

1b. Thresholds for The Family Service	
	<p>The thresholds for the Family Service relate directly to those in the latest version of the Pathway to Provision (P2P). Pathway to Provision</p>
1b1.	Early Help Case Management
	<p>Early Help and Children Centre Case Managers are available to families where children or a child (aged 0-17 years) meet the “Level 3” threshold within the P2P. The P2P level will be normally agreed through the Early Help Unit. These can include families previously at Level 4 (i.e. receiving services from Children’s Social Care) where case management can be stepped down and where further interventions are required. Where interventions are not required but there is a need for ongoing monitoring and surveillance cases should be stepped down to the agency with most regular ongoing contact with the child and family. Referrals should be made with the knowledge and consent of those to whom they pertain.</p> <p>Level 3 cases should be allocated to:</p> <ul style="list-style-type: none"> • The locality Early Help Case Management Team - where index child or majority of children are aged 5 or over and up until their 18th birthday. • Children’s Centre Services - where index child or majority of children are aged from 0 up until their 5th birthday and including unborn children and expectant parents (including pregnant teenagers). • To the Locality EHCM Teams where there has been a Step down from a Child Protection Plan from either the DCPT Teams or the Assessment Teams.
1b2.	Intervention services
	<p>Intervention services are available for children at “Level 3” and “Level 4” of the Pathway to Provision where there is lead professional allocated from the Family Service, a Children’s Centre, Children’s Social Care, a Youth Offending Team Supported Accommodation providers or CAMHS.</p> <p>Referrals to NCC Family Service Interventions Team or Intensive Support Team will be directly sent to the Team Managers using the mechanisms within MOSAIC or using a short referral form (accompanied by a current assessment and plan). Referrals should be made with the knowledge and consent of those to whom they pertain.</p>
1b3.	Support Available for Cases not Meeting Level 3 or 4 Threshold
	<p>Where a case is deemed to be “Level 2”:</p> <ul style="list-style-type: none"> • an offer can be made for the referrer/lead professional to access advice and support in holding the case from the nominated “Case Manager for Level 2 Development” within the Early Help Unit. • If the child/children are aged below five years of age the family will still be eligible for services from their local Children’s Centre. • Children and Young people can also access Youth Service, School Nursing, Health Visiting and Family Nurse Partnership services across Nottinghamshire.

1b4.	Attendance referrals
	<p>The threshold for persistent absenteeism has been met when a child/young person's school attendance has fallen below 90% in the 6 weeks preceding the referral, and where absences have been unauthorised.</p> <p>A referral for case management within the family service will be accepted where the child/young person and their family are experiencing difficulties at tier 3 of the pathway to provision. Referrals should be made with the knowledge of those to whom they pertain however they can be made without the consent of the parent where attendance is below 90%.</p> <p>Where the child/young person and their family are not at tier 3 of the Pathway to Provision the local authority can be asked to issue penalty notices in relation to school attendance. See 1b5.</p> <p>Related documents:</p> <p>Parental Responsibility Measures for School Attendance and Behaviour Statutory Guidance for Schools, Maintained Academies, Local Authorities and The Police Nov 2013</p> <p>Nottinghamshire Local Code Of Conduct For Penalty Notices Issued In Respect Of Truancy And Excluded Pupils (revised Nov 2017)</p>
1b5	Penalty Notices
	<p>Once a child has exceed 6 sessions/3 days of unauthorised absence over a rolling 6 week period, the school can issue or ask the Local Authority to issue Educational Penalty Notice to each parent for each child to whom persistent absence applies.</p> <p>In these cases the Local Authority will also consider what services or measures may be required to prevent or reduce further unauthorised absence.</p>
Section 2: Requesting a Service	
2a. Making a referral	
2a1.	Tier 3 Early Help Case Management
	<p>Requests for Case Management services for families at tier 3 of the Pathway to provision should be made via the Early Help Unit (EHU) using an Early Help Assessment Form (EHAF) if the index child or majority of children are aged 5 and over, and either via the EHU or directly to the Children Centre if the index child or majority of children are aged under 5.</p> <p>Parent/carer's and Young People can also self-refer by phoning the EHU who will complete an EHAF referral on their behalf, or by self-referring to a children centre.</p> <p>For under 5's Social Workers can Step Down cases that were previously subject to a Child Protection Plan to NCC EHCM teams.</p>

2a2.	NCC Interventions and Intensive Teams
	<p>Requests for interventions from the Interventions or Intensive Support Team can be made for children at “Level 3” and “Level 4” of the Pathway to Provision, aged 5-17 and their families via a Mosaic request or directly to the team inbox using a Menu of Intervention Request Form.</p> <p>For under 5’s lead professionals can refer to the NCC Interventions / Intensive Support teams cases where a child is on a CP plan and are subject to legal planning arrangements.</p> <p>The Intervention and Intensive Support teams can be accessed by Early Help Case Managers, Social Workers, Youth Offending Case Managers, a Children’s Centre Case Manager, CAMHS Lead Professionals or Supported Accommodation Keyworkers for families at tier 3 and 4 of the Pathway to Provision.</p> <p>The range of interventions on offer is described in the Menu of Interventions.</p>
2a3	Children Centre Interventions
	<p>Children Centres offer interventions across all the pathway to provision levels and any professional can refer in for these, including those who are eligible to refer for NCC Intervention and Intensive Teams.</p> <p>Requests for interventions from the Children Centre for families with children under the age of 5 can be made directly into the Children Centre in the area where the family live. The range of interventions on offer is described both in the Family Service Menu of Interventions and in each Children Centres’ “what’s on” guide.</p>
2a4	Step Down from Social Care
	<p>At point of closure to Assessment or District Child Protection teams, if there is the need for ongoing intervention at tier 3 a Social Worker will complete a step down episode on Mosaic.</p> <p>Where the index child, or majority of children, are under the age of 5 the Early Help Unit will forward the step down request to the appropriate children’s centre.</p> <p>Where the index child or majority of children are over the age of 5 the Early Help Unit will forward the step down request to The Family Service Early Help Case Management Team.</p> <p>For under 5’s Social Workers can Step Down cases that were previously subject to a Child Protection Plan to NCC EHCM teams.</p> <p>Step Down Principles - step-down cases from social care can be made directly to the Family /service. With prior agreement between Family service management and Social Care management. This can be undertaken by telephone or email.</p>
2a5.	Section 136 Detention
	<p>An Early Help Case Manager can be allocated to a family where a young person is detained under Section 136 of the mental health act, if there is no identified lead professional in Social Care or Youth Justice Service.</p> <p>To make the referral the S136 suite will contact MASH to inform of the detention and</p>

	<p>identify if there is an allocated Social Worker. MASH will pass the enquiry on to EHU where allocation to EHCM is required.</p> <p>In some instances the Suite will contact the EHU directly, in this case the EHU will generate a referral to EHCM. An EHAF will not be required.</p> <p>Referrals will be flagged for urgent allocation.</p>
2a6.	Missing Return Interviews
	<p>Requests for follow up interview for children who have gone missing from home will be passed via the Children Missing Officer to the Case Management (South) or Interventions (West and North) Team Managers. Where there is an existing lead professional in from The Family Service, Children’s Social Care or Youth Offending the request will go directly to the allocated worker.</p> <p>In times of service pressure it has been agreed Rapid Assessment workers can be asked to undertake Missing Return Interviews for the Looked After Service. This will be dependant upon capacity.</p> <p>With prior agreement and depending on capacity RAW workers may undertake missing return interviews for LAC children.</p> <p>Related document: NSCP Missing Children Guidance</p>
2a7.	Children Missing Education
	<p>Requests for a home visit where there is a possible Child Missing Education (a school aged young person without a school place) will be made by the Child Missing Officer directly to the Case Management or Interventions Team Manager. Where these requests come into the Early Help Unit they must initially be directed to the Child Missing Officer.</p> <p>Children missing education that are from the Gypsy Roma Traveller community and require targeted support to apply for school places can be referred directly to Team Managers by the families themselves or by community members on their behalf.</p> <p>Cases identified by the Family Service should be referred into the VCEC group.</p>
2a8.	Unauthorised Encampments
	<p>Requests for a Welfare Visit to an unauthorised encampment can be made directly to team managers. An EHAF is not required. The General purpose of these visits would to be determine whether there are any children of school age in the encampment and confirming what arrangements in place for their education.</p>
2a9.	16/17 Year olds Presenting As Homeless
	<p>Requests for a service for 16/17 year olds who present as homeless or at risk of homelessness should be made directly to the Homelessness Team by completing an A1 referral and assessment form on Mosaic.</p> <p>For emergency requests a telephone call should also be made to the Homelessness team on 0115 8041470 to ensure there is an emergency bed available. The RAW will support the young person whilst in the emergency bed. Once the young person moves into a core/cluster unit support from RAW will end and the provider will</p>

	<p>become the lead professional.</p> <p>For planned moves into supported accommodation it may be necessary for the case to be allocated to Early Help Case Management whilst the young person is waiting for a bed space to be allocated.</p>
2a10.	Young People 16/17 who are NEET (Not in Education, Training or Employment)
	<p>Young People who are NEET can be referred directly to the NEET team by the Job Centre for the relevant locality using a “NEET support request form”. Young people may also self-refer directly to the NEET team or via the EHU.</p> <p>Where the presenting reason for a referral into the EHU is that a young person is NEET or is at risk of becoming NEET, the case will be sent directly to the NEET team for the relevant locality.</p> <p>Where there are identified needs at tier 3 in addition to the NEET status, the young person can also be referred into the Case Management team for an assessment. If the young person is pregnant or a teenage mother they also can be referred to the Family Nurse Partnership and a Children’s Centre service for holistic support.</p>
2a11.	Sibling Young Carer Personnel Budget Payment Assessment
	<p>Requests for an assessment for Sibling Carer Personnel Budget Payment can be made via the Customer Service Centre if the young person is not already open to a lead professional in Early Help or Children’s Social Care. These will be sent directly to the Interventions Team manager for allocation.</p>
2a12.	Child Employment, Chaperones and Entertainment Licences
	<p>Applications for child employment, chaperone and entertainment licenses including chaperone’s training can be made directly to the Senior Professional Practitioner – Employment and Entertainment using application forms available from the county council.</p> <p><u>Chaperones for Child Performers</u> <u>Performance Licences for Child Performers</u> <u>Child Employment – Support and Advice</u></p> <p>Notifications of concern regarding Child Employment or Child Entertainment can be made directly to the Senior Professional Practitioner – Employment and Entertainment or via the EHU. Where there is a safeguarding concern the MASH should be contacted in the first instance.</p> <p>The Local Authority requires 21 days’ notice prior to the date of the actual performance when a request for performance license is being requested</p>
2a13	Penalty Notices
	<p>In Nottinghamshire both the Local Authority through the Unit Leader for Enforcement, and Schools can issue penalty notices. The Local Authority will always be responsible for the collection of the penalty and where a Penalty Notice is unpaid (and the code of conduct has been followed in the issuing of the penalty) will take legal action under section 444(1) of the Education Act 1996 for the original</p>

	<p>offence.</p> <p>Requests for Penalty Notices to be issued by the Local Authority and requests should be made directly to the Education Enforcement Officer. It is good practice for schools to request the EPN within 3 weeks of the child’s return to school following the offence to ensure currency and to allow sufficient time should the fine go unpaid and the original offence needs to be prosecuted in court. It will be necessary for the Education Enforcement Officer to receive details of the pupil’s absence and the evidence that will be available to present to the magistrates’ court should the penalty be unpaid. Reference should be made to the Local Code of Conduct.</p> <p>Where notices are issued by the School / Academy they must provide a copy of the notice to the Unit Leader for Enforcement within one week. The Unit Leader will monitor payment of the penalty and where payment is not received the LA will prosecute for the offence to which the notice applies or withdraw the notice (which can only be done in limited circumstances).</p> <p>The Local Authority will only prosecute those cases where the Code of Conduct has been followed fully in the issuing of the Penalty Notice And reserves the right to decide whether a case is prosecuted in Court for non-payment of a fine</p> <p>Penalty Notice will be issued within 10 working days of receipt of valid request.</p> <p>Related Document:</p> <p>Nottinghamshire Local Code Of Conduct For Penalty Notices Issued In Respect Of Truancy And Excluded Pupils (revised Nov 2017)</p>												
2a14.	Case Manager for Level 2 Development												
	<p>Where the threshold for Level 3 is not met, and the young person is aged over 5, a request for the support of a Case Manager for Level 2 Development can be made via the Early Help Unit. If an EHAF has already been completed this should be used as the referral form, however where an EHAF is yet to be completed the request can be made by telephone or email.</p>												
2a15	Service Request Quality Standards												
	<table border="1"> <thead> <tr> <th data-bbox="177 1563 501 1599">Quality Standard</th> <th data-bbox="501 1563 810 1599">Descriptor</th> <th data-bbox="810 1563 1121 1599">Timescale</th> <th data-bbox="1121 1563 1415 1599">Responsibility</th> </tr> </thead> <tbody> <tr> <td data-bbox="177 1599 501 1814">Processing of referral to an Early Help Service by EHU/MASH</td> <td data-bbox="501 1599 810 1814">The time taken from receipt of a request for Early Help/Children Centre case management to case being passed to team or declined.</td> <td data-bbox="810 1599 1121 1814">2 weeks</td> <td data-bbox="1121 1599 1415 1814">Early Help Unit/MASH</td> </tr> <tr> <td data-bbox="177 1814 501 2024">Processing of urgent cases to an Early Help Service by EHU/MASH</td> <td data-bbox="501 1814 810 2024">The time taken from receipt of an urgent request for Early Help/Children Centre case management to case being passed to team.</td> <td data-bbox="810 1814 1121 2024">1 day</td> <td data-bbox="1121 1814 1415 2024">Early Help Unit/MASH</td> </tr> </tbody> </table>	Quality Standard	Descriptor	Timescale	Responsibility	Processing of referral to an Early Help Service by EHU/MASH	The time taken from receipt of a request for Early Help/Children Centre case management to case being passed to team or declined.	2 weeks	Early Help Unit/MASH	Processing of urgent cases to an Early Help Service by EHU/MASH	The time taken from receipt of an urgent request for Early Help/Children Centre case management to case being passed to team.	1 day	Early Help Unit/MASH
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Allocation of Missing Return Interview requests to a Rapid Assessment Worker by Early Help Case Management Team Manager or Interventions Team Manager	The time taken from receipt of a request for Missing Return Interview to allocation to a Rapid Assessment Worker	24 hours	NCC Team Manager
See section 8 for guidance on relaxation of quality standards in times of decreased capacity or increased demand.			
2b. Consent			
2b1.	Consent for referrals		
	<p>Where a referral is being made for Early Help Case Management or Children Centre Service, the referrer must inform the parent/carer, and where relevant the young person, of the referral. Consent should be sought from the parent or young person for the referral and evidenced in the referral.</p> <p>Cases referred for attendance where there is no consent for support could be allocated for enforcement only to the Interventions Team. This will be by management agreement and following consideration of capacity.</p>		
2b2.	Families where not all members consent to a service		
	<p>In some instances there may be a disparity between the willingness to engage between different members of the same family. The principle should be that wherever it is possible and safe to still provide support to those members of the family that want it, this should happen. Where there is a possibility that the worker(s) or family members may be at risk (an example of this might be in an ongoing domestic violence situation) then a careful risk assessment should be undertaken involving colleagues from other agencies and senior managers as appropriate. Where school attendance is below 90% with absences unauthorised, consent for the referral from parent/carer and/or young person is preferred but not required.</p> <p>Consent is not required from parent/carer or young person for the request for completion of a Missing Return Interview. (Consent will be required at the point of first contact in order for the assessment to be completed.)</p>		
2b3.	Cases with no or limited consent		
	<p>There will be a number of circumstances, supported by legal or statutory guidance, where families will be contacted regarding the need for a service (or to outline the consequences of failing to address problems) without their consent. Examples of this will include the following:</p> <ul style="list-style-type: none"> • Where a child has been persistently absent from school • Where a child is missing from statutory education • Where a child or young person requires a follow up interview having been missing from home • Where there is an unauthorised encampment • Where a child is engaged in crime or anti-social behaviour and has been issued with an order (this will be undertaken by the Youth Justice Service) • Where a family meet the “Troubled Families” eligibility criteria. 		

Points to note when engaging involuntary clients

Working with involuntary clients takes time and persistence and progress is often slow. Clients often begin with negative attitudes towards workers. However, they may revise these opinions over time. It is important to understand what the initial resistance is about and get beyond that. Many families have had bad experiences which leave them struggling to trust professionals. Clients' timescales might not fit with statutory or performance management requirements and manager's permission to work outside of normal timelines may be needed in some cases. Where lack of consent is a persistent issue the initial assessment documents may be providing an analysis of the issues around engagement rather the addressing the underlying issues in the family.

Involuntary service users are often mistrustful of services. Building trust, even on the smallest scale, can start to overcome their fears. Trust can be built by simple things: consistency; sticking to your word; being honest and upfront about the situation and why you have become involved; apologising if you or your organisation makes a mistake. This does not mean that clients should feel that they can trust you with their secrets, or to always be on their side. It means that they can trust you to be honest with them maintain appropriate boundaries and make these explicit.

The following can help in the continuing engagement of involuntary clients:

- Maintaining continuity by avoiding frequent changes of worker.
- Striking a balance between exercising authority and empowering the client to control the process where possible.
- Giving practical assistance, e.g. advocacy, helping clients to fight for their rights
- Paying attention to what is positive in the client's behaviour and celebrating all achievements.
- Showing the client your humanity, e.g. by finding a common interest, revealing something about yourself, showing empathy or 'going the extra mile' in working with them.
- Where the relationship has broken down completely, independent mediation services may be worth exploring.