

## **Making a referral to First Response: what will I be asked?**

When you have decided to make a call to First Response you can gather your thoughts and information using the headings below. The headings are for all professionals contacting First Response over the phone, when the child may have an injury or be at risk of harm that very day. So, it may be that the First Response Advisor only asks questions that they feel are relevant to your role, the child and the situation. Do not worry if you do not know the answer to all of the questions; they are prompts.

After taking some initial information, sometimes the Advisor may ask you to fill in the online professionals' referral form, rather than taking the referral on the phone.

<https://bristolsafeguarding.org/children-home/contact/report-a-concern/>

You will also find it helpful to read the practitioner training booklet

*Making a Referral to First Response/2017*

<https://bristolsafeguarding.org/children-home/training/inter-agency-training/#FRGuidance>

<b>Name, DOB and address of child</b>
<b>Composition of family (siblings and who the child lives with)</b>
<b>Name and contact details for each parent/carer</b>
<b>Contact details for any professionals involved with the family</b>
<b>Reason for your call today? What are you worried about?</b>
<b>Have parents given consent for referral? Are parents aware that a referral is being made? Can we share information with other agencies?</b>
<b>Have you spoken with other professionals working with the family about your concerns?</b>
<b>What are the views of the child on the situation and on this referral?</b>
<b>What are the views of the parent/carer on the situation?</b>
<b>What is the impact on the child/children of the concerns that you have identified?</b>
<b>If nothing changes, what are you worried will happen?</b>
<b>What is working well? (Think about what is working well with regard to support from the extended family/friends support/out of school activities/what do the family enjoy doing together. Think about what is working well for the child and for the parents/carers)</b>
<b>What services or support has already been offered? (This could include the support of the childminder)</b>
<b>What work has been successful or unsuccessful?</b>
<b>Are there any risks to staff when working with this family?</b>
<b>Is there anything else we need to know to make the right decisions for the children involved</b>
<b>What support would address the concerns you have raised?</b>