

Tool 3: Urgent Action Referral Report

Using the Urgent Action Referral Tool

An urgent action case is usually defined as “**a situation in which a lack of prompt response can put the life and/or wellbeing of a child in immediate danger.**”

The CPWG in-country is responsible for the procedure for collecting and responding to urgent action reports generated by a rapid assessment. When possible, the urgent action procedure should be a comprehensive referral pathway. At minimum, provide assessors with contact details of CP personnel available for advice and referral of urgent cases.

Using an urgent action referral in the field

Urgent action cases should always be immediately reported at daily debriefing sessions. The assessment team will:

- report the specific actions taken
- triangulate (i.e. compare information collected through different *methods*, by different *people* and from different *sources*)
- determine whether there are patterns emerging that require urgent follow-up or advocacy (e.g. active recruitment is observed in several sites).



It is essential that gender sensitivity be followed in the urgent action procedure: For example, a female member of the assessment team should handle urgent action cases involving a girl.

Tool 3: Urgent Action Referral**Date:****Location:****Assessor Code:****Referral Code:**

Please fill out all the sections, giving as many details as possible. In section 8, report any immediate action you yourself have taken and indicate any follow-up required. Hand this report to your team leader. If your team leader is not available, contact your agency Focal Point if in your area of coverage or contact the Focal Point of the agency handling Case Management in this area.

Informed Consent obtained from client/parent or caregiver:

Yes No Comments:

1. Priority of Referral:

- High – response within 24 hours – *child seriously harmed or at immediate risk of serious harm*
- Medium – response within 3 days – *child harmed or at risk of serious future harm*
- Low – response within 7 days – *child at risk of harm*

2. What happened? Please provide Background Information on the incident/issue**2.1. Description of the incident/issue**

2.2. Duration of the incident/issue

2.3. Frequency of the incident/issue

3. Who are the parties to the incident/issue? (by whom -perpetrators- and to whom -affected - please remember to note age and gender of the people involved)

4. When did the incident/issue occur?

5. Where did the incident/issue occur?

6. Does the affected person/do the affected parties have access to services?

Yes No Comments: _____

6.1 What type of services does the affected person/ do the affected parties currently have access to (also ask to provide dates)?

6.2 Who provides these services?

Local Authorities Local NGOs International NGOs Others (Specify)

Comments:

7. Required Services (tick several if applicable and number in order of priority):

Food Shelter Health MHPSS

Protection Physical rehabilitation NFIs

Others (Specify)

Comments:

8. Action taken and follow-up (Assessor to refer to their agency FP or if outside coverage area to an agency providing case management)

9. Other relevant information (such as contact information and relevant details)