Step 1

All referrals received via email or phone or by portal (in future) – Duty Social Worker supporting Business Support

RED – Immediate safeguarding concerns flagged and dealt with immediately.

Not a BCP postcode – Business Support Information Officer

re-direct to the appropriate Local Authority

Child is already open to Children’s Social Care and has an allocated worker/Manager/Business Support – Business Support to forward information and add case note

Step 2

Business Support Information Officer carries out verification and research.

Management Oversight for any NFA’s/not accepted with standardised email sent back to referrer and archived

Information Requests (BLUE)

Information collated by BS with Management Oversight prior to being sent

Step 3

MASH Team Manager/Early Help Decision Maker

BRAG

Overview to include analysis of history, confirmation of consent or decision to over-ride consent and initial RAG rating to be recorded on the Inter- Agency Referral Form (IAR)

If a re-referral is received for a child/family that had previously been open to another team within 3 months of closure this should be identified within the management oversight for consideration within the risk assessment carried out in MASH.

Missing Child

If child/young person already has an allocated worker MASH Business Support can email the Missing person report to the allocated worker, Team Manager, Assistant Team Manager and Business Support & Team Manager of CE & Mispers team.

Business Support in the allocated team to open to Missing Child Form on Care Director or Mosaic.

If child/Young Person does **not** have an allocated worker a new Contact to be bragged & opened in MASH by Business Support and Record of Missing Child Form opened.

Contact to be allocated to an Assistant Team Manager for oversight and risk assessment to be completed within MASH as outlined in the RED/AMBER rag rating process below.

Record of Missing Child form to be assigned to CE & Missing Team Manager

-see separate workflow for more details

PPN Meeting

Daily PPN meeting with Police colleagues to discuss PPN’s in relation to appropriate thresholds and RAG rating.

Step 4

Business Support Officer to open a Contact on Mosaic – this should include all the research carried out by the Business Support Information Officers and the Management direction/oversight and allocate to the Pod Assistant Team Manager they are assigned to.

**The timescale is then triggered according to RAG rating at the time the contact is opened:**

**RED – 4 working hours**

**AMBER – 16 working hours**

**GREEN – 72 hours**

RED/AMBER RAG RATING

Assistant Team Manager’s to allocate to MASH Social Worker within their Pod to complete Risk Assessment to include full Signs of Safety analysis & full chronology to assess risk.

Where appropriate MASH information sharing/gathering with partner agencies to assist with joint partner decision making and recommendations

When appropriate carry out Strategy discussion and include all appropriate partner agencies including Assessment Team Duty Workers.

Draft Danger Statement & Draft Safety Plan.

GREEN

Early Help Hub complete research to include chronology, Signs of Safety and further research with recommendations.

Step across to Early Help

Signpost/refer to another agency for support – Universal Services

Information and advice & close

MASH Team Manager/Assistant Team Manager/Early Help Decision Maker

Management Oversight & Decision of appropriate service for child and family.

Progress to CSC for assessment under S17 or S47