## Continuum of Need

<table>
<thead>
<tr>
<th>Universal Services/Universal Plus</th>
<th>Emerging needs/Universal Plus: Requiring additional support</th>
<th>Targeted/Universal Partnership: Additional &amp; complex needs requiring multi-agency support</th>
<th>Intensive family support: Intensive multi-agency support over a limited period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coping</td>
<td>Getting help</td>
<td>Getting risk support</td>
<td>Getting more help</td>
</tr>
</tbody>
</table>

**Safeguarding & Specialist Services**

- 0 – 25 Together
- Joint Child Protection teams
- Family Safeguarding teams
- Children Looked After (CLA) teams
- Fostering/adoption teams
THE CONTINUUM OF NEED

It gives me great pleasure to introduce the new Hertfordshire Continuum of Need and Thresholds document. The guidance sets out the ‘Levels of Need’ experienced by children, young people and families in Hertfordshire, it offers clarity and support to partners working with them and at what level they should be leading on early support. It recognises the contribution partners make to children, young people and families across the Continuum of Need but is intended to provide clarity to practitioners of the levels of need below the threshold for safeguarding and specialist services. It does promote earlier support for families to address the issues before they escalate to crisis point and ensure that children are kept safe from harm.

The guidance document supports and underpins Families First and will assist practitioners in using assessments tools at different levels across the Continuum of Need and the associated processes to support working with the whole family and provide support at the earliest opportunity. However, it is not intended as a prescriptive guide and recognises that families may have a combination of needs which may require a different response at another level.

Nicky Pace – Independent Chair Hertfordshire Children’s Safeguarding Board
The Continuum of Needs indicators: these help you in thinking through where a child might sit on the continuum. They can be used to support your conversations with other professionals and guide your professional decisions. There will still always be grey areas and they do not replace professional judgement and partners will be supported to recognise this through the Families First Partnership Hubs.

**UNIVERSAL SERVICES/UNIVERSAL SERVICES PLUS**

- Children, young people, and family's needs are met by Universal Services and are thriving.

**EMERGING NEEDS/UNIVERSAL SERVICES PLUS**

- Children, young people, and families who have additional unmet needs are just coping, therefore may be in need of early support from Families First Services. To improve education, parenting and/or behaviour, or to meet a specific health or emotional need.

**TARGETED NEEDS/UNIVERSAL PARTNERSHIP**

- Children, young people, and families are struggling to cope and need a coordinated targeted response. They are experiencing sustained and persistent problems that it has not been possible to resolve at the previous levels.

**INTENSIVE FAMILY SUPPORT**

- These children, young people, and families are not coping and are more likely to need a response from a service able to provide intensive family support.

**SAFEGUARDING AND SPECIALIST**

- Meets Threshold
  - If you suspect a child is suffering or at risk of suffering significant harm and/or at high or very high risk of harm to self and others, follow Child Protection procedures.

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**ALL CHILDREN AND FAMILIES WHO LIVE IN THE AREA HAVE CORE NEEDS SUCH AS PARENTING, HEALTH, AND EDUCATION.**

Each service/team will have their own method for accessing services.

**EMERGING NEEDS**

- A single of agency response and will be considered core business for services, teams, and agencies. However, it is important to capture all of the early help being delivered in by partners and suggested tools are:
  - * Graded Care Profile
  - * Outcome Star

- Approximate monthly / fortnightly contact with family to monitor progress.

**TARGETED NEEDS**

- Two or more services work together to meet the child/youn person's needs to be co-ordinated by a team or service. A Family First Assessment and a Lead Professional is needed to co-ordinate a family plan and a Team Around the Family (TAF) in medium term and weekly contact.
  - * Families First Assessment, identify lead Professional and hold TAF
  - * May be a Child with a Disability who is in Need; May meet thresholds for an assessment and/or involvement from SEND Teams
  - * There may be a YOT assessment in place (ASSET)
  - * A child with additional needs or disability can access short breaks local offer

- Contact with family should be fortnightly / weekly to monitor progress.

**INTENSIVE FAMILY SUPPORT**

- A Families First assessment and a family key worker (Lead Professionals) are needed to coordinate a family plan and a Team around the Family (TAF). The needs of the family, child or young person are substantial or complex and it requires intensive family support of a minimum of contact 3 times a week over at least six months or longer, should the needs or the family be more complex.

- There are five IFFS teams (organised into double districts) with a remit to provide intensive support to families with multiple and complex needs as part of early help. There is no age focus for the IFF services, as long as there is a dependent child (under 18) in the family; the focus is to provide practical support to the whole family, when there is evidence of substantial level of need of the following presenting issues being a concern to professionals:

- Contact with the family will be 3 times a week.
  - A child and Family Assessment for adolescents at risk of family breakdown 13yrs and over.
### CIRCUMSTANCES AND KEY FEATURES

<table>
<thead>
<tr>
<th>Health &amp; wellbeing</th>
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</thead>
<tbody>
<tr>
<td><strong>Children and Young People (CYP) meeting developmental milestones</strong></td>
<td><strong>Slow reaching developmental milestones</strong></td>
<td><strong>Family relationship difficulties</strong></td>
<td><strong>Substance misuse which has health implications for the child and is detrimental to their development</strong></td>
</tr>
<tr>
<td><strong>Good hygiene</strong></td>
<td><strong>Early/unsafe sexual activity</strong></td>
<td><strong>Carers with ill health or terminal illness</strong></td>
<td><strong>Mental Health/severe bouts of depression/self harm/threats of suicide</strong></td>
</tr>
<tr>
<td><strong>Able to perform self-care appropriate to age</strong></td>
<td><strong>Missing/poor attendance at medical appointments</strong></td>
<td><strong>Slow in reaching developmental milestones, including poor or delayed speech</strong></td>
<td><strong>Risky sexual activity (child/young person)</strong></td>
</tr>
<tr>
<td>** Appropriately cared for when ill**</td>
<td><strong>Not registered with a GP</strong></td>
<td><strong>Refusal to register with a GP</strong></td>
<td><strong>Complex medical needs and/or disability</strong></td>
</tr>
<tr>
<td><strong>Good emotional health and wellbeing</strong></td>
<td><strong>Some relationship difficulties (e.g. divorce/separation, bereavement)</strong></td>
<td><strong>Non-attendance at health appointments which are impacting on the health of the CYP</strong></td>
<td><strong>Severe child obesity or malnourishment</strong></td>
</tr>
<tr>
<td><strong>Age appropriate social care and communication skills</strong></td>
<td><strong>Frequent illness and infections/minor health injuries/problems/unnecessarily accessing health services</strong></td>
<td><strong>Deteriorating mental health</strong></td>
<td><strong>Non-attendance at essential medical appointments</strong></td>
</tr>
<tr>
<td><strong>Positive sense of self and abilities</strong></td>
<td><strong>CYP for whom there are emotional, behavioural mental health concerns</strong></td>
<td><strong>Very frequently significant illness and infections/minor/health/illnesses and problems – frequently and unnecessarily accessing health services</strong></td>
<td><strong>Basic care needs are rarely being met</strong></td>
</tr>
<tr>
<td><strong>Family &amp; Environment</strong></td>
<td><strong>Delayed speech or language/poor concentration</strong></td>
<td><strong>CYP for whom there are emotional/physical/behavioural/mental health concerns</strong></td>
<td><strong>Serious lack of stability and routine appropriate stimulation, boundaries and guidance</strong></td>
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<tr>
<td><strong>Positive attachments</strong></td>
<td><strong>Starting to experiment with substance/drugs</strong></td>
<td><strong>Early signs of self-harming behaviour</strong></td>
<td><strong>Complex or multiple health issues being met via a variety of health professionals</strong></td>
</tr>
<tr>
<td><strong>Suitable home environment</strong></td>
<td><strong>Parents struggling to address own emotional needs and basic routines</strong></td>
<td><strong>Delayed speech or language/poor concentration</strong></td>
<td><strong>Family &amp; environment</strong></td>
</tr>
<tr>
<td><strong>Able to recognise unsafe activities</strong></td>
<td><strong>Suitable home environment</strong></td>
<td><strong>Escalating experimentation with substances/drugs/alcohol</strong></td>
<td><strong>Evidence or risk of CSE/abuse.</strong></td>
</tr>
<tr>
<td><strong>Secure relationships/attachments</strong></td>
<td><strong>CYP beginning to misuse substances</strong></td>
<td><strong>Parents/carers with mental health issues impacting on ability to parent</strong></td>
<td><strong>Suffering or at risk of suffering physical, emotional or sexual abuse</strong></td>
</tr>
<tr>
<td><strong>Education &amp; identity</strong></td>
<td><strong>Family &amp; Environment</strong></td>
<td><strong>Hygiene and self-care needs struggling to be met</strong></td>
<td><strong>Children whose basic needs are persistently neglected</strong></td>
</tr>
<tr>
<td><strong>CYP attending school/nursery</strong></td>
<td><strong>Families subject to discrimination/harassment/risk of radicalisation</strong></td>
<td><strong>Intensive Family Support</strong></td>
<td><strong>CYP assessed as high risk either to themselves or others and early intervention has not made a difference</strong></td>
</tr>
<tr>
<td><strong>CYP have their social, moral, spiritual and cultural needs met</strong></td>
<td><strong>Change in family circumstances</strong></td>
<td><strong>Mental Health</strong></td>
<td><strong>Child is left to care for themselves although they are not able</strong></td>
</tr>
<tr>
<td><strong>Good relationships with peers and adults</strong></td>
<td><strong>Very young parents who are struggling to cope</strong></td>
<td><strong>Delayed speech or language/poor concentration</strong></td>
<td>****</td>
</tr>
<tr>
<td><strong>Appropriate stimulation, boundaries and guidance</strong></td>
<td><strong>At risk of eviction through non-payment of rent/utilities</strong></td>
<td><strong>Escalating experimentation with substances/drugs/alcohol</strong></td>
<td>****</td>
</tr>
<tr>
<td><strong>Good home/school link</strong></td>
<td><strong>CYP beginning to misuse substances</strong></td>
<td><strong>Parents/carers with mental health issues impacting on ability to parent</strong></td>
<td>****</td>
</tr>
</tbody>
</table>

### Universal Services/Universal Services Plus

- Good home
- Boundaries and guidance
- Peer and adult
- Good relationships with peers and adults
- Positive sense of self and abilities

### Emerging Needs/Universal Plus

- Nursery
- CYP attending school
- Attachments
- Secure relationships

### Targeted Needs/Universal Partnership

- Secure relationships
- Secure relationships
- Positive sense of self and abilities
- Positive sense of self and abilities

### Intensive Family Support

- Secure relationships
- Secure relationships
- Positive sense of self and abilities
- Positive sense of self and abilities

### Safeguarding and Specialist

- Secure relationships
- Secure relationships
- Positive sense of self and abilities
- Positive sense of self and abilities
### Education & Identity
- CYPE engaging in low level offending or anti-social behaviour
- CYPE who have started going missing/ absent from home/at risk of Child Sexual Exploitation (CSE)
- Families where concerns are beginning to emerge about substance misuse

### Family & Environment
- Fixed term exclusion/irregular attendance and CYPE starting to have significant unauthorised absence from school/nursery
- Below education levels/not meeting milestones
- CYPE may require a differentiated approach to education, additional/different form their peers
- Not in education, training or employment (NEET) – less than six weeks
- Has isolated or unsupported carer
- High number of children or more than two under 5
- Periods of unemployment/low income may effect the wider family unit
- Inadequate poor housing/home conditions due to overcrowding, lack of heating or structure

### Contribute & Engage
- Young carers
- Some difficulties in building/sustaining relationships with peers and adults.
- Limited access to age appropriate leisure facilities and/or quality education including nursery
- CYPE refusing to go to school, being bullied or demonstrating bullying behaviours
- CYPE presenting increasing problem behaviour where parents and/or school are finding it difficult to manage.

### Eating disorders impacting on development and health
- Pregnant aged 16 years or under
- Inability of parents to be warm and affectionate

### Parents are economically active
- Access to learning resources
- Parents are able to offer resources
- Parents are able to offer education beyond statutory education
- Planned progression beyond statutory education
- Adequate poor housing
- At imminent risk of eviction
- parents have significant learning disability which impacts on their parenting ability

### Education & Identity
- CYPE entered the Criminal Justice System at pre-conversion stage e.g. has received an Out of Court Disposal
- Increasing risk of vulnerability to CSE/sexual activity/teenage pregnancy/risk of radicalisation
- Difficulty coping with anger, frustration and upset
- At imminent risk of eviction through non-payment of rent/ utilities
- Families where there are concerns about Domestic Abuse

### Education & Identity
- Challenging and disruptive behaviour impacting on daily life, achievements and relationships
- Low income/periods of unemployment affects significantly the wider family unit
- Not in education, employment or training (NEET) – more than 6 weeks
- Irregular attendance and CYPE starting to have some significant unauthorised absence from school/nursery/ college

### Contribute & Engage
- Disruptive/challenging behaviour by parent or child
- Poor stimulation, boundaries or guidance
- Starting of offend/reoffend
- Significant impact on not engaging in speech or language support

### Education & Identity
- CYPE engaging in low level offending or anti-social behaviour
- CYPE who have started going missing/ absent from home/at risk of Child Sexual Exploitation (CSE)
- Families where concerns are beginning to emerge about substance misuse

### Education & Identity
- Confident in social setting
- Experiences success and achievement
- Positive role models
- Good relationships with employer
- Planned progression beyond statutory education
- Access to learning resources
- Parents are able to offer resources
- Parents are able to offer education beyond statutory education
- Planned progression beyond statutory education
- Adequate poor housing
- At imminent risk of eviction
- parents have significant learning disability which impacts on their parenting ability

### Education & Identity
- Denied access to stimulation
- Prosecution of offences resulting in court orders (sexual or violent)
- Subject to proceedings in family courts
- Homeless and not eligible for temporary housing
- Family not entitled to benefits
- CYPE is an Unaccompanied Asylum Seeking Child (UASC)

### Education & Identity
- Child subject to emotional abuse with no self-esteem/ sense of worth
SERVICE EXAMPLES

- Families First Portal
- Early Years
- Education
- Primary health care
- Community health care
- Schools
- Voluntary Services

- School Family Workers
- School nurses
- Schools
- Health Visitors
- Children’s Centres
- Integrated services for Learners
- Youth Connexions
- Short breaks for disabled children/Preparation for adulthood
- Voluntary and Community Services

- School Family Workers
- Children’s centres/outreach workers
- Health visitors
- Targeted Youth Support Services
- Youth Justice Service
- Youth Connexions
- Intensive Families First Support Teams
- CAMHS (step 2)
- Adolescent Drug and alcohol Services Hertfordshire (ADASH)
- Adolescent Resource Centre
- Short breaks for disabled children/Preparation for adulthood
- Integrated services for Learners
- Independent Domestic Violence Advisor (IDVA) Services
- Voluntary and Community Services

- Intensive Family First Support Teams
- Targeted Youth support
- Youth Justice Service
- CAMH’s
- HPFT

- Multi Agency safeguarding hub
- Assessment Teams
- Joint Child Protection Investigation Team
- Family Safeguarding Service
- 0-25 Together

OUTCOMES

- Children and young people make good progress in most areas of development and Universal Services meet all of their needs
- The life chances of children and families will be improved by offering short term additional support
- Children and Families have additional needs and are supported by appropriate and coordinated services through a team around the family in the medium term
- Children and families have a range of complex needs which require intensive family support through the Troubled Families programme. They will have a lead keyworker coordinating support from multi-agency partners over a longer period of time 9-12mths
- Children are at risk of significant harm or impairment and require specialist statutory intervention