

## **Information Required When Making a Referral**

**Do not delay or avoid contacting the Helpdesk if you do not have all the information detailed below**, however when making a referral it is important that you have accurate information available and have thought through your concerns to enable the Helpdesk to advise you appropriately.

A Checklist to help you to clarify these concerns is available from the document library of these procedures. It is provided for practitioner's assistance and is not a pre-requisite of contacting the Helpdesk.

### **Factual Information**

- ❖ Names and dates of birth/ages of family members
- ❖ Ethnicity
- ❖ Home address
- ❖ Names of those who hold parental responsibility

### **Referrer's connection to the family**

- ❖ State your involvement
- ❖ Is the child/ family aware that you are making this referral?

### **Source and nature of concerns**

- ❖ Is it something you have seen?
- ❖ Is it based on the concern of another, if so, whom?
- ❖ Is it based on the child's behaviour, an injury, what the child has said?
- ❖ Has this concern developed over time or just today?
- ❖ What evidence do you have to support your concern? This may include what the child has said to you directly. If so, are you aware if the child has also spoken to anyone else?
- ❖ Whom do you believe to be the source of harm/potential harm to the child?
- ❖ Are there other children in the family or other children about whom you have concerns?
- ❖ In your opinion does the child need immediate protection?

### **Establish what action will be taken**

The worker receiving the information will advise you as to what will happen next. This should be clearly recorded by both parties.

### **Follow-up actions**

- ❖ Ensure that senior staff in your Agency are informed that contact has been made with the Helpdesk, if they are not already aware, and that any other procedures of your Agency are followed.
  
- ❖ Confirm the referral in writing and forward any other recording e.g. CAF /TAC Plan within 24 hours.
  
- ❖ Be prepared to attend a strategy meeting if required.