

**Always refer via a MARF ([Multi-Agency Referral Form](#)) or an Early Help Assessment**  
***(If a child is at risk then a referral will be taken over the phone but it must always be followed up by a MARF within 24hrs)***

### **1. WHAT must be included to make a good referral?**

- a. **What is the Family Composition?** (Full names, address, significant people and relationships including all/any contact details, and including who has Parental Responsibility)
- b. **What we are Worried about (the RISKS)?** i.e. Context to the situation what are the concerns.....not just "mum is suicidal", impact of these risks and any evidence
- c. **What is working well (the protective factors)?** i.e. Context to the situation.....the impact of these protective factors and any evidence
- d. **What has been done already to support the family?** detail previous work you or others have done to support change, or prevent escalation of need and risk
- e. **How has [Right Help Right Time](#) been applied?** evidence threshold of harm
- f. **Are those with Parental Responsibility aware of the referral** as a professional its good practice to ensure the family are aware of the concerns within the referral. The family don't need to consent to a referral being made, as under GDPR we have a public duty to process information, but they do need to be aware and ideally in agreement to engaging.

### **2. HOW and WHERE to make a good referral?**

- a. **Via the completion of a MARF, ([Multi-Agency Referral Form](#))** this will enable all information to be shared and an appropriate decision made. If you have completed an **EH Assessment**, this should also be submitted as this will have the detail of needs, risks and what has happened
- b. **Contact us:** If there is no immediate danger or you need advice or information, you should call the [Multi-Agency Safeguarding Hub](#) on 024 7678 8555 or email [MASH@coventry.gov.uk](mailto:MASH@coventry.gov.uk) if a child is in immediate danger then call 999. Social worker (out of office hours): 024 7683 2222.
- c. **Threshold Documents:** As outlined in the [Right Help Right Time](#) guidance where there are child protection or safeguarding concern's (level 4) refer to the MASH, where concerns are level 3, these can be referred to our family hubs, or access our family hub [website here](#) to consider what is on at the hubs, who to contact to enable referral or appropriate sign posting for families.

### **3. WHY is this important?**

- a. Safeguarding is everyone's business, and in Coventry we all want what is best for children, young people, adults and families, and to achieve this we need to work together and ensure we are involved with the right families at the right time and providing the [Right Help Right Time](#).
- b. Children, young people and families have a right to have '[Respect for their private and family life](#)' therefore any intervention is taken seriously and the more information obtained and shared the better the decision making.
- c. By having a clear and concise referral means a family does not have to re-tell their story, it is vital as professionals we share the right information to enable a child/families lived experience to be captured and to ensure the right action is taken to protect children. We don't want to involve ourselves in people's lives unnecessary so the information shared enables us to consider this with any other information, 'building the jigsaw' or a lived experience to measure risk and impact and measure threshold.