



Anchor Bowmen Archery Club

Affiliated to Archery GB, East Midlands Archery Society, and Derbyshire County Archery Association

Making a Referral to Social Care

Social Care can be contacted at any time during the day and night 7 days a week. The offices are staffed from 9.00am –5.00 pm Monday – Friday and the Emergency Duty Team covers the hours the offices are shut, including Bank Holidays. The telephone numbers are included on The Clubs Safeguarding Procedures.

The first person you will talk to in Social Care will be an Administrative worker who will want to know the name of the child and will check if the child or the family is known to the Department and allocated to a Social Worker. If the Department knows the child you may be asked to speak directly to the Social Worker. If they are busy you may need to leave a message and you will be contacted as soon as possible.

However, make sure that the person you speak to knows that you have a concern about a child. If it is urgent make this clear and ask to speak with a Service Manager.

The basic information the Social Worker will ask you when taking a referral is listed below. **You may not have this information; however, you should still contact Social Services with as much information as possible.**

- **Name of child**
- **Address of child**
- **Date of Birth**
- **Cultural Identity**
- **First Language /means of communication of child and Parents/carers**
- **Parents/carers names.**
- **Who lives in the household? Your knowledge of the family situation**
- **What is your concern**
- **Your role with the family**
- **What if anything you have said to the family**

It is important that you are clear about what is going to happen as a result of your referral therefore you need to:

- **Ask for the name of the person you are talking to and make a record of this**
- **Know what Social Care want you to do**
- **Have a clear agreement about who is to undertake what action**
- **Have an agreement as to who will tell the parents/carers of the referral and what is to be said to them**
- **If you do not understand keep asking further questions until you do**

When you have finished speaking to the Social Worker record your understanding of the telephone call and what was said to you on the SFC04 form.