

Safeguarding Newsletter

13th October 2021

The Dudley Social Care and Early Help Portal is here!

You can submit referrals from TODAY!

The Dudley Social Care and Early Help Portal is now live for all partners and providers. The phased rollout has now been completed and you are all encouraged to use the portal as the preferred route of referral.

The portal will transform the way social care and early help referrals are submitted. You are now able to submit social care or early help referrals online, replacing the paper form, making the process more streamlined and efficient.



For reporting safeguarding concerns, you can access the portal directly at <https://childrensocialcare.dudley.gov.uk/> or via the Dudley Safeguarding People Partnership's website: <https://safeguarding.dudley.gov.uk/tell-us>.

To report concerns of young people and families in need of support for early help services visit: <https://earlyhelp.dudley.gov.uk/>.

Once you click on the link for the portal, you will find handy user guides, training videos and FAQs (which will also be added to throughout the phased go-live) these are accessible via 'portal help' (please refresh your page if portal help doesn't load).

To submit a social care request online you will need to have an account. Account registration can be completed in advance or at the time of completing the form.

You can sign up to the portal from today, and follow the on screen instructions.

If you need help and support with multi-agency referral form (MARF) and cannot find the answers via portal help please contact: MASH_referrals@dudley.gov.uk

If you need help and support with early help assessments and cannot find the answers via portal help, please contact an Early Help Enabler via your local family centre: <https://www.dudley.gov.uk/familycentres/>

The SEND strategy has officially been launched!

On Thursday 30 September, Dudley launched its new SEND strategy at a virtual event. More than 100 attendees heard first-hand experiences from young people, parents and carers, as well as inspiring presentations from guest speakers Carrie Grant and Dave Heeley.

To read the strategy, please visit their [website](#). Accessible and alternative versions of the document are also available, along with a slide deck from the event itself. A video recording of the livestreamed event is also available on the website.

