

Pathway to Provision

Multi-Agency Thresholds Guidance for Nottinghamshire Children's Services



Version 9.6



Nottinghamshire
Safeguarding
Children Partnership

Introduction

In September 2010, the first version of the Pathway to Provision Handbook was launched. The purpose of the Pathway to Provision handbook is to support practitioners to identify an individual child's, young person's and/ or family's level of need and to enable the most appropriate referrals to access provision. **This newly reviewed version 9.4 represents the first stage of the NSCP's commitment to taking a Needs-Led approach to determining how best to work with children and families. Our existing document is based on thresholds originally determined in 2010 and this is no longer the most effective way to determine how best to work with families. This version contains updated language in the indicators of need to reflect our current understanding of the needs of children and their families in Nottinghamshire and to reflect the language that all safeguarding professionals should be using when talking with or about children and families. The remainder of the document has been updated to make it factually correct at the time of writing. The NSCP will be working as part of the Families First Partnership Programme to produce fully revised pathway content.**

It is especially critical that appropriate referrals are made to Children's Social Care to ensure the safety of children and young people in Nottinghamshire.

This document mainly applies to young people who are resident in Nottinghamshire (i.e. their home address is in the County) but there may be some exceptions to this (for example children who are on roll at a county school but are persistently absent). If you are in doubt please contact the Early Help Unit for advice.



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The Nottinghamshire Continuum of Children and Young People's Needs

A1 The Assessment Framework

Assessing the needs of a child or young person and their family requires a systematic and purposeful approach. The assessment framework gives agencies working with children and young people a common language to understand both the needs of the child/young person and what is happening to them. Using the assessment framework provides a way to gather and analyse relevant information within three domains:

- the developmental needs of the child
- the parental capacity (or caregiver capacity) to meet the child's needs
- the impact of the wider family and environmental factors on both parenting capacity and the child's development.

More information on carrying out assessments can be found at <https://www.nottinghamshire.gov.uk/care/childrens-social-care/nottinghamshire-children-and-families-alliance/pathway-to-provision>

Contextual Safeguarding (Assessment of risk outside the home) (from Working Together to Safeguard Children 2023)

Some children experience abuse and exploitation outside the home. This is often referred to as "extra-familial harm". Harm can occur in a range of extra-familial contexts, including school and other educational settings, peer groups, or within community/public spaces, and/or online. Children may experience this type of harm from other children and/or from adults. Forms of extra-familial harm include exploitation by criminal and organised crime groups and individuals (such as county lines and financial exploitation), serious violence, modern slavery and trafficking, online harm, sexual exploitation, teenage relationship abuse, and the influences of extremism which could lead to radicalisation. Children of all ages can experience extra-familial harm.

Where there are concerns that a child is experiencing extra-familial harm, practitioners should consider all the needs and vulnerabilities of the child. Some children will have vulnerabilities that can be exploited by others and will require support appropriate to their needs to minimise the potential for exploitation. All children, including those who may be causing harm to others, should receive a safeguarding response first and practitioners should work with them to understand their experiences and what will reduce the likelihood of harm to themselves and others

A2 Levels of Need

The model used to illustrate the different levels of children and young people's needs in Nottinghamshire is referred to as the Nottinghamshire Continuum of Children and Young People's Needs (see figure 1) which recognises that children, young people and their families will have different levels of needs, and that a family's needs may change over time. The agreed multi-agency thresholds are set out across four levels of need which are:

Universal (Level 1) Children and young people who are achieving expected outcomes and have their needs met within universal service provision without any additional support

Early Help (Level 2) Children and young people where some concerns are emerging and who will require additional support usually from professionals already involved with them

Targeted Early Help (Level 3) Children and young people where there are significant concerns over an extended period or where concerns recur frequently

Specialist (Level 4) Children and young people who are very vulnerable and where interventions from Children's Social Care are required

It is important to recognise that children and young people will move between the different levels, as their needs change, for example from Level 4 to Level 3 or from Level 2 to Level 1. The model provides a framework to develop a common understanding amongst practitioners of children and young people's needs and their vulnerabilities, shared assessment procedures and a platform for inter-agency and multi-agency working through the early help offer which includes early intervention and prevention and targeted support for young people.

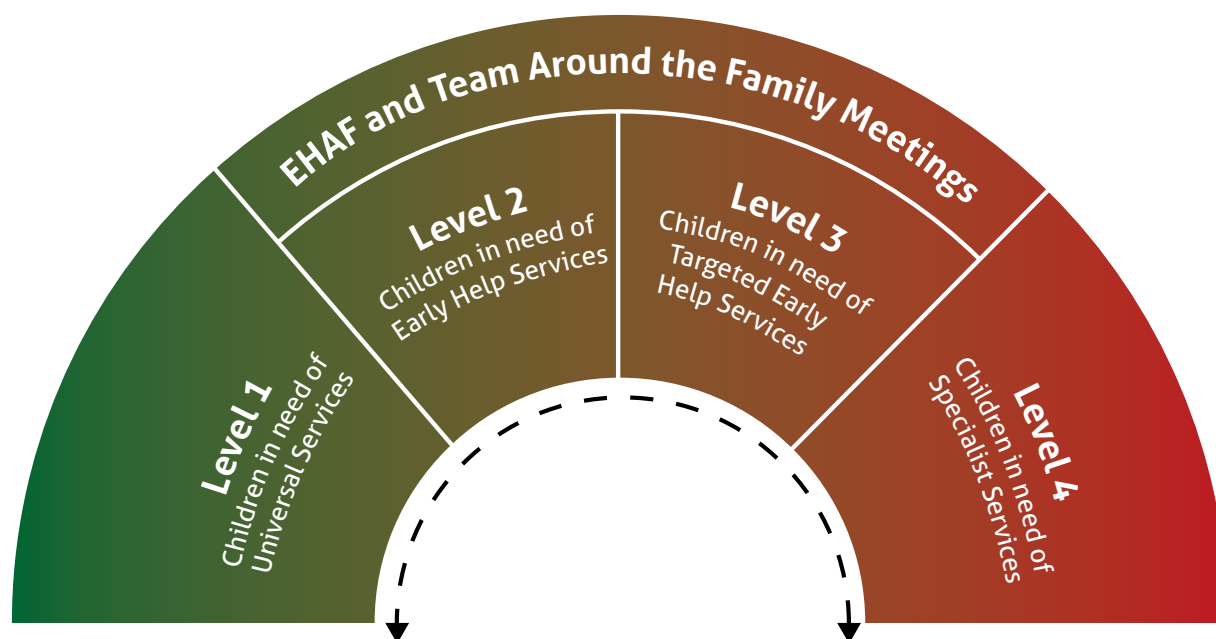
The Nottinghamshire Continuum of Need model is consistent with the Nottinghamshire Safeguarding Children Partnership (NSCP) Procedures and the national guidance "Working Together" (2023). The model is underpinned by the following principles:

- it is child-centred
- it is holistic in approach
- it is focused on outcomes for children and young people.

The model recognises that children and young people's welfare and safety is everyone's responsibility and that we all have a duty, as stated in the Children Act 2004, to promote cooperation between the County Council and its partners with a view to improving the wellbeing of children and young people. All partners have a duty under section 11 of the Children Act 2004, to safeguard and promote the welfare of children and young people and that all services support this objective.

In general, children and young people with disabilities will have their needs met through Early Help, targeted Early Help Services and the Integrated Children's Disability Service

Figure 1: The Nottinghamshire Continuum of Children and Young People's Needs



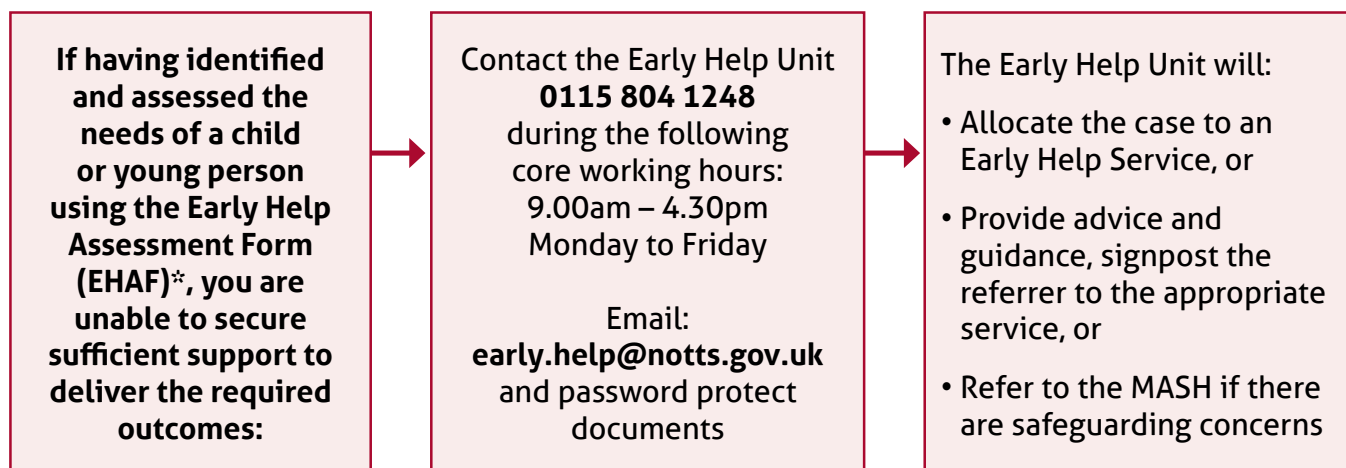
NB. The Nottinghamshire Continuum illustrates the levels of need rather than numbers of children at each Level.



A3: Outline of the Pathway to Provision

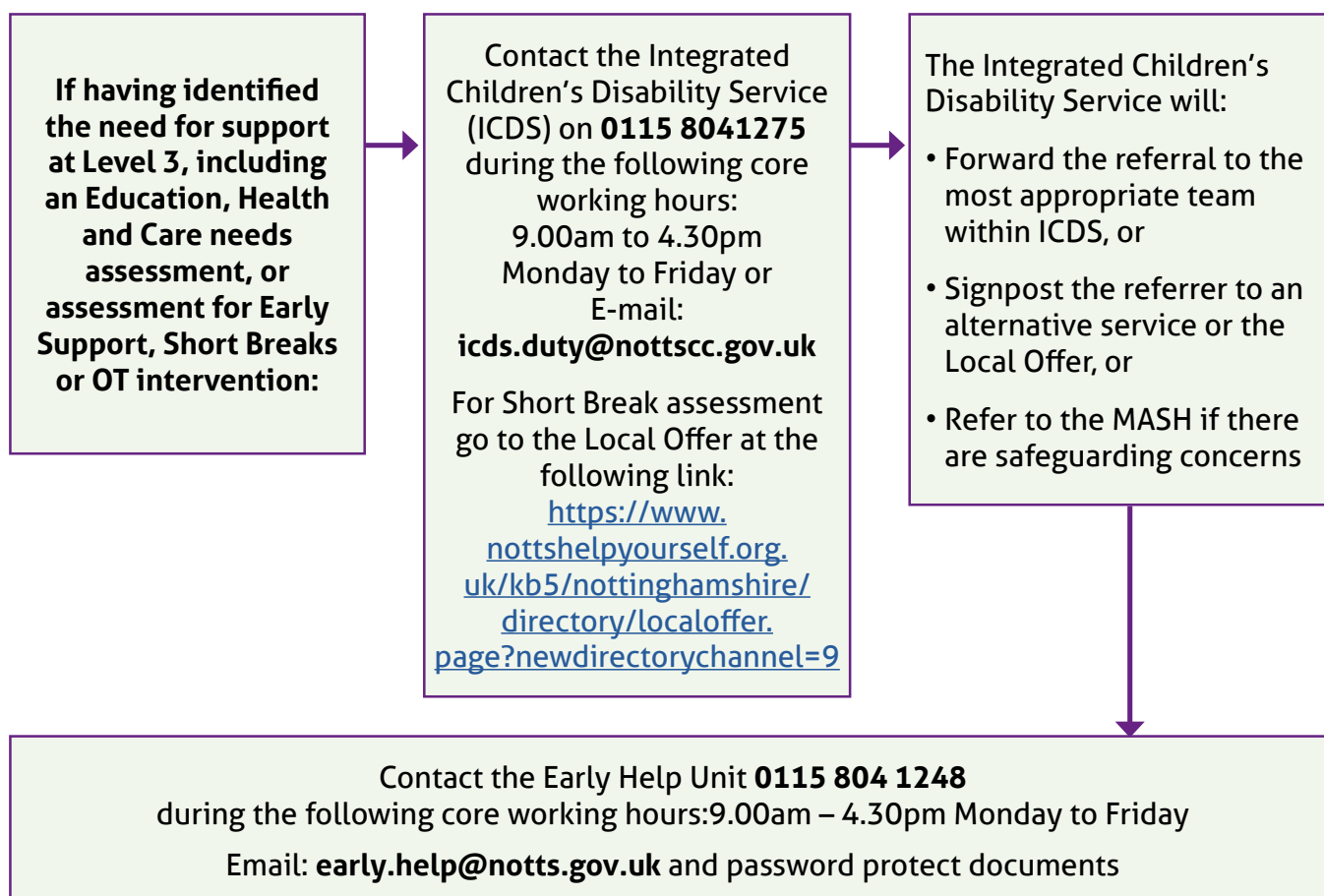
Early Help Pathway

For more detail on the Early Help Pathway see page 18



Children and Young People with Disabilities Pathway

For more detail on the Pathway for children and young people with disabilities see page 20



Safeguarding (Children's Social Care) Pathway

For more detail on the Safeguarding (Children's Social Care) Pathway see page 19

If you have a new safeguarding concern regarding a child, young person or adult at risk, consider that a child is in need of specialist support from children's social care in line with the threshold guidance on page 14:

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 met for social
care assessment, the case
will be referred to the
appropriate social care team

OR

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

Contact the Integrated Children's Disability Service (ICDS) on
0115 8041275 during the following core working hours:
9.00am to 4.30pm Monday to Friday or
E-mail: icds.duty@nottscc.gov.uk

For Short Break assessment go to the Local Offer at the following link:
<https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/localoffer.page?newdirectorychannel=9>

OR

Contact the Early Help Unit on **0115 804 1248** during the following
core working hours: 9.00am – 4.30pm Monday to Friday
Email: early.help@notts.gov.uk and password protect documents

Multi-Agency Thresholds Guidance

This section provides definitions and indicators for practitioners to assist in the identification of levels of need for children and young people. It also includes guidance on when to commence the Early Help Assessment process and/or make a referral to the appropriate service within Nottinghamshire's Pathway to Provision.

This multi-agency threshold guidance provides definitions and indicators for practitioners to assist in the identification of levels of need for children and young people (from conception to 18 years, or 25 years if the young person has a learning difficulty or disability). A threshold in this guidance is the point at which we "weigh up" what is happening and what action is needed in order to meet a child's needs. This involves professional and personal values. This document is not intended to be a definitive list but provides a framework to identify when a child or young person may be at risk of poor outcomes, alongside guidance on when to commence the Early Help Assessment process or make a referral to early help services. There is no substitute for sound professional judgement, effective inter and intra-agency communication and good evidence based practice based on up to date research.

This document should be read alongside the Nottinghamshire Safeguarding Children's Partnership (NSCP) procedures that reflect the legal framework underpinning work with children to promote their welfare and prevent abuse. These procedures are available at:

<https://nscp.nottinghamshire.gov.uk/policy-and-guidance/>

Sometimes there are legal duties to provide statutory services. Where this is not the case, there is no guarantee of service provision by particular agencies at each level as there may be restricting factors such as age limits, specific service criteria and a history of previous interventions. It is acknowledged that children, young people and their families may move from one level of need to another in either direction and that agencies (including universal services) may offer support at more than one level.

Common use of this framework by local agencies enables them to work better together, share information more easily and facilitates referrals between organisations. It benefits children, young people and families by enabling them to understand what information agencies are seeking and why, and helps them to judge whether they are getting the services they require.

Indicators of Need and Corresponding Services

The following pages provide definitions and indicators grouped around the three domains of the assessment triangle to assist practitioners in identifying levels of need. It is important to recognise that children and young people will move between the different levels as their needs change.

Indicators of need - Level 1: Universal Services

Children or young people where there are no significant concerns and are living in circumstances 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.

- Universal services have an essential role in creating the circumstances in which safe and happy children and families can flourish.
- Universal services, are also those most likely to identify that a problem is emerging with a child or in a family as well as identifying safeguarding concerns

Children and young people (including young people with SEND up to 25)

Health

- I am physically healthy and my immunisations are up to date.
- There are no worries about how I am growing, my height or weight.
- My development checks are up to date, and I am meeting my developmental milestones, including for my speech and language.
- I have good personal hygiene, appropriate clothing, and a nutritious diet.
- I attend or am taken to dental and optical checks and other health services I need. This includes being helped to take all of my prescribed medication and follow health advice.
- I have good mental health and support.
- There are no worries that I am using drugs or alcohol.
- I have opportunities to learn about the world around me and take part in physical activities.
- There are no worries that I am involved in sexual activities which are unsafe for my age or development.

Education and Learning

- My attendance at school / college / training is above 90%, or I am in employment.
- There are no worries about the communication between my home and school.
- There are no barriers to my learning, and I am making progress in school as would be expected for other children and young people my age.
- I am home educated and my family are entitled to information, advice or support from local and national organisations.

Emotional and Behavioural Development

- I have a good relationship with the people who look after me.
- I am learning to understand the difference between 'right and wrong' and 'safe and unsafe'.
- I am learning to understand my own and other people's emotions.

Identity

- I understand who I am, and I like myself.
- I can recognise and celebrate my own skills or abilities.
- I know that I am loved and have people to spend time with and places where I feel comfortable.
- I can let people know what I need.

Family and Social Relationships

- I have a calm and loving relationship with my parent or carers.
- I have good relationships with my brother and sisters, and other children or young people.

Self-care Skills

- I can look after myself and meet my own needs as would be expected for my age and development.

Parents and Carers

Basic Care, Safety and Protection

- My parents or carers understand my needs and make sure I have the things I need.
- My parents or carers understand things that could be dangerous to me or cause me harm and keep me safe from them.
- I am safe online and when I use technology.

Emotional Warmth and Stability

- My parents or carers show me love, warmth, affection, praise, and encouragement.

Guidance, Boundaries and Stimulation

- My parents or carers put guidance and boundaries in place that support me to stay safe and be part of my community.
- My parents and carers help me learn during the time they spend with me.
- I am shown how to safely look after and spend time around animals or pets and there are no worries about this.

Safer Sleep for Babies

- My parents or carers have the information about safer sleeping, and they follow this, including a safer place to sleep, being put in a safer position, and not being placed at risk due to unsafe co-sleeping, or exposure to smoking, drugs or alcohol where I am living.

Family and Environmental Factors

Family History and Functioning

- I have good relationships with my family members, and they have good relationships with each other, including if my parents are separated.
- My family support each other when we need help.

Housing, Employment and Finance

- My house has the things it needs to make sure my parents can look after me, and that I am safe and healthy.
- My house is clean and hygienic.
- My family are not living in poverty.

Family's Social Integration

- My family and I feel part of our community and have people we could go to for help or support.
- My family's beliefs, identity and culture are supported and respected within our community.

Community Resources

- My family and I can use the services, facilities and support we need, and they are close enough to our home.



Services available at Level 1 include

- **The Family Hub Network** – Family Hubs were formerly known as Children’s Centres but have now expanded the age range, working with partner organisations to expand support to provide a range of information, support and guidance for families from conception to 18. There are some universal activities for expectant parents, new parents and families with children aged 4 and under as well as targeted services for families with identified needs. The service includes a wide range of support from antenatal support, breastfeeding, child development to parenting programmes and support to address parental conflict through 1-2-1 support, groups and home visiting. For more information visit www.nottinghamshire.gov.uk/familyhubs
- **Early Years Providers** – nurseries, pre-schools and registered childminders all provide early years education and are able to offer information, advice and guidance to parents/carers. Funded early years education is available for many children. Find out more at www.nottinghamshire.gov.uk/care/early-years-and-childcare/help-with-childcare
- **Schools** – all schools will work closely with parents and children to ensure that they are happy, safe and ready to learn. Many schools have specific staff who can offer help and advice.
- **The Youth Service** – Local youth workers are based in Young People’s Centre’s and provide mobile youth work sessions across the county. Youth Workers build positive relationships with young people based on honesty and trust, and engage young people from age 10 to 19, children in our care until the age of 21 and young people with disabilities up to the age of 25. Universal Youth Work takes place outside of the school day, with groups of young people to provide advice and support through high quality, safe and positive social educational activities. The Youth Service also delivers a structure for children and young people to voice their opinions to help shape the services provided for them. For details visit www.nottshelpyourself.org.uk / www.nottinghamshire.gov.uk/youthservice
- **C-Card** – The Youth Service coordinates the C-Card scheme in Nottinghamshire, which enables young people aged 13-25 access to advice on positive relationships and sexually transmitted infections. Young People can also access free condoms, dental dams and lubricants. To access this service young people don’t have to be sexually active and the advice is confidential, aimed at helping young people make the right choice about their sexual health. For details visit www.ccardnottinghamshire.co.uk
- **Healthy Families Programme** – Healthy Family Teams routinely see children 0-19 to deliver the Healthy Child Programme and offer a range of early help and targeted support where there are identified needs. This includes children where there are safeguarding concerns and those who are Looked After. Support can be accessed via text, phone or email. For more information, visit: <https://www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams>

The Healthy Family Team is also responsible for web-based universal information available at the following websites – where you can select “Nottinghamshire” for local information:

Health for Under 5’s website <https://healthforunder5s.co.uk>

Health for Kids website <https://www.healthforkids.co.uk/> - information for primary school aged children and adults

Health for Teens website <https://www.healthforteens.co.uk/>

- **Primary Health Care** – a range of advice, help and resources are available from GP surgeries, health centres and other local health provision. Find the local practice at <https://www.nhs.uk/service-search/find-a-gp>
- **The Families Information Service** – brings together information for all families and professionals who work with them. You can contact the service by emailing nottsfis@nottsc.gov.uk or calling 0300 500 80 80. For more information visit www.nottinghamshire.gov.uk/familiesinformationservice The service has Facebook and Instagram pages and manages information for families on the Notts Help Yourself website.
- **Notts Help Yourself** website includes a wide range of information to support families with children across all age ranges and professionals who work with them, to “self-serve” with universal advice and guidance, along with details of services should more support be needed. Information on the local Best Start for Life offer, early language development, parental conflict, early learning and fun activities at home and in the community, dealing with periods and emotional health and wellbeing are just some of the subjects covered in this comprehensive “virtual family hub” designed to be easily viewed on mobile phones <https://www.nottshelpyourself.org.uk>
- **SEND Local Offer:** The SEND Local Offer brings together a wide range of useful information, advice and guidance for children and young people with Special Educational Needs and Disabilities (SEND), from birth to 25 years and their families. The information is web-based, which enables searches for services and provision within a specific community and Nottinghamshire as a whole. The information contained within the Local Offer includes service provision across education, health and social care in the public, private and voluntary sectors. The Local Offer forms the first stage of Nottinghamshire’s graduated response to meet the needs of children and young people with SEND. The Local Offer can be found at the following link: <https://www.nottshelpyourself.org.uk/send> Access to the Local Offer is also available through the Customer Service Centre on **0300 500 80 80**.
- **Nott Alone** is a website providing information and mental health support for people of all ages in Nottingham and Nottinghamshire. It can be found here <https://nottalone.org.uk/> It does not offer services directly but is a “touch point” to connect people to the right support, though links at the end of each topic. It provides information for children and young people, parents/carers, adults and professionals. If urgent help with a mental health professional is needed 24/7 contact **0808 196 3779** or call **999**.

- **Voluntary sector advice agencies** – there are many voluntary agencies which provide advice or direct support to children or parents. These include but are not limited to:
 - **Childline** - who can offer a range of advice services by telephone for children and young people telephone 0800 1111 or through online chat at <https://www.childline.org.uk/get-support/>
 - **Parent and Toddler Groups** – offer the chance to get out of the house and talk to other parents/carers and for pre-school children play and socialise. Search for 'parent groups' or 'toddler groups' in the search bar on the NottsHelpYourself website.
 - **Homestart** – support families experiencing stress with at least one child under 5 <https://homestartmansfield.org.uk/>
 - **Family Lives** provides early intervention support online, via WhatsApp and web chat: <https://www.familylives.org.uk/> It also provides support on a wide range of subjects: <https://www.familylives.org.uk/how-we-can-help/useful-links>
 - **Action for Children Parent Talk** – offering down to earth parenting advice on any topic parents.actionforchildren.org.uk
 - **NSPCC** provides online information, advice and guidance on all aspects of parenting and a support line: <https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/>

Indicators of Need – Level 2: Child in need of Early Help Services

Children or young people where there are concerns and are living in circumstances where the worries, concerns or conflicts over time are becoming more frequent or are over an extended period. In order to resolve the issues these children or families may require support, advice, direction and sometimes planned intervention or additional resources. These resources would be agreed by professionals already involved.

Children and young people (including young people with SEND up to 25)

Health

- I have not been taken or supported to attend some of my immunisations or other health checks. Sometimes I am not being given or supported to take prescribed medication or follow health advice to be as well as I could be.
- I may need some help to meet some of my developmental milestones.
- I am ill or unwell more often than other children my age.
- There are some worries that my diet is not balanced or nutritious enough to keep me healthy.
- There are some worries about my hygiene or clothing and how this affects my day-to-day health and wellbeing.
- I, or my family, need some support due to my disability or additional sensory needs. This might include getting information, advice or support from local and national organisations.
- There are some low-level worries that I may be using alcohol, and I need support in understanding how this could be unsafe or unhealthy for me.
- I am under 16 and have started having sex, and I need support in understanding how this could be unsafe or impact my health.

Education and Learning

- I am not currently in education, employment, or training.
- I am occasionally missing school or often late for school.
- I am at risk of being excluded from school or I have been excluded in the past.
- There are some worries that I am not making the progress in my education that would be expected.
- Home education – may benefit from additional support I need help with my speech, language or communication.
- I need help due to special educational needs or disabilities (SEND).
- I don't have many opportunities to play or spend time with other children or young people.

Emotional and Behavioural Development

- I am entitled to early years education and people think this would be really good for me, but my parents or carers are not accessing my place.
- There are some worries about my mental health, emotional wellbeing or that I may be harming myself.
- There are some worries that I may be using drugs or alcohol, but not that it is causing me immediate harm or making me unsafe at the moment.
- I am showing inappropriate sexual behaviours.
- There are worries that I may be involved in behaviour that negatively impacts upon me and my community.
- I don't understand my own or other people's emotions, and how to have happy and safe relationships with important people, as well as you might expect for a child my age.
- There are worries that I may have been involved in hurtful, unkind or bullying behaviour towards other children or young people, including if this is about their race.

Identity

- I find it difficult to understand who I am, or sometimes I don't like myself.
- Other people bully or are unkind to me due to things about me that they think are different, including my race.

Family and Social Relationships

- I have some support from my family and friends, but it could be better.
- I am a young carer with some occasional responsibilities at home.
- My parent is a teenage parent and needs some help, advice, or guidance about looking after me.
- I am a teenage parent and need some help, advice, or guidance about looking after myself and my child.
- My parents have adopted me, and before this I lived in care.
- My parents and or carers find it difficult to have dreams, goals or aspirations for me or our family.

Social Presentation

- I can be over-friendly with people I don't know, or I can be withdrawn.
- There are some worries about whether my personal hygiene needs are being well met.

Parents and Carers

Basic Care, Safety and Protection

- My parents or carers are finding it hard to work well with the services being offered to my family.
- My parents or carers need some help, support or guidance in how to parent me.
- My parents or carers may need support or guidance to make sure I am getting the things I need to be healthy, clean and to grow well. This may be because of their own needs such as their mental or physical health, learning difficulties, or their own childhood experiences.
- There are some worries that adults may be using drugs or alcohol in my home or places I stay or spend time, and this is negatively impacting on my safety or the care I receive.
- I am not always being kept safe from things at home, in my community, or online that could be dangerous or frightening for me.
- There are some low-level concerns about my use of online technology.

Emotional Warmth and Stability

- At times, my parent's mental health needs make it difficult for them to provide me with the emotional warmth and stability I need.
- My parents or carers find it difficult to think and speak positively about me and help me feel loved and good about myself.

Guidance, Boundaries and Stimulation

- Sometimes different people look after me, and it isn't clear who my main carer or carers are.
- Sometimes the boundaries from my parents or carers are inconsistent and confusing for me.
- There are worries that I may be involved in behaviour that negatively impacts upon me and my community.
- I spend a lot of my time alone or entertaining myself without adult support.
- I am not given regular opportunities and experiences to help me learn about the world around me.
- There are some worries about my safety around the pets and animals in my home or places I visit, and my understanding about how to safely look after animals.

Safer Sleep for Babies (Please refer to <https://nscp.nottinghamshire.gov.uk/resources/for-professionals-and-volunteers/> for support if worried about safer sleep)

- My parents or carers have the information about safer sleeping, but they do not always follow this.
- My parents or carers understand the risks and guidance about co-sleeping, and that using drugs or alcohol can make this much more unsafe for me, but they do not always follow the advice and guidance.

Family and Environmental Factors

Family History and Functioning

- My parents or carers don't always get along well or have a lot of conflict, and I am aware of this.
- I have lost an important adult in my life and need more help in understanding this or how I feel about this.
- There are worries that sometimes I have to look after my younger siblings more than would be expected for a child my age or stage of development.
- My parents or carers have their own health needs and sometimes this means they aren't able to make sure I have the things I need and am kept safe.
- My family have some support from our family or friends when we need it, but it could be better.

Housing, Employment and Finance

- My parents or carers have a low income or are unemployed, or we may be impacted by poverty. This is impacting on my health and development.
- My parents or carers haven't accessed the usual level of formal education and would like support to change this.
- There are some things about our house that need to be better to make sure my parents or carers can look after me, and that I am safe and healthy.
- My family are seeking asylum or are refugees, and would benefit from support, advice or guidance.

Family's Social Integration

- My family don't feel part of our community and do not have people who can help us.
- My family are targeted or victimised in our community, and don't always feel safe. This might include aspects of our identity, culture or beliefs not being respected, including experiencing racism.

Community Resources

- There are most of the services, facilities and support we need available, but my family find it hard to make use of them.
- Professionals have been trying to see me for some time and haven't been able to.

Services available at Level 2 include

- **The Early Help Unit** can provide support to lead professionals in universal settings and support them to complete Early Help Assessments, to make plans with families and to convene meetings to review progress. The Unit can be contacted on 0115 804 1248 or by email at early.help@nottsgov.uk (password documents when not using a secure email account). The Unit can also provide information, advice and guidance about Early Help Services available to meet the identified needs.
- **The Family Service Graduated Family and Parenting Offer** – Families at level 2 of the Pathway to provision can access some elements of the Graduated Family and parenting offer for children aged over 5. This includes parenting clinics, a range of parenting workshops and peer led parenting programmes. Professional can refer using the Early Help Online Referral Form <https://www.nottinghamshire.gov.uk/early-help-assessment-form> or parents can self-refer by contacting the Early Help Unit directly.

The Family Hub Network – a wide range of early help and targeted services and interventions are available for parents and carers from conception until the age of 4. Services include parenting programmes, school readiness interventions, and 1-2-1 support in the home or community. For more information visit www.nottinghamshire.gov.uk/childrenscentreservice

- **The Youth Service** – In addition to the Universal offer, Youth Workers can offer Focused Youth Work Interventions as part of their programme of youth work delivery. This approach enables Youth Workers to develop a clear understanding of the local needs of young people through their community profiles and work with partners. Youth Workers will develop and deliver supported and contextual interventions to small groups of young people to help address local needs and concerns. These programmes will cover a range of topics, typically taking place over a 6 to 12 week period. Youth workers will collaboratively deliver specific pieces of work with key partners to ensure young people receive support from specialist services as and when required.
- **Healthy Families Programme** – Healthy Family Teams routinely see children 0-19 to deliver the Healthy Child Programme and offer a range of early help and targeted support where there are identified needs. This includes children where there are safeguarding concerns and those who are Looked After. Support can be accessed via text, phone or email. <https://www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams>
- **Primary Health Care** – a range of advice, help and resources are available from GP surgeries, health centres and other local health provision. Find the local practice at <https://www.nhs.uk/service-search/find-a-gp>
- **Family Nurse Partnership** – The Family Nurse Partnership Programme (FNP) is an intensive home visiting programme for first time teenage Mum's aged 19 and under. Details of how to refer can be found at www.nottinghamshirehealthcare.nhs.uk/family-nurse-partnership
- **Early Years Providers** – nurseries and other providers of early years education are able to

offer information, advice and guidance to parents/carers. Funded early years education is available for many children. Find out more at www.nottinghamshire.gov.uk/care/early-years-and-childcare/help-with-childcare

- **Schools** – all schools will work closely with parents and children to ensure that they are happy, safe and ready to learn. Many schools have specific staff who can offer help and advice.

Schools and early years settings can, through their Family Springboard, seek advice and guidance from the Schools and Families Specialist Service and the Educational Psychology Service. Additional Family Needs funding can also be requested through Families of Schools to support the inclusion of pupils with more complex SEND. Higher Level Needs funding requests for children with very significant needs can be requested through the Higher Level Needs Panel. An Education, Health and Care Plan (EHCP) is not required to access either level of additional funding.

- **Kooth.com** is a safe, confidential and non-stigmatised way for young people to receive free counselling, advice and support on-line. The service is free of charge to children and young people aged 11-25 within the Nottinghamshire and Bassetlaw area.

There is 24/7 access to the site with fully trained and qualified counsellors available Monday to Friday from 12 noon until 10pm each night, and weekends 6pm to 10pm.

There is no referral required, young people can access the site at www.kooth.com and complete a simple registration form.

- **Voluntary sector advice agencies** – there are a range of voluntary agencies which provide advice or direct support to children or parents. These include but are not limited to:
 - **Childline** can offer children and young people a range of advice services by telephone (0800 1111) or through online chat at <https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>
 - **Centreplace Counselling** for children and young people: <https://www.centreplace.org.uk/>
 - **Homestart** – who support families experiencing stress with at least one child under 5: <https://homestartmansfield.org.uk/>
 - **For families experiencing food insecurity** – <https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/site.page?id=ZwoAyiCGZw>
 - **For families dealing with continence issues** – from the earliest potty training through to bed wetting and children's bowel and bladder issues: <https://eric.org.uk/helpline/>
 - **Family Action** – for families feeling worried, overwhelmed or upset about any aspect of family life: <https://family-action.org.uk/>
 - **Family Fund** is the UK's largest charity providing grants and services for families on low

incomes raising a disabled or seriously ill child or young person, up to the age of 24.

<https://www.familyfund.org.uk/>

- **For families struggling with their child's sleep** - <https://thesleepcharity.org.uk/>
- **Loss of a baby or child** - local voluntary sector support can be found at www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/service.page?id=VwxLfT784EM
- **Children facing or dealing with loss and bereavement**
<https://www.childrensbereavementcentre.co.uk/> and <https://www.childbereavementuk.org/>



Indicators of Need - Level 3: Child in need of Targeted Early Help Services

A child or young person presenting significant concern and living in circumstances 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.

Children and young people including young people with SEND

Health

- There are a lot of worries about my mental health and support I may need.
- I or my family need more help because of my long term or recurring health needs.
- I or my family need a lot of support from services because of my disability or additional needs.
- I am not being brought to appointments about my health.
- There are worries about my diet, personal hygiene, or my clothing, and how this has a big impact on my day-to-day life, health, wellbeing or relationships.
- I am under 16, and pregnant or a parent, and I may need help in caring for myself or my baby.
- There are worries that I may be being exploited in sexual relationships, or I am having sex with multiple partners, or without protection, and I need help to stay safe and healthy.
- There are some worries that I am using drugs, and this is putting my health at risk, such as sharing equipment.
- There are worries that when I am using drugs or alcohol, I am not safe and/or not able to make safe choices.

Education and Learning

- I have an Education Health and Care Plan (EHCP) or I receive High Level Needs funding.
- There are a lot of worries that I am not achieving the educational milestones that would be expected for me considering my own needs.
- There is some concern that a decision to home educate me is leading to me not being safe or getting help and support I need.
- I don't have regular access to things to help me learn like books and toys.
- I have had a fixed term exclusion from school or am regularly missing school.
- I am at risk of, or have previously been, permanently excluded from school.
- I haven't been in education, employment, or training for some time.

Emotional and Behavioural Development

- I need a lot of help learning how to safely manage feelings like anger, frustration, or sadness.
- There are worries about how I am growing and developing physically, and in my understanding of my own and other's emotions.
- There are lots of worries about the relationships I have with my parents or carers.
- I need help to learn safe coping strategies for my mental health needs; at the moment I am harming myself, and there may be concerns that my life could be at risk without the right support.
- I am under 14 and there are worries about me having sex, I need help with how this could make me unsafe or impact on my health.
- I am showing problematic sexual behaviour which is impacting on myself or others.
- There are worries that I am using drugs and/or alcohol and I need help to stay safe and healthy.
- There are worries that I find relationships with other young people very difficult, including worries that I am involved in bullying behaviour, including racist bullying.
- I am sometimes involved in behaviour that negatively impacts me and my community, including criminal activities.
- I have been carrying a weapon and need help understanding the impact this could have on my safety.
- I have been carrying drugs that would be more than for my own use, there may be worries that I am being exploited by an individual or a group.
- I am often going missing and there are worries about whether I am safe during these times.
- My family member is in prison/ has a conviction and I have been impacted emotionally by this.

Identity

- People are treating me badly due to who I am, including bullying, discrimination or racism.
- I find it really hard to like myself and see the good things about me.
- I am developing extremist or radical thoughts and behaviours about important things like politics, race and religion, or being influenced by other people who hold these views.
- There are worries that I am being encouraged, pressured or exploited to be involved with unsafe groups and/or in criminal behaviours.

Family and Social Relationships

- I spend a lot of time helping to care for a member of my family.
- I have a lot of disagreements, arguments or fights with other people my age, including my siblings.
- I have been adopted, and me and my family are finding things very difficult and need more help.
- There are lots of worries that my friends are also in unsafe situations or need lots of help.
- There are lots of worries that I don't have a good understanding of safe and healthy romantic relationships, including me showing or experiencing unsafe or controlling behaviours.
- My family member is in prison/ has a conviction and this has impacted my relationship with them, and it is also impacting the relationships within my family.
- A court has ordered Children's Social Care to complete a Section 7 or Section 37 report about me, where I should live, or who I should spend time with.

Social Presentation

- I don't have clean clothes to wear.
- There are lots of worries about my personal hygiene.
- There are worries that the way I act or dress could be seen as sexualised for my age or development and I may not be safe in my relationships, in person or online.

Self-care Skills

- I am not taking care of my own hygiene as would be expected for a child of my age or development.
- I am responsible for looking after myself much more than would be expected for a child of my age or development.

Parent and Carers

Basic Care, Safety and Protection

- Due to their own needs, my parents or carers are finding it very difficult to look after me in the way I need - this might include my parent's needing help with their disability, drug or alcohol use, or mental health.
- I have had a Child Protection Plan in the past and there are worries again about my safety or how I am being looked after.
- I am the child of a teenage parent or parents, and there are a lot of worries that they need help in knowing how to look after me safely.
- There are a lot of worries that the things my parents or carers experienced in their own childhood make it hard for them to know how to look after me or keep me safe.
- There are a lot of worries about my use of online technology and my parents and carers not supervising me.

Emotional Warmth and Stability

- I am often blamed for things that aren't my fault or responsibility.
- Often nobody comforts me when I am upset or frightened.
- The way I am looked after changes often or is inconsistent, which can be confusing or unsettling for me.
- I don't have good relationships with the important people in my life.

Guidance, Boundaries and Stimulation

- I don't have access to things you'd expect for children my age, like books and toys.
- There are a lot of worries that my parent or carer doesn't help when I am not getting along with my brothers or sisters, and this may be unsafe or very upsetting or frightening for us.
- My parents or carers are very changeable in how they care for me, and this is confusing and hard for me to understand.
- There are lots of worries about my safety around the pets and animals in my home or places I visit, and my understanding about how to safely look after animals.
- There are concerns that my caregivers are involved in criminal activity and may not be the best role models for me.

Safer Sleep for Babies (Please refer to <https://nscp.nottinghamshire.gov.uk/resources/for-professionals-and-volunteers/#saferleeping> for support if worried about safer sleep)

- My parent or carer doesn't know about safer sleeping guidance, hasn't understood this, or isn't following the guidance.
- My parent or carer doesn't understand the risks of co-sleeping, including the risks of them using drugs or alcohol and co-sleeping.

Family and Environmental Factors

Family History and Functioning

- There are high levels of conflict or domestic abuse in my home. This might include violence, controlling behaviour and significant intense arguments.
- My parents or carers have split up or are separating, and I know that there is a lot of disagreement and bad feelings between them – this might make me feel a lot of worry or upset.
- My parents or carers need help with their own physical or mental health, and this is having a big impact on how they look after me or my safety.
- There are a lot of worries that my parents or carers are involved in criminal behaviour or the criminal justice system.
- My parents or carers are using drugs or alcohol, and it is having a big impact on how they look after me.
- My family member is in prison/ has a conviction, and I have had to move household, or I have someone new looking after me. or my safety.
- I have a Special Guardianship Order, or a Child Arrangement Order meaning I live with someone other than my mum or dad, or am living with family or friends as a private family arrangement and I am therefore entitled to support from the kinship support service.

Housing, Employment and Finance

- My home is overcrowded, we are homeless or living in temporary accommodation. This might include me being homeless as a 16- or 17-year-old away from my family.
- My family are struggling a lot with money, including not having reliable income, having a lot of debt or we are living in poverty, and this is meaning they don't have everything they need to be look after me.
- My family member is in prison/ has a conviction and this has impacted the finances within my household.
- My family member is in prison/ has a conviction and this may mean I do not have suitable accommodation to live in.
- I don't have a clean bed and bedding to use.

Family's Social Integration

- My family don't have anyone in our community who can help us.
- My family are targeted or victimised in our community, and are unsafe. This might include aspects of our identity, culture or beliefs not being respected, including experiencing racism. This could also be due to my family member being in prison / custody.

Community Resources

- My parents don't have people to help them and haven't been getting support we might need from services and facilities in our community.

Additional Services Available at Level 3 include

- **The Family Hub Network** – families at level three where the child causing concern or the majority of children are **under 5** may be allocated a Family Support Worker within the Family Hub Network who will initiate assessments, plans and interventions. Referrals are made through an online form on the website, where details for all Family Hubs are available. For details visit <https://www.nottinghamshire.gov.uk/care/family-hub-networks>
- **The Family Service** – a consent-based service for families at level three where the child causing concern or the majority of children within the family or household are school age. The Family will be allocated a Lead Professional from within the Family Service who will undertake a whole family assessment and coordinate a multi-agency plan. Referrals are made using the Early Help Online Referral Form: <https://www.nottinghamshire.gov.uk/early-help-assessment-form> The Unit can be contacted on **0115 804 1248 / early.help@nottscg.gov.uk** and password protect documents if you are using a non secure email account.

At times the Family Service can experience high volumes of referrals and so there may be a wait before a Lead professional from the Family Service is allocated. The Family Service carry out a risk assessment on all referrals awaiting allocation and prioritise those in most need. The Family Service will write or text to let you know how your referral is progressing. Any families awaiting allocation to a Family Service Lead Professional are regularly reviewed by managers and the service aim is that wait times never exceed ten weeks.

Lead professionals from Children's Social Care, the Family Service and The Family Hub Network can access a range of parenting interventions and family support from the Graduated Family and Parenting Offer by making a referral through MOSAIC. Additionally, where there is an existing designated lead professional from another targeted service (such as CAMHS or Youth Justice), they can also make a referral to the Family Service for support through the Graduated Family and Parenting Offer through the Early Help Unit using the Early Help Online Referral Form: <https://www.nottinghamshire.gov.uk/early-help-assessment-form>

- **CAMHS** – details of how to refer to CAMHS is detailed in section D. (pg 34)
- **Kooth.com** is a safe, confidential and non-stigmatised way for young people to receive free counselling, advice and support on-line. The service is free of charge to children and young people aged 11-25 within the Nottinghamshire and Bassetlaw area.

There is 24/7 access to the site with fully trained and qualified counsellors available Monday to Friday from 12 noon until 10pm each night, and weekends 6pm to 10pm. There is no referral required, young people can access the site at www.kooth.com and complete a simple registration form.

- **Youth Justice Service** – The Youth Justice Service work with children and young people aged between 10 and 18 with the aim of preventing offending and re-offending. Whilst they support children and young people on a statutory basis, they also provide support to children and young people on a voluntary basis as part of a My Futures Youth Support Programme.

As part of the 'My Futures' programme Youth Justice work with children and young people aged 10-18 years on a voluntary basis. The aim of the programme is to steer children and young people away from crime and anti-social behaviour, helping them make the most of their lives. Workers offer support to children and young people that is individual to them, and what they think they need. This could be on their own or as part of a group.

They also work closely with other agencies such as schools, children's social care, health, police and the youth service to make sure that they are working together to support children and young people in their community. Find out more about the youth service by visiting www.nottinghamshire.gov.uk/education/youth-services Youth Justice Service can be contacted on **0115 804 2888** or email YouthJusticeServiceNotts@nottsgov.uk. Referrals can also be made through the Early Help Unit by telephone on **0115 804 1248** or by email at early.help@nottsgov.uk and password protect documents if you are using a non secure email account.

- Additional support with interventions is available to social workers and other practitioners working at Level 3 from the Family Service and The Family Hub Network.
- **The Integrated Children's Disability Service (ICDS)** – brings together colleagues from education and social care to support children and young people with disabilities aged 0 to 25 years. The service consists of 6 teams:
 - Education, Health and Care Assessment Team (Pre 16)
 - Education, Health and Care Assessment Team (Post 16)
 - Specialist Support Service
 - Short Breaks Assessment and Review Team
 - Children's Occupational Therapy Team - Physical Disability Support Service
- Further details about the individual teams can be found at the following link: <https://www.nottinghamshire.gov.uk/education/services-for-schools-and-education-providers/services-for-children-with-additional-needs>
- **The Youth Service** – can at times offer Tailored Youth Work Interventions, which are commissioned and bespoke programmes of youth work, with the aim of supporting young people who are already engaged in risk taking behaviours into positive activities, opportunities and outcomes. Youth Workers will actively support young people to independently access mainstream universal provision when it is safe to do so, to enable long term contextual support at the earliest opportunity by their local youth worker or other trusted adult. We are currently only accepting requests from the Access to Education team, the Early Help team and District Child Protection teams. Colleagues requesting support can find contact information for the youth support programme here: <https://www.nottinghamshire.gov.uk/myfutureyouthsupport>

Indicators of need - Level 4: Child in Need of Specialist Services

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.

Children and young people including young people with SEND

Health

- There are high levels of worry about how I am growing and developing physically.
- There are high level concerns about me having injuries and bruising, including if I cannot move by myself.
- I have severe or long-term health conditions and me and my family need significant help and support.
- I have mental health needs that affect my everyday life in a very big way.
- I need support in getting dental treatment for high level concerns around my dental health.
- I need urgent support around managing my weight, because this could lead to severe health needs.
- There are serious concerns that my parents and carers may be causing me injuries and saying I have illnesses that I do not, to have their own needs met.
- I use drugs or alcohol regularly to manage my needs.
- There are high level concerns about me being pregnant or being at risk of becoming pregnant at a very young age, and I need help to stay safe and healthy.
- There are serious worries that I am at risk of or involved in being exploited (used) by others in a sexual way.
- I am under 13 years of age, and I am sexually active.
- There are serious concerns that my parents and carers cultural customs may put me at risk of female genital mutilation or other forms of harm.
- I am an unborn or newborn baby who did not receive any care or support before my birth, and me and my parents need a lot of help making sure they can safely look after me.

Education and learning

- I currently do not have any education, training or employment.
- I have been permanently excluded from school.
- I have been excluded from school a number of times before.
- There is a high level of concern that a decision to home educate me is leading to me not being safe or getting help and support I need.
- There are high level concerns about my development because I have unmet needs.

Emotional and behavioural development

- There are high levels of worry about how I manage feelings like anger, frustration, or sadness, and that I am not safe. Help I've been offered before has not made things better for me.
- I am often involved in behaviour that negatively impacts upon myself and my community, including criminal activities.
- I need a lot of support in understanding things that are dangerous to myself or others.
- I need support to learn safe coping strategies for my mental health difficulties; at the moment I am seriously hurting myself, or my life is at risk.
- I am being sexually exploited (used), or physically or emotionally hurt in what I see as a relationship.
- I am hurting or exploiting my partner because of my unsafe understanding or expectation of relationships.
- I am displaying sexual behaviour that is harmful to me or others, and is abusive or violent.
- I am missing from home for long periods of time, and there are a lot of worries about my safety during this time.
- There are high level concerns that I hurt others, physically or emotionally.
- I find it very difficult to trust and find it difficult to build relationships and connections with others.
- I am being exploited (used) by others into acting in a criminal way.
- I believe that what happens is meant to be and that I do not have control over my life.

Identity

- I am experiencing significant discrimination, bullying or racism, and help I've been offered has not made things any safer.
- I do not have many friends or a positive support network.
- The things I do cause me to be alone.
- I dislike myself and can't see any good things about myself.
- I have very strong extremist or radical thoughts and behaviours about important things like politics, race and religion, and these make people worry for my own and others' safety.

Family and social relationships

- I am a child who is looked after by the local authority, such as living with foster carers or in a residential home.
- I am a child or young adult who is care-experienced, meaning I have lived in care in the past.
- My family relationships have broken down, and how I behave or what I need are blamed for this.
- I have been a victim of abuse, including through neglect.
- I am the main carer for a member of my family.
- Me and my adoptive family are finding things very difficult and there are worries that we won't be able to continue living together.
- I have been, or there are significant worries that I will be, forced to marry underage.
- I am at high risk due to illegal, unsafe or harmful use of the internet and technology.

Social presentation

- I need significant support with recognising my strengths and improving how I think of myself.

Self-care skills

- My coping strategies mean that I do not look after myself as I should (such as if I am taking drugs).
- I am an unaccompanied asylum-seeking child and need support from professionals to be safe and well cared for.

Parents and carers

Basic care, safety and protection

- My parents and carers have unmet needs that make it very hard for them to parent me in a way that I need, and I am not safe.
- I am left home alone with no supervision or support, and this means I am not safe.
- My parents and carers mental health needs or use of drugs or alcohol to cope means they cannot care for me properly, and I am not safe.
- My parents and carers were unable to care for my siblings in the past, and they may have needed to live in the care of the local authority or with other family members.
- There are significant worries that I see people and/or animals being physically hurt or I am physically hurt within my home.
- My parents' and carers' behaviour sometimes breaks the law.
- I, or my family, are victims of crime, and it means I am unsafe, or feel very frightened.
- There are serious concerns about my use of online technology and my parents and carers not supervising me appropriately.

Emotional warmth and stability

- My parents and carers struggle to give me praise, can say hurtful or unkind things to and about me, and I am always seen to do wrong.
- I do not know how my parents are going to treat me as they can often change their minds or behaviour. This can be very confusing or frightening for me.
- I feel rejected and not wanted by my parents and carers.

Guidance, boundaries and stimulation

- There are high worries that my parents and carers have no safe rules in place for me, that I am not able to follow the rules or boundaries, or that they aren't able to keep me safe when I am in the community.
- My parents and carers need high level support in understanding and responding to my behaviour.
- My parents and carers are named on a Parenting Order.
- There are high worries that I am harming animals or pets, or likely to be hurt by pets and animals in my home or places I visit.

Safer sleep for babies (Please refer to <https://nscp.nottinghamshire.gov.uk/resources/for-professionals-and-volunteers/#safersleeping> for support if worried about safer sleep)

- There are high level concerns that the sleeping arrangements in my home are unsuitable and unsafe, and that my parents and carers are not currently accepting support or following guidance.
- My parents and carers do not understand the impact of their drug and alcohol use on my safe sleeping.

Family and environmental factors

Family history and functioning

- There are high level worries about my parents and carers relationship and how they argue and fight, including there being ongoing domestic abuse in my home.
- I am looked after by someone who is not my close family, and I might be 'privately fostered'.
- I am aware of a lot of conflict or disagreement in my wider family, and this makes me feel very scared, sad, or unsafe.
- There are high level worries that I am in contact with someone who could be unsafe for me.
- My parents and carers have died and I do not have any other family or friends to look after me.
- My parents and carers are in prison, and I do not have any other family or friends to look after me.

Housing, employment and finance

- My home is very unsafe for me.
- I do not have a home and am considered homeless.
- My family member is in prison/ has a conviction and I do not have anyone to look after me.
- My parents or carers do not have employment because of their own significant needs such as a lack of basic skills needed for work, physical health or mental health needs, behaviour that breaks the law, or drug and alcohol use.
- There are high level concerns about there not being enough money to care for me properly. We might be living in 'extreme poverty'.

Family's social integration

- My family only spend time with each other and do not have friends or any support network.

Community resources

- My family are unable to accept support from services at the current time, or don't agree that there is a need for support despite a lot of worries about me.



Thresholds for Children's Social Care Involvement

The supplementary Level 4 thresholds are set out below at the following levels of need:

4a) Children in Need of Specialist Support from Children's Social Care

4b) Children in Need of Protection

4c) Children in Need of Care

The key factors taken into account in deciding whether or not a child or young person requires a Children's Social Care intervention under the Children Act 1989 are:

- What will happen to a child's health or development without services being provided; and
- The likely effect the services will have on the child's standard of health and development

Please read in conjunction with Nottinghamshire Safeguarding Children Partnership's Safeguarding Children Procedures at: <https://nscp.nottinghamshire.gov.uk/policy-and-guidance/>

4a) Child in Need of Specialist Support from Children's Social Care

Level of Need:

Children and young people who have:

- Highly complex needs (including children with disability or adopted children)
- A need for multi-agency high level support and are experiencing compromised parenting
- A significant risk of family breakdown or of being harmed
- A likelihood of significant harm but where initial assessment suggests the risk can be managed outside of a Child Protection Plan
- A risk of causing serious harm to others

Threshold Criteria:

Issues not resolved by interventions at Levels 1-3 and:

- Significant parenting capacity problems impacting on child's development/ wellbeing to a level where this may result in the child coming into care or being significantly harmed
- Child is posing a risk to self or others that may, without multi-agency intervention, result in the need for a Child Protection Plan or the child coming into care
- Child is looked after by someone who is not a close relative as defined within private fostering regulations
- Child has highly complex needs related to disability and requires a multi-agency response including Children's Social Care services
- Child is a young carer
- Child is an unaccompanied asylum seeker
- Court request for report where there has been significant current or previous involvement by Children's Social Care

- Child is at risk of being taken from the country to an area where there is war or significant conflict or is otherwise being drawn into extremist activity by another person
- 16/17 year olds who are homeless
- Child has complex needs related to adoption and requires a multi-agency response

4b) Child in Need of Protection

Level of Need:

Children and young people who are suffering or likely to suffer significant harm

Threshold Criteria include:

- Child is likely to be physically, significantly harmed through a deliberate act, neglect or domestic violence
- Child has been sexually abused or is being groomed for sexual purposes
- Significant developmental delay due to neglect/poor parenting
- Significant emotional/ psychological problems due to neglect/poor parenting
- Reported pregnancy where there have been previous child protection concerns
- Fabricated illness
- Forced marriage of a minor
- Non-organic failure to thrive
- Parent involved in serious criminal acts that may impact on the child e.g. abusive images of children, drug dealing
- Sexual exploitation and grooming
- An adult assessed as being a risk to children is having contact with/living with a child in the same household
- Child witnesses domestic violence or other violent or sexually harmful acts

It is also essential to refer to the guidance regarding these issues set out in the NSCP Safeguarding Children Procedures: <https://nscp.nottinghamshire.gov.uk/policy-and-guidance/>

What is neglect?

Neglect is "The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment

4c) Child in Need of Care

Level of Need:

Children who are in need of care or have been in the care of the Local Authority

Threshold Criteria:

- Child has been abandoned and there are no family/ friends options
- Parents are deceased and there are no family/friends options
- Parents are in prison and there are no family/friends options
- Child whose welfare can only be safeguarded through provision of accommodation outside of the family home
- Child is beyond parental control placing themselves/ others at serious risk
- Meets criteria for secure accommodation
- Child remanded to Local Authority care by the court
- Unaccompanied Asylum Seeking Children (UASC) who require accommodation
- Eligible & Relevant Care Leavers
- Children and young people whose adoption placement has broken down.

Additional Services Available at Level 4 include

- The CAMHS Children Looked After and Adoption Service, Fostering Support, Support After Adoption, the Youth Justice Service

C1: The Early Help Pathway

Completing an Early Help Assessment Form (EHAF)

Where children and young people are identified as being in need of early help, meaning that indicators of need are present at level 2 or 3, the practitioner should in most cases complete an Early Help Assessment form. This is a CAF compliant assessment. The EHAF is a standard holistic assessment and referral tool that can be used by all services working with children, young people and their families. The EHAF supports practitioners to work in partnership with parents/carers to identify a child or young person's strengths, needs and goals. It can be shared between agencies/services, with parental and/or child or young person's consent, and used to inform coordinated multi-agency support and actions. Prior to initiating an EHAF, contact should be made with the Early Help Unit to check to see whether an EHAF is already open and to log all new ones. Further information on the EHAF process and supplementary information can be found at <https://www.nottinghamshire.gov.uk/early-help-assessment-form>

If having completed an EHAF, the practitioner has identified that additional services are required to meet the needs of the child or young person then they can either:

1. Make a referral to the Early Help Unit link using the Early Help Online Referral Form if they are unsure about the service required; or
2. Make a referral directly to the appropriate service, listed in section D.

The Early Help Unit

The Early Help Unit provides a direct contact point for professionals and families requiring early help services in Nottinghamshire. The Unit acts as a signposting and referral point for Early Help Services. Referrals for these services can be made using the online referral form Early Help Online Referral Form: <https://www.nottinghamshire.gov.uk/early-help-assessment-form> All referrals will need to evidence that consent has been provided by the child, young person, parent/carer, except where the referral relates to attendance matters or assistance in applications for parenting contracts, parenting orders, acceptable behaviour contracts and anti-social behaviour orders. If you wish to seek advice on how best to approach the issue of consent, please contact the Early Help Unit. The Unit will also:

- Provide information and advice on the range of early help services in Nottinghamshire;
- Provide advice and support on the completion of EHAFs; and
- Log EHAFs.

Opening Hours	Contact	Address
Monday to Friday 9am-4.30pm	Tel: 0115 804 1248 Email early.help@nottsc.gov.uk Referral form: https://www.nottinghamshire.gov.uk/early-help-assessment-form Password protect confidential information when emailing.	The Piazza, Little Oak Drive, Sherwood Business Park, Annesley, Nottingham NG15 0EB

C2: The Safeguarding (Children's Social Care) Pathway

If a practitioner has a new safeguarding concern regarding a child, or considers that a child is in need of specialist support from Children's Social Care in line with the threshold criteria outlined on **page 23 to 25**, they should contact the Multi-Agency Safeguarding Hub (MASH).

If a practitioner working with a child, young person or family has immediate concerns about child protection, they should contact the MASH urgently, without delay. If it is outside normal office hours, the **Emergency Duty Team (EDT)** should be contacted on **0300 456 4546**. A practitioner can raise a concern to the MASH either by telephone or by completing an online form. Urgent safeguarding referrals, where a Social Worker needs to visit the child on the same day, should be reported to the MASH by telephone and confirmed by the practitioner via the online form within 24 hours. Non-urgent referrals should be made via the online form. **If you believe that a child is in immediate danger, call the Police immediately on 999.**

It is important that the practitioner raising the concern to the MASH gains consent from the parent/ carer (and where appropriate the child or young person) to contact Children's Social Care unless the following criteria apply: 'there is a concern that a child or young person may have suffered or be at risk of suffering significant harm and to do so would place the child at further risk of significant harm.'

Contact Details for the Multi-Agency Safeguarding Hub

Opening Hours	Contact	Address
Monday to Thursday 8.30-5pm Friday 8.30-4.30pm	Tel: 0300 500 80 90 Email: mash.safeguarding@nottsc.gov.uk www.nottinghamshire.gov.uk/MASH	The Piazza, Little Oak Drive, Sherwood Business Park, Annesley, Nottingham NG15 0DR

What happens next?

The MASH will assess the risks and prioritise the safeguarding concerns based on the information that is shared at that time. Urgent safeguarding referrals, where a Social Worker needs to visit the child on the same day, should be reported to the MASH by telephone and confirmed by the practitioner via the online form within 24 hours. Non-urgent referrals should be made via the online form. It will collate relevant information about the child, young person and their family from a range of agencies including the NHS, Police, Probation, Schools and Early Help.

Possible outcomes are:

1. The concern is assessed to have met the threshold for Children's Social Care involvement and will be passed onto the appropriate team for a social care assessment.
2. The concern is assessed and does not meet the threshold for Children's Social Care. The practitioner is signposted to appropriate support from other services, or no further action is taken.

The practitioner will be informed in writing of the outcome of their enquiry and the reasons for the outcome. Normally, this will happen within 5 working days.

If the person making a referral remains dissatisfied with the Children's Social Care decision not to accept the referral, then the Nottinghamshire Safeguarding Children's Partnership's escalation process should be followed. Details of the escalation process can be found in the Nottinghamshire Safeguarding Children Procedures. These are available at: <https://nottinghamshirescp.trixonline.co.uk/chapter/escalating-for-the-right-outcome-conflict-resolution-and-professional-disagreement-policy>

C3: Children & Young People with Disabilities Pathway

Nottinghamshire has a graduated response to meeting the needs of children and young people with SEND. The **first stage** of the graduated response is the Local Offer. The Local Offer is produced in partnership with education, health, social care and the voluntary sector. It is a web based resource that brings together information about the services and provision that can be accessed by children and young people with disabilities and their families. The Local Offer can be found at the following link: <https://www.nottshelpyourself.org.uk/send>

As part of **second stage (Level 2)** of the graduated response, schools and early year's settings can, through their Family Springboard, seek advice and guidance from the Schools and Families Specialist Service and the Educational Psychology Service. Additional Family Needs funding can also be requested through Families of Schools to support the inclusion of pupils with more complex SEND.

The **third stage (Level 3)** of the graduated response is for those children, young people and young adults aged 0-25 years with the most complex SEND. Children and young people with very significant needs can request Higher Level Needs funding through the Higher Level Needs Panel. Access to Higher Level Funding does not require an EHC Plan.

For some families a request for an Education, Health and Care Plan (EHCP) can be made.

Threshold criteria for an EHC needs assessment

In considering whether an EHC needs assessment is necessary and appropriate in Nottinghamshire, the Local Authority will consider whether there is sufficient evidence that, despite the Early Years provider, School or Post 16 Institution having taken relevant, appropriate and purposeful steps to determine, assess and accommodate the child's or young person's identified special educational needs, that expected educational progress has not been made.

The questions which the Local Authority must consider in law when determining the above are as follows:

- Have the views and wishes of the child or young person been gathered?
- Have the views and wishes of the child or young person's parent/carer been gathered?
- Does the child/young person have a special educational need which calls for special educational provision to be made?
- Is the special educational provision being made additional to or different from that made generally for others of the same age; directly related to their SEN?
- Is the child young person making the expected progress?
- Has progress only been as the result of much additional intervention/support over and above that which is usually provided?

Completing an EHC Needs Assessment Request

In Nottinghamshire we want to enable clear and transparent processes to inform our decision making about whether or not to conduct an EHC needs assessment.

All educational settings should adopt a graduated approach (as described above) to identifying and supporting pupils and students with SEN, with four stages of action: assess, plan, do and review, as described within the SEND Code of Practice 2015. Evidence of the graduated approach will be required when making a request for an EHC needs assessment.

Requests should be made in partnership between the parent and current educational placement using the EHC Needs Assessment Request Guidance and Check List: <https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/site.page?id=mjHuZeCOAY4>

If you wish to seek advice about whether a child or young person might be eligible for an EHCP, you should contact the Integrated Children's Disability Service.

ICDS Specialist Support Team (e.g. Personal Care and Sleep interventions) are available without the need of an EHCP or a Children's Social Care assessment. These services can be accessed through the Integrated Children's Disability Service email **earlysupportservices-duty@nottsc.gov.uk** Tel **0115 8041262**.

Assessment for Short Breaks is online through the Local Offer at <https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/advice.page?id=9umk2EHfnQI>

Contact details for the Integrated Children's Disability Service

Opening Hours	Contact	Address
Monday to Friday 9.00am-4.30pm	<p>For an Education, Health and Care assessments please contact 0115 804 1275 from: 9.00am to 4.30pm Monday – Friday or email:</p> <p>Bassetlaw and Newark & Sherwood areas: icdsehcBandNSlocality@nottsc.gov.uk</p> <p>Mansfield and Ashfield areas: icdsehcMandAlocality@nottsc.gov.uk</p> <p>Broxtowe, Gedling and Rushcliffe areas: icdsehcBGRlocality@nottsc.gov.uk</p> <p>Post 16 Assessment Team: icdsehcpost16@nottsc.gov.uk</p> <p>For the Specialist Support Team contact 0115 804 1262 or email: earlysupportservices-duty@nottsc.gov.uk</p> <p>For Short Break assessment please use the following link: https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/localoffer.page?newdirectorychannel=9 Short Breaks</p> <p>For the Occupational Therapy Team – please contact 0115 804 1273 or email: childrenot.duty@nottsc.gov.uk</p>	<p>Nottinghamshire County Council, Integrated Children's Disability Service Meadow House Littleworth Mansfield NG18 2TB</p>

If you have safeguarding concerns about a child or young person with a disability or considers that a child meets the threshold criteria for specialist support from Children's Social Care, then please contact the Multi-Agency Safeguarding Hub (MASH).

D1: Step down Practice Guidance for a child or young person with a Child in Need or Child Protection Plan

Step down refers to the process of stepping case responsibility for supporting a child or young person from one service to another. The step down process typically refers to the transition of a plan from level 4 to level 3 when there is no longer a requirement for statutory Children's Social Care involvement.

Other than in exceptional cases there will be a need to transfer the role of lead professional to ensure that a named person assumes responsibility for co-ordinating the plan once Children's Social Care have ended their involvement. If step down is a likely outcome following Children's Social Care assessment / involvement then the allocated social worker should be working towards early identification of the level 3 lead professional throughout the review and planning process.

Before a child's plan reaches the step down point it is essential that the level 3 lead professional understands what needs to happen once children's social care withdraws. It is the responsibility of the allocated social worker to ensure that they have clearly defined the areas where support is required, and defined the required tasks and timescales and linked these to measurable outcomes.

At the point of step down it is also the responsibility of the allocated social worker to ensure that a contingency plan is identified and that the level 3 lead professional is fully aware of what would have to happen to warrant a re-referral to Children's Social Care.

There are a number of principles that should be applied when stepping a case down:

- The transition for the child / young person and family should be as smooth as possible, with no gap in service.
- The child / young person and family should consent to the step down to another service.
- Families should be encouraged to take an active role in identifying a lead professional.
- Prior to the case being closed to Children's Social Care the lead professional should have been identified and there should be a specific and agreed plan which identifies the support required to effect positive change.
- The services involved in the step down process should ensure that the child / young person or family is kept fully informed throughout.



The following should be considered by the allocated social worker and their Team Manager when the plan is to step down a case:

- What were the risks and needs present in the child or young person's situation that led to Children's Social Care intervention.
- What specific work has been undertaken to reduce the level of risk and address needs.
- What are the current protective factors.
- Why is the case being stepped down at this time and is this appropriate.
- What outcomes still need to be achieved.
- Does the case need to be stepped down to an Early Help Service or (where general monitoring is required) should it be stepped down to a universal service, ICDS Short Break Assessment and Review Team.
- What would it look like if risk were to increase again.
- Has all the relevant information been clearly communicated to the child / young person and family and the lead professional in order to ensure that there is a smooth transition to the team around the family approach.

The process for stepping down a case from Children's Social Care to an early help service is as follows:

1. A decision is made at a multi-agency meeting / during the assessment process or in case supervision that Children's Social Care involvement is no longer required in a child or young person's case but there remain specific support needs that can be met through early help services.

2. This decision is communicated clearly to the child / young person and family who give their consent to step-down.
3. If there is already a professional involved in the multi-agency arrangements that is able to take on the role of co-ordinating the support required from early help services this should be confirmed in the appropriate forum and the multi-agency plan agreed.
4. If the ongoing support needs to be provided by a service that is not already involved with the family the social worker should provide the Early Help Unit with the most recent plan / assessment which clearly outlines what the support needs are and the expectations of the appropriate early help service.
5. If step down will be to the Family Service, the social worker must telephone the Team Manager at Family Service Case Management Team to agree.

Family Service North Case Management
tel: **0115 804 1465**

Family Service South Case Management
tel: **0115 854 6438**

Family Service West Case Management
tel: **0115 804 0346**

6. Once the lead professional has been identified they will develop a SMART Action Plan based on the information provided by the social worker.
7. If a child or young person is receiving a Short Break there is an agreed process for the case to be stepped down to the ICDS Short Break Assessment and Review Team.
8. If step down will be to the Family Hub Network, the social worker must request support through a Mosaic step or by completing the online referral form available at <https://www.nottinghamshire.gov.uk/care/family-hub-networks>

D2: Nottinghamshire's Neurodevelopmental Assessment Pathway (previously the concerning behaviours pathway)

This pathway has been developed in partnership between Health, Education and Social Care organisations to ensure that the reasons for a child or young person's concerning behaviour are fully explored and that the right support is put in place, at the right time and in the right place. The pathway is based on NICE guidelines and more detail including how to refer can be found here <https://www.nottinghamshire.gov.uk/care/childrens-social-care/nottinghamshire-children-and-families-alliance/the-neurodevelopmental-assessment-pathway-and-support-guidance>.

D3: Healthy Family Teams

There are 21 locally based Healthy Family Teams across Nottinghamshire providing universal and targeted health interventions for children, young people and their families from pre-birth to 19 years. The Healthy Family Teams are led by Specialist Public Health Practitioners (SPHPs) – previously known as School Nurses and Health Visitors. Support can be accessed in various ways including telephone contact (Advice Line) or one-to-one and group sessions. A text messaging service called Chat Health is also available to secondary aged pupils to confidentially get in touch with a health professional from the team and Parentline is a text messaging service offering support and advice to parents.

Eligibility

All children, young people (0-19) and their families who are resident or attending school in Nottinghamshire are offered the Healthy Families Programme regardless of their education status e.g. home educated, alternative education, attending a special school and those in post 16 further education settings.

Service Offer

Universal Healthy Child Programme development reviews are offered to all children and their carers' as part of the overall support for 0-5's : antenatal, 10-14 days, 6-8 weeks, 1 year, 2-2.5 years, Universal health and wellbeing information is offered at key transition points as part of the overall support for 5-19's: 4-5 years (school entry), 11-12 years (Year 7), 13-14 years (Year 9). Targeted support ranging from brief interventions to time limited evidence based programmes will be agreed with service users using a needs led approach. Evidence based interventions include:

- techniques to promote/support parent and infant mental health and secure attachment
- prescribing medication as an independent/supplementary prescriber
- continence support in relation to day and night time wetting, constipation and toilet training problems
- use of motivational interviewing/Solihull approaches to promote positive lifestyle choices
- techniques to support language and communication development
- techniques to support social and emotional development
- evidence based time limited interventions in relation to sleep, behaviour and parenting
- time limited interventions in relation to emotional health and wellbeing. This may include self-harm, self-esteem, low mood, anxiety, eating/diet issues and risk taking behaviours
- breastfeeding support and positive relationships

Group work to children and young people 'at risk'

For school age children, young people and families, the Healthy Family Teams are able to support group work jointly with education to those children and young people demonstrating risk taking behaviours to improve resilience and health outcomes.

Contact your Healthy Family Team:

Tel: **0300 123 3387** (option 4 for appointments and advice).

9am - 4.30pm, Monday to Friday

Please note that Child Health Clinics are now delivered by appointment only. Parents can weigh their baby at a local venue where instructions will be provided. The advice line can be used to find the nearest venue to selfweigh. All sites are accessible by wheelchair and accessible toilet facilities are available.

Teams cover Mansfield, Ashfield, Newark and Sherwood, Bassetlaw, Rushcliffe, Broxtowe and Gedling

Further Information on the Healthy Family Teams can be found on the Nottinghamshire Healthcare NHS Trust website:

<https://www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams>



D4: The Family Hubs Network

The Family Hub Network provides early help and targeted services at level two and three for parents to be and families with children under five years old. The Family Hub Network will also work with level four families where the request for support fits within the Family Hub Network core offer. Nottinghamshire's Family Hub Network is focused on meeting the following outcomes:

- Ensuring children achieve a good level of development and are ready for school
- Helping parents to be 'work ready' with increased aspirations for themselves and their children
- Supporting children and parents so they have improved health, emotional health, and wellbeing
- Ensuring that the needs of children and their families are identified early, and the risk of harm is prevented

Most services are delivered by Family Hub Network staff either in the home or at an accessible site, either 1-to-1, or in a group. Some will be delivered in partnership with other agencies or by agencies using the Family Hub sites, such as Domestic Abuse Services, midwifery, Healthy Family Teams, or childcare providers.

The service is also complemented through the deployment of volunteers for the delivery of some universal services, such as Stay and Play groups for all under 5s and Under Ones groups.

Full details of how to refer to The Family Hub Network can be found at <https://www.nottinghamshire.gov.uk/familyhubs> in the information for professionals section. You can also email the relevant district regarding any queries or requests using the Hub details in the 'find your local Family Hub Team' at the same link.

D5: Child and Adolescent Mental Health Services

Nottinghamshire Healthcare CAMHS offers treatment for mild to severe emotional and mental health needs for children and young people and their families up to the age of 18 years old who have a GP within Nottinghamshire.

Nottinghamshire Healthcare CAMHS also provide specialist services where the mental health need is moderate to severe for those children and young people up to the age of 18 years old registered with a Nottingham City GP. There is a targeted CAMHS service provided by CityCare for those young people in the city with a mild to moderate mental health need.

There are 3 multi-disciplinary Community Teams supporting Nottinghamshire, there are also CAMHS Specialist Teams; Eating Disorders Team, What About Me (WAM), Head 2 Head covering the South, West and North of the County. CAMHS Crisis and Home Treatment Team, Intellectual Disability Team (IDD), Children Looked After and Adoption Team (County), Looked After Children Team (City), Paediatric Liaison Team, Primary Mental Health Team, Mental Health Support in Schools Teams, Neuropsychiatry Team and Substance Misuse Service (SMS) and Face It.

Referrals can be made by email to **not-tr.CAMHSreferrals@nhs.net** or by post to:

SPA Administrator, Child & Adolescent Mental Health Services, Pebble Bridge, Hopewood, Foster Drive, Nottingham, NG5 3FL.

Young people and parents/carers are able to self-refer via the Nottinghamshire Healthcare NHS Foundation Trust website: <https://www.nottinghamshirehealthcare.nhs.uk/camhs>

If a young person is presenting an immediate risk of significant harm to themselves or others due to symptoms of mental illness or psychological distress please contact the SPA by telephone on **0115 854 2299** who can signpost to CAMHS crisis service immediately if needed.

If you experience these concerns out of office hours please contact the CAMHS Crisis team via: **0115 8440560** (CAMHS Crisis Team) or **0808 1963779** (all ages 24/7 crisis line) in an emergency, call **999** if there is an imminent risk to life or medical emergency.

It would be expected that a child/young person would present with several or more of the following factors to be considered appropriate for an assessment within CAMHS. CAMHS clinicians will use the referral information, relevant liaison and their clinical experience and judgement to assess if there is mental health which requires an assessment within CAMHS.

The following presentations need to be taken in context with the child/young person's chronological, emotional and cognitive developmental stage.

CAMHS presentation factors

Previous support/involvement from other agencies

- Consider duration of presenting difficulty
- Has there been a meaningful level of support offered and completed?
 - School health service involvement
 - Private/voluntary counselling
 - Bereavement Services
 - Student support within school
 - School counselling
 - Neurodevelopmental Support Pathway (previously Concerning Behaviours Pathway)
 - Family Service Intervention
 - Domestic Abuse Services
 - Relevant voluntary agencies

Risk factors

- Self-harm behaviour (increasing frequency, unsafe methods, intent to harm, few coping strategies, lack of resilience)
- Harm to others
- Suicide ideation; intent to end life, plan in place, little or no protective factors, means to carry out plan, previous attempts
- Misuse of substances impacting on safety and functioning of the child/young person
- Engaging with risky/harmful sexual activities
- Harmful use of social media which is negatively impacting on emotional/mental health

Cognitions

- Distorted thought patterns
- Acting on intrusive thoughts
- Increasing level of distress from intrusive thoughts
- Unhelpful thoughts impairing functioning
- Flashbacks

Impact on Education and Learning

- Attendance dropping
- Persistent absences/truancy
- Attainment changing
- Change in motivation/lack of engagement
- Change of concentration level
- Behaviour pattern changing (withdrawal/challenging etc)

Impact on Social functioning

- Decreased enjoyment of previously enjoyed activities and/or interests
- Withdrawal from activities
- Lack of engagement
- Change in self-care skills (change in how they dress/present themselves)
- Offending behaviour/persistent anti-social behaviour
- Over-familiar/over-friendly



D6: Concerns about extremist views or behaviour

Where there is a concern that intervention at school level is insufficient, concern that a young person might become actively involved in violent extremism (including promoting or supporting it as well as through direct violent actions) or that a child or adult is actively involved in extremism these referrals should be made directly to the Police Prevent Team. They can be contacted directly on **101 Ext 801 5060** or via **prevent@nottinghamshire.pnn.police.uk**

The Prevent Team will consider whether a referral to the local Youth Offending Team for Crime Prevention Intervention is sufficient, or whether more specialist support is required.

Where there is concern that a young person or a parent with children may be planning to go abroad to support extremism, enquiries should be directed to the MASH.

Additional guidance can be found in the NSCP procedures at <https://nottinghamshirescp.trixonline.co.uk/chapter/radicalisation-terrorist-and-extremist-ideology>

D7: Concerns about children displaying harmful sexual behaviour

Concerns about children who display behaviour which may cause sexual harm to others (and in some cases to themselves as well) are some of the most challenging for professionals. To help determine whether a behaviour might be normal in terms of a child's development, refer to the Harmful Sexual Behaviour chapter and associated guidance in the NSCP safeguarding procedures which can be found at <https://nottinghamshirescp.trixonline.co.uk/chapter/harmful-sexual-behaviour>

If after using these resources you are still concerned or need support to reach a judgement on what further action is required please contact the MASH.

D8: My Futures Referral Criteria

The Youth Justice Service work with children on a voluntary basis, offering preventative interventions to address individual needs, with the aim of preventing children from entering the Criminal Justice System (CJS).

Referrals will be considered for those aged 10 – 17 (up to the 18th birthday). Referrals are welcomed from across all partner agencies and should be made at the earliest opportunity.

The referral criteria consists of;

- Child involved in or at risk of becoming involved in criminal behaviour.
- Child involved in violent behaviour or has used a weapon.
- Concerns regarding the use of social media which places them or others at risk of harm
- There are concerns regarding the child's thinking and behaviour which harmfully impacts on their relationships (e.g. discriminatory attitudes and beliefs)
- The child is at risk of being drawn into the Criminal Justice System through exploiting / being exploited by others.
- Other concerning or worrying behaviour, which unaddressed, may lead to criminalisation.

Whilst there does not have to be police evidence/intelligence to support a referral there needs to be evidence that the behaviour is current, was not a one off and is placing the child at risk of entering the criminal justice system.

A discussion needs to have taken place between the child and their parent / carer (where appropriate) to advise them that a referral will be made and they must have given their consent.

If you are unsure about a referral or would like to speak to someone before referring, please contact YJS Duty Officer

Telephone: **0115 8042888**

(Mon – Thurs 8:30am – 5:00pm, Friday 8:30am – 4:30pm)

Referrals can be sent by email to **YouthJusticeServiceNotts@nottsc.gov.uk** and must be password protected. Once a referral has been received, you will be updated regarding the referral decision within five working days.

D9: Nottinghamshire District and Borough Council Homeless and Housing Advice contacts

Ashfield District Council

01623 457252

housingoptions@ashfield.gov.uk

Bassetlaw District Council

01909 533533

Housing.needs@bassetlaw.gov.uk

Broxtowe District Council

0115 917 7777

hlc@broxtowe.gov.uk

Gedling Borough Council

0115 901 3681

housingneeds@gedling.gov.uk

Mansfield District Council

01623 463121

homelessenquiries@mansfield.gov.uk

Newark and Sherwood District Council

01636 650000

customerservices@nsdc.info

Rushcliffe Borough Council

0115 981 9911

customerservices@rushcliffe.gov.uk

strategichousing@rushcliffe.gov.uk



For further information contact:

Nottinghamshire Safeguarding Children Partnership

County Hall, West Bridgford, Nottingham, NG2 7QP

Telephone: **0115 9773935**

Email: **info.nscp@nottscg.gov.uk**

www.nottinghamshire.gov.uk/pathwaytoprovision

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**Nottinghamshire
Safeguarding
Children Partnership**