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

<table>
<thead>
<tr>
<th>Coping</th>
<th>Getting Help</th>
<th>Getting risk support</th>
<th>Getting more help</th>
</tr>
</thead>
</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

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 the 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.
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.

  - Emerging Needs is 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/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.

  - Two or more services work together to meet the child/young person's needs to be co-ordinated by a team or service. A Family First Assessment and a Lead Professional is needed to coordinate 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 Asset plus 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

- 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.

  - 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.

  - Contact with the family will be 3 times a week.

### 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.

### 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.

  - 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.

  - Contact with the family will be 3 times a week.

A child or family of concern is a concern to professionals:

- 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:

  - Child in Need of Protection
  - Child in Need of Protection
  - They are a Child in Need or likely to suffer significant harm where the Local Authority has a duty to intervene
  - Subject to statutory timescale for intervention

- A child and Family Assessment for adolescents at risk of family breakdown 13yrs and over.
CIRCUMSTANCES AND KEY FEATURES

**Health & wellbeing**
- Children and Young People (CYP) meeting developmental milestones
- Good hygiene
- Able to perform self-care appropriate to age
- Appropriately cared for when ill
- Good emotional health and wellbeing
- Age appropriate social care and communication skills
- Positive sense of self and abilities

**Family & Environment**
- Positive attachments
- Suitable home environment
- Able to recognise unsafe activities
- Secure relationships/attachments

**Education & identity**
- CYP attending school/nursery
- CYP have their social, moral, spiritual and cultural needs met
- Good relationships with peers and adults
- Appropriate stimulation, boundaries and guidance
- Good home/school link

**Health & wellbeing**
- Slow reaching developmental milestones
- Early/unsafe sexual activity
- Missing/poor attendance at medical appointments
- Not registered with a GP
- Some relationship difficulties (e.g. divorce/separation, bereavement)
- Frequent illness and infections
- Minor health injuries/problems/unnecessarily accessing health services
- CYP for whom there are emotional, behavioural mental health concerns
- Delayed speech or language/poor concentration
- Starting to experiment with substance/drugs
- Parents struggling to address their own emotional needs and basic routines

**Family & Environment**
- Families subject to discrimination/harassment/risk of radicalisation
- Change in family circumstances
- Very young parents who are struggling to cope
- At risk of eviction through non-payment of rent/utilities
- CYP beginning to misuse substances

**Health & wellbeing**
- Family relationship difficulties
- Carers with ill health or terminal illness
- Slow in reaching developmental milestones, including poor or delayed speech
- Refusal to register with a GP
- Non-attendance at health appointments which re-impacting on the health of the CYP
- Deteriorating mental health
- Very frequently significant illness and infections/minor health/injuries and problems – frequently and unnecessarily accessing health services
- CYP for whom there are emotional/physical/behavioural/mental health concerns
- Early signs of self-harming behaviour
- Delayed speech or language/poor concentration
- Escalating experimentation with substances/drugs/alcohol
- Parents/carers with mental health issues impacting on ability to parent
- Hygiene and self-care needs struggling to be met

**Health & wellbeing**
- Substance misuse which has health implications for the child and is detrimental to their development
- Mental Health/severe bouts of depression/self harm/threats of suicide
- Risky sexual activity (child/young person)
- Complex medical needs and/or disability
- Severe child obesity or malnourishment
- Non-attendance at essential medical appointments
- Basic care needs are rarely being met
- Serious lack of stability and routine appropriate stimulation, boundaries and guidance
- Complex or multiple health issues being met via a variety of health professionals

**Family & environment**
- Evidence or risk of CSE/abuse
- Suffering or at risk of suffering physical, emotional or sexual abuse
- Children whose basic needs are persistently neglected
- CYP assessed as high risk either for themselves or others and early intervention has not made a difference
- Child is left to care for themselves although they are not able
SERVICE EXAMPLES

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

Emerging Needs/ Universal Plus
- 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

Targeted Needs/ Universal Partnership
- 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)
- CGL Spectrum
- 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 Support
- Intensive Family First Support Teams
- Specialist Adult Service
- Hertfordshire - SASH
- Youth Justice Service
- CAMH’s
- HPFT

Safeguarding and Specialist
- 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