

LBR Multi-Agency On-Line Referral Form

Guidance and Frequently Asked Questions (FAQs)

Introduction

Redbridge Multi-Agency Safeguarding Hub (MASH) is home the “Family Help Front Door” service. Families and professionals can access all services from Redbridge Family Help Service and no longer need to navigate different referral forms, email addresses or teams. The Family Help Front Door will accept all requests for services for children who live in Redbridge who meet the criteria for support. This includes:

- Support – Early Help – practical support to prevent a problem escalating
- Assessment – Child in Need (CiN) – social care assessment, multi-agency plan
- Safeguarding – Child Protection – protecting children at risk of harm or abuse

The online referral form can be used by professionals to refer children and their families to Family Help for all types of need. The electronic form will re-configure itself depending on the type of support being requested. All online referrals are received into Family Help case management system as a contact, starting in the Early Help Module. The staff based in our Family Help Front door will review the contact and progress to the correct Family Help Team or service.

The Family Help Online referral form will be accessible from [here](#). Below is a list of frequently asked questions, shared during demonstration of the new form.

Questions and Answers (Q&A) from the On-Line MARF Demonstration

GENERAL QUESTIONS

Q: Can we still call the MASH Team for advice before submitting a form?

A: Yes, you can still call the MASH Team for advice. We encourage you to call MASH if you are unsure and need guidance or if you are making a referral for a child who is at immediate risk of harm.

Q: Can we still use the paper (Word) form if the system is down?

A: The on-line form ‘portal’ will go live on **14 April 2025**. There will be a period of time for professionals to adjust to using the online form before a date is set to close the current MASH inbox CPAT.Referrals@redbridge.gov.uk. Before the mailbox and paper form are closed, safeguarding partners will be given notice via the RSCP. Business Continuity Plans will be in place for the event the online form fails or the system is down.

Q: Does the on-line MARF replace the CAF/TAF form?

No. The online form does not replace the CAF/TAF. Our Family Help Front door is a multi-disciplinary team which includes the CAF Co-ordinators who can support professionals undertaking CAFs and access professionals such as housing advisors to join teams around the family.

ACCESS & ACCOUNTS

Q: Can members of the public use the portal to submit referrals?

A: No, it is only accessible to professionals.

Q: When will this form go 'live'?

A: The 'go live' date is 14 April 2025.

Q: Can you create accounts for individuals and schools?

A: Yes, accounts can be created for both individuals and schools.

Q: When creating an account, should we use the school name or an individual's name?

A: You can use either the school name or an individual's name. However if you use the schools name, it is important you insert the name of the person making the referral, in order for the team to follow up any queries with you.

Q: If I complete a referral on my account, can someone else from my team access that referral?

A: Organisations and professionals will need to decide based on their own internal processes how they manage the online accounts. The system will only send outcome emails to the account which was logged in when the referral was made. The person making the referral has the option to download a PDF of the referral before submitting, this will enable them to save it to their own file or share with colleagues. Some establishments may decide to use a group mailbox as the log in, rather than individuals.

Q: Can you download a copy of the submitted form?

A: Yes, you can download it as a PDF and save it on your local desktop. There is a reminder before you submit to save the copy. You must still submit once you save it.

Q: Is there a verification process built in so that access is only by a professional? We don't want to excluded those working in the voluntary and community sector.

A: The form will prompt members of the public to call the Family Help Front Door with their concerns. It will not stop voluntary sector staff submitting referrals.

USING THE ONLINE FORM

Q: Is there an option to save the form if you're unable to complete it and resume completion later?

A: Yes, the form can be saved.

Q: Is there a word limit for the 'reason for referral' box?

A: No, there is no word limit.

Q: Is there an option to add tick boxes for Private Fostering, Home Education, EHCP, Previously Looked After Children or Other for SEN needs?

A: There are a number of pick lists to understand the family needs and history. At the end of the page there is a free text box in the document which will enable you to insert information if you feel it is missing from a pick list.

Q: Will the form remember the details for families with multiple children, in the context of having to make another referral months later on the same family?

Q: Will the form remember details under UPN as for some children there are regular referrals?

A: No, you cannot amend a previous forms, you would need to start a new form when you raise a new referral.

Q: Is it possible to add a second email address for referrals?

A: No, please ensure the account you send the referral from, is the account you want the outcome sent to.

Q: Can we note the language spoken at home?

A: Yes, there is an option to note the language spoken at home.

Q: Can the postcode include a link to the postcode checker or be programme to reject any non-Redbridge postcodes?

A: At present the form cannot. There are some streets which have a footprint in more than one local authority. Our staff are familiar with these addresses and the referrer will be advised this is not appropriate for Redbridge. If you are unsure if an address is within Redbridge you can check a home address via the government website: [Find your local council - GOV.UK](#)

Q: Can a MARF that has been submitted be re-called for editing if changes are needed?

A: No, in the same way your paper referrals cannot. If you have new information after submitting a referral and you have not received an outcome decision, please call the MASH on 020 8078 3885 and advise them of the update.

Q: What is the process for uploading files?

A: On the final page you will have the option to upload files. The files should only be uploaded if they are relevant to the referral, for example a body map. Professionals are not encouraged to upload full chronologies. The MASH will make contact for additional information if required.

Q: Can images be uploaded?

A: Yes, images can be uploaded.

Q: In the document upload section, could advice be included for GPs to say that they shouldn't send in health consultations or complete health records?

There will be an advisory note on the attachment page reminding all professionals only information relevant to the referral should be uploaded.

Q: Do the boxes on the form expand so that all the dialogue that has been entered can be seen?

Yes.

Q: Can 'not known' be added as a radio button to questions which are currently just 'Yes' or 'No'?

Yes, this has been added based on the feedback.

Q: Is there an opportunity to put in links to the London Matrix of Need document, the local document and guidance on private fostering etc.?

The page which leads into the online form has a number of links. This page will be reviewed to include this information.

Q: Does the existing process of sending Information Sharing forms e.g. from Hospitals for CPP and CLA still stand?

No. The online form has the option of submitting a "notification". This form will allow you to notify us of your contact and will upload to the child's file for the allocated social worker.