

Levels of need when working with children and their families

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Introduction

- 1. This document is designed to provide guidance to professionals when they encounter children who they believe may be in need or at risk of harm. The overarching intention is to have an effective system in place to ensure that children get the right response from the right service at the time they need it, at any point in the journey from early help to risk of harm.
- 2. To achieve this, agencies need to work together to promote children's welfare and prevent them from suffering harm. Safeguarding is the action we take to promote the welfare of children and protect them from harm and it is everyone's responsibility. Everyone who comes into contact with children and families has a role to play (*Working Together guidance*).
- 3. This document seeks to clarify levels of need and processes and the relationship between early help processes and child protection procedures. Having clear thresholds for action which are understood by all professionals, and applied consistently, should ensure that services are commissioned effectively and that the right help is given to the child at the right time (*Working Together guidance*).
- 4. Professionals in any agency who work with children and/or adults who have parenting responsibilities share a commitment to safeguard and promote the welfare of children. This includes a responsibility to ensure they are equipped with the appropriate level of knowledge and support to be able to judge when they need to seek further information about a child's circumstances or need to seek advice from a manager, their designated lead or another agency.
- 5. Provision designed to support children and families can only work effectively if limited resources are used wisely and targeted appropriately. It is the responsibility of all referring agencies, as far as is possible and reasonable, to ensure that children and families are not escalated unnecessarily into the higher, more resource-intensive service areas. Where this does happen, systems become overloaded and children and families may be labelled as having more intractable problems than they really have, making solutions much more difficult.

Early Help Assessment (EHA) in Milton Keynes

- 6. The Early Help Assessment should be completed by professionals across universal and community services where there are emerging concerns about how well a child is progressing in terms of their health, welfare, behaviour, progress in learning or any other aspect of their well-being and when the child's needs are unclear or broader than a single service can address.
- 7. The Early Help Assessment should include a plan to support the child and family and identify who will be responsible for following through actions. Where possible, a Lead Professional should be assigned to be a central contact for the family and to review progress being made.
- 8. To support professionals using the Early Help Assessment, three new Early Help Advisor roles have been established who can be contacted to provide support and guidance. This could include guidance with undertaking assessments and suggestions regarding possible interventions as well as some assistance with facilitating Team Around Families (TAF) meetings.

Making a referral

- 9. If the Early Help Assessment identifies support is needed beyond what has been provided by universal services, the family should be referred to the Milton Keynes Multi-Agency Safeguarding Hub (MASH). To make a referral, the professional will need to complete an online Multi Agency Referral Form (MARF). A copy of the completed Early Help Assessment form will need to be uploaded to the online MARF. You will also need to include information about what interventions have been tried and how these have not worked.
- 10. The MASH will then assess the child's needs to see if they now require support at Level 3 or Level 4 and will make the decision as to whether support is required from either the Targeted Early Help Team (Children and Families Practice) or Children Social Care. A statutory assessment, called a Children and Families Assessment may be undertaken. Please note that the decision could also be that support and interventions remain with universal provision.
- 11. Whenever there are child protection concerns a section 47 enquiry is undertaken. This will involve liaison with police, health and other agencies and will include a strategy discussion, usually in the form of a meeting, to decide on and plan the actions needed. An assessment of the child's circumstances, including risks and needs, is undertaken following the strategy discussion. This may lead to a decision that there are no concerns, or to a voluntary Child In Need (Family Support) plan.
- 12. The Early Help Assessment should not delay the process if a professional is concerned that a child is, or may be, at risk of significant harm. In such cases, the professional must make a telephone referral directly to the MASH followed by a completed MARF in an email. If a child or other person is at immediate risk, the first response should be to call the Police on 999.
- 13. Referrals on open social care cases should be made to the allocated social worker for the case (or in their absence the manager or the duty social worker). The referrer can always ask to discuss their concerns with a qualified social worker.

Levels of Need

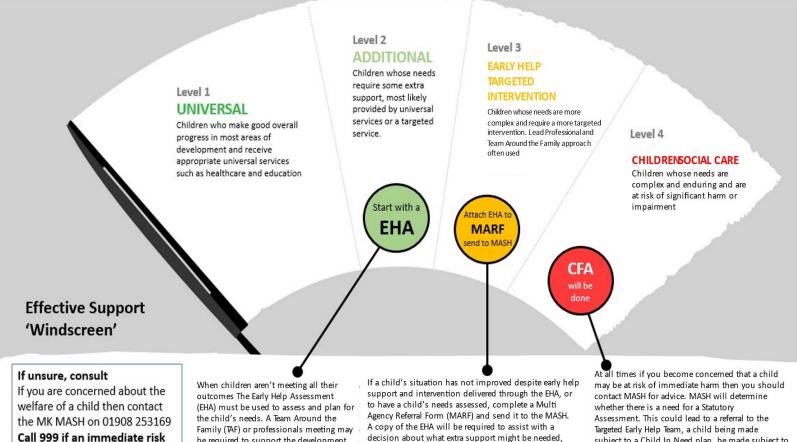
- 14. In Milton Keynes we work to a model of intervention that sets out four levels of need. The tables detailed in the document are intended to provide a quick reference point for professionals. The lists are not exhaustive, and few cases will straightforwardly fit into any one category.
- 15. Some children are in need because they are suffering, or likely to suffer, *significant harm*. The *Children Act 1989* introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children and gives local authorities a duty to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer, significant harm.
- 16. There are no absolute criteria on which to rely when judging what constitutes significant harm. Consideration of the severity of ill-treatment may include the degree and extent of physical harm, the duration and frequency of abuse and neglect, the extent of premeditation, and the presence or degree of threat, coercion, sadism and bizarre or unusual elements. It is important to consider age and context babies and young children are particularly vulnerable and at increased risk especially when there is parental history of domestic abuse, substance misuse and mental ill-health.

and context - babies and young children are particularly vulnerable and at increased risk especially when there is parental history of domestic abuse, substance misuse and mental ill-health.

- 17. Professionals in all agencies have a responsibility to refer a child to Children's Social Care when it is believed, or suspected that the child:
 - Has suffered significant harm
 - Is likely to suffer significant harm
 - Has developmental and welfare needs which are likely only to be met though the provision of support services
- 18. If there is a disagreement about the level of need for an individual child or family, then it is expected that practitioners have a dialogue and explore the issues behind the disagreement in order to reach a consensus. Where disagreement remains practitioners should discuss their concerns with their manager or safeguarding leads within their own organisation.
- 19. Where there is doubt about the most appropriate service pathway to take, anyone concerned about the welfare of a child should consult with their own manager and/or designated member of staff and, where they remain unsure, contact the MASH on 01908 253169.

Sharing Information

- 20. Knowing when and how to share information is not always easy but it is important to get it right. Children and their families need to feel reassured that their confidentiality is respected. In most cases you will only share information about them with their consent, but there may be circumstances when you need to override this. Whilst the law rightly seeks to preserve individuals' privacy and confidentiality, it should not be used (and was never intended) as a barrier to appropriate information sharing between professionals. The safety and welfare of children is of paramount importance and agencies may lawfully share confidential information about the child or the parent, without consent, if doing so is in the public interest. A public interest can arise in a wide range of circumstances, including the protection of a child from harm and the promotion of child welfare.
- 21. Unless there is immediate risk of significant harm, the family should be consulted by the referrer and informed of the referral.





be required to support the development of the EHA.

decision about what extra support might be needed, which could be support from the Targeted Early Help Team or Children Social Care.

subject to a Child In Need plan, be made subject to a Child Protection Plan or become a Looked After Child.

DEVELOPMENT OF THE BABY OR CHILD

T			
		•	
	-	estones & motor skills appropriate	
	Sexual activity appropriate for age		
ifying concern	 Good mental health 		
Identity and self-esteem		Family and social relationships	
Positive sense of self a	and abilities	 Stable and affectionate relationships with carers 	
 Sense of belonging and acceptance by others 		 Good relationships with siblings and peers 	
Confident in social situ	uations	Developing independent and self-care skills	
	veen safe and unsafe		
contacts	Emotional development		
		attachments	
	•	•	
	Able to understand	others reenings	
	-	Guidance, boundaries and stimulation	
_	praise and	Encourages learning and development through interaction and	
•		play	
Ensures stable relation	onships	 Enables child/young person to experience success 	
Provides consistency	of emotional warmth	 Ensure the child can develop a sense of right and wrong 	
over time		Child/young person accesses leisure facilities as appropriate to	
		age and interests	
		age and interests	
Housing, work and income		Social and community including education	
Housing, work and income Accommodation has back 		· · · · ·	
		Social and community including education	
Accommodation has be		Social and community including education	
Accommodation has be		Social and community including education	
Accommodation has be	asic amenities and	Social and community including education	
Accommodation has be facilities	asic amenities and manage the working or	Social and community including education	
 Accommodation has be facilities Parents/carers able to 	asic amenities and manage the working or ements	Social and community including education	
	Identity and self-esteem Positive sense of self a Sense of belonging an Confident in social situ Can discriminate betw. contacts Emotional warmth and sta Shows warm regard, encouragement Ensures stable relation Provides consistency	 Good height/weight Sexual activity approving concern Good mental health Good dualities Good quality early a Able to adapt to ch Able to understand Emotional warmth and stability Shows warm regard, praise and encouragement Ensures stable relationships Provides consistency of emotional warmth 	

EARLY HELP ADDITIONAL NEEDS: Children whose needs require some extra support. A single universal or targeted service or two services are likely to be involved. The Early Help Assessment should be used to assess and plan the delivery of interventions.

DEVELOPMENT OF THE BABY OR CHILD			
 Health Missing/poor attendance at medical appointments or frequent attendance or admissions to hospital Slow in reaching developmental milestones Minor concerns re diet, hygiene, clothing Weight not increasing at rate expected, or obesity 	e.g., child seems undulyEarly sexual activity or avExperimenting with tobac	problems, perhaps in uch as parental separation anxious, angry or defiant wareness cco, alcohol or illegal drugs	 Emotional development Some difficulties with family relationships inside and outside the family Some evidence of inappropriate responses and actions Starting to show difficulties expressing empathy Limited engagement in play with others Victim of abuse, but risk now managed
 Identity and self-esteem Some insecurities around identity expressed e.g., low self-esteem May experience or exhibit bullying around difference Misuse of social media (bullying, abusive comments, images) Receiving abuse over social media (bullying, abusive comments, images) 	 Family and social relationship Lack of positive role mod Unresolved issues arising step parenting or bereave Links to and on periphery 	lels g from parents' separation, ement	 Self-care skills and independence Not always adequate self-care, <i>e.g.</i>, poor hygiene Child slow to develop age-appropriate self-care skills
 Learning Child/young person presenting increasing problem beh school are finding it difficult to manage Language and communication difficulties Poor punctuality/pattern of regular school absences PARENTS & CARERS 	naviour where parents and/or	needs Reduced access to learn 	ning his/her education potential, including unmet learning ning ng or employment (NEET) – less than six weeks
 Basic care, safety and protection Basic care is not provided consistently Parent/carer engagement with services is poor Parent/carer requires advice on parenting issues Young parents struggling to cope 	 Basic care, safety and protection Inappropriate childcare arrangements and/or too Some exposure to dangered or community Parent/carer stresses state ensure child's safety 	o many carers rous situations in the home	 Emotional warmth and stability Inconsistent responses to child/young person by parent/carer Parents struggling to have their own emotional needs met Starting to show difficulties with attachments
 Guidance, boundaries and stimulation Parent/carer offers inconsistent boundaries Lack of routine in the home Child/young person spends considerable time alone e.g Child/young person is not often exposed to new experie Child/young person engaging in low level offending or a 	., watching television ences; has limited access to leisu	ure activities	

FAMILY AND ENVIRONMENT ELEMENTS		
Family functioning and well-being	Housing, work and income	Social and community including education
 Parents/carers have some conflicts or difficulties that can involve the child/young person A child or young person has experienced loss of significant adult, e.g., through bereavement, separation, parent in custody/prison Parent/carer has physical/mental health difficulties A child/young person is taking on a caring role in relation to their parent/carer, or is looking after younger siblings Limited friends and family support 	 Inadequate poor housing/home conditions due to overcrowding, lack of heating or structure Some problems over basic facilities Periods of unemployment/low income may affect the wider family unit Financial/debt problems 	• Family new to the area with risks of isolation

EARLY HELP TARGETED INTERVENTION: Children whose needs are more complex and require a more intensive targeted intervention. If a child's situation has not improved despite early help support and intervention delivered through the EHA, you should submit a MARF through the MASH attaching the EHA, stating what interventions have already been tried.

Health	Emotional development
 Significant speech language difficulties/delay or disordered development Child has significant disability where needs are not being met Mental health issues deteriorating e.g., conduct disorder, ADHD, anxiety, depression, eating disorder, self-harming Lack of supervision resulting in frequent accidents 	 Child/young person finds it difficult to cope with or express emotions <i>e.g.</i>, anger, frustration, sadness, grief Child appears regularly anxious, stressed or phobic Caring responsibilities affecting development Child lacks confidence or is watchful or wary of carers / people
Behavioural Development	Family and social relationships
 Child/young person is withdrawn, isolated/unwilling to engage Regular missing episodes Indecent images child to child May be aggressive in behaviour / appearance/self-esteem/confidence in a range of situations 	Lack of stability with inconsistent carers
Learning	Identity and self-esteem
 Escalating poor nursery/school attendance and punctuality Some fixed-term exclusions Not in education, employment, or training (NEET) – more than six weeks 	 Child subject to persistent discrimination, <i>e.g.</i>, racial, sexual or due to disabilities Demonstrates significantly low self-esteem/confidence in a range of situations Signs of deteriorating emotional well-being/mental health Persistent misuse of social media (bullying, abusive comments, images)
	 Significant speech language difficulties/delay or disordered development Child has significant disability where needs are not being met Mental health issues deteriorating e.g., conduct disorder, ADHD, anxiety, depression, eating disorder, self-harming Lack of supervision resulting in frequent accidents Behavioural Development Child/young person is withdrawn, isolated/unwilling to engage Regular missing episodes Indecent images child to child May be aggressive in behaviour / appearance/self- esteem/confidence in a range of situations Learning Escalating poor nursery/school attendance and punctuality Some fixed-term exclusions Not in education, employment, or training (NEET) –

Basic care, safety and protection	Basic care, safety and protect	tion	Emotional warmth and stability
 Parent/carer is struggling to provide adequate consistent care Parents have found it difficult to care for previous child/young person Inappropriate care arrangements Instability and domestic abuse in the home 	 significantly affect care of Non-compliance of pare Experiencing unsafe site Child/young person may 	nts/carers with services uations	 Parents/carers with mental health issues which are impacting on their ability to parent Child has multiple carers; may have no significant relationship with any of them
 Guidance, boundaries and stimulation Parents struggle/refuse to set effective boundaries <i>e.g.</i> 		sement	
 Child/young person behaves in anti-social way in the new 			
• Parent/carer does not offer a good role model, <i>e.g.</i> , by	behaving in an anti-social way		
FAMILY AND ENVIRONMENT ELEMENTS			
Family functioning and well-being		Housing, work and income	
Incidents of domestic abuse between parents/carers		 Poor state of repair, ten 	nporary or overcrowded, or unsafe
Acrimonious divorce/separation negatively impacting	on the child	 Intentionally homeless 	
Parent/carer has physical/mental health difficulties		 Serious debts/poverty in 	mpact on ability to have basic needs met
Family has serious physical and mental health difficult	ies	Rent arrears put family	at risk of eviction or proceedings initiated
		No Recourse to Public F	unds and presenting as homeless

CHILDREN SOCIAL CARE: At all times if you become concerned that a child may be at risk of immediate harm then you should contact the MASH for advice. This could lead to a child being referred to the Targeted Early Help Team (Children and Families Practice) or be made subject to a Child In Need, Child Protection or Looked After Child Plan for intensive targeted interventions.

Health	Health
 Dental decay and no access to treatment Persistent and high-risk substance misuse Dangerous sexual activity and/or early teenage pregnancy Child sexual/criminal exploitation Suspected imminent risk of FGM (female genital mutilation) Sexual abuse Non-accidental injury 	 Acute mental health problems e.g., severe depression, threat of suicide, psychotic episode Disclosure of abuse from child/young person Evidence of significant harm or neglect Disclosure of abuse/physical injury caused by a professional Physical learning disability requiring constant supervision
Identity and self-esteem	Family and social relationships
 Child/young person experiences persistent discrimination; internalised and reflected in poor self- image Failed Education Supervision Order – three prosecutions for non-attendance: family refusing to engage Victim of crime; may fear persecution by others Child/young person likely to put self at risk 	 Relationships with family experienced as negative ('low warmth, high criticism') Rejection by a parent/carer; family no longer want to care for - or have abandoned -child/young person Periods accommodated by Local Authority Subject to physical, emotional or sexual abuse or neglect Suspected imminent risk of FGM (female genital mutilation) Suspected imminent risk of forced marriage Suspected imminent risk of honour-based violence Suspected imminent risk of radicalisation
 Learning Puts self or others at risk through behaviour Child/young person is being refused access to an educational provision 	 Emotional development Children who disappear or are missing from home regularly for a long period of time Severe emotional behavioural challenges
	 Dental decay and no access to treatment Persistent and high-risk substance misuse Dangerous sexual activity and/or early teenage pregnancy Child sexual/criminal exploitation Suspected imminent risk of FGM (female genital mutilation) Sexual abuse Non-accidental injury Identity and self-esteem Child/young person experiences persistent discrimination; internalised and reflected in poor self-image Failed Education Supervision Order – three prosecutions for non-attendance: family refusing to engage Victim of crime; may fear persecution by others Child/young person likely to put self at risk Learning Puts self or others at risk through behaviour Child/young person is being refused access to an

 Basic care, safety and protection Parents/carers unable to provide 'good enough' 	Basic care, safety and protection	Emotional warmth and stability
 problems Parent/carer's mental health or substance misuse significantly affect care of child Parents/carers unable to care for previous children Instability and violence in the home continually Parents/carers involved in crime Parents unable to restrict access to home by dangerous adults Parents/carers own needs mean they are unable to keep child/young person safe Chronic and serious domestic abuse involving child/young person 	 Unexplained injuries Allegation or reasonable suspicion of serious injury, abuse, or neglect. Unable to manage severe challenging behaviour without support –high risk of family breakdown Suspected/evidence of fabricated or induced illness Unable to meet child/young person's physical or emotional needs Disclosure from parent of abuse to child/young person Escalating or serious domestic abuse which is placing the child at significant risk of harm 	 Parents/carers inconsistent, highly critical, rejecting or apathetic towards child Child/young person beyond parental/carer's control Child has no-one to care for him/her Child/young person threatened with rejection from home Requesting young child be accommodated Adoption breakdown
 Parents/carers unable to set effective boundaries to k Child regularly behaves in an anti-social way in the ne 		
FAMILY AND ENVIRONMENT ELEMENTS	-	Social and community including education
FAMILY AND ENVIRONMENT ELEMENTS Family functioning and well-being	Housing, work and income	Social and community including education • Family chronically socially excluded
FAMILY AND ENVIRONMENT ELEMENTS Family functioning and well-being • Family characterised by conflict and serious chronic	 Housing, work and income Homeless – or imminent 	Family chronically socially excluded
 FAMILY AND ENVIRONMENT ELEMENTS Family functioning and well-being Family characterised by conflict and serious chronic relationship difficulties 	 Housing, work and income Homeless – or imminent Housing dangerous or seriously threatening to health 	
 FAMILY AND ENVIRONMENT ELEMENTS Family functioning and well-being Family characterised by conflict and serious chronic relationship difficulties History of rejection Destructive/unhelpful involvement from extended family Child/young person has been identified as a child/young person in need, but parents/carers have 	 Housing, work and income Homeless – or imminent 	Family chronically socially excluded
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