



Children's Resource Service

Conversation Model

The Children's Resource Service have launched the new Conversation Model to ensure children in Southampton get the right help at the right time.

The following checklist can be used to assist Early Years and Childcare Providers to prepare before contacting the CRS for advice or with concerns:

Confirm that the family have been spoken to about the referral to CRS – what has their response been? If not spoken to yet, discuss with CRS worker the reasons why.	
Clarify household – consider use of genogram. This can be emailed to the CRS.	
Presenting issue:	
Outline the worry - Fact/Hearsay?	
Where has this information come from?	
Why now?	
Consider antecedents and known history:	
Name the concern – is this immediate/chronic?	
Who is the concern for? Impact on them/family?	
If contact is from a school – is this based on educational attendance?	
Have they contacted Education Support?	
Explore referrers conversation with parents/carers/young people/children:	
What is their explanation? What are their views? What do they want? Have they identified any area of support they would benefit from?	
Explore referrers conversation with their DSL or line manager. What have they advised?	
Current or offered support:	
What is in place? What has been offered? Support network for child/young person/family?	
With Contextual Safeguarding:	
What context (school, peer group, family, neighbourhood) needs to change first for safety to increase for the child?	
Could there be other children impacted by the concerns raised?	
Has a CERAF been completed and what is the score? Has this been shared with CRS?	
Have you Considered?	
<ul style="list-style-type: none"> – Neglect toolkit and Neglect toolkit for children with additional needs – Child sexual abuse toolkit, Harmful Sexual Behaviour, Child-on-Child (Peer-on-Peer) abuse toolkit – Abusive Head Trauma and ICON – Modern Slavery – Harmful practices linked to faith and culture – Child exploitation Toolkit – completion of a CERAF – Unidentified Adults – good practice guide – Working with Resistant Families – practitioner guidance – Serious Violence toolkit 	

Children's Resource Service: 023 8083 2300 / Out of Hours Duty Team: 023 8023 3344
Email: childrensresourceservice@southampton.gov.uk

The Children's Resource Service Conversation Model replaces the online referral form and is the 'front door' for safeguarding services

Early Years and Childcare Providers can contact the service using the CRS Phone Number:

CRS: 023 8083 2300 (Monday to Thursday: 8.30 – 5 pm, Friday: 8.30 – 4.30 pm)

Out of hours Duty Team: 023 8023 3344

The CRS can be contacted with small or large concerns. The conversation with the advisor will identify next steps and any actions.

The Conversation Model checklist can be used to prepare for the conversation and to consider questions that may be asked.

Providers are encouraged to have conversations with families before contacting CRS, where possible, but not having consent should not be a barrier to gaining advice. Initial contact with CRS can be made with or without consent of the family.

The key message is to have conversations to obtain advice and support for children and families at the earliest point possible.