

Making a Safeguarding Referral to the Children & Families Front Door



Warwickshire
Safeguarding

Introduction

Warwickshire has introduced a new integrated front door replacing the Multi Agency Safeguarding Hub (MASH) as the first point of contact for safeguarding concerns for children and young people.

The Children and Families Front Door (Front Door) brings together Early Help and Children's Social Care to ensure children and young people receive the right support at the right time. The Front Door will ensure that all enquiries and contacts (MAC) are triaged upon receipt and directed to the appropriate service within the Front Door to support with the query, providing a seamless process with children receiving a service proportionate to their needs in a timely way.

Further information

- [The Spectrum of Support](#)
- [Warwickshire Safeguarding - Report It](#)
- [Warwickshire's Escalation Protocol](#)

What if a child is at immediate risk of harm?

If you have concern that a child or young person may be in need of urgent protection or in significant harm, then contact should be made with Front Door on 01926 414144 and/or the Police (in an emergency on 999 or on 101) and/or Emergency Out of Hours Social Work Service on 01926 886922.

Do I need consent before making a referral?

All professionals must get parental consent before completing the MAC Form and be clear with parents and carers or those with parental responsibility about the nature of the referral. Their consent must be sought verbally or in writing and recorded. However, consent should not be sought if doing so places a person at risk of serious harm or would cause unjustified delay in making enquiries or would prejudice the prevention, detection or prosecution of a serious crime.

What should I do if I am worried about a child?

If you are worried that a child or young person may be at risk of abuse or neglect, consult with your agencies safeguarding lead, your line manager and/or the [Spectrum of Support](#). Additional advice can also be sought via a consultation with the Front Door by calling 01926 414144 (or 01926 418608 if you work in Education). Your safeguarding concerns may not always need a contact and there could be services or professionals already involved with the child who can help.

What is the Spectrum of Support?

Warwickshire Safeguarding has replaced the existing Thresholds document with the newly developed 'Spectrum of Support' Document. The Spectrum of Support provides a framework for professionals who are working with children, young people and families, and provides information on the levels of children's needs and gives examples of some of the factors that may indicate when a child or young person needs additional support or protection.

How do I make a safeguarding referral?

Non-urgent referrals to the front door need to be made by completing a [Multi Agency Contact Form \(MAC\)](#) and sending it to: triagehub@warwickshire.gov.uk. You will receive written confirmation within 24 hours of submitting the MAC form and will receive details of the outcome within 2 days. Keep a record of your contact, confirmation of receipt and any action that you take. Inform your safeguarding lead of the outcome of your contact. If you disagree with the outcome, you will need to follow [Warwickshire's Escalation Protocol](#).

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