# **Professional Referral Pathway into Children's Services Flowchart**

## Professional considers child/family need alongside the Continuum of Need.

(If you know how to contact the practitioner who is already working with the child/family please do so or you can make a referral via the portal.)



### Needs at Level 2, 3 or 4

Professional gains parents' consent as needed. Share information leaflet with parents (link). Complete online referral form.





# **Customer Service Centre**

Screen all referrals for urgency. Review referral quality and consent. Confirm child is not open to Children's Services already. Decide which Children's Services team should receive referral.









### **Customer Service Centre**

Consider risk / need for the child/family and pass to relevant Children's Services team.



Needs at Level 2 - consent

always needed

Allocated to Gateway Early

Help Pod for Triage.

Review history, current

concerns, information is

sought from key

professionals, speak to

family. Likely outcomes

include signposting to

community organisations

and resources, Families First

Panel and early help family

support services.

3 day timescale.



# Needs at Level 3 – consent often needed but can be overridden.

Allocated to Gateway MASH (Multi Agency Safeguarding Hub).

Senior social worker reviews referral for urgency and gives management direction. Children's Services practitioner allocated to lead the information gathering and speak to family.



# Referral shared with MASH co-located Police, Health and **Probation colleagues**

Information about the child/family shared amongst the 4 agencies. Information requested from other agencies such as school, housing, CGL, including child's wishes and feelings.



Information sharing reviewed. Decision about next steps agreed between 4 MASH agencies. Likely outcomes include continuation to a 45-day child and family assessment, immediate section 47





# **Referral Outcome**

Shared with family and autogenerated email sent to referrer.

Referrer can escalate if they believe the outcome has not addressed risk.



# Needs at Level 4 - consent not needed

Referral allocated to assessment team (community based). If significant harm and physical/sexual abuse, allocated to joint child protection investigation team.

> 15-45 day timescale.

