

CONSULT

Use the Thresholds document, discuss with your safeguarding lead and use your professional judgement to identify the level of need. Thresholds document can be found at: <https://www.buckssafeguarding.org.uk/childrenpartnership/reporting-a-concern/report-a-concern-professional/>

If you are a school and need some advice, you can consult the Education Safeguarding Advisory Service (ESAS) on 01296 382912 or speak with your dedicated Family Support Service School Link Worker.

If you think the need has reached level 3 or 4 and you need advice or guidance, you can consult by calling First Response on **01296 383962**

LEVEL 2: ADDITIONAL SUPPORT

LEVEL 3: COMPLEX NEEDS / SPECIALIST/ THRESHOLD FOR CHILD IN NEED

LEVEL 4: ACUTE / CHILD PROTECTION

CONSENT

Gain consent from the family to work with them to support their needs and prevent escalation of problems.

Speak with the family and gain written consent to ensure they agree to the referral, information sharing, assessment and intervention.

You do not require consent if the child is likely to suffer or is suffering significant harm. If you are unsure about whether consent is required you can call First Response who will advise you.

CONTACT

Can you support the child and their family through your own service?
Or can you signpost to another service?
See the Buckinghamshire Family Information Service website for a directory of services or call **01296 383293**.
Complete a [Request for Support](#) form to make a referral to the Family Support Service.

Contact First Response: send a Multi-Agency Referral Form (MARF): www.bucks-lscb.org.uk/concerned-about-child/
On the MARF clearly indicate what level of need you have identified and what your expected outcomes are.
or call First Response on **01296 383962** (**0800 999 7677** out of hours).

Collect all the information you have and contact First Response *immediately* on **01296 383962** (**0800 9997677** out of hours), followed up with a MARF: www.bucks-lscb.org.uk/concerned-about-child/
On the MARF clearly indicate what level of need you have identified and what your expected outcomes are.
Call Police 999 if immediate risk.

WHAT HAPPENS NEXT?

If you can support the family through your own agency - contact the family and talk through what support you can offer.

If you cannot support the family, can you work with the family to guide them to another service that can support their needs?

Decisions on what action to take will be made within 24 hours. More complex cases will be considered by the Multi-Agency Safeguarding Hub (MASH) where information is shared to help decide which service is appropriate for the family.

Referrers will be advised of the outcome in writing within 72 hours of the referral being received.

The family will be referred to the most appropriate agency to support their needs, or to the Family Support Service who can offer support to families and individuals who are facing more complex challenges, through group work or support from a dedicated Family Worker. Alternatively, the child's needs may be referred to Children's Social Care for a Children in Need assessment.

Where a child is assessed to have met the threshold for statutory intervention, statutory assessment will take place under the provisions of the Children Act 1989, led by Children's Social Care.