Level 1 Threshold: Universal Services

Description: Children or young people who don’t present significant concerns and are living in a family where there may be worries, concerns or conflicts over time but these are infrequent, short lived and quickly resolved by the family themselves or with support and guidance from extended family, the community or professionals with whom they are normally in touch.


Level 2 Threshold: Child in need of Early Help Services

Description: Children or young people where there are concerns and are living in a family where the worries, concerns or conflicts over time are becoming more frequent or are over an extended period. These children or families may require support, advice, direction and sometimes planned intervention or additional resources agreed between the normally involved professionals, the child, family and community in order to resolve the issues.


Early Help Pathway

If having identified and assessed the needs of a child or young person using the Early Help Assessment Form (EHAF), you are unable to secure sufficient support to deliver the required outcomes:

Contact the Early Help Unit
01623 433 500 during the following core working hours: 9.00am - 4.30pm Monday to Friday
Email: early.help@nottscc.gcsx.gov.uk (from a secure email address) or early.help@nottscc.gov.uk and password protect documents

The Early Help Unit will:
- Allocate the case to an NCC Early Help Service, or
- Signpost the referrer to the appropriate service, or
- Refer to the MASH if there are safeguarding concerns

Safeguarding (Children’s Social Care) Pathway

If you have a new safeguarding concern regarding a child, young person or vulnerable adult, or consider that a child is in need of specialist support from children’s social care in line with the threshold guidance on page 11 of the P2P:

Contact the Multi-Agency Safeguarding Hub (MASH)
0300 500 80 90 during the following core working hours: 8.30am-5.00pm – Monday to Thursday 8.30am-4.30pm – Friday
To submit an online form, log onto: www.nottinghamshire.gov.uk/MASH
Outside of the core hours, and in an emergency, contact the emergency duty team (EDT) on 0300 456 4546

If the threshold is not met for social care assessment, you will be signposted to the appropriate service
If the threshold is met for social care assessment, the case will be referred to the appropriate social care team

Service request forms and guidance can be found at www.nottinghamshire.gov.uk/pathwaytoprovision

In an emergency always dial 999

Level 3 Threshold: Child in need of Targeted Early Help Services

Description: A child or young person presenting significant concern and living in a family where the worries, concerns, behaviour or conflicts are frequent, are multiple and over an extended period or are continuous. The young person or family may be resistant to help offered and may require proactive engagement. Specialist assessment, plans and interventions are required if the situation is not to escalate into neglect, abuse or long term dysfunction.


Level 4 Threshold: Child in need of Specialist Services

Description: A child or young person living in circumstances where there is a significant risk of abuse or neglect, where the young person themselves may pose a risk of serious harm to others or where there are complex needs in relation to disability.

Services Available: Children’s Social Care, Youth Justice Services, Specialist CAMHS. Additional interventions are available through the Family Service and Children’s Centres.