

# Guidance for referrals between Adult Services and Children's Services

March 2018

The purpose of this guidance is to strengthen the working arrangements between adult services and children's services in order to safeguard and promote the welfare of children, young people and adults at risk.

This guidance aims to:

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

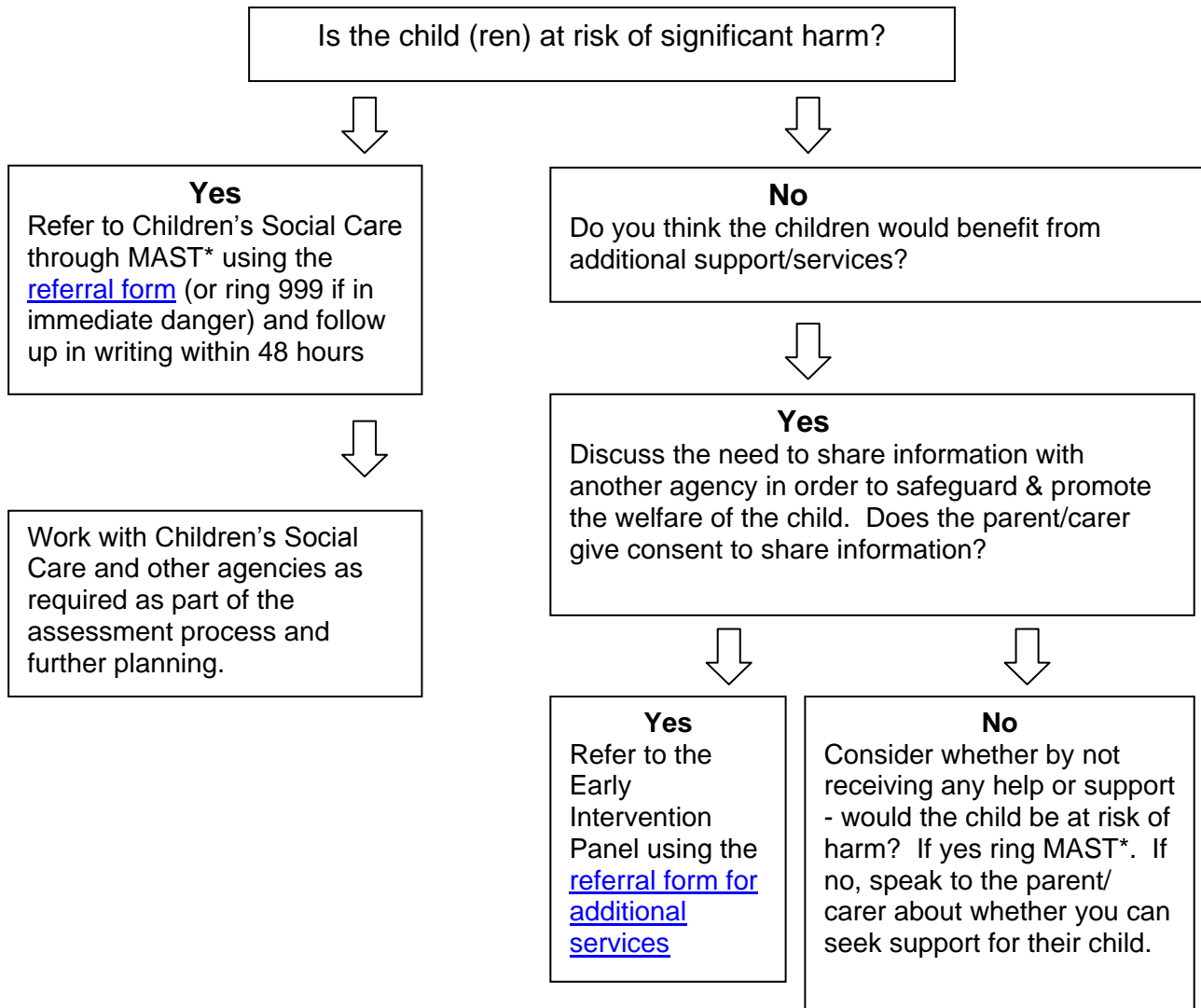
By identifying and responding to the needs of the family as a whole, this guidance supports early intervention work that can make a real positive difference to the outcomes for children and their families.

This guidance can be read in conjunction with the following documents:

['West Yorkshire Safeguarding Procedures Manual'](#)

[Joint Safeguarding Adult Procedures for West Yorkshire, North Yorkshire and York](#)

## Decision Making Flowchart for Referrals to Children's Services



\*MAST – Multi Agency Screening Team 01422 393336 [Reporting a Concern](#)  
[MAST@calderdale.gcsxgov.uk](mailto:MAST@calderdale.gcsxgov.uk) or [MAST@calderdale.gov.uk](mailto:MAST@calderdale.gov.uk)

You can ring the following **Early Intervention Panels** for advice about a child/family you are working with:

**Upper Valley** and **Halifax Central** – Both panels 01422 392510

[eis.uppervalley@calderdale.gov.uk](mailto:eis.uppervalley@calderdale.gov.uk) or [eis.halifaxcentral@calderdale.gov.uk](mailto:eis.halifaxcentral@calderdale.gov.uk)

**Halifax North and East** and **Lower Valley** – **Halifax North and East** and **Lower Valley** – Both panels on 01422 394094

[eis.northandeast@calderdale.gov.uk](mailto:eis.northandeast@calderdale.gov.uk) or [eis.lowervalley@calderdale.gov.uk](mailto:eis.lowervalley@calderdale.gov.uk)

Making referrals for a child you have a concerns about:

## ***MAST***

MAST is the Multi Agency Screening Team, which consists of Children's Social Care, Police, Health partners 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 [Referral form](#).

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**

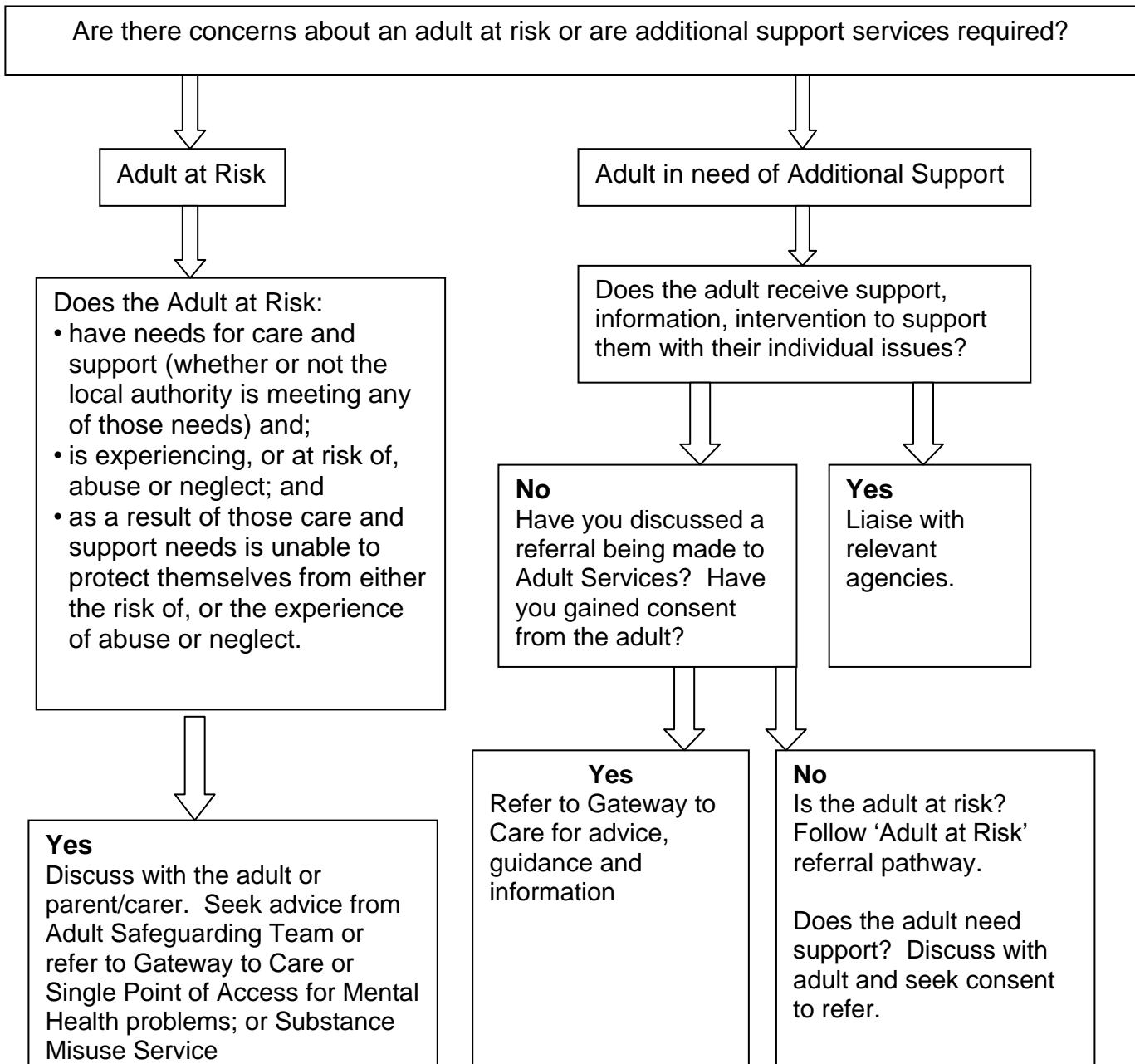
## ***Early Intervention Panels***

Calderdale's Early Intervention Strategy (EIS) has been developed to deliver a co-ordinated approach to multi agency locality working. The priority is to deliver intervention which is early and focused for children, young people and their families who have been identified as being most at risk of needing support from a specialist service.

A Single Assessment (EISA) has been developed from the Calderdale Assessment Framework to help practitioners working with children, young people and families to assess the additional needs of children and young people and to work together to meet them.

Any practitioner who needs help to decide whether to complete a Single Assessment should contact the Early Intervention Assessment Team for advice and support by email: [eiassessmentteam@calderdale.gov.uk](mailto:eiassessmentteam@calderdale.gov.uk) or by calling **01422 393661/ 392883**

## Decision Making Flowchart for Referrals to Adult Services



**Gateway to Care:** 01422 393000 or [Gatewaytocare@calderdale.gov.uk](mailto:Gatewaytocare@calderdale.gov.uk).

**Safeguarding Adults Team,** deal with care home queries: via 01422 393000

## **Making referrals for Adults through *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, Advanced Practitioners, 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.

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**

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.

For people who prefer to research their social care options online, Calderdale Council provides an Information and Advice service: [www.connecttosupport.org/calderdale](http://www.connecttosupport.org/calderdale).