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Please provide the following recorded information for academic years 2015/16 to 2024/25 (year-to-date) for referrals/concerns originating from schools (including mainstream, special and specialist bases/units) to Social Work/Children's Services:

Annual referrals (service-level):

- Total number of referrals/concerns from schools each year.

The attached spreadsheet shows all the new referrals to social work from schools in each year. These are only for cases that are not currently allocated to a social work team at point of referral. These figures will not reflect new concerns being raised by schools to allocated teams and this information cannot be sourced as a direct referral.

Outcomes (service-level):

- Annual totals by the outcome categories you use at screening/decision stage (e.g., No further action; Single-agency support; Early help/Family support; Initial Referral Discussion (IRD); Child protection investigation; Child Protection Register).
- Please provide your definitions for the outcome categories and indicate any changes over time.

The spreadsheet offers a range of outcomes from the screening/decision stage which are drawn from the social work information system. This is an outdated system that has remained unchanged for a number of years. There are a significant number of options available for a worker to choose from to determine the screening/decision outcome. These are not always indicative, or representative of the work undertaken to inform the outcome. A new information system is being introduced in 2026 which will reflect accurate outcomes.

Timeliness (if routinely reported):

- Median (and, if held, 90th percentile) decision time from referral/concern to initial outcome (e.g., NFA/support/IRD).

Unfortunately, we are unable to provide you with the information requested because it is not collated by the Council.

Policy and systems:

- Current procedures/guidance for handling safeguarding referrals from schools.
- The system(s) used to record referrals and outcomes and any standard reports used.

Any new referrals coming to social work are received by the social work contact centre, this can be by telephone or by online referral form [Ask Social Care Direct for advice – The City of Edinburgh Council](#)

Referrals are recorded on the Social Work Information System and work flowed electronically to a social work qualified professional advisor to screen and assess the referral and determine the most appropriate action. All decisions are recorded electronically in the secure client data base.