



PRACTITIONERS QUICK GUIDE TO MAKING A REFERRAL ABOUT THE SAFETY OR WELFARE OF A CHILD





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Refer to the Referral
and Assessment
(MASSS) Duty Social
Worker



Contact the social worker by telephone and clearly state you are making a referral this will avoid confusion

01204 331500

Make sure you record who you are talking to, make sure you provide a clear account of your concerns and why you are contacting the social worker now

At the end of the call you should know what is going to happen next, the timescales for action and what your role in this will be

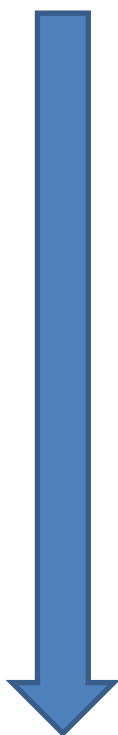
When making a referral use BSCB's tool 'Useful Information when making a referral'

<http://boltonsafeguardingchildren.org.uk/documents/2013/05/useful-information-when-making-a-child-protection-referral.docx>

If the duty worker does not agree that social work involvement is needed you should listen to their reasoning for this and their advice about alternative action – including recommendations to use early help processes; if at the end of this you still do not agree then you should use BSCB's resolving professional differences process

http://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html

You should ensure that the child and their family continues to be supported and kept safe while awaiting resolution



Follow up in writing
using Early Help
Assessment Form within
2 working days



After you make a telephone referral to a social worker you should follow this up, securely, in writing using the Early Help form to confirm your concerns and to share any additional information you know about the child and their family

R&A@bolton.gcsx.gov.uk

You override consent as you are taking action to safeguard a child – Early Help Assessment can be found

<http://boltonsafeguardingchildren.org.uk/documents/2015/11/early-help-assessment-form.doc>

If you have had no acknowledgment that the written information has been received, you should re-contact the social worker and request an update

If you know there is an Early Help Assessment and Plan open but you are not the Lead Professional, you should tell the Lead Professional about the action you have taken and why as soon as possible; if you are not sure if there is an Early Help Assessment you can check with the Integrated Working Team on 01204 331394 who will let you know and share details of the Lead Professional where one is identified – it would be good practice to share this information with the Lead Professional

If you are the current Lead Professional making the referral and there is an Early Help Assessment and Plan in place, this should be updated to include the referral information and used to follow up your referral in writing to the social worker - this helps to avoid duplication and gives the social worker the best possible information from which to start their assessment

Remember to also send a secure copy to the Integrated Working Team

boltonISA@bolton.gov.uk