

# **Guidance on Referral Processes between:**

## **Adult Services and Children's Services**

**September 2015**

<p>Ratified by: Calderdale Adult Safeguarding Board Calderdale Safeguarding Children Board December 2015</p>
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## **1. Introduction**

The purpose of this guidance is to strengthen the working arrangements between all agencies in order to fulfil their duties as set out in national policy and guidance.

It aims to:

- Strengthen working relationships between the agencies
- Improve identification, assessment and referral arrangements for both vulnerable children and adults
- Develop consistent thresholds and pathways into services
- Improve joint working including information sharing and data
- Provide robust governance arrangements with relevant strategic boards

By identifying and responding to the needs of the family as a whole, this guidance supports early intervention work that can make a real positive difference to the outcomes for children and their families.

The guidance should be read in conjunction with [Working Together to Safeguard Children: March 2015](#); [‘West Yorkshire Procedures Manual’](#) for Children and Young People; [Calderdale’s Continuum of Need model](#) (2015); [‘Safeguarding Adults Multi-Agency Policy and Procedure for West Yorkshire and North Yorkshire April 2015’](#); [Inter agency Information Sharing Guidance](#)

## **2. Objectives**

The primary objectives of the guidance are to:

1. Clarify thresholds and pathways for support between providers of Adults' and Children's Social Care and all other services that work with adults and children.
2. Ensure that important information about adults and children is collected and shared appropriately in a timely manner.
3. Promote working relationships between Adult and Children's services to encourage joint working and establish a shared understanding of each others' thresholds.
4. Encourage Adults and Children's Services to draw on each other's knowledge and expertise to coordinate services and improve outcomes for all.



#### **4. Making Referrals for a child about whom you have concerns or require additional support services**

In Calderdale there is one request for service/referral form to request services from the Early Intervention Panel (EIP), the Disabled Children's Team (DCT) and Children's Social Care (CSC) - the Multi-Agency Screening Team (MAST). There is also guidance in respect of completing the referral form.- [link to referral form](#) and **guidance on CSCB website**

Unless there is a statutory requirement for Children's Social Care to undertake an assessment or child protection concerns MAST will not accept referrals unless an Early Intervention Single Assessment (EISA) has been completed. It is important that children and families get 'the right help at the right time' therefore referrals should be made via the Early Intervention Panel for additional support services with a completed Early Intervention Single Assessment (EISA) or to request a lead professional to be identified to undertake an EISA.

See Calderdale [Continuum of Need and Response](#) which explains the thresholds for intervention through the different tiers of help and support for children and young people.

##### **4.1 Early Intervention Panels**

In Calderdale, early help to children and their families is delivered via the [Early Intervention panels](#). These panels are based in 4 localities and coordinate services across all agencies working in that area. In addition you can ring for advice and guidance regarding a child/family you are working with.

Halifax Central – 01422 392510 [eis.halifaxcentral@calderdale.gov.uk](mailto:eis.halifaxcentral@calderdale.gov.uk)

Halifax North and East – 01422 288272 [eis.northandeast@calderdale.gov.uk](mailto:eis.northandeast@calderdale.gov.uk)

Upper Valley - 01422 368279 [eis.uppervalley@calderdale.gov.uk](mailto:eis.uppervalley@calderdale.gov.uk)

Lower Valley – 01422 394094 [eis.lowervalley@calderdale.gov.uk](mailto:eis.lowervalley@calderdale.gov.uk)

*Click on the link above for more information about the working of the panels*

## **4.2 Children's Social Care (MAST and DCT)**

MAST is the Multi Agency Screening Team, which consists of CSC, Police, Health and the Early Intervention co-ordinator. The service is available 9am to 5pm Monday to Friday and can be contacted by phone or email. The team will consider and assess the referral and decide on the response within 24 hours.

MAST will provide advice and guidance on any query you may have about a child and family regarding whether you should make a referral and to which service. If there are Child Protection concerns, a referral should be made to the MAST immediately using the Calderdale Request for Service/Referral form.

The Disabled Children Team (DCT) will provide advice and guidance about support services they provide and will advise on access to services provided via the Early Intervention Panel or other specialised providers where this is more appropriate.

If concerns are about a child who is open to Children's Social Care, the allocated social worker/relevant team should be informed.

In an emergency, if the child is at immediate risk or has suffered any serious injury, contact 999 and follow with a telephone referral as soon as possible to MAST or the appropriate Children's Social Care Locality Team if the child has a social worker.

### **MAST**

[MAST@calderdale.gcsxgov.uk](mailto:MAST@calderdale.gcsxgov.uk) or [MAST@calderdale.gov.uk](mailto:MAST@calderdale.gov.uk) - 01422 393336

### **DCT**

[dctadmin@calderdale.gcsx.gov.uk](mailto:dctadmin@calderdale.gcsx.gov.uk) - 01422 394091

### **Locality Teams**

North and East	01422 266186
West and Central	01422 256053
Lower Valley	01422 373491
Upper Valley	01706 548176

If your concern is outside of working hours, contact should be made with the **Emergency Duty Team (EDT)** who provide out of office hours support on behalf of both Children and Adult services 01422 288000

### ***4.3 Other Contact Details which will help to inform a referral to Children's Services***

#### **Mental Health**

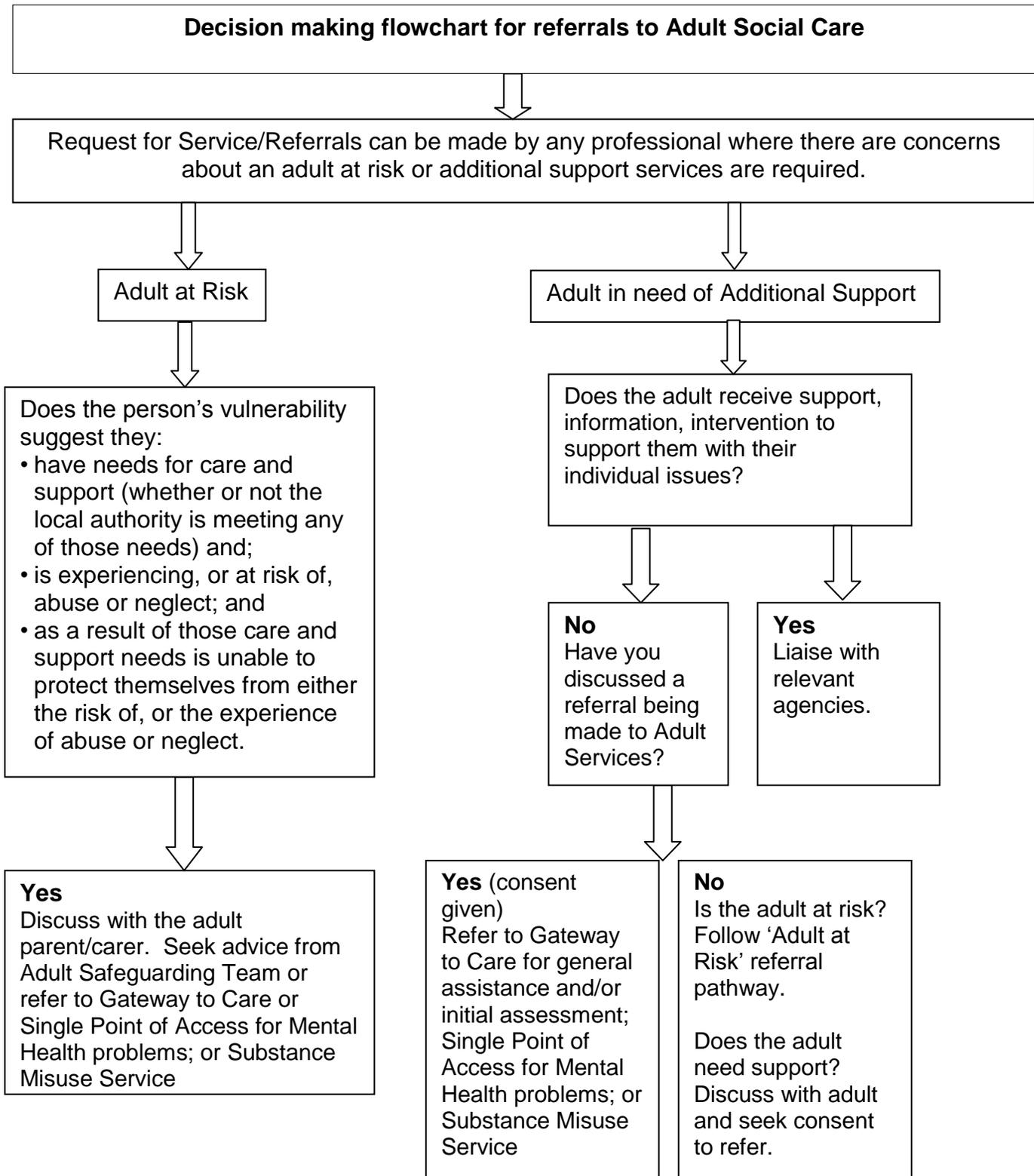
If you require an assessment or advice for a child or young person under the age of 18 years, contact should be made with:

**Tier 2 CAMHS Contact Point**                      01422 300 001  
[contactpoint@calderdalecamhs.org.uk](mailto:contactpoint@calderdalecamhs.org.uk)

Or if the matter is urgent and an immediate response is required, contact should be made with:

**Tier 3 CAMHS duty worker**                      01422 261 332.

## 5. Decision Making Referral Flowchart to Adult Services



## **6. Making referrals for an Adult about whom you have concerns**

### **6.1 Gateway to Care**

Gateway to Care is the first point of contact and information centre for Adults, Health and Social Care in Calderdale. The Team comprises a Team Manager, Deputy Team Manager, Social Care Advisors, Clinical Advisors, Occupational Therapists and Duty Social Workers. The service is available during office hours, Monday to Friday, and can be contacted via telephone, email or in person.

With the strong combination of skills and experience working together, the majority of enquiries are resolved quickly and without referral to other Teams. However, where the person would benefit from additional support, the Advisors in Gateway to Care make direct referrals to other specialist Teams, either within Calderdale Council or to external organisations.

Gateway to Care helps anyone who needs support with their social care needs so that they can make the most of their lives; including their relatives, carers, GPs and other professionals working with the person. In practice, this helps people to live safely and independently in their own home, engaging fully in their choice of activities and, importantly, remaining part of their community. Where this is not feasible, Gateway to Care provides information, advice and referrals to alternative solutions.

For people who prefer to research their social care options online, Calderdale Council provides an Information and Advice service via Connect to Support:

[www.connecttosupport.org/calderdale](http://www.connecttosupport.org/calderdale)

This includes links to specialist information, local activities and to an e-marketplace. Future developments will include self-assessment, support planning, financial assessment, regular reviews and a Care Account.

Gateway to Care can be contacted by telephone on 01422 393000 or by email to [Gatewaytocare@calderdale.gov.uk](mailto:Gatewaytocare@calderdale.gov.uk).

## **6.2 Adult Mental Health Services**

If you require an assessment or advice for an adult mental health issue (aged 18 or over) contact should be made with the

**Single Point Access Team (SPA)**      01422 222888.

## **6.3 Calderdale Recovery Steps**

Professionals can ring for advice on any substance misuse issues. Referrals to this service can be made by clients themselves or any professional that has the client's agreement to do so.

**Single Point of Access**                      01422 415550

## **7. Monitoring, Audit and Continuous Improvement**

Data will be collected from the following sources to determine the impact and effectiveness of the guidance:

- Quality and number of referrals to the Early Intervention Panels and to MAST;
- Referrals to SWYFT;
- Referrals to NHS Foundation Trust;
- Gateway to Care

The data will be reported to the Calderdale Safeguarding Children Board (CSCB) and Safeguarding Adult Board (SAB) through performance management reporting.

This joint guidance between Adults and Children's Services will be reviewed and updated on an annual basis or in line with any relevant changes in legislation or government guidance.