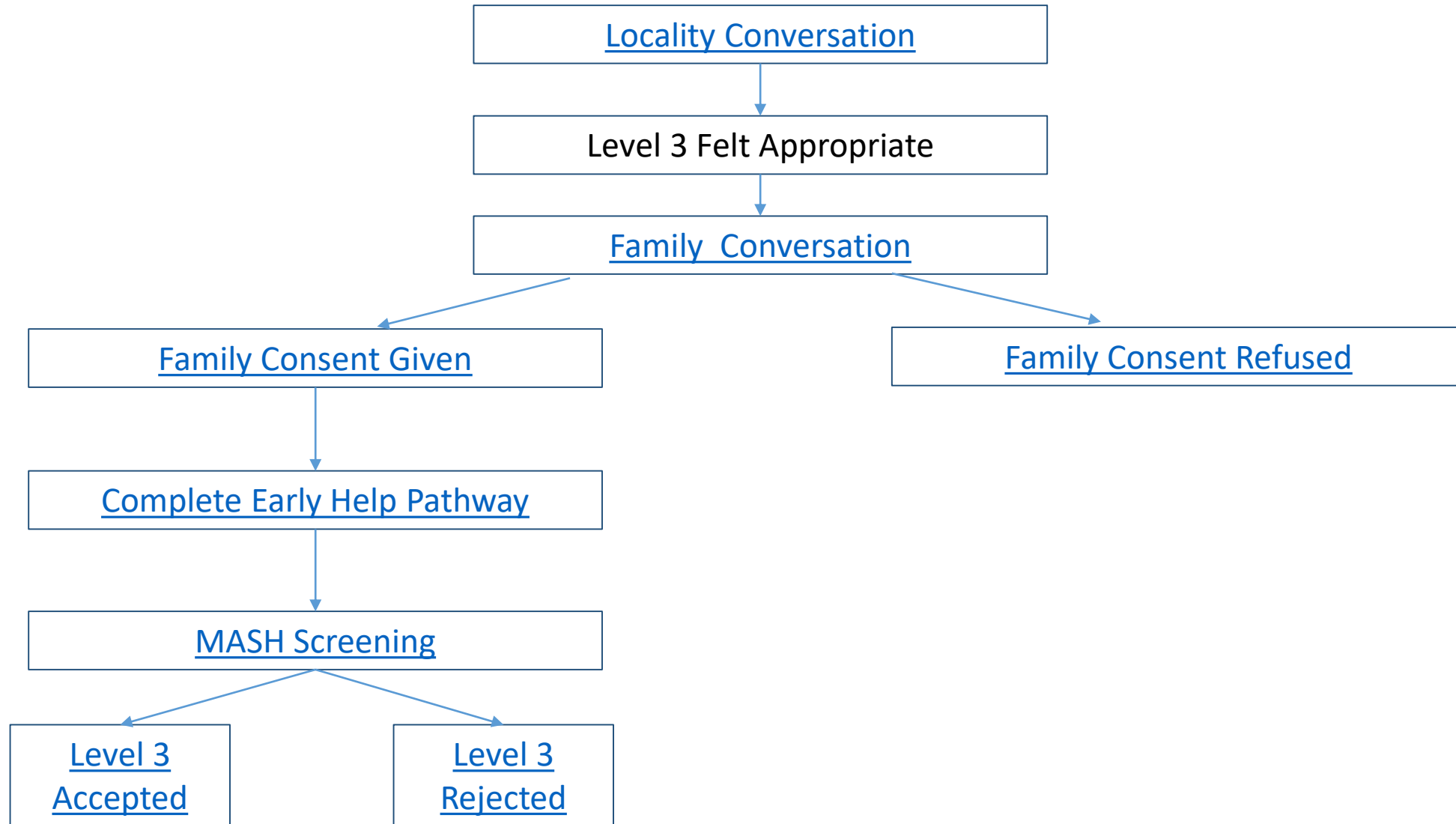


# Step Up Step Down Flow Charts

The following flow charts have been designed to support the Walsall Safeguarding Partnership Step up/Step Down Procedure, to help navigate the flowcharts you can view this document in slideshow mode to link the relevant advice and guidance around each related step

# Step Up to Early Help Multi Agency Level 3 Flow Chart



# Locality Conversation

1. Prior to making any referrals to step a family into level 3 please seek guidance from your DSL, line manager or contact the Locality Family Hub in the area the family live in, to seek further advice and guidance from the Early Help senior team, to consider if the child, young person can continue to be supported by a single agency, with a little more advice or if the whole family require a multi agency involvement at level 3 via an early help assessment (EHA) and plan.
2. If, following conversation it is felt level 3 should be considered, follow the family conversation next step
3. If, it is not felt level 3 is required, follow the advice and guidance provided, consider a joint visit with the Early Help Locality Manager or Partnership Officer to see the family to ensure appropriate support is considered

# Family Conversation

1. Speak to the whole family, including the children and young people and share your concerns and solutions with them
2. Discuss Early Help Level 3 and how, for a short period of time, a multi agency approach can be beneficial
3. Provide them with the Early Help leaflet, show them the website that explains this further
4. Gain their consent to seek multi agency support

# Family Consent Given

- If the family give **consent**, complete a Early Help Pathway with them

# Early Help Pathway

- The on line Early Help Pathway should be completed **with** the family, it considers strengths and area's for support
- Complete the EH Pathway fully in order to prevent any delay in the screening/decision making process, if sent in with significant sections missing this will be returned to you and you will be asked to complete in full – this will cause delay
- Consider if you/your service are best placed to be the Lead Professional for the Early Help Assessment/Plan,(you already have the connections and relationship with the the family) this is not an onerous task but an essential one, please see the Lead Professional information on the website for professionals:  
[https://go.walsall.gov.uk/children\\_and\\_young\\_people/early\\_help/early\\_help\\_for\\_professionals](https://go.walsall.gov.uk/children_and_young_people/early_help/early_help_for_professionals)
- If you don't think you or your service should be the Lead Professional - who do you feel could be, please add this to the pathway
- Complete and send into MASH for Early Help Practitioners
- Please continue providing the support to the family

# MASH Screening

- The Early Help practitioners have 5 working days to review the pathway, agree the threshold of need and broker the Lead Professional, they will speak to you as the referrer as part of their decision making

If agreed that level 3 is the right action/threshold, a lead professional will be brokered and forwarded a copy of the EH pathway.

If you are not taking the Lead Professional role you will be updated of the outcome and advised on the Lead Professional

If not agreed level 3 is the right action/threshold you and the family will be contacted where an explanation of decision making will be given along with an offer of advice and guidance, as appropriate

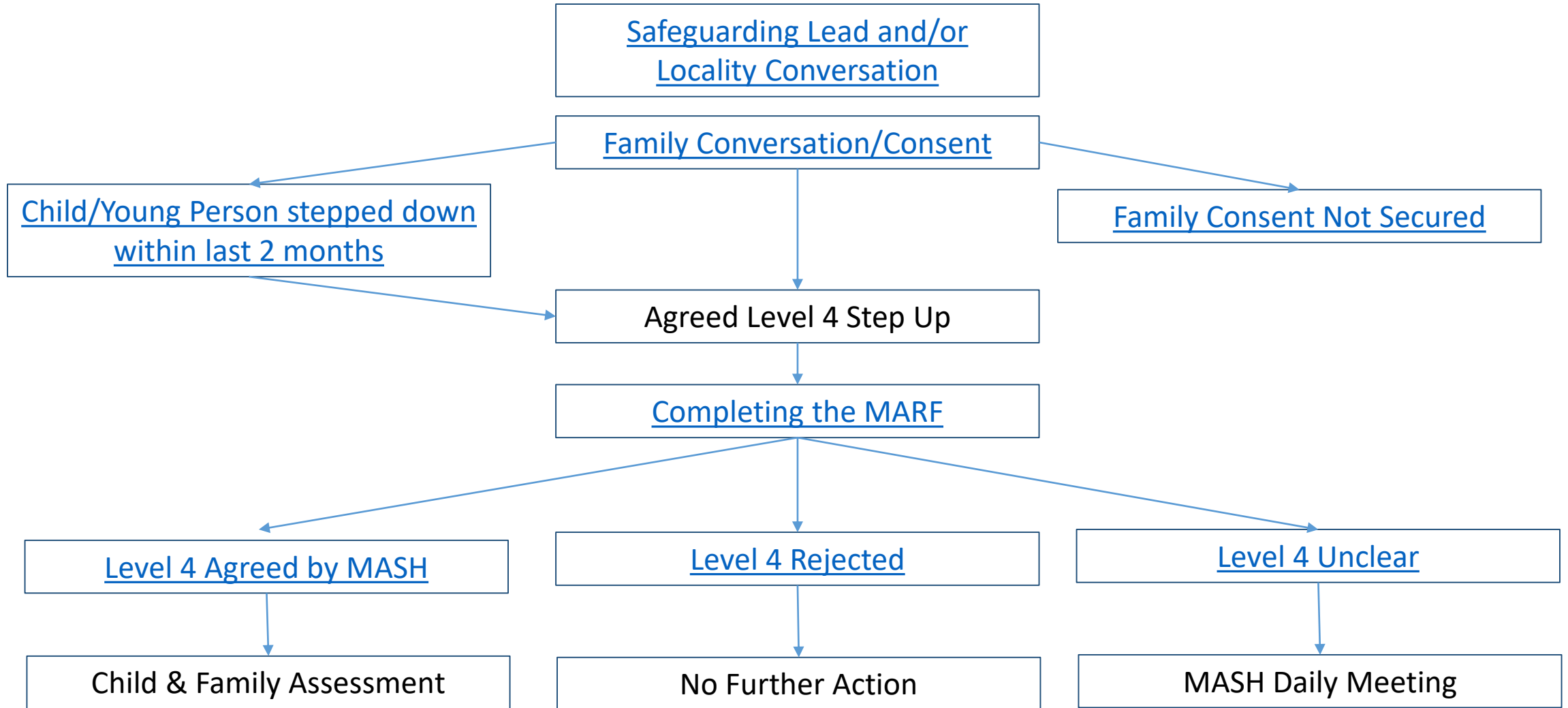
*No Further Action will be Taken*

# Family Consent Refused

- Parents/carers consent is mandatory and must be gained in order for the MASH screening to commence
- Any Early Help Pathway or contact received without consent will not be accepted by the MASH
- The EH Pathway will be added to the child/young persons file but no further action will be taken
- The EH Practitioners within MASH will contact you as the referrer and ask you to gain consent
- A letter will be sent to the parents/carers advising them that you have attempted to make an Early Help referral and they will be asked to speak to you about this directly
- A letter will also be sent to you confirming this action



# Step Up to Childrens Social Care Level 4



# Safeguarding Lead and/or Locality Conversation

- Discuss your concerns with your DSL within your organisation or to the Early Help locality team where the family lives
- This conversation enables you all to discuss your concerns, agree if this should be stepped up to level 4 or if there is something else that could be provided to support the emerging complex needs.
- If the family are being supported already at level 3 Early Help, share the Early Help Plan with the Safeguarding Lead or Early Help Locality Manager, Partnership Officer to see if they could suggest any additional support or approach
- The conversation should include:
  - Emerging Needs - what are you seeing, hearing and concerned about
  - Support – what support and intervention have you been providing or have you offered the family
  - Early Help Review – is there a scheduled review meeting that could be convened earlier and who are the other partners/professionals supporting the family

**IF there is evidence of significant harm, make an immediate referral to MASH without delay**

# Child/Young Person has been stepped down within last 2 months

- **IF the family have been stepped down to Early Help within the last 2 months**, meet with the former Social Worker and their team manager to raise your escalating concerns and agree whether a joint visit to see the family, or social work attendance at a EH Meeting would be helpful, or if a MARF should be completed.
- The purpose of the joint home visit or attendance at a EH Meeting, is not to prevent a step up but to ensure the appropriate support is being provided and that the family understand the importance and positive benefits/difference Early Help can make, working with them as a whole family
- Following a joint visit complete a case note on the child/young persons Mosaic record
- Agree the case note with the Social Worker detailing the date/time/reason of the meeting and/or visit, names of professionals in attendance and the agreed actions
- Head the case note 'Joint CSC & EH Case Consultation' with subsequent heading of either
  - CSE and EH Case Consultation
  - CSC & EH Joint Visit
  - CSC and EH Meeting
- If you do not have access to Mosaic please ask the Social Worker to add the agreed note and send you a confirmation email for your records

# Family Conversation/Obtaining Consent

- Once you have sought advice from your Safeguarding Lead or Early Help Locality Team and agreed that a step up is required:
- Have an open and honest conversation with the family to gain consent to submit the MARF
- Talk to the parents/carers and tell them why you are concerned
- Let them know that you want to make a referral and gain their consent to do so
- Share the information that is recorded on the MARF with them, remember this will go onto the child/young persons file and they can request to have sight of this at any time
- IF however you feel that by having a conversation with the parent/carer puts the child/young person at risk of harm please call the MASH on 03005552866 for advice
- Continue providing support to the family

# Family Consent Not Secured

- Parental consent is mandatory and must be gained in order for the MASH screening to commence
- Any MARF that is received without consent and is not considered immediate child protection will not be accepted by the MASH
- The MARF will be added to the child/young persons file but no further action will be taken
- The MASH will contact you as the referrer and ask you to gain consent
- A letter will be sent to the parents/carers advising them that you have attempted to make a referral and they will be asked to speak to you about this directly
- A letter will also be sent to you confirming this action

# Completing a MARF

- Where you have agreed a step up to Level 4 and gained parental consent you will need to complete an on line multi agency referral form (MARF) requesting escalation from level 3 (if appropriate) to level 4 statutory intervention
- Complete the MARF fully in order to prevent any delay in the screening process
- <https://go.walsall.gov.uk/walsall-safeguarding-partnership/Report-a-concern/For-a-child>
- [Podcasts and Webinars \(walsall.gov.uk\)](https://www.walsall.gov.uk/podcasts-and-webinars)

# Level 4 Agreed by MASH

- Information is clear and detailed, threshold has been reached for level 4 intervention in accordance with Right Help, Right Time Guidance. MARF features example indicators and evidences that parental consent has been obtained. Intervention under level 3 has not achieved positive change for the child and/or desired outcomes and all avenues of support have been considered
- A Child & Family Assessment (CAFA) will be assigned to the Duty & Assessment Team within the locality the child/young person lives
- If there is evidence of likelihood of significant harm, a strategy meeting will be held in MASH, attended by Early Help Lead Professional and Locality Duty and Assessment Team Manager

# Level 4 Rejected

- This should be a rare occurrence , as you should have spoken to your DSL and/or Locality Family Hub to agree a step up is appropriate
- Where the information does not indicate/highlight what action has been taken so far under level 3 Early Help intervention **or**
- There may be resistance from family, concerns about level of engagement or no parental consent **or**
- No exploration of incident of concern by Lead Professional or partner agency **or**
- Information is not considered an immediate safeguarding concern

No further action will be taken by MASH

Referrer will be notified of the outcome



# Level 4 Unclear

- Information with the MARF highlights that Early Help intervention has not achieved sustained positive change.
- Threshold application borders between level 3 and level 4.
- 2pm – Daily Meeting MASH meeting held to discuss further attended by MASH Manager, Senior Early Help Family Support Advisor
- Lead Professional/Referrer and Locality Duty Manager can attend if deemed necessary to assist with threshold discussion.
- If step up agreed Child & Family Assessment (CAFA) will be assigned to the Duty & Assessment Team within the locality the child/young person lives
- If step up not agreed – remains at level 3, Senior Early Help Family Support Advisor within MASH to communicate to referred (this should be rare as a pre discussion should have taken place within the locality
- If family not open to a Lead Professional at level 3, Early Help will be considered as part of the decision making process, if this happens see Early Help flowchart

# Step Down from Childrens Social Care Level 4 CAFA



# Seek Consent

- Prior to completing a step down plan, the social worker is required to obtain consent from the family to step down to Multi-Agency level 3 Early Help

# Consent Not Secured

- IF consent is refused, the CAFA will need to be closed, detailing the actions taken to recommend a step down plan and to consider if without additional on going support this effects the safeguarding concerns within the family

# Consent Given to Step Down to EH Level 3 Step Down Meeting

- Social Worker to either attend the locality weekly step down meeting /allocations **or** arrange a meeting with the Early Help Locality Manager to discuss and agree step down
- Agree the appropriate lead professional for Early Help
- Social Worker to contact Lead Professional/Service area and agree role, if not in attendance at step down meeting
- Arrange a joint visit with the family
- Add MDR case note to record conversation agreed actions

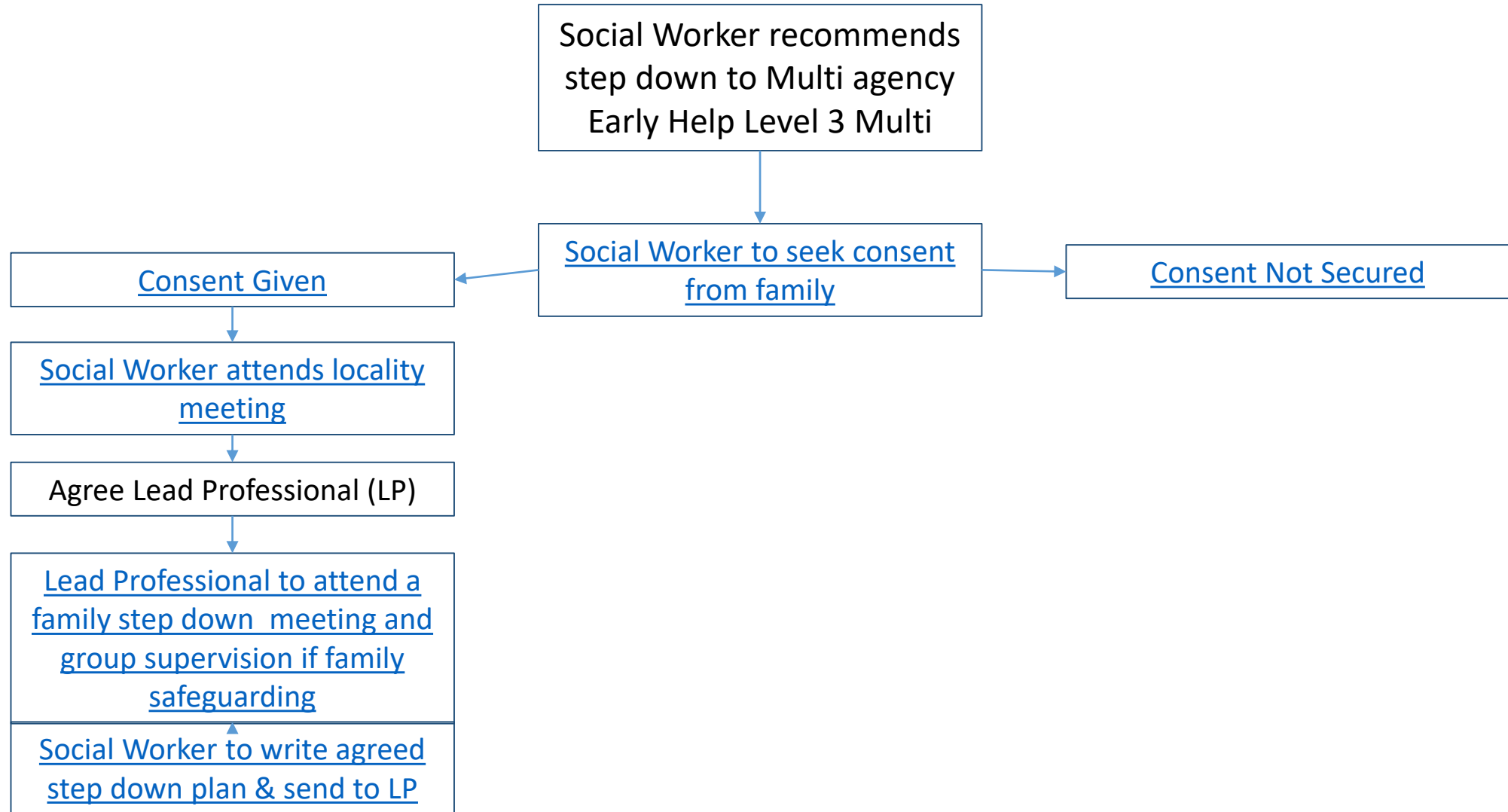
# Joint Home Visit

- Social Worker and Lead Professional to agree and carryout a joint home visit
- Purpose of the visit is to:
  - Introduce the family to the lead professional
  - Discuss the on-going support required
  - Agree the step down plan with the interventions
  - Agree a planned response should the family withdrawn from the support, this is to be open and transparent with the family from the onset

# Step Down Plan

- Following the home visit, Social Worker to
  - Write the agreed step down plan of support, with clear actions defined for the new lead professional to oversee
  - Complete the step down form on mosaic which includes a copy of the plan and send to the relevant Early Help locality within 5 working days of the meeting or visit being held
  - Ensure there is an updated chronology and genogram on the child, young person's file
  - If the lead professional is from within the CSC Early Help Locality: the Early Help Manager will allocate to the Early Help Practitioner already identified and support and intervention will commence.
  - If the lead professional is from within the Early Help Partnership: such as School, School Nursing, Black Country Women's Aid or Health Visitor the social worker will still complete the step down form within mosaic and send to the relevant locality where either the Early Help Manager or Early Help Partnership Officer will forward a copy of the plan and allocate to the appropriate 'team' within mosaic for monitoring.

# Step Down From CIN





# Seek Consent

- Prior to completing a step down plan, the social worker is required to obtain consent from the family to step down to Multi-Agency level 3 Early Help

# Consent Refused

- IF consent is refused, the CIN plan maybe closed, detailing the actions taken to recommend a step down plan and to consider if without additional on going support this effects the safeguarding concerns within the family
- Consideration to be given to single agency support to continue , such as school

# Locality Step Down Meeting

- Social Worker to attend the locality weekly step down/allocation meeting
- Identify appropriate lead professional for Early Help
- Social Worker to contact Lead Professional/Service area and agree role, if not in attendance at step down meeting
- Record MDR case note to record conversation agreed actions

# Family Meeting and/or Safeguarding Group Supervision

- Social worker to invite the lead professional to an appropriate meeting, either the CIN review (where appropriate) or a scheduled family step down meeting, if the family are being supported via Family Safeguarding the lead professional will also be invited to the final group supervision, this will ensure a smooth transition from level 4 to level 3 support.
- The purpose of the step down family meeting is to:
  - Discuss the on-going support required
  - Agree the step down plan with clear actions defined for the lead professional to oversee
  - Introduce the family to the lead professional
  - Agree a planned response should the family withdrawn from the support, this is to be open and transparent with the family from the onset

# Step Down Plan

- The social worker will then
  - Write the agreed step down plan of support
  - Complete the step down form on mosaic which includes a copy of the plan and send to the relevant Early Help locality within 5 working days of the meeting being held
  - Ensure there is an updated chronology and genogram on the child, young person's file
  - If the lead professional is from within the Early Help Locality: the Early Help Manager will allocate to the Early Help Practitioner already identified, support and intervention will commence.
  - If the lead professional is from within the Early Help Partnership: such as School, School Nursing, Black Country Women's Aid or Health Visitor the social workers will complete the step down form within mosaic and send to the relevant locality where either the manager or Early Help Partnership Officer will forward a copy of the plan and allocate to the appropriate 'team' within mosaic for monitoring.

# Step Down from Multi-Agency Early Help Level 3

[Early Help Review Meeting](#)

[Consent from Family](#)

[Identify Single Agency](#)

[Close EHA](#)

# Early Help Review Meeting

- When it has been identified that a family would benefit from ongoing support following the intervention of Early Help under an Early Help Assessment (EHA), it is the responsibility of the lead professional with the family and relevant partners to:
  - Review the EHA plan together
  - Discuss the on-going support required at the review meeting
  - Agree the agency who will be providing on-going support (it is essential that the professional/service area who will be providing on-going support to the child/young person attends the final Early Help Review for the family, this professional/service area should already be part of the EHA plan and support process and be known to the family), this will ensure a smooth transition from level 3 to level 2

# Consent from Family

- The family should be at the Early Help review meeting, during this consent should be agreed by the family to step down to single agency, where appropriate
- If consent is refused, which is rare, discuss benefits of on-going single agency support for the child and young person, not the whole family



# Identify Single Agency

- Once single agency identified and agreed by family ensure agency are fully aware (they should have been part of the EHA review meeting)

# Close EHA

- Following the agreed closure, complete the mosaic closure steps - for partners, complete the closure paperwork and pass to the Early Help Partnership Officer who will close the mosaic workflow on your behalf.
- As part of the closure we should always ask parents/carers, children and young people to complete the Early help questionnaire to ensure feedback is obtained, lessons learnt and practice improvements made.
- The questionnaire is generated by the closure on mosaic