



Concerning Behaviours Pathway Information for Key Workers

1. What is the Nottinghamshire Concerning Behaviours Pathway?

The Nottinghamshire County Concerning Behaviours Pathway is a multi-agency pathway (sometimes described as a way of working) which brings health, social care, education and voluntary sector services together to support children, young people and their families. Its aim is to ensure that the right support is available, at the right time and in the right place. For more information you can visit our webpage www.nottinghamshire.gov.uk/concerningbehaviourspathway or call/text the Information Service at the Children's Development Centre on 0115 8831157, 0115 8831158 (text 07500 102796) infoservicescdc@nottshc.nhs.uk

2. Why has this pathway been developed?

Concerning behaviour can arise for many different reasons including social, emotional or medical – or indeed, a combination of any of these. It can even just be part of growing up. This pathway has been developed because children and young people with behaviours that cause concern are often referred to specialist agencies for a 'medical diagnosis' without their needs being properly explored, or appropriate support being put in place. Sometimes referrals are sent to a number of agencies at the same time and agencies may not always work together. Parents tell us this is frustrating, wasteful and inefficient.

Evidence suggests that if children and young peoples' needs are fully explored and the right support for families is put in place, specialist medical assessment and medical diagnosis may not be needed. Some children may benefit from specialist input however, and this pathway enables services to work together to provide the right support for them in the right place at the right time.

Families sometimes ask for a specialist medical referral because they think, or are told, that a diagnosis is required to access educational or financial support. In fact, a medical diagnosis is **not** required to access either educational support or Disability Living Allowance. There is an information sheet which provides more information on this called "Information on Accessing Educational and Financial Support" which can be downloaded at www.nottinghamshire.gov.uk/concerningbehaviourspathway or, request a printed copy by contacting The Information Service 0115 8831157 or 0115 8831158 (text 07500 102796).

3. Who has been involved in the development of the pathway?

Key professionals from health, education, social care and voluntary organisations have been involved in the pathway development, along with families and service users.

4. Who is the pathway for?

The pathway is for all children and young people who are registered with an NHS Nottinghamshire County GP (and their families) who have behaviours that are causing concern to them, to their family, or that have been identified by someone working with them e.g. a teacher, nursery nurse or health visitor.

The pathway is also for children and young people who have already been seen or are undergoing assessment by a specialist service whether or not a diagnosis is reached.

5. Who is the key worker?

The key worker should be someone in the child or young person's main setting who knows them best. It could be a classroom teacher, a class room assistant, a nursery nurse, an early years worker, social worker or youth worker etc. The most important thing is that the family agree with the selected keyworker and that all professionals involved know who holds the keyworker role.

6. What is the role of the keyworker?

The role of the Keyworker is continuous throughout all stages of the pathway pre, during and post assessment eg ongoing work after the CYP has been discharged from targeted or medical services. The person carrying out this role may change over time but at each stage of the pathway the keyworker is the link person for the family and professionals involved with the child/young person. It is not anticipated that the keyworker will undertake all the work directly but will signpost to and coordinate services, in consultation with the family. However, they should organise regular reviews/meetings as appropriate.

7. What activities should the Keyworker undertake throughout the Pathway?

Stage 1 – Identifying Need

A Key worker is identified and agreed by the family at the earliest stage of the pathway

The Keyworker should:

- assist in developing a holistic support plan for the child based on need. This may include advising on / implementing simple strategies at home or school/nursery, and signposting or referring to parenting courses or other sources of support (see website or information sources for ideas)

For many children and young people putting this support in place will meet their needs and they will not need to go beyond this stage of the pathway.

If any red flags (developmental delay, developmental regression, significant mental health problems) are detected – the Keyworker should continue their role but in addition advise the family to seek an appointment with their GP who can refer appropriately to specialist services.

Stage 2 – Gathering Information

If, despite implementation and monitoring of a holistic support plan, the child or young person continues to experience moderate difficulties the key worker should:

- Gather information from those involved with the child
- Record information on the EHAF or Getting to Know me form
- Consider a EHAF meeting and/or liaise with Health Visitors, Early Years staff (Children's Centres and Education/Private providers), child care providers, Social Care staff , Special Educational Needs Coordinators (SENCOs), Teachers, School Nurses, Youth Workers, CAMHS and GPs (and others) as appropriate.
- The key worker should review the plan with the family and decide on the most appropriate course of action/support in conjunction with relevant professionals (e.g. Health Visitor/School Nurse/SENCO/Behaviour Lead).
- Further advice can be sought from the Early Help Unit or professional liaison with CAMHS
- Referral could be considered to specialist services including children's centre or family service for support and intervention.
- An appointment with the GP should be considered if there are specific signs/symptoms of medical or mental health conditions impacting on the CYP. The GP should then consider making a referral to Community Paediatrics or CAMHS for further assessment. In this case the Keyworker should ensure that the family take their EHAF/Getting to Know me form with them, along with any reports from professionals involved in the child's care eg school reports, reports from Children's centre following parenting courses or sleep programmes.

These should all be sent with the referral to the relevant service.

Stage 3 - Assessment

During Stage 3 the Keyworker remains the lead link for the family, despite specialist involvement.

The Keyworker should:

- maintain their essential role supporting the family on a daily basis, monitoring the child's progress and encouraging them to access support services if new problems develop.
- continue to liaise with professionals when necessary
- be available to answer questions the family may have or to respond to queries from professionals involved.
- Help the family to complete forms or questionnaires required by the specialist service and/or implement any changes or advice given

Stage 4 – Completion of Assessment

The Keyworker has a very important role once a specialist assessment has been completed to coordinate ongoing care:

- The key worker (following consent policies and procedures) should receive a written report within six weeks of the face to face appointment between the parents and the professional.
- The key worker should arrange a meeting within 6 weeks of receipt of the report (with or without a diagnosis) to include parents/carers and key professionals who are involved with the child and young person. At this meeting the holistic support plan should be reviewed reflecting the assessment recommendations and presenting needs. The plan should capture the voice of the child and family and their ongoing support needs. Logging of the EHAF or an EHCP application should be considered.

Stage 5 - Ongoing support

Many children will be discharged from specialist services once an assessment is complete. The Keyworker will continue to be the lead person supporting the family and reviewing their needs.

- Support should be maintained for the child/young person and their family/carers, including signposting and referral to additional or specialist services to meet changing needs.
- Many services offer consultations to help the Keyworker plan the next steps eg CAMHS, Educational Psychology, Health Visiting/School Nursing Teams.
- The keyworker should anticipate changes in need such as school changes, puberty etc. and plan support accordingly.
- If new medical needs present the GP should be informed. Children and Young people may be referred to relevant health services .

Stage 6 – Transition

Transition to adulthood and adult services, where required, should be timely and effective. Transition planning should commence in year 9/10, by the age of 14 years old.

The key worker should:

- Use a person-centred approach to planning
- Consider individual budgets and the Personalisation Agenda
- Check that the young person is engaged with other support services where needed, for example; Contraception and Sexual Health, Drug and Alcohol Services, Youth Offending Service (YOS), and engage appropriately
- Consider work placements.
- The Keyworker should incorporate information from transition reports compiled by other professionals involved eg clinicians, social care, looked after teams, EHC Plans.

8. Where can I access help, information and advice to support families?

The Keyworker should be aware of sources of support and can download a "Services providing information and support" leaflet at www.nottinghamshire.gov.uk/concerningbehaviourspathway or, request a printed copy by contacting The Information Service 0115 8831157 or 0115 8831158 (text 07500 102796).

Advice can also be sought from:

- Local Offer Website www.nottinghamshire.sendlocaloffer.org.uk

- Concerning Behaviour Pathway www.nottinghamshire.gov.uk/concerningbehaviourspathway
- Sherwood Forest Hospitals NHS Foundation Trust, Library and Knowledge Service: Telephone: 01623 622515, extension 4009
- Information Service at the Child Development Centre City Hospital 0115 8831157 or 0115 8831158 (text 07500 102796).
- Social Care MASH TEAM 0300 500 80 90
- Health Visiting/ School Nursing Teams for consultation
- Child and Adolescent Mental Health Services for consultation
- Early Help Unit 0115 804 1248
- Local Children's Centres: <http://www.surestart.notts.nhs.uk/>
www.nottinghamshirehealthcare.nhs.uk/sure-start (List available to download);
- Educational Support Services: Schools and Families Support Service /Broxtowe, Gedling, Rushcliffe (0115 8546332) /Newark and Bassetlaw (01623 520075) /Mansfield and Ashfield (0115 8040837)/ Ask Us Nottinghamshire (formerly Parent Partnership) (0115 804 1740)

9. What happens if I am no longer regularly involved with the child?

It is important to regularly review who holds the role of Keyworker as this may change over time. It is the responsibility of the keyworker to identify and handover to a new keyworker as the child/young person's needs and situation changes eg Health visitor to nursery teacher, primary to secondary school, SENCO to TA. The child or family may also choose to nominate a new keyworker.

10. I have safeguarding concerns about a child, what should I do?

If the Keyworker has concerns about a child's safety or believes the child to be at risk of harm, including neglect or emotional abuse they have a duty to report this. The Keyworker should follow their own service's safeguarding procedures and policies. However, if there are immediate concerns a referral should be made to the MASH team or to the Police in order to safeguard the child.

11. Where can I go to give feedback on the Pathway?

The Nottinghamshire Participation Hub (NPH) is collating information about the pathway and you can e-mail or call the NPH to give feedback about your own experiences, 01623 629902/ email enquiries@nphub.co.uk .