

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

## Understanding level of need

## Ensuring the right response

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