address, DOB, school/nursery
3. Names and DOB of people who live in the same house and their relationship to the child
4. The reason why you are concerned e.g.
 - the child has made a disclosure;
 - the child has an injury;
 - Parents/carers/relatives/friends have told you something concerning;
 - Child living with domestic abuse
 - The child is being neglected either physically or emotionally;
 - There has been an accumulation of concerns;
 - Your assessment of the situation.
5. Any risk factors you are aware of e.g. mental illness, domestic abuse, substance misuse, poverty, isolation
6. Any relevant back ground information about the child e.g. development, disability, learning difficulties, presentation
7. Any relevant background information about parents/carers e.g. a history of neglect, leaning difficulties/disability, physical ill health
8. Any other relevant information e.g. parent is likely to respond aggressively; an interpreter is required; there is a dog in the house, any other professionals/services involved.
9. Any time constraints such as child due to go home from school/nursery.

If you are unhappy with the response please refer to [Escalation/dispute resolution procedure](#)

Well-being concerns should be made by phone – **01506 284440 (Option 2), 01506 282252, 01506 284700** **Consent to share information is required.** You may have to leave a voicemail and will receive a call back

INFORMATION REQUIRED:

1. Child's name, address, DOB, school/nursery
2. Names and DOB of people who live in the same house and their relationship to the child.
3. What your concern is.
4. Any relevant background information about child/parents/carers e.g. a history of neglect, leaning difficulties/disability, physical ill health/substance misuse/interpreter required etc.
5. Details of your agency's or multi-agency involvement.
6. Your assessment of the child's/family's needs.
7. The reason why you are phoning social work services e.g. for advice or you think SW involvement is required.
8. If you think SW involvement is required:
 - Have you had a child's planning meeting? What was the plan? What was the outcome of your and others' interventions;
 - What do you expect SW involvement to achieve?
9. You may be asked to send the duty social worker the child's plan, any written assessment, your chronology or multi-agency chronology.