



Step Up Step Down Process and Transfer Protocol
within Social Care and Early Help Services
December 2016

Updated	Details
December 2016	<ul style="list-style-type: none">- Point 9 – Transfer of referrals from DAS to SAT- Throughout: Name change of EH DAS to EH Response

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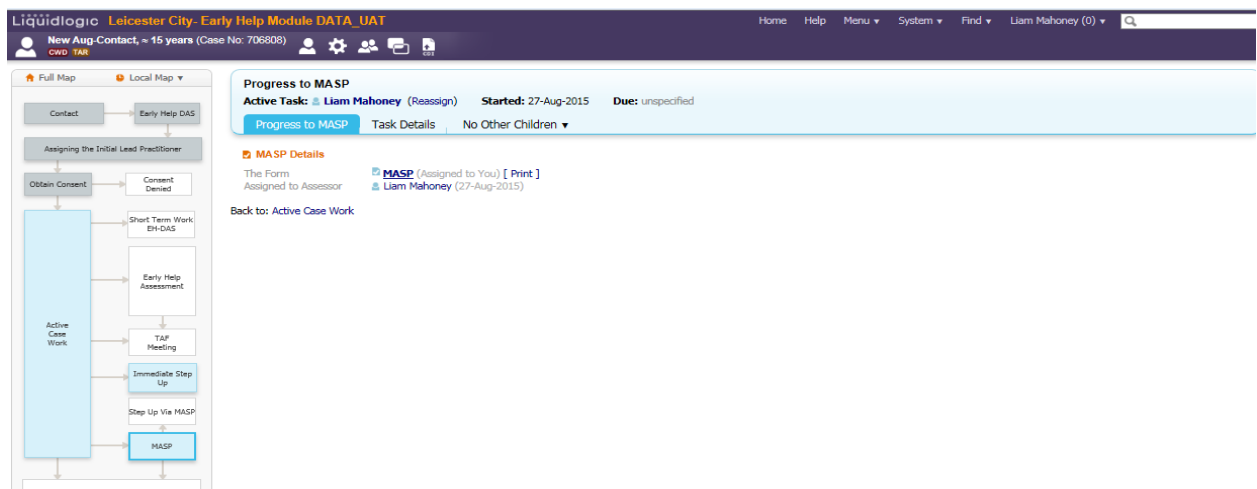
1. Introduction

- 1.1 This protocol sets out the pathway and process for the step up step down of open cases between early help and social care within Children's Services.
- 1.2 The implementation and monitoring of this protocol will be through the following ways:
 - a) Induction
 - b) Staff Meetings
 - c) Tri-X Procedures
 - d) Supervision
- 1.3 This protocol is for all frontline staff and managers within children's early help and social care services and has been approved by the Children's Directorate Management Team.
- 1.4 This protocol has been built into the Liquidlogic system for both Early Help and Social Care. Manual processes are in place for practitioners not trained or using Liquidlogic. This protocol will be reviewed annually and is owned by the Heads of Services for Children, Young People and Families.

EARLY HELP

2. Step Up from Early Help to Social Care

- 2.1 Where the Lead Practitioner or a multi-agency group consider that the needs of a child have become more complex and may need intervention from Social Care, an option is for a referral to be made to the MASP (Multi Agency Support Panel) for discussion and action agreed. (Refer to Section 5 for the process)



Liqidlogic Leicester City- Early Help Module DATA_UAT Home Help Menu System Find Liam Mahoney (0)

New Aug-Contact, ~ 15 years (Case No: 706808) CWD TAR MASP, 27-Aug-2015 14:32

Information **Form** Consolidation Delegate Revisions

MASP

MASP
 • Referral Details - L...

MULTI AGENCY SUPPORT PANEL
 Referral to be completed by Lead Practitioner and e-mailed to Panel Administrator before 3:00pm on the Monday (this gives a week prior to the meeting) and updated assessment (if appropriate).

Date of MASP meeting:

Lead Practitioner:

Allocated worker

Genogram/ family tree attached? ☐ Yes ☐ No

Assessment (within last 3mths) attached? ☐ Yes ☐ No

Date completed:

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New Aug-Contact, ~ 15 years (Case No: 706808) CWD TAR MASP, 27-Aug-2015 14:32

Information **Form** Consolidation Delegate Revisions

Referral Details - Lead Practitioner

MASP
 • Referral Details - L...

Referral Details

Has the family/ young person give permission for this referral to the panel? ☐ Yes ☐ No

If not, why?

If high cost resource please provide details and costings

Reasons for referral / current situation – What are you worried about?

Include: children and families' views, their strengths, the risks, has the case stepped up or down – the child's journey, does the child or any family member have any additional needs/vulnerabilities?

What are the protective factors?

What are the views of the child / young person / parent / carer?

Significant Events in the last 12 months

Date	Significant Event
<input type="text"/>	<input type="text"/>

Services currently working with family

Include what has been tried before, give dates – did it work, if not, why not?

What has been tried before?

If it didn't work, why not?

Resources requested:

Please describe what outcomes you wish to achieve?
 The impact you feel these resources would have?
 Include the child/ young person's and family's view, and are they willing to engage?

- 2.2 In the case where there are immediate safeguarding concerns, a referral to the Duty and Advice Service should be made. The needs will be assessed with a decision made that if thresholds have been met for specialist social care services, a direct referral will be sent to the DAS work tray.

Liquidlogic Leicester City- Early Help Module DATA_UAT

Home Help Menu System Find Liam Mahoney (0)

New Aug-Contact, ~ 15 years (Case No: 706808) CWD TAR

Full Map Local Map

Step up to Children's Social Care Safeguarding

Active Task: **Liam Mahoney** (Reassign) Started: 27-Aug-2015 Due: unspecified

Step up to Children's Social Care Safe... Task Details No Other Children

Record Details:

The Assessment: **Step up to Children's Social Care** (Assigned to You) [Print]

Assigned to Assessor: **Liam Mahoney** (27-Aug-2015)

Back to: Active Case Work

Flowchart: Contact -> Early Help DAS -> Assigning the Initial Lead Practitioner -> Obtain Consent -> Consent Denied -> Short Term Work EH-DAS -> Early Help Assessment -> TAF Meeting -> Immediate Step Up -> Step Up Via MASP -> MASP -> Early Help - Case Closure

Liquidlogic Leicester City- Early Help Module DATA_UAT

Home Help Menu System Find Liam Mahoney (0)

New Aug-Contact, ~ 15 years (Case No: 706808) CWD TAR

Information Assessment Consolidation Delegate Revisions

Print

Step up to Childre...

- Family Compositio...
- Current Situation
- Transfer to Childre...

Step up to Children's Social Care

Referral Details

Date of Referral

Date of MASP Meeting (if applicable)

Time of MASP Meeting (if applicable)

Early Help or Targeted Early Help Services Step up? ☐ Early Help ☐ Targeted Early Help Services

Are there any risk factors to workers? ☐ Yes ☐ No

Lead Practitioner Details

Lead Practitioner Name

Lead Practitioner Telephone

Lead Practitioner Team

Lead Practitioner's Manager Name

Lead Practitioner's Manager Name

Liquidlogic Leicester City- Early Help Module DATA_UAT

Home Help Menu System Find Liam Mahoney (0)

New Aug-Contact, ~ 15 years (Case No: 706808) CWD TAR

Information Assessment Consolidation Delegate Revisions

Print

Step up to Childre...

- Family Compositio...
- Current Situation
- Transfer to Childre...

Current Situation

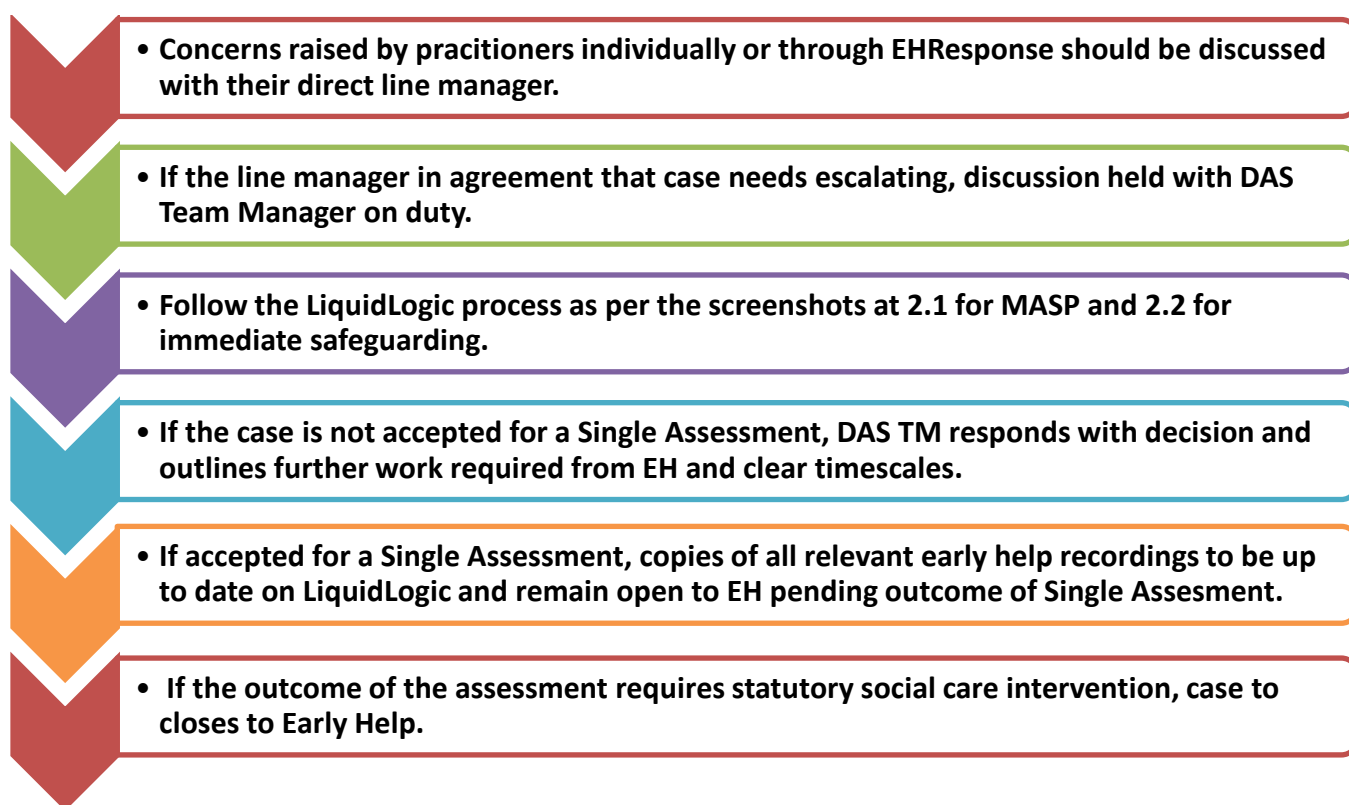
Current Situation

What specific outcomes are desired from the service requested?

2.3 Prior to the referral to the Duty and Assessment Team, the Lead Practitioner should:

- Review the current assessment and plan to ensure it identifies all changes to the child(s)/ young person(s) circumstances including newly identified needs.
- Communicate their concerns with the family and ensure they are fully aware of the steps being taken.
- Be familiar with the threshold criteria for level of need. (Refer to LLR Threshold Procedures) <http://llrscb.proceduresonline.com/index.htm>

2.4 Where there is an open case to either an Early Help Assessment (EHA) or single agency piece of work and a referral is made to social care, the Early Help service will remain in place until the outcome of the Single Assessment undertaken by social care is known. If advised to take the case to MASP, this must be completed.



3. Transfer of cases from Early Help Response to Cluster Family Support

3.1 EH Response team main roles are the following:

- a) Screen and allocate all requests for targeted early help.
- b) Complete short term family support work (up to 6 weeks)
- c) Complete 'return from missing' interviews for all children and young people not known to social care.
- d) Attend social care closure meetings for step down arrangements.

3.2 Cases that require longer term involvement and pieces of work (post 6 weeks) with families will transfer to the cluster area in which the family live.

4. Early Help Plans

4.1 The Team around the Family (TAF) meeting must prepare an action plan which identifies the key agencies, resources and services which will be needed to achieve the planned outcomes within the agreed timescales. The plan must include:

- a) The desired outcome
- b) Highlight the strengths of the family
- c) Describe the identified developmental needs of the child and services required to meet need.
- d) Include realistic and specific actions to achieve the desired outcomes.
- e) Include a contingency plan if circumstances change
- f) Include achievable timescales.
- g) Identify the key individuals and their responsibilities, including frequency of contact with family members/visits to the child.
- h) Identify review dates within the agreed timescale of 3 months.
- i) Further meetings can be organised earlier if there are changes in the family circumstances or more frequent tracking has been agreed.

5. Multi Agency Support Panel (MASP)

5.1 Where a case is open to early help or social care and meets one of the following criteria, a referral can be made to MASP:

- a) High cost to the authority
- b) No improvement
- c) Escalation of problems

5.2 The purpose of the panel is:

- a) Provide management oversight and enable decision making to ensure that wherever possible children and young people are supported to live with their family or within their kinship network unless by doing so their wellbeing or safety would be compromised.
- b) Provide a multi-agency perspective in providing preventative and targeted services to children and families.
- c) Early information sharing between partner agencies and joint work at an early stage will reduce duplication of assessments and resource, coordinating services providing seamless provision to enable early identification of problems and prevent them before they escalate.

- d) Seek to provide packages of support for children and young people across the continuum of need that promote family life and protect them within a family setting.
- e) Provide support to children who are at risk of entering the care system and look to support and prevent cases escalating to child in need (CIN) and child protection (CP) using early intervention services to support both prevention and de-escalation.
- f) For those children and young people who are not able to live safely within their families the Panel will make **recommendations** about placement options and admissions into the care system to the LARP (Leicester Access to Resource Panel).

5.3 The panel is made up of a range of voluntary and statutory services including social care and meets monthly. Cases discussed with a series of possible outcomes:

- a) Resources agreed eg) Family Group Conference, MST, YOS etc
- b) Case stepped up to Child in Need
- c) Case stepped down to Early Help/Child In Need
- d) Progress to Child Protection
- e) Refer to LARP (Leicester Access to Resources Panel)

5.4 Refer to the Tri-X procedures for the full terms of reference for MASP.

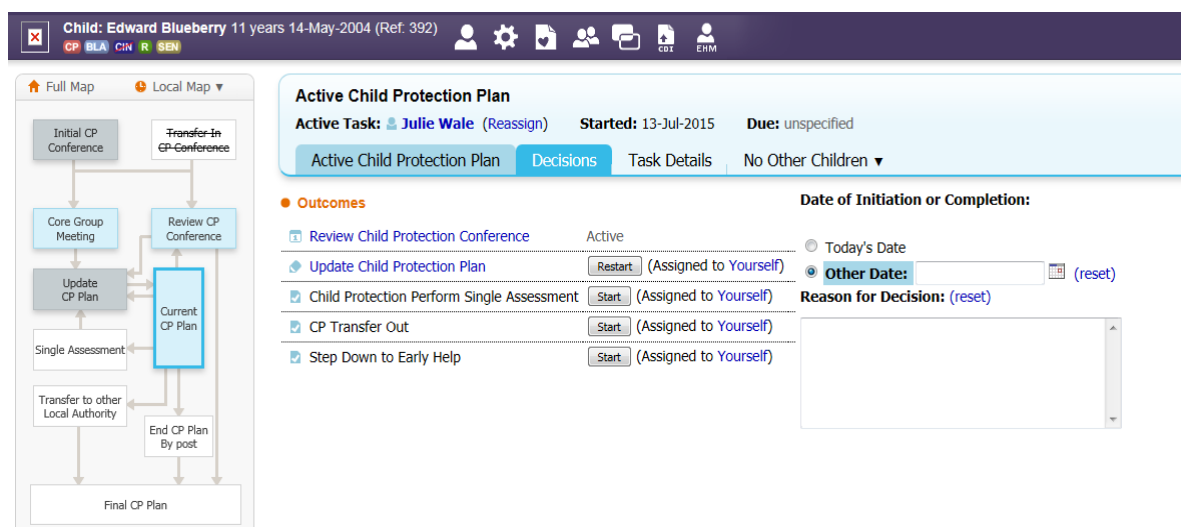
SOCIAL CARE

6. Request for Early Help as an outcome from a contact/referral to social care

6.1 When a referral highlights a need for early help services to provide support, this should be actioned using the 'request early help' outcome within LCS. Whilst this is recorded and acts the same as a step down, the actual reports for Early Help will define where 'step-downs' come from and the actual step down statistics.

7. Request for Early Help as part of an open social care plan

7.1 Early help services can undertake a specific piece of single agency work as part of a child in need, child protection or LAC plan. This can be requested as follows by choosing the step down option and then selecting 'Joint work' within the transfer form.



- 7.2 Once the request has been processed, the Early Help Service will become a key agency attending future reviews and recording all work on the Early Help Module which is accessible by social care staff. The key agency will need to be added by the social worker, early help work will be recorded on the single agency workspace within the Early Help module.
- 7.3 Information on targeted early help can be found here: www.leicester.gov.uk/earlyhelp
8. Step Down from Social Care to Early Help (inc Single Assessment)
- 8.1 Social Care teams always aim to reduce their involvement as the child's needs are met. If a decision has been made that a child is no longer assessed as a child 'in need' (CIN) but ongoing support is required from Early Help services and the family have given consent to the support and to information being shared then Social Care services should adhere to the following process.
- 8.2 The CIN meeting/ CP review conference where step down is being considered must be attended by a representative from the Early Help Response Team. If a request for Early Help services is required either as an Early Help Assessment or short term single agency piece of work (eg) Family Support, Targeted Youth, Child Learning), the form within the LiquidLogic system must be completed by the social worker and passed through to the

Child: Edward Kiwi 10 years 02-Jul-2005 (Ref. 474)

Child In Need - Active Child's Plan

Active Task: Julie Wale (Reassign) Started: 13-Mar-2014 Due: unspecified

Child's Plan s17 Placements Decisions Task Details No Other Children

Outcomes

- ☒ Child In Need Review Start (Assigned to CIN)
- ☐ Place into Accommodation
- ☒ Child In Need Leaving CIN (Finalise Child's Plan) Start (Assigned to Yourself)
- ☒ Step Down to Early Help Start (Assigned to Yourself)

Date of Initiation or Completion:

☐ Today's Date ☒ Other Date: (reset)

Reason for Decision: (reset)

Early Help Response. The most recent review and plan must be up to date on LCS.

Child: Brother Screen 1 year 22-Apr-2014 (Ref: 706816) Referral to EHM, 01-Sep-2015

Information **Assessment** Consolidation Revisions Save Finalise Assessment Cancel Close

Print

Referral to EHM

Referral to EHM

- Family Composition...
- Referral to EHM

Referral Details

Date of Referral

Date of MASP (if applicable)

Time of MASP (if applicable)

Type of step down

☐ Step down from a Plan ☐ Step down from Single Assessment ☐ Step down from S47/Strategy discussion ☐ Step down from Contact/Referral ☐ Request for Joint Work

Any Special Requirements?

Are there any risk factors to workers? ☐ Yes ☐ No

Have you included the child/young person's views? ☐ Yes ☐ No

Have you included the parent (s)/carer(s) views? ☐ Yes ☐ No

Allocated Social Worker Details

Social Worker Name [Click here to select a user...](#)

Current / Last Allocated Worker

Social Worker Telephone

Social Workers Team [Click here to select a user...](#)

Allocated Worker's Manager Name [Click here to select a user...](#)

Child: Edward Blueberry 11 years 14-May-2004 (Ref: 392) CP BEA CIN R SEN

Full Map Local Map

Review Child Protection Conference

Initiator: [Altin Markaj](#) Started: 27-Mar-2014 Completed: 08-Aug-2015 (by [System Admin Child](#))

[Review Child Protection Conference](#) History No Other Children

Meeting Details

This meeting has been completed

Meeting Arranger [Julie Wale](#)

Type of Meeting Review Child Protection Conference

Statutory Due Date 26-Jun-2014

Planned Meeting Date 15-Jun-2014

Length in Minutes Unspecified

Location

Actual Meeting Date 08-Aug-2015

Delay Reason Before the Day - Lead Practitioner Not Available

Meeting Attendees

Attendee	Chr	Inv	Ag	Con	Att	Pre	Min
Present							
Eve Blueberry - Mother	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Independent Chair - Other Professional	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A

Pre-Meeting Report

Approved By [System Admin Child](#) (27-Aug-2015)

Written By [Julie Wale](#)

The Report [Child Protection Review Conference Worker's Report \(Completed\)](#) [Print]

Outcomes Form

Written By [System Admin Child](#)

The Report [Child Protection Review Conference Outcome \(Completed\)](#) [Print]

Child: Edward Blueberry 11 years 14-May-2004 (Ref: 392) CP BEA CIN R SEN

Full Map Local Map

Update Child Protection Plan

Initiator: [System Admin Child](#) Started: 08-Aug-2015 Completed: 08-Aug-2015

[Update Child Protection Plan](#) History No Other Children

Plan Details

Plan Summary

Plan Revision Child Protection Plan v4.0

Key Worker Julie Wale

Status Active

Effective From 08-Aug-2015

Effective To

Created By Altin Markaj

Creation Date 13-Jul-2015 11:53

Forms: Child Protection Plan v4.0

[View Part One Form \(finalised\)](#)

[View Part Two Form \(finalised\)](#)

Authorisation

Plan Authoriser [System Admin Child](#)

Authorisation State [Authorisation Granted](#)

Authorisation Date 27-Aug-2015 17:04

Actions

[Administrative Actions](#)

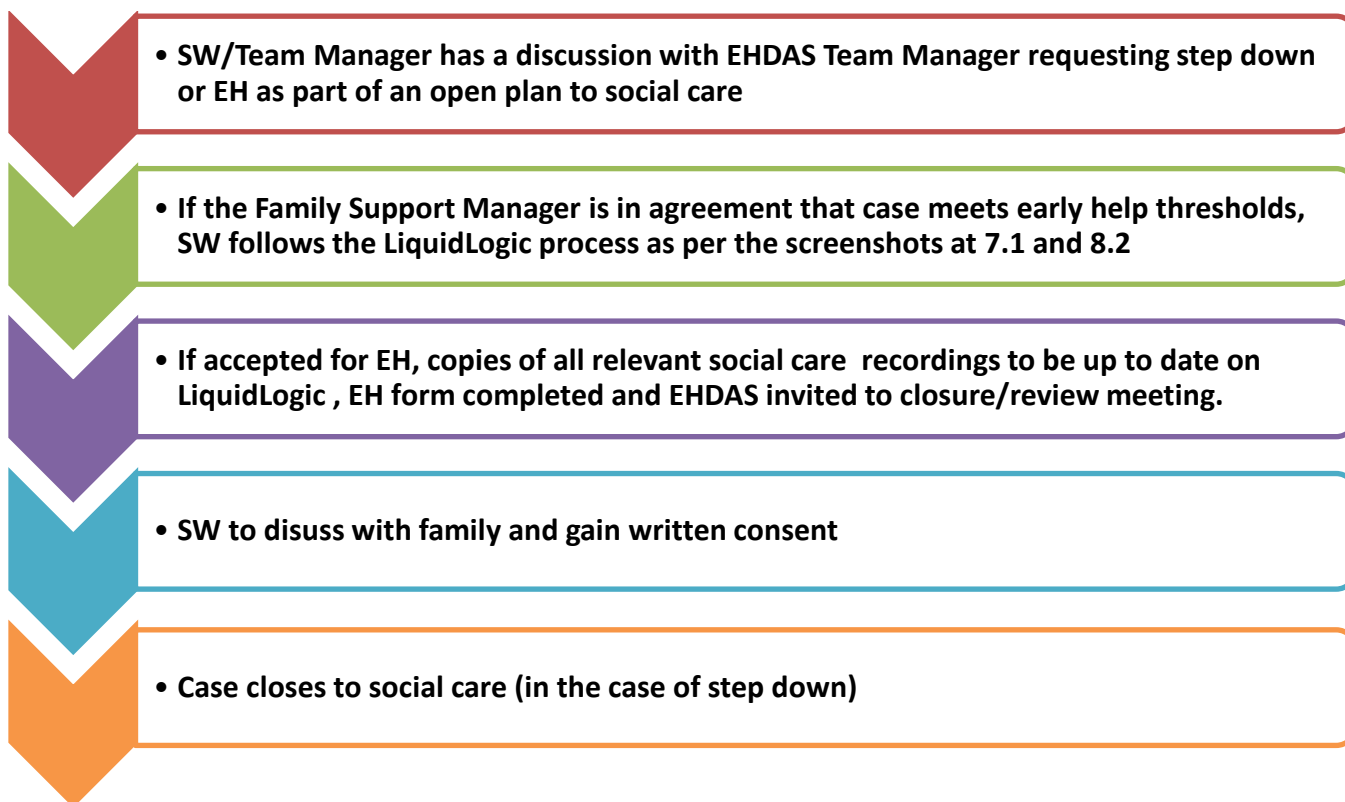
[Print View](#)

[Print View Landscape](#)

Previous Records

Status	Description
Completed 08-Aug-2015	Child Protection Plan v4.0 for Child: Edward Blueberry (Current)
Completed 10-Apr-2014	Child Protection Plan v3.0 for Child: Edward Blueberry (Current)

- 8.3 In the case of a single assessment (SA), where this has been completed and additional needs have been identified, (but this does not necessitate social work intervention based on the threshold criteria) completion of the request for EH services form is not required as all of the information requested is on the form, however the summary step down box should be completed referring to the SA. EH Response will populate the request for EH services form from this information.



8.4 The Social Worker should:

- Discuss with the family the benefit of continued support for Early Help services and gain written consent.
- It should be agreed whether this is in the form of an Early Help Assessment or single agency Family Support Work.
- With the family's agreement, have a discussion with the Family Support Manager in Early Help (Response) and ensure EH Response are invited to the closure/review meeting.

8.5 EH Response will:

- Allocate the request to the relevant cluster (EH Response if short term less than 6 weeks. The first TAF (Team around the Family) meeting will be arranged within 3 weeks of the case being stepped down.
- The social worker should attend the first TAF multi-agency meeting to support family and ensure a smooth handover.
- The first meeting will be chaired by the Family Support Manager in a cluster area, where a plan will be agreed and a Lead Practitioner appointed from the meeting.

9. Transfer of work from DAS to Single Assessment Team

- 9.1 Duty and advice take all new referrals for children living within Leicester City. This may be within normal hours or outside of hours. Any referral deemed to meet threshold will be transferred to the Single Assessment Team.

- 9.2 The work is transferred on the social care system (Liquid Logic). There is also an email alert that accompanies this.
10. Case Transfer Arrangements to Looked After Children Service
- 10.1 The aim of the Looked After Children's Service (Fieldwork) is to ensure children / young people who have a permanency plan to be looked after have safe and stable placements and that appropriate services are in place to maximise their outcomes.
- 10.2 All cases will be classified as having a permanence plan if the child or young person meets the following criteria:
- Following the granting of a Section 31 Care Order and a child/young person is placed in a kinship, foster care or residential placement.
 - A child who is placed at home under Placement with Parents Regulations if the LAC care plan supports this as a longer term plan.
 - Section 20 Accommodated where the Care Plan for Permanency has been ratified at the Looked After Review.
- 10.3 Children, young people who are transferred to LAC following an agreed permanence plan will be allocated to a social worker whilst they are looked after. The aim of the intervention is for children and young people to develop consistent and stable relationships to improve outcomes for children.
- 10.4 All CYP will have had a LAC review which has ratified the decision for permanence. There will be joint visits/ handover meetings between the CIN worker and the LAC worker to ensure a smooth transfer of information.
11. Case recording requirements for transfer to LAC
- 11.1 All case records for the LAC child/young person must be up to date and in good order prior to the LAC accepting responsibility for the case:
- All case recording must be up to date
 - LAC care plan must be up to date and specifying permanency for the child/young person
 - All assessments must be completed and up to date.
 - An up to date Health Assessment must be completed
 - An up to date Personal Education plan to be completed
 - Chronology must be up to date.
 - All legal proceedings & court applications must be finalised by the transferring team.
 - LL pathways must be completed and up to date
12. Cases that are transferred to the LAC service from Duty and Advice
- 12.1 The majority of cases will be transferred to the LAC service from the CIN service however there are some exceptions when cases are transferred directly from Duty and advice:
- a) Private Fostering
- Where a notification has been received that a child is living with carers other than their close relatives as defined by the Private Fostering Regulations 2005, a private fostering arrangement will be created. This case will then transfer immediately and directly to the (LAC) Team Manager of the worker responsible for Private Fostering. This is also notified by email to ensure that if anyone is on annual leave the case is picked up. This is to ensure that a 7 day visit post notification can be undertaken

b) Unaccompanied asylum seeking children

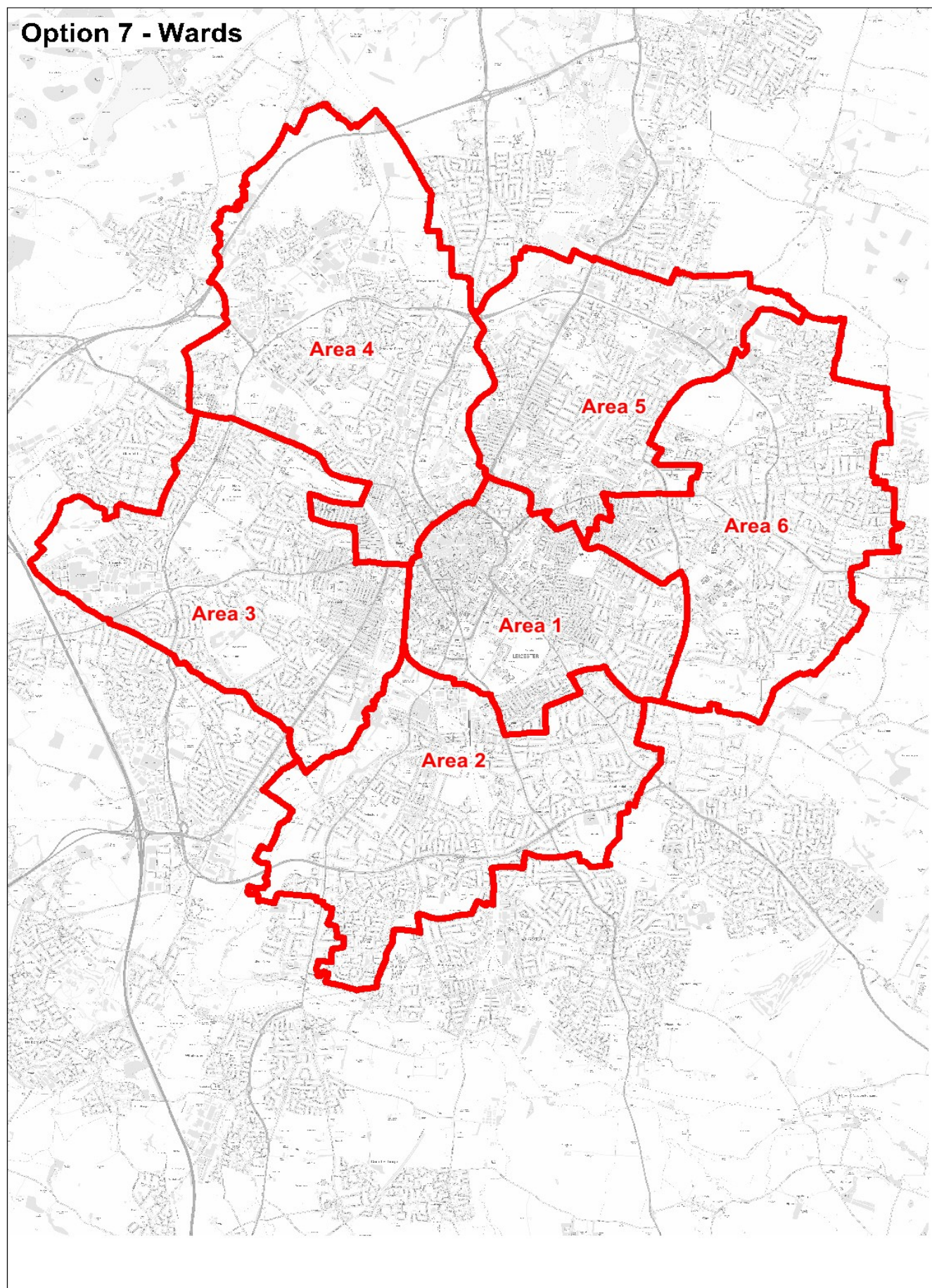
As these children/young people will need looking after and there is no-one identified to care for them, their case will be passed directly through to the LAC service. The 3 LAC teams will take these cases directly in turn. There is a rota which has been provided to the Team Managers in Duty and Advice to ensure that this process is followed. The referral will also be notified via email to ensure cases are picked up in the absence of anyone on annual leave.

c) Children and young people remanded to care

As these children/young people are immediately considered looked after, (The Children Act 1989 s21) and often the period of remand is not known, these cases will pass directly through to the LAC service. The 3 LAC teams will take these cases directly in turn. There is a rota which has been provided to the Team Managers in Duty and Advice to ensure that this process is followed. The referral will also be notified via email to ensure cases are picked up in the absence of anyone on annual leave.

d) 16/17 Protocol

There is a joint assessment protocol in place between Housing Options and Duty and Advice for young people age 16-17 who present as homeless. This joint assessment will include whether the young person should be stepped up to social care or stepped down for an Early Help Assessment and will be recorded on liquid logic where the young person presents to DAS.



- 0116

team

Early Help Pathway

