Figure 1: Derby City Council Initial Response Team Flow Chart

On Line Referral/ Telephone call/Letter/Email received
Initial Response Team establishes if immediate through liaison with
Initial Response Team Manager

Initial Response Team – Immediate Safeguarding
Clarifies the information received by the referrer, creates a Contact Record. Inputs a
detailed account of concerns, to include family members and records this as a Contact

On Line referral to be completed and sent within 24 hours

The online referral is copied onto a LCS contact, with:
A succinct summary,
Chronology of previous Social Care and Early Help involvement
Parents/Carer’s contact details and relationships added
Siblings created and linked
Check shared systems (YOS/LAS/Synergy) for any relevant information

In relation to information sharing refer to MASH operating procedure and Working
Together 2018, page 17

Initial Response Team Manager
Reviews information received;
1. Determines level of services [within 24 hours of Contact]
   - Section 47
   - Assessment Section 17
2. Identifies which children will be the subject of the Assessment

TM will pass immediate S47 to MASH Team Manager

Initial Response Team – Non Urgent Requests
Caller will be advised to complete On Line Referral

On Line Referral received the form needs checking for compliance with consent requirements and there is
sufficient and appropriate information – any issues to be discussed with Team manager

The record of the Contact is passed to the Initial Response Team Manager for screening.
If there are Child Protection concerns identified these are discussed immediately with the Team Manager.

Initial Response Team – Non Relevant Calls
The referrer will be advised and signposted to appropriate services.
Contact not logged on LCS

Assessment
The Referrer is advised that a referral has been accepted and the information is passed onto the
Reception Team to carry out a S.47
Investigation/Assessment under S.17.

Early Help
The Referrer is advised that the completion of an Early Help Assessment is recommended.

No Further Action/Signposted
The Referrer is advised of the decision and this is recorded.

Homeless 16/17
Where a family/young person 16/17 presents as homeless:
A housing needs assessment has been completed.
All detail of extended family members are documented and contact details gained and where appropriate
contacted to discuss supporting.