

The Multi-Agency Referral Unit (MARU)

The right help at the right time by the right service

Professional:

- CAF in place and Stepping Up to Children's Social Care Services due to escalating concerns about the child's welfare and safety
- No CAF in place but unborn baby, child or young person deemed to be suffering harm or is at risk of harm

Public:

- Concerns about the welfare or safety of a child or young person from members of the public
- Requests for support from family members, the child or young person themselves

Multi-Agency Referral Unit (MARU)

Tel: **0300 1231 116**
Fax: **01872 323653**

Email: **MultiAgencyReferralUnit@cornwall.gcsx.gov.uk**
Post: **Fistral House, Truro TR4 9NH**

NB: Urgent referrals after 17.15 or at the weekend call the Out of Hours Service on Tel: **01208 251 300**

- Not child protection but Level 2 needs
- Further information required to make threshold decision
- Advice and consultation to person making contact

- Young person/risk of family breakdown
- Young person presenting as homeless
- Young person requiring independent return home interview

- Child protection (Levels 3/4 needs)
- Child with severe and enduring disabilities or life threatening illness

Multi-Agency Advice Team (MAAT)

- Supporting Families/Locality Services, or Children in Need Service, or
- Step up to Children's Social Work Services

- Children in Need Service, or 16+ Service, and/or
- Child Exploitation Prevention Officer

Children's Social Work Services

- Social Work Assessment (Child in Need), or
- Strategy Discussion, and
- Social Work Assessment (Child Protection)

- Work completed and Step Down to Targeted/Preventative or Universal/Community Services

- Work completed and Step Down via Children in Need Service or direct to Targeted/Preventative/Community Services

What is the Multi-Agency Referral Unit (MARU)

The Multi-Agency Referral Unit (MARU) provides a multi-disciplinary response to concerns about the safety of a child.

What is the Multi-Agency Advice Team (MAAT)

The Multi-Agency Advice Team (MAAT) is a multi-disciplinary team within the MARU. The MAAT provides advice and consultation in cases where the LSCB threshold for statutory social work intervention is not met. The MAAT gathers more information and considers those cases that are on the cusp of the threshold criteria for social work.

The MAAT advises on how best to meet the needs of children and families, including through the Common Assessment Framework (CAF) and a Team Around the Child (TAC). The MAAT supports the LSCB strategy to prevent escalation of needs by providing the right help at the right time by the right service.

The effectiveness of the MARU and MAAT is dependent upon the quality of information provided by professionals at the point of contact. The LSCB has set the standard for the quality of information at the point of contact by providing an inter-agency referral form. The form is available through the LSCB website or on request and must be used when making contact with the MARU.

Consultation line for practitioners

The MAAT also provides a consultation line for practitioners.

Practitioners can seek advice and guidance using the consultation line. Practitioners should have first consulted their line manager/supervisor and/or designated safeguarding lead before contacting the MAAT.

If you have clear evidence about actual or likely risk of harm to a child please contact the MARU without delay on:

Tel: 0300 1231 116

Contact details

Tel: 0300 1231 116

Email: MultiAgencyReferralUnit@cornwall.gcsx.gov.uk

Fax: 01872 323653

Post: Fistral House, Truro TR4 9NH

NB: Urgent referrals after 17.15 or at the weekend call the Out of Hours Service on **Tel: 01208 251 300**

Partner agencies

Cornwall Council, Devon and Cornwall Police, Probation and Health including Adult Mental Health Services, Alcohol and Substance Misuse Services, Child and Adolescent Mental Health Services, Voluntary Organisations, Schools, Domestic Violence Advisory Services and Housing Services.

Multi-Agency Referral Unit (MARU)

The right help
at the right time
by the right service



Safeguarding
Children Board



one and all
CORNWALL COUNCIL
working in partnership