

Paperwork help

FIRST CONTACT 1

Much of the information in the left hand column of is for management information. The Department must monitor where referrals are coming from so that it can improve the inter-agency spread of children's services.

The intention is to move toward a single identifier for all cases to be used by all agencies. Recording the child's mother's maiden name will help to develop this capability.

Working with the child or family is clearly essential to positive outcomes. Tick those boxes only when they apply. If the child is too young to know about the referral, tick that box instead.

It is vital to be able to communicate effectively with the child and/or family members. Where necessary ensure that the appropriate interpreter is available.

Children's services have been poor at recording children's ethnicity. It is a legal requirement to do so for the purpose of census returns. The other questions in this section are designed to get professionals to think more carefully about the components of an individual's ethnic background, whatever their birthplace, language, religion, social class or skin colour. The questions will be modified once they are part of established good practice.

Social Services are just one part of children's services. Working with other agencies, especially health and education, is vital to good assessment. Be sure to record the contact details of the key professionals in the child's life.

There will be lots of important people in the child's life. Give some priority to the list, starting with parents and siblings, but include also significant people outside the family. These people will be important resources in meeting the child's needs, so be sure to get their contact details correct. Add another sheet of contacts if necessary.

