

A good quality referral form

- ✓ Is typed electronically
- ✓ Uses clear, simple language
- ✓ Provides detail such as;
 - telephone numbers
 - names of all those who live at the address and any other significant adults
 - any agency involvement and their details
- ✓ Provides context eg. how often the incident has happened, what happened before/after
- ✓ Is accurate and evidence based
- ✓ Includes specific details and times
- ✓ Includes the child's voice (where appropriate)
- ✓ Has made parents aware (where appropriate)
- ✓ Provides specific information about what action the agency has already taken and what information they have
- ✓ Has all sections completed, including the scale

A poor quality referral form

- ✗ Is handwritten and difficult to read
- ✗ Uses jargon and acronyms
- ✗ Is missing key information:
 - No contact details which means the MASH team have to chase information
 - It is not clear who has contact with the child
- ✗ Does not provide any context to the incident making it difficult to understand what situation the child is in
- ✗ Is not clear who / what / where and encourages assumptions
- ✗ Is vague and unclear whether it is an existing or past concern
- ✗ Does not include the child's voice and it is unclear where the information is coming from
- ✗ Has not made parents aware and there is no reason for this
- ✗ Makes it unclear what action the agency has taken or what support is currently or has been previously in place
- ✗ Has gaps and very little information meaning that the MASH team will have to chase further information before being able to take action