

Cambridgeshire and Peterborough Safeguarding Board Good and Poor Referrals Guidance

A Good Referral

- Uses clear, simple language
- Provides detail, such as:
 - telephone numbers
 - previous assessments
 - father's name of an unborn child
- Provides context
- Is accurate and evidence-based
- Includes specific details and times
- Has spoken to the child (and parents where appropriate)
- Provides specific information relevant to the agency doing the referral, for example: School attendance, Health visits
- Referral form is submitted to Childrens Social Care as soon as a disclosure or incident occurs e.g. in the morning
- Completes all appropriate sections in the referral form

A Poor Referral

- Poor spelling
- Uses jargon or acronyms
- Very short with no detail -It is not clear if the concern is in the past or present.
- No contact details means Childrens Social Care has to chase for information
- Does not provide context –for example how often has this happened?
- It's not clear who / what / where, and encourages assumptions
- It is not clear what action the agency has taken or what their concerns are
- The referral is delayed, meaning opportunities to speak to the child or collect evidence are lost
- Leaves gaps