

**Kent**

**Inter-Agency Threshold Criteria**

**for Children and Young People**



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<b>Summary of Purpose</b>	<p>The overarching aim of the guidance is to provide a framework for professionals and service users, to clarify the circumstances in which to provide:</p> <ul style="list-style-type: none"> <li>▪ Clarity and shared agreement on the thresholds for referring a child to Specialist Children’s Services.</li> <li>▪ Solutions and effective support at an early stage through Early Help and Preventative Services</li> </ul> <p>The Eligibility Criteria and threshold matrix identifies the level of key vulnerability factors such as domestic abuse, mental health problems, substance misuse etc. It is emphasised that the level of vulnerability will be different in each case. The framework assumes that it will usually be a combination of criteria that will determine the level of concern, rather than any one factor.</p>	
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<b>Accessibility</b>	This document can be made available in large print, or in electronic format. There are no copies currently available in other languages	
<b>Equalities Impact Assessment</b>	During the preparation of this policy and when considering the roles and responsibilities of all agencies, organisations and staff involved, care has been taken to promote fairness, equality and diversity in the services delivered, regardless of disability, ethnic origin, race, gender, age, religious belief or sexual orientation. These issues have been addressed in the policy by the application of an impact assessment checklist.	
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<b>5.0</b>	Amended following Medway LSCB creating a Medway stand-alone version in light of changing their referral process Amendments made following feedback from the Ofsted CSE Thematic Inspection Report	December 2014
<b>6.0</b>	Replacement of Common Assessment Framework with Early Help Assessment and the Kent Family Support Framework	February 2015
<b>7.0</b>	Amended with updated terminology for Tiers of Intervention and reference to Working Together 2015.	June 2015
<b>8.0</b>	Revision following the KSCB meeting on the 17 <sup>th</sup> June, pending a full review by the KSCB Policy and Procedure Group commencing in October 2015	June 2015
<b>9.0</b>	Amended with updated terminology for Tiers of Intervention for On-Line Safety and Thresholds	July 2015
<b>10.0</b>	Amended with updated terminology for Tiers of Intervention on Female Genital Mutilation and Gangs	September 2015
<b>11.0</b>	Inclusion of updated wording of the Early Help process	December 2015

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## 1. Introduction

Most children and young people have a number of basic needs that can be supported through a range of universal services. These services include education, early years, health, housing, youth services, leisure facilities and services provided by voluntary organisations. However, some children have more complex needs and may require access to intensive or specialist services to support them.

This document provides guidance for professionals and service users, to clarify the circumstances in which to refer a child to a specific agency to address an individual need, to request early help support or refer to Specialist Children's Services in Kent.

This document describes:

- the criteria for access to Specialist Children's Services in Kent and how that fits within the wider context of multi-agency services and a range of needs;
- the legal definition of 'Children in Need' and eligibility for Specialist Children's Services;
- the process by which Specialist Children's Services assess eligibility for 'Children in Need.'
- the process for Early Help that seek to offer support early to help families solve problems or to reduce the impact of problems that have already emerged.

## 2. Principles

The following principles should be considered in applying the framework:

- (i) The descriptions in Appendix 1 provide illustrative examples about how need might present itself, rather than an exhaustive list of fixed criteria that must be met. The tier of need will always be increased by the multiplicity of factors. Intervention should be at the lowest tier appropriate to meet the needs of the child and prevent the need for specialist services.
- (ii) Consideration should always be given to undertaking an **early help assessment** to determine the best way to resolve the child's difficulties and prevent the need for a specialist service. Where necessary, a key worker may work with the family and other professionals to deliver an outcome focused plan designed to bring about improvements.
- (iii) If there are child protection concerns about a child's health, development or welfare professionals must follow the [Kent Safeguarding Children Procedures](#) and immediate contact with Specialist Children's Services / Social Care through the referral process.

## 3. Children's Needs and Multi-agency Tiers of Intervention

Kent has adopted a common approach to describing the levels of need and intervention that may be required by children, young people and their families. These form a continuum as follows:

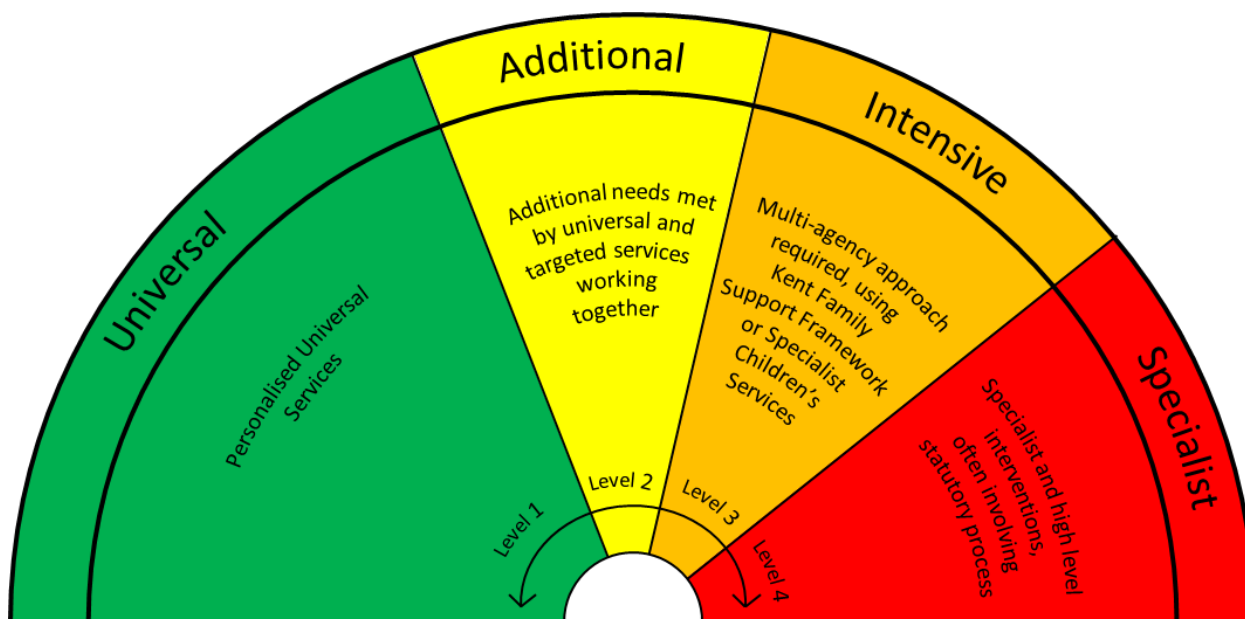


Figure 1

A key principle underpinning the delivery of services to children is that additional needs should be identified as early as possible and intervention should be where the child or young person feels most comfortable with a focus on working with children and parents/carers in order to provide early intervention and prevent the need for specialist services.

The four tiers of need identified in the windscreen diagram at Figure 1 have been developed into a matrix of needs and risks below to help describe the circumstances in which which Early Help should be considered and whether an intervention from Specialist Children's Services may be required.

### Which Tier?

It cannot be over emphasised that the list of indicators contained in this document is not an exhaustive one. In assessing need and risk that requires specialist services, multiple factors are likely to be present and decisions as to whether the criteria are met remain a professional judgement. It is also important to remember that often the signs that a child or young person has particular needs are not found in a single piece of evidence but in a combination of factors of indicators. For example, within the framework described in this document, a cluster of indicators in Tier 2 when considered together may indicate the need for a Tier 3 assessment. There will also be, in some situations, a single indicator that is so obviously significant that it will demand assessment at a particular level even in the absence of any other indicator.

### Transitions between levels

In some cases a child or young person will go through a number of transition points on their journey to having their needs met. A child, for example, whose needs do not respond to services provided under Tier 1, may need to receive a more coordinated response within Tier 2. Similarly, a child in Tier 2 whose circumstances and situation do not improve sufficiently may need to receive the specialist assessment and support provided at Tier 3.

It is acknowledged that children may move from one tier of need to another and that agencies (including universal services) may offer support at more than one tier.

The Tiers of need promote working in partnership as part of a **whole system** approach to delivering support to families and children.

Individual and family work across the system is arranged according to the four levels of need are **Universal, Additional, Intensive and Specialist**. The response is delivered by health, education, police and VCS partners, Specialist Children's Services (SCS) or Early Help and Preventative Services, according to appropriate application of the Kent Safeguarding Children's Board (KSCB) inter- agency threshold framework

**Level 1: Universal - All children and families have core needs such as parenting, health and education. Children are supported by their family and in universal services to meet all their needs.**

**Services are provided to all children and families who live in the area.**

**Level 2: Additional - Children and families with additional needs who would benefit from or who require extra help to improve education, parenting and/or behaviour or to meet specific health or emotional needs or to improve material situation. Child's needs can be met by universal services working together or with the addition of some targeted services**

**Services are provided on a voluntary basis**

**Level 3: Intensive - Vulnerable children and their families with multiple needs or whose needs are more complex. Life chances would be impaired without coordinated support. A multi-agency plan is developed with the family coordinated by a lead professional or family worker. A wide range of services, including Early Help Units or/and Children in Need services, might be involved**

**Services are provided on a voluntary basis**

**Level 4: Specialist - Children and/or family members are likely to suffer significant harm/ removal from home/serious and lasting impairment without the intervention of specialist services, sometimes in a statutory role.**

**Referral is to services with the power to undertake statutory non voluntary intervention and services with specialist skills**

**Universal services** seek to meet the needs of children, young people and families so they are happy, healthy and able to learn and develop securely. In Kent there is a good level of provision across the county, delivered where communities have the most need. The universal offer can be in early years, schools, health and community settings, Children's centres, youth hubs and Outdoor education.

Children and families with **additional needs** are best supported by those who already work with them or in settings where they feel safe to make changes or resolve problems. This is often provided in universal settings or through targeted and outreach work to vulnerable communities or identified children and families. Partners often work together to provide additional support, examples are additional help with learning in school or targeted support in youth hubs. Additional work can also support statutory SCS intervention cases or other intensive work.

For children whose needs are **Intensive**, a multi - agency approach or team around the family usually achieves the best outcomes. The **Kent Family Support Framework** provides a clear pathway for Notification, Screening, Assessment, Planning, Outcome Tracking and Reviewing of Early Help cases. Early Help Units in each district work with children, young people and families requiring intensive support. They work in partnership with other professionals and the family to build resilience and develop solutions to problems the family may be experiencing. **Higher level intensive needs may require referral to SCS for response on a statutory Child in Need (CIN) basis.**

**Specialist** services are where the needs of the child or young person are so great that statutory specialist intervention is required to keep them safe or ensure their continued development. Children and young people who have suffered or are likely to suffer significant harm as a result of abuse or neglect or children with significant impairment of function/learning and/or life limiting illness will require Specialist services. These include Specialist Children's Services providing child protection, fostering and adoption, support to Looked after Children and children with disabilities as well as the Youth Offending Service and Child & Adolescent Mental Health Tier 3 &4 Services.

It is essential that these levels are seen as being parts of a continuum of support available to meet assessed need, and at any particular point in time. Children, young people and their families have different levels of need and their needs change over time depending on their circumstances. Most children are able to go through their childhood needing only the support of their family, their community, their school and other universal services to which all children are entitled. Some children and families need ongoing support, while others may have their needs met sufficiently through an early intervention delivered within the universal level. Children, young people and families will not necessarily move systematically between the three levels. Occasionally a presenting concern or issue raised by a professional within the universal level will be so serious that it requires statutory or complex specialist assessment and intervention at the 'Specialist' level.

## 5. The Kent Family Support Framework (KFSF) and Early Help Assessment

The aim of the **Kent Family Support Framework (KFSF)** is to provide a comprehensive model and tools, from notification to assessment, plan and review, to help identify at the earliest opportunity, a child or young person's additional needs which are not being met by the universal or additional services they are receiving and to provide timely and coordinated support to meet those needs.

The Kent Family Support Framework (KFSF) has three interacting processes: These include:

- A simplified triage process for all notifications to ensure effective decision making and allocation to access appropriate advice and support including Early Help and Troubled Families commissioned services
- The use of an early help assessment, plan and review tools to ensure high quality interventions are made to achieve better outcomes for the child and family
- An identified Early Help worker to be a single point of contact for families and schools

Further information on the Kent Family Support Framework and the referral process is available at:

<http://www.kelsi.org.uk/earlyhelp>

or in the [Kent Safeguarding Children Procedures](#).

## 6. Multi agency working or Team Around the Family (TAF)

If the assessment identifies that multi agency support is required to meet the needs of the child and family then this team becomes the Team Around the Family (TAF).

All children receiving a service from Specialist Children's Services will have a clear plan in place, whether this is a 'Child Protection' plan, 'Child in Need' plan, 'Children in Care' care plan or a plan specific to their circumstances.

For children in need of protection, the Child Protection Conference and the Core Group members are in effect the Team Around the Family. In these circumstances the social worker is always the lead professional.

For Children in Care, the Children in Care Review forms the TAF. The social worker is always the lead professional for a child in care.

Children who have been confirmed as a 'Child in Need' and not subject to a Child Protection Plan and/or who are not a Child in Care but are never the less 'in need', that meet Specialist Children's Services threshold, will also require a Team Around the Family to be formed by the social services/care worker in order to develop a formal multi-agency plan of action to meet the child's needs. All 'Child in Need' plans will be co-ordinated by the lead professional from Specialist Children's Services, monitored and reviewed at least every six months.

In some circumstances where a child is in receipt of services as a 'Child in Need' there may be occasions where the lead professional role should be identified from one of the other professionals involved in the Team Around the Family. One example of this might be where a child has a disability and a health worker might be a more appropriate lead professional.

For Children and families who are identified with intensive needs and receive support from an Early Help Unit, the designated Early Help worker is always the lead professional.

For children and families receiving additional support a lead professional will not always be required. If there are more than two agencies involved with a family at an additional level the professionals working together will determine the lead professional with responsibility for coordinating activity.

## 7. Eligibility for Specialist Children's Services

The Children Act 1989 places a general duty on the Local Authority to "safeguard and promote the welfare of children within their area who are in need and so far as is consistent with their welfare, promote the upbringing of children by their families by providing a range and level of services to meet their needs".

The [Children Act 1989](#) defines a 'Child in Need' as:

- a child who is unlikely to achieve or maintain, or have opportunity of achieving or maintaining, a reasonable standard of health or development without the provision of services by a local authority;
- a child whose health or development is likely to be significantly impaired or further impaired, without the provision of services;
- a child is disabled.



These are not clear-cut definitions and allow room for discussion and professional judgement about the level of need and the associated risk.

The attached Multi-agency Needs/Risks Threshold Matrix (Appendix 1) has been developed to help inform decision-making about when to refer a child to Specialist Children's Services and what to expect in terms of who should receive a service and with what level of priority.

The tier content has been developed taking into account the learning from local and national serious case reviews, good practice and other case reviews and audits as well as the needs of the local population.

## **8. The Process for Assessing Eligibility for 'Child in Need' Services**

### **Consultations**

The public, including children and young people as well as professionals, can request assistance from Specialist Children's Services. However, there will be times when professional referrers are not sure about how to proceed and whether to complete a referral into Specialist Children's Services.

If a professional is unclear about whether to make a referral they should, in the first instance, consult with their designated Child Safeguarding Lead within their agency. Following this, a consultation can be held with a social worker professional within the Specialist Children's Services Central Duty Team. The Central Duty Team service encourages consultation with partner agency professionals.

### **Contacts and Referrals**

Professionals wishing to make a contact or referral (completed referral forms will be considered as contacts until they are accepted as appropriate referrals) will need to complete the inter-agency referral form.

The referral form and guidance can be found at:

<http://www.kscb.org.uk/professionals/guidance.aspx>

If an early help or other assessment has been completed (e.g. DASH, DUST, ASSET, ONSET, CSE/Trafficking risk assessment, Children who are sexually active risk assessment) it should be attached to the referral form.

If there has been early help support and intervention, then this is important information to help inform the screening and assessment process. However, it is recognised that some situations will immediately meet the criteria for a direct referral as a 'Child in Need', which may include a 'Child in Need of protection', and referrals will be accepted without further documentation. . Professional referrers will receive a written confirmation of receipt within 24 hours.

A referral to Specialist Children's Services can be accepted without the parent/carer's consent, but it is always good practice to notify the parent of such a referral. .

### **Screening**

All contacts will be dealt with within 24 hours of referral.

If the contact appears to be about a child protection concern, the Kent Safeguarding Children Procedures will be invoked immediately

Where the child is not eligible for assessment or services, the Central Duty Team manager will consider what other services might be needed and advise the family and referrer about other options within the total range of children's services that may be available in the public, private or voluntary sector. Where appropriate, and with the consent of the family, the referral may be passed to Early Help & Preventative Services who will be asked to contact the family to offer support.

All decisions will be clearly recorded on the allocation record and signed by the relevant senior practitioner within 24 hours of receipt of referral into Central Duty Team. The child's parents/carers and the child, if age appropriate, involved in the assessment will be given a copy of the assessment upon completion.

The professional referrer should be contacted and notified in writing of the allocated social worker within 24 hrs from allocation. Feedback on the outcome of a referral should be provided to the referrer.

### **Child and Family Assessment**

Working Together 2015 introduced the Single Assessment (Children and Family Assessment). This retains the concept of assessment around 3 main domains but simplifies the process as a single assessment format (see diagram below).

The purpose of the assessment is to gather sufficient information about the child and family to understand its needs and make decisions about:

- the nature and impact of the concerns or needs described in the referral and what intervention or support is necessary;
- whether the child meets the criteria for ongoing services as a 'Child in Need'.

**A new maximum timescale of 45 working days from the point of referral to completion allows flexibility and individualisation of response, but the speed should be determined by the needs of the particular children and presenting risk. The assessment must include visits to the child.**

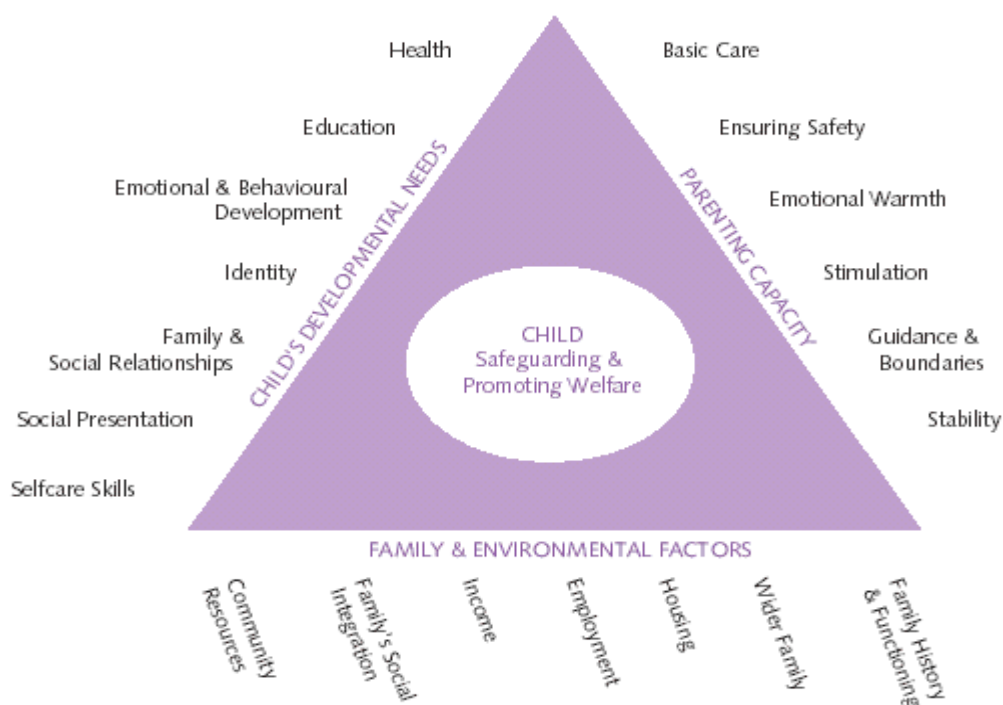
**WT 2015 emphasises the need for multi-agency collaboration, and every assessment should draw together information from all relevant professionals and agencies, including 3rd sector organisations.**

If at any stage there are child protection concerns, the Kent Safeguarding Child Protection procedures must be followed.

The Child and Family assessment will be based on:

- the information contained in the inter-agency referral form (and common assessment if it is attached);
- a proactive process of sharing and gathering information via discussions with key relevant professionals and networks (e.g. the child's GP, school, Health Visitor, Children's Centre Manager, etc.). Parents / carers will be required to give consent to the information being shared in 'Child in Need' referrals. Evidence of consent might be requested;
- any historical information held within the agency; or other local authority
- a home visit with the family and children to answer any outstanding questions. With the permission of the parent/carer the child should be seen alone if of sufficient age and understanding and bedroom seen. If this permission is not forthcoming, and there are child protection concerns, the Kent Safeguarding Children procedures must be followed.
- The "voice of the child" **must** be captured within the assessment
- The gathering of relevant information will:

- be focused on the child's developmental needs ;
- be focused on the parents /carers' capacities to meet the child's developmental needs;
- reflect the family strengths as well as any difficulties;
- consider whether the parent/carer has needs independent of the child which may call for the provision of adult community care services.
- consider the impact of any family or environmental factors on the well-being of the child



The Child and Family assessment will lead to a decision about whether the child is a 'Child in Need' who is eligible for services and, if so, decisions about priority. The provision of services will not be delayed by the need to complete an assessment. In certain circumstances a service will be provided in parallel to the assessment process if this is considered necessary by the assessing social worker.

The assessment should be holistic, draw together a family history with reference to prior information and chronologies, and recognise the existing strengths and skills of the child and family. Its purpose is to identify the child's and other family members' needs and agree on the desired outcome of any involvement. It will be conducted in a structured way with the full and active involvement of the parents/carers and child. Other family members should be involved as appropriate.

The voice of the child and their wishes and feelings must be ascertained and recorded where possible and due consideration given to them, having regard to his/her age and understanding. It is possible to gain an understanding of the child's feelings through a range of age-appropriate techniques, or techniques to overcome communication barriers. It should be rare in an assessment for the voice of the child not to be taken into account. Practitioners should consider current research and techniques for communicating with children and young people.

### **Parental assessment**

Where the concerns arise as a result of a parent's (or person with parental responsibility) disability, mental health or substance misuse problems, a specialist assessment should be sought from the relevant agency.

### **Sharing information with parents/carers and child**

The assessing social worker must provide a copy of the assessment report to the parents/carers and share appropriately with children of sufficient understanding. Any disagreements about the assessment will be recorded. The family should already have been given a copy of the leaflet *If You Wish To Complain*. The assessment must have clear conclusions and recommendations. It will identify the child's and family's needs and also what outcomes should be achieved to make improvements and bring about change.

### **Likely outcomes**

The range of recommendations includes:

- The child is in need of protection and Kent Safeguarding Children Procedures have been or must be invoked.
- Legal action is required to protect the child.
- The child meets the criteria for a specialist service such as Disabled Children's Team.
- The child is a 'Child in Need' and a 'Team Around the Family / multi agency group should be identified to draw up and deliver a 'Child in Need' plan.
- The child does not meet Specialist Children's Services eligibility and threshold criteria and can be signposted to an alternative specialist children's service, or a lower level service, as appropriate. A referral to Early Help and Preventative Services should be considered and discussed with the family at this point. A "No Further Action" outcome **will result if there are no identified needs.**

The decision will be recorded in writing to ensure that the decision making process is explicit, particularly where management of risk is a significant issue.

Where the child and family are not eligible for 'Child in Need' services, Specialist Children's Services will consider what alternative arrangements may be required to meet the child's needs and discuss with the family and referring professional to enable the family to be linked to the most appropriate service or support.

Where a child is eligible for a 'Child in Need' service, the conclusion of the Child and Family assessment and subsequent updates will be made available at relevant review dates to inform planning for the child and family.

## **9. Complaints and Representations**

Members of the public who are dissatisfied with the service provided by Kent Specialist Children's Services/ or Early Help and Preventive Services should contact the Customer Care Team on:

0300 3335584 or by email at [cscomplaints@kent.gov.uk](mailto:cscomplaints@kent.gov.uk)

Professionals who have made a referral and who are not in agreement with the decision that has been made should refer to the [Kent Safeguarding Procedures](#). All dissatisfaction with decisions taken should in the first instance go through line management channels and key safeguarding professionals within agencies or to the Team Manager accountable for the decision being made.

**Refer to KSCB website:**

<http://www.kscb.org.uk/professionals/guidance.aspx>

## Tier 1 - Universal

Features	ILLUSTRATIVE EXAMPLES	Assessment Process
<p><b>Children with Tier 1 needs</b></p> <p><b>Children with core universal needs such as parenting, health and education.</b> Typically these children are likely to live in a resilient and protective environment where their needs are met. These children will require no additional support beyond that which is universally available.</p> <p><b>These indicators need to be kept in mind when assessing the significance of indicators from Tiers 2-4</b></p>	<p><b>Parents or Carers Capacity</b></p>	<p>These children require <b>no additional support beyond that which is universally available. Examples of key universal services that provide support at this level:</b></p> <ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Children's Centres, Family Centres &amp; Early Years</li> <li>▪ Youth Work</li> <li>▪ Health Visiting Service</li> <li>▪ Midwifery</li> <li>▪ School Nursing</li> <li>▪ GP</li> <li>▪ Play Services</li> <li>▪ Police</li> <li>▪ Housing</li> <li>▪ Voluntary &amp; Community Sector</li> </ul>
	<p><b>Basic Care, Safety and Protection</b></p> <ul style="list-style-type: none"> <li>▪ Parents/carers able to provide care for child's needs</li> </ul> <p><b>Emotional Warmth and Stability</b></p> <ul style="list-style-type: none"> <li>▪ Parents/carers provide secure and caring parenting</li> </ul> <p><b>Guidance Boundaries and Stimulation</b></p> <ul style="list-style-type: none"> <li>▪ Parents/carers provide guidance and boundaries to help child develop appropriate values</li> </ul>	
	<p><b>Family and Environmental factors</b></p>	
	<p><b>Family History and Well-Being</b></p> <ul style="list-style-type: none"> <li>▪ Supportive family relationships</li> </ul> <p><b>Housing, Employment and Finance</b></p> <ul style="list-style-type: none"> <li>▪ Child fully supported financially, accessing all welfare benefits</li> <li>▪ Adequate housing</li> </ul> <p><b>Social and Community Resources</b></p> <ul style="list-style-type: none"> <li>▪ Social and friendship networks exist</li> <li>▪ Safe and secure environment</li> <li>▪ Access to regular and positive activities</li> </ul>	
	<p><b>Child or Young Person's Developmental Needs</b></p>	
<p><b>Learning/Education</b></p> <ul style="list-style-type: none"> <li>▪ Attendance at school/college/training (above 90%)</li> <li>▪ Acquired a range of skills/interests, experiences of success/achievement</li> <li>▪ No barriers to learning</li> <li>▪ Sound home/school link</li> <li>▪ No concerns around cognitive development</li> </ul> <p><b>Health</b></p> <ul style="list-style-type: none"> <li>▪ Physically healthy, developmental checks up to date</li> <li>▪ Adequate and nutritious diet, regular dental and optical care</li> <li>▪ Good state of mental health</li> </ul> <p><b>Social, Emotional, Behavioural, Identity</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates age appropriate responses in feelings and actions</li> <li>▪ Good quality early attachments, child is appropriately comfortable in social situations</li> <li>▪ Knowledgeable about the effects of crime and antisocial behaviour (age appropriate)</li> <li>▪ Able to adapt to change</li> <li>▪ Able to demonstrate empathy</li> <li>▪ Positive sense of self and abilities</li> </ul> <p><b>Family and Social Relationships</b></p> <ul style="list-style-type: none"> <li>▪ Stable and affectionate relationships with caregivers</li> <li>▪ Good core relationships with siblings</li> <li>▪ Positive relationships with peers</li> </ul> <p><b>Self-Care and Independence</b></p> <ul style="list-style-type: none"> <li>▪ Developing age appropriate level of practical and independent living skills</li> <li>▪ Appropriate dress for different settings - allowing for age</li> <li>▪ Good level of personal hygiene</li> <li>▪ Able to discriminate between 'safe' and 'unsafe' contacts</li> <li>▪ Knowledgeable about sex and relationships and consistent use of contraception if sexually active (age appropriate)</li> <li>▪ Safe and age appropriate use of technology</li> </ul>		

## Tier 2 - Additional

Features	ILLUSTRATIVE EXAMPLES NB In assessing need and risk that require additional services, multiple factors are likely to be present	Assessment Process
<p><b>Children with Tier 2 needs</b> These children can be defined as needing some additional support or extra help to improve education, parenting or behaviour or to meet health needs.</p> <p>If ignored these issues may develop into more worrying concerns for the child or young person.</p> <p><b>Timescale</b> These should be short term interventions (up to 6 months) and reviewed on a regular basis. If more intensive support is required you should discuss needs with the Central Referral Unit</p> <p>A child and family may need a number of these short term supports over the child's childhood as their needs change</p>	<p><b>Parents or Carers Capacity</b></p>	<p>No formal assessment process is required and agencies can use their own assessment tools. However a KFSF assessment can be completed if thought helpful. All action plans should be undertaken with the child/family to identify their strengths &amp; needs. The action plan should identify the child's additional needs, appropriate services and interventions to meet those needs and who will act as the lead professional if appropriate.</p> <p><b>Key agencies that may provide support at this level:</b></p> <ul style="list-style-type: none"> <li>▪ Children's centres, early years, youth hubs</li> <li>▪ Youth Justice</li> <li>▪ Police</li> <li>▪ Targeted drug and alcohol work</li> <li>▪ Health, e.g. HV, GP, midwifery, school nurse</li> <li>▪ Tier 2 CAMHS (CAST Medway)</li> <li>▪ Education</li> <li>▪ Early Years</li> <li>▪ Educational psychology</li> <li>▪ Educational welfare</li> <li>▪ Specialist play services</li> <li>▪ Integrated Youth Support</li> <li>▪ Voluntary &amp; community services</li> </ul> <p><b>Additional tools / risk assessments</b></p> <ul style="list-style-type: none"> <li>▪ Risk assessment tool for sexually active young people.</li> <li>▪ KSCB Adolescent risk management toolkit.</li> <li>▪ <b>Safeguarding children abused</b></li> </ul>
	<p><b>Basic Care, Safety and Protection</b></p> <ul style="list-style-type: none"> <li>▪ Requiring support to provide consistent care e.g. safe and appropriate childcare arrangements; safe and hygienic home conditions; adequate diet.</li> <li>▪ Parental health problems that may impact on child's health or development unless appropriate support provided</li> <li>▪ Parental mental health issues that may impact on the health or development of the child unless appropriate support provided</li> <li>▪ Parental learning difficulties that may impact on the health or development of the child unless appropriate support provided</li> <li>▪ Parental health / disability that may impact on the health or development of the child unless appropriate support provided</li> <li>▪ Parental substance misuse that may impact on the health or development of the child unless appropriate support provided</li> <li>▪ Poor engagement with universal services likely to impact on child's health or development</li> <li>▪ Parents/carers have had additional support to care for previous child/young person</li> <li>▪ Poor supervision and attention to safety issues (including online safety)</li> <li>▪ Child/Young Person presents with low level indicators from the Child Sexual Exploitation Toolkit</li> </ul> <p><b>Emotional Warmth and Stability</b></p> <ul style="list-style-type: none"> <li>▪ Requiring support for consistent parenting regarding praise and discipline, where the child's development not yet being impaired</li> <li>▪ Lack of response to concerns raised about child's welfare</li> </ul> <p><b>Guidance Boundaries and Stimulation</b></p> <ul style="list-style-type: none"> <li>▪ Requiring support for consistent parenting in respect to routine and boundary setting</li> <li>▪ Parent has age inappropriate expectations that child or young person should be self-reliant</li> <li>▪ Lack of response to concerns raised about child</li> <li>▪ Lack of appropriate parental guidance and boundaries for child's stage of development and maturity</li> </ul>	
	<p><b>Family and Environmental factors</b></p>	
<p><b>Family and Social Relationships and Family Well-Being</b></p> <ul style="list-style-type: none"> <li>▪ Parents/carers have relationship difficulties which may affect the child</li> <li>▪ Parents/carers request advice to manage their child's behaviour</li> <li>▪ Children affected by difficult family relationships</li> <li>▪ Child is a teenage parent</li> <li>▪ Child is a young carer</li> <li>▪ Low level concerns about domestic abuse (that do not meet the Kent Police Domestic Abuse matrix)</li> <li>▪ Parent was a Child in Care</li> <li>▪ Large family with several young children under five</li> </ul> <p><b>Housing, Employment and Finance</b></p> <ul style="list-style-type: none"> <li>▪ Overcrowding (as per local housing guidelines) that has a potential impact on child's health or development</li> <li>▪ Families affected by low income /living with poverty affecting access to appropriate services to meet child's additional needs</li> <li>▪ Low income plus adverse additional factors which affect the child's development</li> <li>▪ Housing is in poor state of repair or severely overcrowded</li> <li>▪ Family unable to gain employment due to significant lack of basic skills or long term difficulties</li> </ul>		

**Social integration and Community Resources**

- Insufficient facilities to meet needs e.g. advice / support needed to access services for disabled child where parent is coping otherwise
- Family require advice regarding social exclusion e.g. hate crimes, harassment, and disputes in the community
- Child associating with peers who are involved in anti-social or criminal behaviour
- Limited access to contraceptive and sexual health advice, information and services
- Family demonstrating low level anti-social behaviour towards others
- Parents/carers are socially excluded, have no access to local facilities and require support services

**through sexual exploitation risk assessment toolkit.**

- Safeguarding Trafficked Children Toolkit.

## Child or Young Person's Developmental Needs

**Learning/Education**

- Occasional truanting, non-attendance or punctuality issues, attendance below 85%
- School action or school action plus
- Identified language and communication difficulties linked to other unmet needs
- Lack of adequate parent/carer support for child's learning
- Lack of age appropriate stimulation and opportunities to learn
- Few or no qualifications leading to NEET (not in education, employment or training)
- Child/young person under undue parental pressure to achieve/aspire
- No aspiration for young person
- Not educated at school (or at home by Parents/carers)
- The child's current rate of progress is inadequate, despite receiving appropriate early education experiences

**Health**

- Concerns about reaching developmental milestones
- Not attending routine appointments e.g. immunisations and developmental checks
- Persistent minor health problems
- Missing set appointments across health including antenatal, hospital and GP appointments
- Low level mental health or emotional issues requiring Tier 2 intervention (CAST Medway)

**Social, Emotional, Behavioural, Identity**

- Emerging anti-social behaviour and attitudes and/or low level offending
- Child is victim of bullying or bullies others
- Expressing wish to become pregnant at young age
- Low level substance misuse (current or historical)
- Low self esteem
- Limited peer relationships/social isolation
- Expressing thoughts of running away
- Received fixed penalty notice, reprimand, final warning or triage of diversionary intervention.
- Disruptive / challenging behaviour at school or in neighbourhood
- Behavioural difficulties requiring further investigation / diagnosis

**Self-Care and Independence**

- Lack of age appropriate behaviour and independent living skills that increase vulnerability to social exclusion
- Early onset of sexual activity (13-14); sexually active young person (15+) with some risk taking behaviours e.g. inconsistent use of contraception
- Low level alcohol / substance misuse (current or historical)
- Some evidence of risky use of technology which may lead to online (e-Safety) safety concerns

## Tier 3 - Intensive

Features	<b>ILLUSTRATIVE EXAMPLES</b> <b>In assessing need and risk that require intensive services, multiple factors are likely to be present</b>	Assessment Process
<p><b>Children with Tier 3 needs</b></p> <p>This Tier applies to those children identified as <b>requiring intensive support. This can be through Early Help Services or Specialist Children's Services.</b> Often Early Help services can provide intensive family support that reduce concerns or address multiple concerns to reduce the likelihood of problems escalating. There may be times however where there are specific child protection concerns or emerging Child in Need concerns, Specialist children's services must be considered for these children.</p> <p>Children with more intensive needs will be living in greater adversity than most other children or have a greater degree of vulnerability than most. If their needs are not clear, not known or not being met and multi-agency intervention is required, a lead professional will be identified to coordinate a plan around the child.</p> <p><b>Child in Need:</b> These children may be eligible for a Child in Need service from Specialist Children's Services and are potentially at risk of developing</p>	<p style="color: orange;"><b>Parents or Carers Capacity</b></p> <p><b>Basic Care, Safety and Protection</b></p> <ul style="list-style-type: none"> <li>▪ Parent/carer is unable to meet child's needs even with support and not providing adequate care</li> <li>▪ Serious concern that an unborn child is at risk of significant harm</li> <li>▪ Chronic or acute neglect where food, warmth and other basics often not available</li> <li>▪ Parent/carer has mental health difficulties that has a direct impact on child's health or development</li> <li>▪ Parent/carer substance misuse that has a direct impact on child's health or development.</li> <li>▪ Parental learning difficulties that have a direct impact on child's health or development</li> <li>▪ Parental health / disability that has a direct impact on child's health or development</li> <li>▪ Child exposed to contact with individuals who pose a risk of physical or sexual harm to children</li> <li>▪ Child regularly exposed to online content which may pose a risk of harm</li> <li>▪ History of previous child protection concerns</li> <li>▪ Child/Young Person presents with indicators from the Child Sexual Exploitation Toolkit</li> <li>▪ The child might be at risk of harm arising from radicalisation, travel to conflict zones, or involvement in terrorist activity</li> </ul> <p><b>Emotional Warmth and Stability</b></p> <ul style="list-style-type: none"> <li>▪ Parent is emotionally unavailable</li> <li>▪ Succession of carers or child/young person has multiple carers, but no significant relationships with any of them</li> <li>▪ Inappropriate child care arrangement</li> <li>▪ Inconsistent parenting impairing emotional and behavioural development</li> <li>▪ Parental instability affects capacity to nurture</li> <li>▪ Parents/carers own emotional needs compromise those of the child/young person</li> </ul> <p><b>Guidance Boundaries and Stimulation</b></p> <ul style="list-style-type: none"> <li>▪ Child/young person receives little positive stimulation despite appropriate toys being available</li> <li>▪ Parents/carers provide inconsistent boundaries or present a negative role model which seriously impacts on child's development</li> </ul>	<p>The <b>Kent Family Support Framework</b> provides the process from notification to assessment, plan and review for those families requiring intensive support.. An <b>Early Help Notification</b> is used to refer to triage where wider checks across systems are made to determine the appropriate level of intervention.</p> <p><b>Early Help Triage and SCS central duty team are co-located within the Central Referral Unit and will make decisions together about levels of need where there are borderline decisions required.</b></p> <p><b>Specialist Children's Services will</b> decide on their response based on the information supplied in the referral. If appropriate they will undertake their Children and Family Assessment and complete a Child in Need Plan. Following this the case may:</p> <ul style="list-style-type: none"> <li>▪ be closed</li> <li>▪ stepped down to Early Help</li> <li>▪ be actioned</li> <li>▪ lead to a fuller core assessment</li> </ul> <p><b>Key agencies that may provide support at this level:</b></p> <ul style="list-style-type: none"> <li>▪ Early Help Services</li> <li>▪ Specialist Children's Services</li> <li>▪ Other statutory service e.g. SEN services</li> <li>▪ Specialist health or disability services</li> <li>▪ Police</li> <li>▪ Youth Justice</li> <li>▪ Targeted drug and alcohol</li> <li>▪ CAMHS</li> <li>▪ Family support services</li> <li>▪ Voluntary &amp; community services</li> </ul>



acute/complex needs if they do not receive early statutory intervention. If a social worker is allocated they will usually act as the lead professionals and coordinate services.

**Definition:**  
Section 17 of the 1989 Children Act

- 'is unlikely to achieve or maintain a reasonable standard of health or development'
- 'health or development is likely to be significantly impaired' without the provision of LA services or s/he is disabled.

**Family and Environmental factors**

**Family and Social Relationships and Family Well-being**

- Domestic Abuse where the risk to the victim is assessed as standard/medium risk (DASH) and the child is present within the home during the incident
- An initial domestic abuse incident is reported but the victim discloses details of historic abuse with children resident/normally resident
- Child is privately fostered
- Unaccompanied asylum seeking children
- Child subject to a court application where a s7 or s37 report has been ordered to be completed by children's social care
- Pre-birth assessment where a history of past child protection concerns
- Risk of family relationship breakdown leading to need for child to become looked after outside of family network
- Child is a young carer requiring assessment of additional needs
- Child requires assessment for respite care service due to family circumstances and has no appropriate friend / relative carer available to support
- Parents/carers are unable or unwilling to continue to care for the child

**Housing, Employment and Finance**

- Homeless child in need of accommodation including 16-17 year olds
- Extreme financial difficulties impacting on ability to have basic needs met
- No access to funding/community resources
- Family at risk of eviction having already received support from Housing services

**Social and Community Resources**

- Child or family need immediate support and protection due to harassment/ discrimination and have no local support
- Significant levels of targeted hostility towards the child and their family, and conflict/volatility within neighbourhood

**Child or Young Person's Developmental Needs**

- Services at universal level
- Early Support Programme
- Referral to the County Channel Panel
- Referral to the County Channel Panel  
<https://www.gov.uk/government/publications/channel-guidance>

**Exit strategy**  
Support from Early Help and Preventative Services may be required to support child moving out of specialist services with an agreed "step down" action plan. This could include continuing multi-agency or targeted support coordinated to enable the child and family's move back to universal services

**Learning / Education**

- Child not in education, in conjunction with concerns for child's safety
- Chronic non attendance/truanting/authorised absences/fixed term exclusions
- Statement of Special Educational Needs

**Health**

- Chronic/recurring health problems with missed appointments, routine and non routine
- Child with a disability in need of assessment and support to access appropriate specialist services
- Serious delay in achieving physical and other developmental milestones, raising significant concerns
- Frequent accidental injuries to child requiring hospital treatment
- Mental health issues requiring referral to CAMHS, including self harm or suicidal thoughts
- Poor or restricted diet despite interventions
- Child has chronic health problems or high level disability which with extra support may/may not be maintained in a mainstream setting
- Learning significantly affected by health problems
- Significant dental decay that has not been treated

**Social, Emotional, Behavioural, Identity**

- Child with serious level of unexplained and inappropriate sexualised behaviour
- Child is at risk of sexual exploitation
- Child missing from home and concerns raised about their physical and emotional safety and welfare
- Child whose behaviour is putting them at risk, including substance and alcohol misuse
- Evidence of regular/frequent substance misuse which may combine with other risk factors
- Evidence of escalation of substance use and of changing attitudes and more disregard to risk
- Continuous breaches of curfew / order with other risk taking behaviours that impact on the child's welfare and safety
- Frequently goes missing from home
- Failure or inability to address serious (re) offending behaviour leading to risk of serious harm to self or others
- Child/young person out of control in the community

**Self-care and independence**

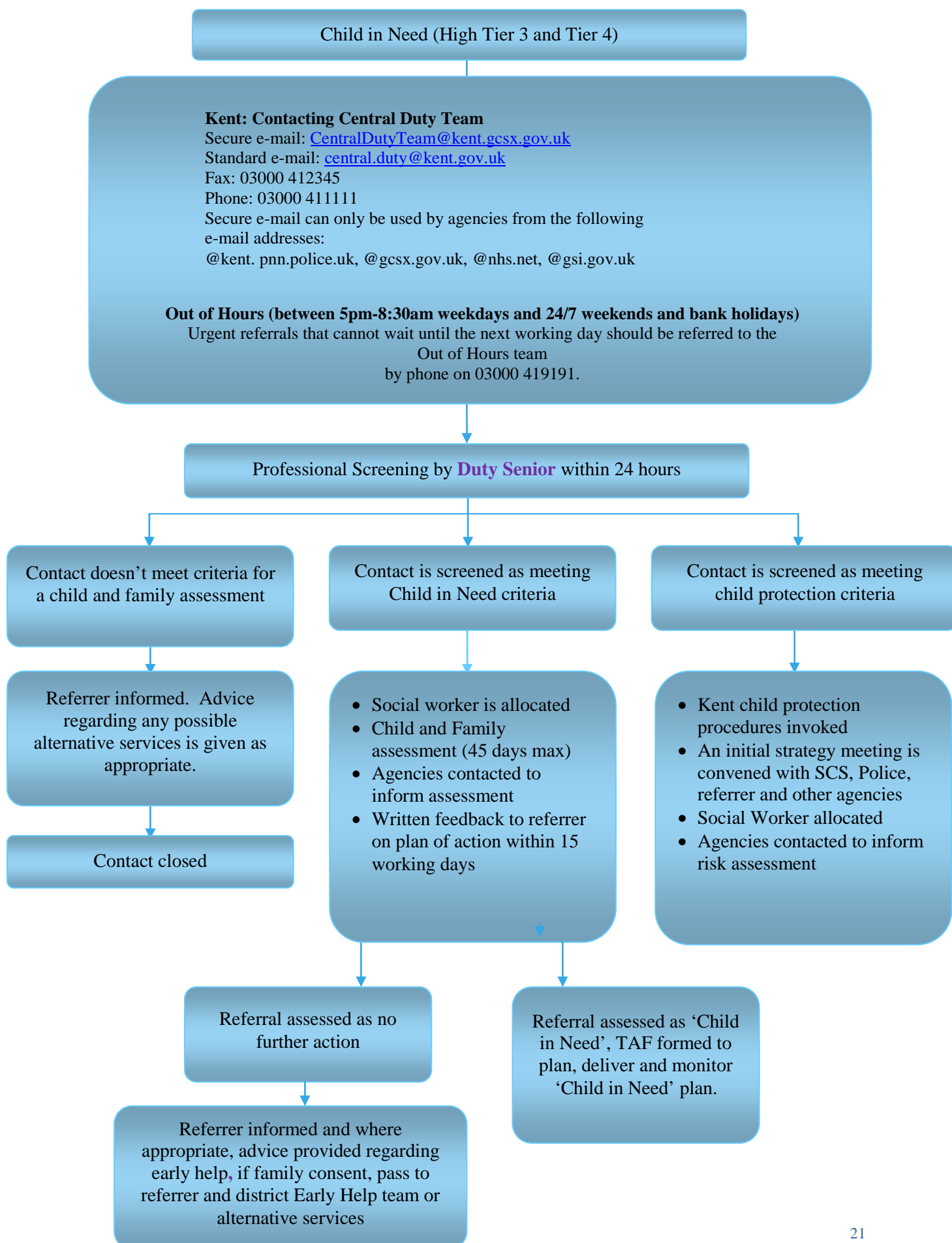
- Child suffers accidental injury as a result of inadequate supervision
- Child found wandering without adequate supervision
- Child expected to be self reliant for their own basic needs or those of their siblings beyond their capabilities, placing them at potential risk
- Severe lack of age appropriate behaviour
- Frequent evidence of risky use of technology by child which has lead to online safety (e-Safety) concerns or places child at potential risk
- The child is at risk of radicalisation through the use of technology or through inappropriate relationships

## Tier 4 – Specialist

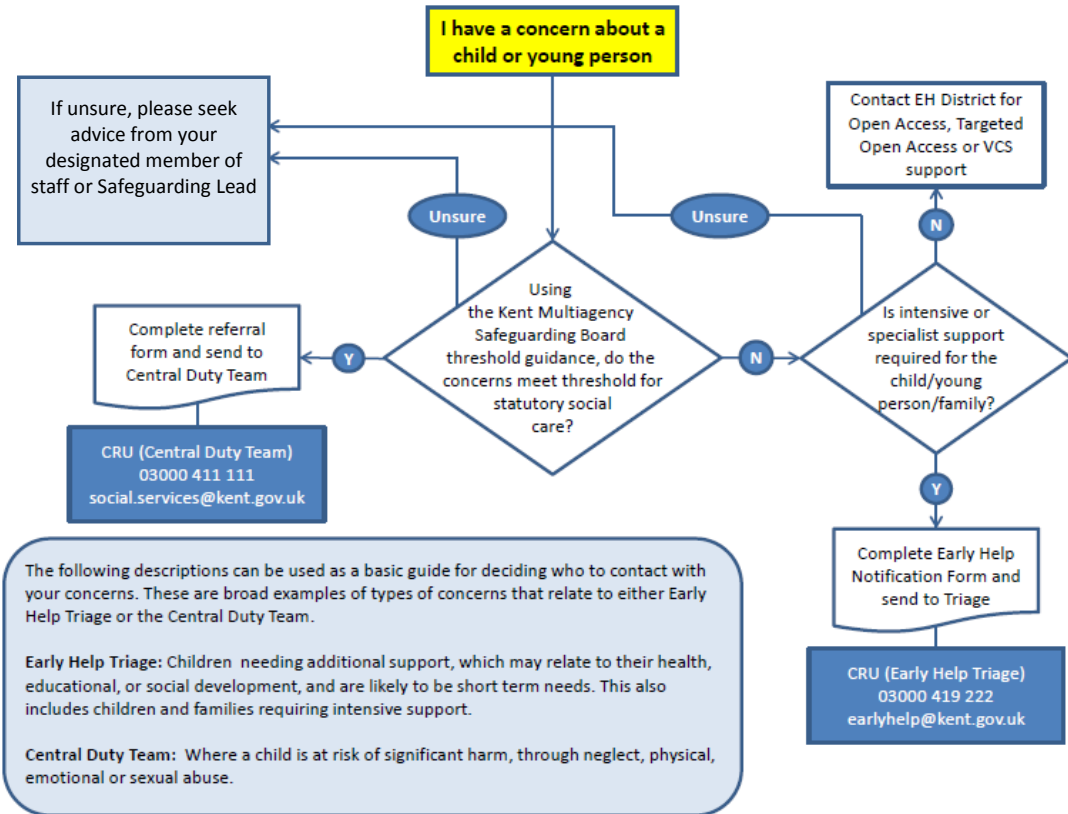
Features	ILLUSTRATIVE EXAMPLES In assessing need and risk that require intensive specialist services, multiple factors are likely to be present	Assessment Process
	<b>Parents or Carers Capacity</b>	
<p><b>Children with Tier 4 Needs</b> Children requiring Specialist /statutory integrated support Only a small fraction of children will fall within this band. These children will be those who are highly vulnerable or experiencing the greatest level of adversity.</p> <p><b>Child Protection</b> Children experiencing significant harm that requires statutory intervention such as child protection or legal intervention. These children may also need to be accommodated (taken into care) by the Family Services/Specialist Children’s Services care either on a voluntary basis or by way of Court Order</p> <p><b>Definition</b> Section 47 of the 1989 Children Act. Child or young person. Where a child is at risk of significant harm. Through neglect, physical, emotional or sexual abuse.</p> <p><b>Process</b> Agencies should make a <b>verbal</b> referral to the Kent Central Duty Team and accompany this with <b>written referral form</b></p>	<p><b>Basic Care, Safety and Protection</b></p> <ul style="list-style-type: none"> <li>▪ Parents/carers are unable to care for the child</li> <li>▪ Parents/carers have or may have abused/neglected the child/young person</li> <li>▪ Pre birth assessment indicates unborn child is at risk of significant harm</li> <li>▪ Parents’ own needs mean they cannot keep child/young person safe</li> <li>▪ Parent unable to restrict access to home by adults known to be a risk to children and other adults</li> <li>▪ Child/young person left in the care of an adult known or suspected to be a risk to children, or lives in the same house as the child</li> <li>▪ Low warmth, high criticism is an enduring feature of the parenting style</li> <li>▪ Parent’s own emotional needs/experiences persistently impact on their ability to meet the child/young person’s needs</li> <li>▪ Parent/carer has mental health issues, including self harming behaviour, that present a risk of significant harm to the child</li> <li>▪ Parent/carers’ substance misuse that presents a risk of significant harm to the child</li> <li>▪ Parents/carers deliberately expose child to illegal content or content online which puts a child at immediate risk of harm</li> <li>▪ Parental learning difficulties that present a risk of significant harm to the child</li> <li>▪ Parental health / disability that presents a risk of significant harm to the child</li> <li>▪ Child/Young Person presenting with several indicators from all categories and one or more high-risk indicators from the Child Sexual Exploitation toolkit.</li> <li>▪ The child might be at immediate risk of significant harm arising from radicalisation, travel to conflict zones, or involvement in terrorist activity</li> </ul> <p><b>Emotional Warmth and Stability</b></p> <ul style="list-style-type: none"> <li>▪ Deliberate cruelty or emotional ill treatment of a child resulting in significant harm</li> <li>▪ Child is continually the subject of negative comments and criticism, or is used as a scapegoat by a parent/carer, resulting in feelings of low worth and self-esteem and seriously impacting on the child’s emotional and psychological development.</li> <li>▪ Previous child/young person(s) have been removed from parent’s care</li> </ul> <p><b>Guidance Boundaries and Stimulation</b></p> <ul style="list-style-type: none"> <li>▪ Lack of appropriate supervision resulting in significant harm to a child</li> <li>▪ Child is given responsibilities that are inappropriate for their age / level of maturity resulting in significant harm to the child</li> <li>▪ Adult in a position of trust, staff member or volunteer behaves in a way that results in harm to a child, or that might indicate unsuitability to work with children</li> </ul>	<p><b>Specialist Children’s Services</b> will decide on their response based on the verbal information as repeated in the <b>written notification form</b>. In the case of suspected abuse they will follow the Working Together procedures as laid out in the Kent Safeguarding Children Procedures. On the basis of a Children and Family Assessment a decision will be made whether to hold a conference.</p> <p><b>Key agencies that may provide support at this level:</b></p> <ul style="list-style-type: none"> <li>▪ Specialist Children’s Services – Fostering, Adoption Teams</li> <li>▪ Family Group Conferencing Service</li> <li>▪ Police</li> <li>▪ Other statutory service e.g. SEN services; Education &amp; Child Psychology</li> <li>▪ Specialist health or disability services</li> <li>▪ Youth Justice</li> <li>▪ Targeted drug and alcohol</li> <li>▪ CAMHS</li> <li>▪ Family support services</li> <li>▪ Voluntary &amp; community Services</li> <li>▪ Services at universal level</li> <li>▪ Referral to the County Channel Panel <a href="https://www.gov.uk/government/publications/channel-guidance">https://www.gov.uk/government/publications/channel-guidance</a></li> </ul>

	<b>Family and Environmental factors</b>	
	<p><b>Family and Social Relationships and Family Well-Being</b></p> <ul style="list-style-type: none"> <li>▪ Assessment identifies risk of physical, emotional, sexual abuse or neglect</li> <li>▪ History of previous significant harm to children, including any concerns of previous child deaths</li> <li>▪ Family characterised by conflict and serious, chronic relationship difficulties</li> <li>▪ Parent/carer has unresolved mental health difficulties which affect the wellbeing of the child</li> <li>▪ Adult victim of Domestic Abuse is assessed as high level risk (DASH) and the child (including unborn) is at risk of significant harm</li> <li>▪ Child's carer referred to MARAC</li> <li>▪ Members of the wider family are known to be, or suspected of being, a risk to children</li> <li>▪ Child needs to be looked after outside of their immediate family or parents/carers due to abuse / neglect</li> <li>▪ Members of the family/wider family are known to be, or suspected of being, at risk of radicalisation</li> </ul> <p><b>Housing, Employment and Finance</b></p> <ul style="list-style-type: none"> <li>▪ Hygiene conditions within the home present a serious and immediate environmental / health risk to children</li> </ul>	<p><b>Exit strategy</b> Specialist Children's Services will work with the child and their family either to reduce the risk to a child in need and ultimately a move out of statutory intervention as described in Tier 3</p>
	<b>Child or Young Person's Developmental Needs</b>	
	<p><b>Health</b></p> <ul style="list-style-type: none"> <li>▪ Parents/carers refusal to recognise or address high level disability, serious physical and/or emotional health problems</li> <li>▪ Carers refusing medical care endangering life/development</li> <li>▪ Child not accessing appropriate medical care which puts them at direct risk of significant harm</li> <li>▪ Concerns that a child is suffering or likely to suffer harm as a result of fabricated or induced illness</li> <li>▪ Sexually Transmitted Infection in a child under 13</li> <li>▪ Child who is suspected to having suffered inflicted, or serious unexplained, injuries</li> </ul> <p><b>Social, Emotional, Behavioural, Identity</b></p> <ul style="list-style-type: none"> <li>▪ Challenging behaviour resulting in serious risk to the child and others</li> <li>▪ Child/young person beyond parental control – regularly absconds from home and places self at risk of significant harm</li> <li>▪ Failure or inability to address complex mental health issues requiring specialist interventions</li> <li>▪ Under 13 engaged in sexual activity</li> <li>▪ Subject to sexual exploitation under 18 years of age</li> <li>▪ Is missing from home for repeated short periods of time or prolonged periods</li> <li>▪ Young people experiencing current harm through their use of substances</li> <li>▪ Young people with complicated substance misuse problems requiring specific interventions and/or child protection</li> </ul> <p><b>Self-Care and Independence</b></p> <ul style="list-style-type: none"> <li>▪ Child is left "home alone" without adequate adult supervision or support and at risk of significant harm</li> <li>▪ Distorted self image and lack of independent living skills likely to result in significant harm</li> <li>▪ Clear evidence of very risky use of technology which places the child at risk of significant harm or exploitation</li> <li>▪ The child is at significant risk of radicalisation through the use of technology or through inappropriate relationships</li> </ul>	<p>Proceedings to accommodate the child or young person in a kinship, fostering or residential placement, or to place the child for adoption</p>

## How to make a Referral to Specialist Children's Services



## Making a referral to Central Duty Team for Early Help or Specialist Children’s services



## Glossary

ASSET	Structured assessment tool to be used by Youth Offending Teams
CAMHS	Child and Adolescent Mental Health Services
CAST	Child and Adolescent Support Team
CSE	Child Sexual Exploitation
DA	Domestic Abuse
DASH	Domestic Abuse, Stalking and Harassment and honour based violence
DUST	Drug Use Screening Tool
EHPS	Early Help and Preventative Services
Kent Police Domestic Abuse Matrix	Matrix used by Kent Police to establish whether a Domestic Abuse incident needs a notification to social services/care or a referral.
KFSF	Kent Family Support Framework
CiC	Child in Care
MARAC	Multi Agency Risk Assessment Conference
NEET	Not in Education, Employment or Training
SCS	Specialist Children's Services
TAF	Team Around the Family