**Integrated Front Door Referral Process**

**In an** **emergency situation** call 999 for advice.

**If you have significant worries**, please call the Front door Team to speak to the Duty Social Worker for advice before submitting this form:

|  |  |
| --- | --- |
| **0121 788 4300 *option 2*** | *Monday to Thursday 8:45am - 5:20pm, Friday 8:45am - 4.30pm* |
| **0121 605 6060** | *Evenings, weekends or bank holidays* |

**If you have a safeguarding concern you must completed the Multi-Agency Referral Form** [Multi Agency Referral (solihull.gov.uk)](https://digital.solihull.gov.uk/ChildrensSocialWorkServiceReferral/)

**Multi-Agency Referral Form**

This form will require you to answer the following questions:

1. **Preliminary questions**
* Are you a completing this form in a Professional capacity?
* Has a parent given consent for you to share information with the MASH Team?
* Has a parent given consent for the MASH Team to speak to other agencies about their situation?
* Does the parent want additional support for their family?
1. **Person completing the referral details**

This is where you will provide your information should we need to contact you about your referral.

1. **Child's details**
* First Name
* Surname
* Date Of Birth
* NHS Number
* Ethnicity
* Gender
* Physical/learning difficulty/health conditions
* Communication Needs
* Address
* School/Education Details

Siblings can be added here.

If you do not have information, please put N/A in those sections.

1. **Parent/Carer details**
* First Name
* Surname
* Date Of Birth
* Relationship to child
* Parental Responsibility
* Address
* Telephone Number
* Email Address

If you do not have information, please put N/A in those sections.

1. **Other agencies/professionals involved**
* Organisation
* Named Person
* Secure Email
* Phone
1. **Your concern**
* Why are you worried about this child?
* What is working well for this child?

Its important that you add as much information that is relevant to your concerns.

You will then be asked to submit your referral. This will then be sent via email to the MASH team where a manager will review the referral and RAG rate this, assigning it to a Social Worker and providing a timescale to pull together all the information from partner agencies and the family if reasonable to do so.

How referrals are RAG rated:

|  |  |  |
| --- | --- | --- |
| **RAG** | **Reason** | **Timescale for strategy discussion** |
| **RED** | The referral provides information that leads the LA to believe the child(ren) are at significant risk of neglect or harm, further information is needed from partner agencies and a strategy meeting is arranged. | 4 hours |
| **AMBER** | Referral has a safeguarding concern that needs to be explored with the additional information from partner agencies.  | 24 hours |
| **GREEN** | There have been no safeguarding concerns raised, a file will be opened on the family to record that a referral has been made.  | N/A |

**Strategy discussions**

These meeting will take place and you will be invited to attend, this will be via a MS teams invite. If you are unable to attend one of the educational representatives with the Integrated Front Door will share the education information on your behalf. They will also call you within 24 hours of the strategy discussion to advise you of the outcome and any actions that you may need to be aware of.

Attendees at a strategy discussion meeting are:

* Chair – Manager from Solihull Children’s Services
* Integrated Front door Social Worker
* Social Worker and manager for the team who the child will be transferred to
* West Midlands Police
* Health Representative
* Mental Health Representative
* Housing Officer
* Offending Officer
* Education representative / Schools
* Business Support Officer – Minute taker

Other professionals may be in attendance if they are necessary and have relevant information to share about the child or family.

**Decision**

All decision made during a strategy discussion meeting are multi-agency decision and is based off the majority. Your opinion and decision will be considered and be taken into account in the minutes.

Possible outcomes from a strategy discussion are:

|  |  |
| --- | --- |
| Decision | What happens next? |
| No Further Action | The child’s file will be closed to children’s services intervention. |
| Section 17 Social Work Assessment | The child will be allocated to a social worker and they will complete a Child and Family assessment within 45 days. |
| Single Agency Section 47 | The child will be allocated to a social worker and they will complete a section 47 enquiry within 15 days. |
| Joint Agency Section 47 | The child will be allocated to a social worker and they will complete a section 47 enquiry within 15 days, this will be completed alongside the Police who will be investigating a criminal element to the concerns. |