

Step-up / Step-down Protocol for Universal Services, Targeted Early Help, and Statutory Services

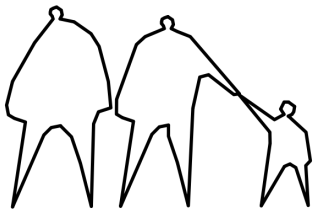
The needs of children and families can fluctuate over time and move across one or more tiers of the Hackney Child Wellbeing Framework. This protocol has been developed to help facilitate smooth transitions and ensure we are providing the right support at the right time.

Tier	Definition	Partnership Response
Tier 1 - Universal	Primarily children with no additional needs whose health and developmental needs can be met by universal services. Level 1 - Universal may include children with emerging needs or low level vulnerability whose additional needs can be met by a single universal agency. The majority of children within the borough fall under this category.	No involvement for these children is required from targeted early help or statutory social work services.
Tier 2 - Early Help	Children with some additional needs, who may be vulnerable to achieving poor outcomes. These children may benefit from additional support via a multi-agency network working alongside their parents/carers, to provide holistic and wrap around support to them.	A coordinated plan of support for these children should be delivered by universal services, working alongside the family, through a Team Around the Child approach. With the family's consent, targeted early help can also be explored through an Early Help Assessment.
Tier 3 - Complex	Children who are disabled and/or for whom specialist support is needed to promote their safety and welfare and to prevent them from experiencing harm.	With the family's consent, a social work child in need assessment will explore the risk of harm for these children, alongside their parents/carers and professional networks. A longer-term multi-agency plan of support, coordinated by a social worker, may be offered under a Child in Need Plan. On occasion, an alternative plan of support may be led via a specialist Child and Adolescent Mental Health (CAMHS) service who may act as the lead professional.
Tier 4 - Acute risk of harm	Children who are at risk of significant harm. This response will be necessary for only a minority of children in the borough.	These children require a coordinated multi-agency response in order to reduce the risk of harm to them, via child protection procedures or via specialist health services (at Level 4 this means day and inpatient provision for children or young people with severe mental ill-health, including specialist eating disorders).

Principles for Early Help Delivered by Hackney Council

- There should be **no delay** to getting support
 - We have **a single point of access**
- We offer **consistent, evidenced quality of support**
- Our work is **predicated on consent** for support and consent to information-sharing
 - We enable **multi-disciplinary working** led by families, with the family present
- **We work with parents as experts** and know that work with young people should always involve parents
- **Our interventions are evidence-based** and ongoing service development is led by the needs of the children, young people and families we work with versus the evidence-based interventions we can offer

Request for Support stepping up from Universal (Tier 1- Schools, Health services, Community and Voluntary Services) to targeted LBH Early Help Services (Tier 2)



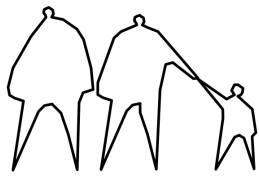
Child and family being supported by **Universal service**

Professional has a conversation with the family outlining the needs identified together and the type of support they would benefit from

Professional obtains parental consent and then makes a request for support for targeted Early Help

The Early Help hub will review the request for support and allocate to the most appropriate targeted Early Help Service to meet the child and families identified needs

Request for Support for Statutory Services (Tiers 3 & 4)



Child and family being supported by **Universal or Targeted Early Help**

Professional has a conversation with the family outlining their needs, concerns and the support they would benefit from

Professional should obtain parental consent and then make a request for statutory social work support. Consent can only be overridden if there is risk of significant harm to a child

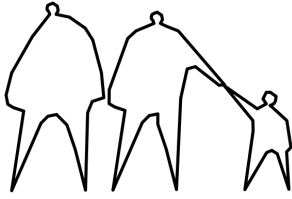
MASH screens request and takes a decision on level of need and allocates

If the request is from LBH targeted Early Help Services, the lead professional within targeted Early Help Services will meet with the newly allocated Children's Social Care Social Worker and Consultant Social Worker for a handover discussion

The lead professional within LBH targeted Early Help Services will undertake a joint visit to the child and family with the newly allocated Social Worker within 5 working days

If Children's Social Care are organising a *'Listening Together'* meeting with the family, the formerly allocated Early Help practitioner and all key Universal Services practitioners will be expected to join

Request for Support for Universal Services (Tier 1) following statutory intervention Step Down



Child and family being supported by Statutory Services (Tier 3 &4)

As part of the support and intervention with the family, Children's Social Care will already be engaging a multi-agency professional network including Universal and Community and Voluntary Services

The allocated Social Worker will have a discussion with the family and existing professional network to consider what support the family will need once statutory services are no longer involved

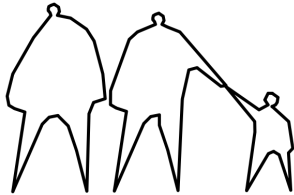
The allocated Social Worker will have a conversation with existing professionals within the Universal context to discuss their involvement to sustain the child and family's wellbeing and outcomes

The allocated Social Worker and family may identify new community services to support support the family once statutory services are no longer involved.

A plan for support is agreed with the family with their consent

Universal services such as Children's Centres, Youth Hubs, Schools, Health Services and Community Groups will welcome, engage and offer continued support to the child and family

Request for Support for targeted Early Help Services (Tier 2) following statutory intervention Step Down



Child and family being supported by Statutory Services (Tier 3 &4)

In discussions with the allocated social worker, the family and existing professional network it is decided that the family require a period of targeted Early Help Support through LBH targeted Early Help Services. once statutory services are no longer involved

A request for Early Help Support is made via the Early Help Hub

The Early Help hub will allocate to the targeted Early Help service that is best placed to support the family, and notify the Allocated Social Worker

The Children's Social Care Social Worker will meet with the newly allocated lead professional in LBH targeted Early Help Services for a handover discussion

The Children's Social Care Social Worker will undertake a joint visit to the child and family with the newly allocated lead professional from LBH targeted Early Help Services within 5 working days, following allocation

The Children's Social Care Social Worker will attend the first Team around the Family, Multi-agency Team or alternative meeting with the family and professionals depending upon the nature of support that will continue to be offered to the family