

Framework for decision making: Right Conversations, Right Help, Right Time

Understanding level of need

Ensuring the right response

<p>Universal</p>	<p>Families have the capacity to support themselves, or their needs can be met by universal services.</p> <ul style="list-style-type: none"> • Good physical health • age-appropriate development e.g. speech and language. well-balanced diet, healthy weight • good mental health 	<p>A range of support available through Family Hubs, Schools, Health services and the community.</p>
<p>Additional</p>	<p>Children, Young People and Families are experiencing additional needs which need some support to reduce the likelihood of the situation becoming worse.</p> <ul style="list-style-type: none"> • low attendance at school • young people not in education, employment or training • recurring health problems • early onset of offending behaviour • young parents under 16 years • early signs of neglect • children affected negatively by parental learning difficulty, substance misuse or mental 	<p>An Early Help Assessment and Plan should be completed</p> <p>A range of intervention programmes are available through the Request for Service</p>
<p>Complex</p>	<p>Children, Young People and families with complex needs which are having an impact on their expected outcomes.</p> <ul style="list-style-type: none"> • persistent absence/exclusion from school or missing episodes from home/care • chronic health problems • self-harm • pregnant or in sexual relationship (13-16 years) • inadequate physical care/supervision of a child • serious and/or persistent physical violence in the family • child mental health issues requiring specialist intervention • parental substance misuse or mental health needs overshadows capacity to meet child's needs 	<p>Request an Early Help response by completing a Multi-Agency Referral Form</p> <p>Families meeting 3 or more of the 10 Supporting Families Criteria can be allocated to an Early Help Family Worker</p>
<p>Acute</p>	<p>Children and Young People where their need is having a major impact on their expected outcomes and there are serious concerns about their safety.</p> <ul style="list-style-type: none"> • physical, emotional or sexual abuse or neglect that may cause significant harm to the child • serious domestic violence increasing in frequency/severity • parental substance misuse, mental health or disability puts child at risk of harm • evidence that child is victim of CSE / CCE/ frequent missing / gang affiliation • child with complex mental health needs • child's substance misuse is putting them at risk 	<ul style="list-style-type: none"> • Request a Social Work response by completing a Multi-Agency Referral Form • If you need an urgent referral for a child at immediate risk of harm, please telephone ISIT on 0191 424 5010. All telephone referrals must be followed up by completing the below Multi-Agency Referral Form within 24 hrs. • If you are worried about an immediate risk of significant harm to a child, it is essential that you contact the police on 999. You should notify ISIT on 0191 454 5010 or 0191 456 2093 (outside office hours).