

Step Up/Step Down Procedure

Scope of this chapter

This guidance is aimed at all teams within Children's Services, and the principles apply to children/young people whose plans transfer between Families First/Targeted Services, Safeguarding and/or Specialist Services.

The purpose of this guidance is to ensure that:

- Children and families receive continuous needs-based support
- The service and support provided are delivered by the appropriate part of Children's Services
- The support is timely including transfer of children/young people's plans between different teams within Children's Services
- All those involved understand and follow the 'Principles of Transfer' Protocol

1. INTRODUCTION

The level of need for families can change following interventions by Universal Services, Families First, Intensive Family Support Team (IFST) Specialist Adolescent Service Hertfordshire (SASH), Specialist and/or Safeguarding Services. The Transfer Protocol describes the way in which a family can continue receiving a service once the role of respective services comes to an end.

This guidance is to ensure that the support provided from different areas within Children's Services is seamless and family focused.

Please note: Families First is Hertfordshire's name for all services delivering Early Help and therefore this is not a team. Where this document references accessing external Early Help services through Families First, you should contact the Supporting Families Practice Team (SFPT) for support in liaising with these partners and agencies.

2. PRINCIPLES OF TRANSFER PROTOCOL

- There should be good communication (ideally face to face or via Teams) between Team Managers to agree thresholds and contribute to the plan.
- The capacity of a team to accept the transferring of children/young people and their families will not prevent or delay transfer.
- Transfers will not be rejected on minor issues; Practitioners can co-work with children/young people, and records updated by the transferring team if some actions identified are outstanding.
- Where there is a disagreement between Team Managers regarding the transfer, they should involve their Service Manager to help resolve the disagreements as quickly as possible, at the lowest level.

- Where there is a disagreement, the immediate or urgent needs of children/young people and families must remain a priority and teams should approach this using their professional judgement to ensure the child/young person and families' immediate needs are addressed.
- Transfer agreements reached at the Early Warning stage must be honoured.
- The transfer checklist must not delay the timeliness of transferring children/young people to a new team and should not be used as a tool to prevent the transfer.
- Decisions for transfer and allocations should be undertaken within a timely manner (**there should be a decision within 1 working day and allocation within 2 working days of the transfer**).
- The Customer Service Centre or MASH must not be used to transfer Children's electronic records.
- If consent is withdrawn or the family refuses to engage following step down, the receiving team should contact the referring team for a discussion. (N.B. Safeguarding teams do not have powers to require families to co-operate; this may change the risk analysis).
- When a child/young person is transferred to a new team and/or worker, the date of the new worker and Team Manager involvement needs to be from the date the new worker actively started working with the child and family. This information cannot be backdated to the date of the electronic transfer form. This will ensure accurate information about which colleagues were involved with children and families from which dates.

3. FRONT DOOR PATHWAY DECISIONS

- The Customer Service Centre send the contact to MASH, SASH, Early Help Pod, Assessment Team or 0-25 Together Service. If the receiving team feels the child/young person does not meet their criteria, they should contact the team they feel the contact should have been sent to.
- Discussions should ideally be held between Team Managers, however staff deputising for managers, can consult to avoid delay (e.g., consultant social workers).
- If the transfer is not agreed, the initial receiving Team Manager should contact the MASH Service Manager. The MASH Service Manager will make a final decision within **one working day** as to where the contact will be sent and progressed.

4. TRANSFER FROM ASSESSMENT TEAMS TO FAMILY SAFEGUARDING TEAMS

4.1 Early Warning Alert

The Assessment Team Manager will send the [Early Warning Alert](#) to the relevant Team Manager **within 2 working days** of the decision to progress to CIN or Initial Child Protection Conference (ICPC).

The Early Warning Alert needs to state what the proposed plan is at that time (i.e., Child Protection/ Child in Need). The Child & Family Assessment will not always be completed at this point, but the Assessment Team will have gathered the relevant information to inform their proposed plan. If there are any significant changes to the proposed plan, the Assessment Team Manager must notify the receiving Family Safeguarding Team.

If the receiving Family Safeguarding Team isn't going to be the team accepting the child/young person due to cross team allocation, the receiving Family Safeguarding team will liaise with their Family Safeguarding colleagues accordingly and forward the Early Alert on **within one working day**. They will also inform the Assessment Team Manager which team the Early Alert has gone to within one working day. (Same principle applies for LCS transfers).

Within 2 working days of receiving the Early Alert, the Family Safeguarding Team Manager will review the child/young person and raise any issues of clarification in respect of information gathering, threshold or work to be completed with the Assessment Team Manager, noting that the Child & Family Assessment may not yet be completed. This will provide an excellent opportunity for joint working/planning opportunities to be considered and a date/time for a joint visit agreed where possible. This visit should take place prior to CIN meeting/ICPC or within 2 days of this meeting.

At least 2 working days (or sooner where possible to allow early joint working) prior to CIN meeting or ICPC, (sooner if possible) the Family Safeguarding Team Manager will identify who the allocated social worker will be and will confirm this with the Assessment Team Manager. Joint visit details will be confirmed if this has not already happened.

4.2 Sharing of C&F Assessment for Children in Need (CIN)

For Children in Need, the Child & Family Assessment will be shared with the Family Safeguarding Team by the Assessment Team Manager via a case note alert **5 days prior to the CIN meeting**.

4.3 LCS Transfer

The LCS transfer will be sent to the Family Safeguarding Team Manager **within 2 working days** of the CIN meeting taking place – ensuring the CIN minutes have been completed- and **within one working day** of the Initial Child Protection Conference.

The Family Safeguarding Team Manager will review the child/young person's electronic record to ensure it is ready for transfer – i.e.

demographics, case summary, genogram, chronology, contingency plan, case notes finalised and will raise any queries with the Assessment Team manager who will resolve.

Transferring the child/young person will not be rejected or stepped-back to the Assessment Team.

Any discussions about threshold or outstanding tasks must have taken place prior to this.

5. MANAGING ESCALATING CONCERNS FOR THE CHILD

- 5.1 If concerns for the child/young person escalate significantly or the Assessment Team seek early Legal Planning and the outcome of this is to issue, the Assessment Team continue to support the child/young person and their family until the first hearing, at which point the child/young person transfers to the relevant Family Safeguarding Team (all principles above apply).

It is recognised that it would be in the child and family's best interest to limit any changes to worker/team at this very vulnerable point.

5.2 Legal Planning for Unborn Babies

With reference to unborn babies where the Assessment team initiate legal planning, and the baby is due to be born **within the 4 weeks** following the ICPC/Legal Planning Meeting (with an outcome to issue at birth) the Assessment Team maintain full responsibility for the unborn baby/newborn baby until the first hearing. Joint working may take place, but full responsibility sits with the Assessment Team.

If the baby is due **4 weeks plus** after the ICPC/Legal Planning Meeting, the unborn baby transfers at ICPC to the Family Safeguarding Team. Again, joint working may take place – full responsibility will be with Family Safeguarding following transfer at ICPC.

Examples of joint working may include:

- Which Service Manager chairs the Legal Planning Meeting,
- Assessment Team preparing the first statement,
- Family Safeguarding undertaking some visits.

There will be clear recorded communication between teams to enable safe, well communicated joint working.

6 ESCALATION PROCESS BETWEEN TEAMS

- 6.1 It is understood that there can be challenges with transferring children/young people's support plans across to new teams due to differing threshold opinions or capacity to allocate. It is however the clear expectation that any such issues are discussed openly and honestly between Assessment and

Family Safeguarding Team Managers for them to resolve, at the earliest opportunity and always prior to CIN meetings/ICPC.

6.2 There may be occasions where this cannot be achieved, and escalation is needed. Where this is the case, the following process will apply:

- Once the relevant Team Managers agree by phone or face to face (including virtual) that they have exhausted all options to resolve, they will decide who will escalate to both the Assessment and Family Safeguarding Service Managers and do so **within one working day**.
- It is the expectation that the relevant Service Managers have a telephone or face to face discussion (including virtual) that may include the Team Managers in order to resolve and agree a way forward **within one working day**.
- Only if the issue has not been resolved will the child/young person then be escalated to the relevant Heads of Service – not before. Service Managers will decide who will escalate and will need to alert both Heads of Service.
- Heads of Service will resolve and provide direction **within one working day**.

The escalation process should not cause delay in urgent safeguarding matters and can be expedited if needed.

6.3 Additional Good Practice Principles

- For planned Strategy Discussions, Assessment team to consider inviting Family Safeguarding colleagues – Chairing/confirmation of decisions sits with Assessment.
- Where this doesn't take place, Assessment Team Manager can alert Family Safeguarding Team Manager to completed Strategy minutes to support early joint working and ongoing discussions in relation to the child/young person and their family.
- Discussions may take place between Assessment and Family Safeguarding colleagues when outline plans are being developed.

7 STEP UP DUE TO SAFEGUARDING CONCERNS

7.1 Step up from External Early Help Services via Supporting Families Practice Team

When a child/young person's plan is being held and managed at an Early Help level by an external partner raises concerns that needs to be stepped up, the Key Worker will have a discussion with their local Supporting Families First Coordinator who will agree to take this forward if needs cannot continue to be met at an Early Help level.

In these instances, the Supporting Families Practice Team Manager will make contact with the relevant IFST, Assessment, SASH or 0-25 Team

Manager, relay concerns and request a step up, **within 2 days of these concerns being received and within one working day in an emergency.**

7.2 Step up from Families First Panel

Following a discussion at multi-agency Families First Panel, the Panel Manager identifies the family who require a Child and Family Assessment and will transfer the child/young person to LCS, **within two days of panel.** A case summary of the work undertaken, and information gathered along with the manager's rationale to the decision will be included.

Due to the review being undertaken by a multi-agency panel and the volume of work, a conversation is not required before completing the process.

If an immediate concern for the safety of the child is identified, the Families First Panel Manager will call the relevant Assessment Team Manager to inform of the transfer. If unable to contact, they will inform the relevant Service Manager.

Should new information be received regarding a family that raises safeguarding concerns, the Families First Panel Manager will review the child/young person again with colleagues in the Early Help Pod to decide on next steps. This discussion and outcome will be agreed **within two days** of the new alert being received.

This does not negate any professional making a referral via the online form or by calling the Police if there are immediate child protection concerns.

7.3 Step Up from Intensive Family Support Teams (IFST)

IFST will hold monthly meetings with Assessment Teams. These meetings should be convened locally between IFST and Assessment Team managers to present children/young people's support plans that may be considered to meet the threshold to transfer between the teams. This will allow early exploration of presenting needs and for the receiving team to feed into a plan to address identified needs.

Due to the limited number of step ups to 0-25 these meetings will be ad hoc as required.

IFST will ensure that these discussions are recorded on EHM regardless of outcome.

When there are immediate and emerging safeguarding concerns for a child(ren) supported by the IFST, then the above process will be circumnavigated, and the following will apply:

- Discussion with Assessment Team Manager/Consultant Social Worker on the day of concerns relaying current risks. If Team Manager/Consultant Social Worker are unavailable, then contact should be made with the Service Manager.
- This will be followed up the same day with an overview (see below).
- Assessment Team Manager/Consultant Social Worker will give a decision within 1 working day.

- IFST will try to ensure that the chronology and case notes are up to date but this will not delay the decision by the Assessment Team.
- Assessment Team will review the above documentation alongside accessing EHM to gain any additional information required.

On agreement for a transfer from IFST to Assessment Team, IFST will complete the following and step up through EHM to LCS, giving an overview of:

- Reasons for Referral to IFST
- Current Circumstances and Concerns
- Interventions Tried and Outcomes
- Views of child/young person & impact on Child/young person

7.4 Step up from Adoption Support Team

Where there are safeguarding concerns:

- a) The practitioner will discuss with the Adoption Support Team Manager.
- b) The Practitioner (or the Adoption Support Team Manager) will speak to the relevant assessment team.
- c) Where there is imminent risk of harm, the practitioner (or the Adoption Support Team Manager) will speak with relevant Assessment Team as soon as possible.

The Adoption Support Team will keep involvement open on LCS Post Adoption Support (PAS).

Safeguarding Team may request access to PAS to view records where needed by contacting the Adoption Support Team Manager.

8 STEP DOWN WITH NO IDENTIFIED SAFEGUARDING CONCERNS

8.1 When a child or young person no longer meets the criteria / requires support from the following services:

- Joint Child Protection Team
- Assessment Service
- Family Safeguarding Service
- 0-25 Together Service

Where ongoing support would be more suitable to be provided by:

- Intensive Family Support Team (IFST)
- External Early Help Services via Families First Panel
- SASH

The following processes will apply (see below)

8.2 Step Down to Intensive Family Support Team (IFST)

On completion of the Child and Family Assessment, if it is identified that the family would benefit from IFST and the family have multiple needs across more than one family member, a conversation should take place between the Assessing Team and IFST.

Ideally this should be between Team Managers, however staff deputising for managers can consult to avoid delay. Once the IFST Manager has agreed to allocate the family within IFST, the child/young person can be transferred from LCS to EHM. Where there is a disagreement between Team Managers regarding the step down, they should involve their Service Manager to help resolve the disagreements as quickly as possible.

If, during the assessment, it has been identified there may be a reluctance to work with IFST, a joint home visit should be arranged with the Social Worker and Family Intervention Worker.

Wherever possible, best practice would promote discussions regarding the family and agreement for transfer should take place before the finalising of the Child & Family Assessment so IFST can contribute to the agreed plan, ensuring the family receive a clear outline of the support they will be offered. Where a CIN plan is being ended and it is identified that the family would require further intensive support, they should contact the IFST manager to discuss the needs of the family and invite to the penultimate (second from last) review meeting with a view to accepting support for the family at the final meeting.

IFST have guidance to allocate a child/young person **within 10 working days** and for Family Intervention Workers to contact newly allocated families within 5 working days.

8.3 Step Down to Early Help Services

During the assessment process the Social Worker will identify the needs and consult with services currently supporting or, able to support the family. If it is established that the family require coordinated support, then the Social Worker can explore with the services involved their availability to lead on a Families First episode and a Team Around the Family (TAF).

If the Social Worker has identified an appropriate lead, for example the school have agreed, then the child/young person can transfer from LCS to EHM with clear instruction that school have agreed to provide a key worker for the family under Families First. Supporting Families Practice Team (SFPT) will then contact the identified party to register the Families First Assessment (FFA).

If the Social Worker has been unable to identify a key worker during the assessment, however they feel the family would benefit from support delivered by more than one service, they should gain consent from the family to discuss their needs at Families First Panel. Once consent has been gained, the assessing social worker should complete the step down from LCS to EHM. Within this step down they should clearly identify current concerns, work undertaken to explore these, work identified to support the family, current support network (both professional and personal) and areas that may require a further safeguarding response if identified/escalated.

Where a CIN plan is ending and it has been identified that the family would require further support outside of a CIN plan, the following process should be followed:

- The Practitioner should discuss and identify a key worker during the family's penultimate CIN review.
- The social worker should invite [the Supporting Families Practice Team \(SFPT\)](#), who can help to identify and upskill partners to take the lead role on EHM post step down.
- The child/young person's plan should then be stepped down to EHM on the system with clear instruction of agreed work and the named worker. This will then be picked up by SFPT to ensure the family are registered and the Family's First process is followed.

The social worker should clearly advise that this has already been agreed with SFPT to ensure this is easily identifiable within the EHM tray.

8.4 Step Down to Families First Panel

Families First Panels are held weekly in most of the ten districts, some will be held fortnightly due to lower referral numbers.

The Families First Panels are multi-agency meetings where the needs of the family are discussed to establish the most appropriate service to offer support and lead on the Families First Episode.

Consent from the family needs to be given before discussion at Families First Panel, as all support offered from Families First Panel is through voluntary engagement.

There may be a small number of children/young people where, following further checks by the Assessment Team it does not meet threshold for Child & Family Assessment. In those situations, the same process as above follows.

In all step-down situations, the Social Worker should remain clear as to what their recommended action plan should be. The Families First worker will discuss this with the family to incorporate their views and formulate a plan collaboratively.

8.5 Step Down to SASH

On completion of the Child and Family Assessment, if it is identified that the young person has emerging needs which would benefit from early help level SASH support, SASH will consider working directly with the young person to support:

- *Aged 11 to 17 years, on the edge of care, at risk of family breakdown, the concerns are at early level and require work on EHM.*
- *Aged 11 to 17 years missing from home or at risk of experiencing child exploitation, including sexual and criminal exploitation, gangs and county lines and the concerns are at early level and require work on EHM.*

The transfer discussion should ideally be between Team Manager to Team Manager, however staff deputising for managers can consult to avoid delay. Once the SASH Manager has agreed to allocate the family/child within SASH, this can be transferred from LCS to EHM.

SASH will support the individual child who meets the above criteria they will not provide support for the whole family/younger siblings – it may be appropriate to consider joint working. For example, where younger siblings are supported by CiN Plans or Child Protection Plans, it may be more suitable for SASH to provide specific support in the form of a service that is included in the CiN/CP Plan and the FSS service maintains lead professional role. However, in instances whereby the younger siblings do not require support through a CiN or CP plan, the SASH service will be the lead professional.

If, during the assessment, it has been identified there may be a reluctance to work with SASH, a joint home visit should be arranged with the Assessment Practitioner and SASH worker.

9. SPECIALIST ADOLESCENT SERVICES HERTFORDSHIRE (SASH)

Roles and Responsibilities Between SASH, Assessment and Family Safeguarding in Relation to Strategy Discussions, S47 Enquiries, LPMs and Court Proceedings

| | SASH | ASSESSMENT AND FAMILY SAFEGUARDING |
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| Strategy Discussions and S47 Enquiries | <p><u>Children Already Open to SASH</u> Child/young person already open to SASH and information of a Safeguarding nature is received regarding the young person and/ or siblings aged 11yrs+. SASH will undertake Strategy discussions and S47 enquiries.</p> <p>SASH to set up S47 enquiries as appropriate and should it require a CP Conference, SASH will lead this and follow the normal transfer processes, and if appropriate, to work jointly with FS Team in situations where extra familial harm / exploitation is present. (Follow the same process highlighted in section 5 regarding Early Warning to FS).</p> <p><u>Sibling Groups</u> Any siblings must be considered as to risk of</p> | <p><u>Children Already Open to SASH</u> Child/young person already open to SASH and information of a Safeguarding nature is received regarding young children in the home (under 11 yrs). Assessment Team decision required for younger siblings and safeguarding.</p> <p><u>Children Not Open to SASH (11 +)</u> The Assessment Team leads.</p> <p><u>Sibling Groups</u> Family is not open to Children's Services. Referral received regarding sibling group, one of whom is an adolescent. Safeguarding concern is regarding all children in the family and the Assessment Team carry out an assessment for all the children.</p> <p><u>Extra familial harm</u> SASH will provide consultation where extra familial harm is an</p> |

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| | <p>significant harm and discussion between managers of SASH and the relevant Safeguarding Team needs to take place and a decision made about the threshold and referral of younger siblings to the relevant safeguarding team.</p> <p><u>Police Protection</u> Where a young person (11+) has been subject to Police Protection (and fits SASH criteria), SASH will undertake s47 enquiries/Strategy discussion and any subsequent S47 enquiries.</p> | <p>issue for the young person and to discuss the available support services, as appropriate, which may include joint working with SASH prior to and once this support plan transfers from Assessment to Family Safeguarding.</p> |
| | SASH | ASSESSMENT / FAMILY SAFEGUARDING |
| Legal Planning Meetings | <p>SASH hold a pre-Legal Planning Meeting (LPM) which includes Social Worker, SASH Team Manager and SASH Service Manager or Head of Service. Outcome is to convene Legal Planning Meeting.</p> <p><u>Arranging and Chairing LPM</u> SASH Social Worker sets up LPM, inviting Service Manager from Family Safeguarding: who will chair the meeting.</p> <p><u>Preparation of Court Statements</u> If decision is Care Proceedings, SASH prepare statement and accompanying paperwork as requested by Child Litigation Unit.</p> <p><u>Attending First Hearing</u> SASH Social Worker and Manager attend court for First Hearing. If an Order is granted, the Child transfers to Family Safeguarding and SASH involvement ends.</p> | <p>Family Safeguarding agreement that a LPM is to be convened. Head of Service to agree that LPM required in discussion with SASH Head of Service</p> <p><u>Arranging and Chairing LPM</u> Family Safeguarding Service Manager attends and chairs the LPM.</p> <p><u>Preparation of Court Statements</u> Assessment and Family Safeguarding Service Manager to comment on Statement and feedback to SASH.</p> <p><u>Attending First Hearing</u> Family Safeguarding attend First Hearing and Child transfers at First Hearing if Order granted.</p> |

10 TRANSFERS TO SASH

10.1 Assessment and Family Safeguarding Services to SASH

On completion of the Child and Family Assessment, it is identified that the family would benefit from a service from SASH as a Child in Need.

If the child/young person is transferring from Family Safeguarding Service, this may be during a Child in Need episode and SASH could accept a child where the criteria above is met.

SASH do not provide support for siblings within the household unless they have support needs which meet SASH threshold criteria. In such circumstances, it may be appropriate to complete joint work with the Family Safeguarding Service to provide the right support to each individual child.

Transfer discussions should ideally be held between Team Manager to Team Manager however staff deputising for managers can consult to avoid delay.

Once the SASH Manager has agreed to allocate the young person within SASH this can be transferred on LCS.

Decisions for transfer and allocation should be undertaken within a timely manner. (There should be a decision within 1 working day and allocation within 2 working days of transfer).

Where there is a disagreement between Team Managers regarding the transfer, they should involve their Service Manager to help resolve the disagreements within the timeframe specified above.

11 TRANSFERS TO THE CHILDREN LOOKED AFTER TEAM

11.1 SASH

Where a young person has remained a child looked after for more than 16 weeks and there is no indication of a return home, it is the expectation that children/young people's support plans are transferred to the CLA and Care Leaver Service at 16 weeks (2nd CLA Review). This decision should be clearly documented by the SASH Team Manager within the child's electronic record.

The Team Manager will liaise with the appropriate Manager within CLA teams to progress the transfer.

The permanence plan for the young person to remain as a child looked after (not returning home) should be confirmed at **least 2 weeks** prior to the 2nd CLA Review so this plan can be presented at the 2nd CLA Review for ratification by the Independent Reviewing Officer (IRO), in line with [Permanence Planning](#) Procedures.

Any request for transfer to the CLA and Care Leaver Service must include:

- the plan for permanence;
- Child & Family assessment;

- Information about the work undertaken to support the young person's return home e.g., Family Group Conference, reintegration support package, or any viability assessment undertaken for an alternative family or friend's carer; and
- information is also required regarding any ARC intervention and why it is considered that remaining in care is the best outcome for the young person.

When the plan is to return home and it is estimated will take longer than 16 weeks, SASH will continue working with the young person and family, keeping the Independent Reviewing Officer informed of progress. It is important that a clear achievable plan is in place so that the young person has some certainty about their future.

Where the young person is 17.5 years and transitioning to the CLA and Care Leaver Service, the SASH social worker will continue to support the young person until their 18th Birthday, when responsibility will transfer to their Care Leaver Personal Advisor.

At age 17.5 years, SASH are required to send the early warning alert to the CLA and Care Leaver Project Officer and Care Leaver Team Manager who will confirm Care Leaver Personal Adviser (PA) allocation and arrange a transitions meeting. At this meeting the SASH Worker and the Care Leaver Personal Advisor will work together to develop a Transition Action Plan. Whilst this action plan will remain the responsibility of the SASH worker, the Care Leaver Personal Advisor will work closely with the allocated worker to ensure they build up a positive working relationship with the young person and the professional network prior to transfer.

12. TRANSFERS to 0-25 TOGETHER SERVICE

- 12.1 0-25 Together Service will work with young people with significant Autistic Spectrum Condition combined with a significant learning disability and who are likely to require social care support beyond 18. If the young person who has additional needs is thought to require the specialist support of 0-25 then this should be discussed by the relevant Team Managers. Where there is a disagreement between Team Managers regarding the transfer, they should involve their Service Manager to help resolve the disagreements as quickly as possible. The usual transfer protocols apply as outlined in the transfer checklist at point of transfer on LCS.

If 0-25 Together agrees to support the child/young person and their family, and subject to transfer criteria being met, there should be no unnecessary delay on the part of 0-25 accepting responsibility.

Decisions for transfer and allocation should be undertaken within a timely manner. **(There should be a decision within 1 working day and allocation within 2 working days of transfer).**

Before any child/young person can be considered, a Child & Family Assessment should be completed including a proposed Child in Need Plan.

Ideally, there should be a handover meeting between the respective teams and where possible the worker from 0-25 Together Service identified to take

over should attend the first or next review meeting with the current worker to ensure continuity for the child/young person and their family.

12.2 Assessment Service, Family Safeguarding Service and CLA

If following the assessment, it has become apparent that in addition to the original safeguarding concerns, the child's disability and/or additional needs are such that the child is likely to require specialist support, that may need to be lifelong that cannot be met by universal or targeted services, then at that point consideration should be given to the child transferring to 0-25 Together Services.

Transfer discussions should ideally be held between Team Manager to Team Manager however staff deputising for managers can consult to avoid delay. The usual transfer protocols apply as outlined in the transfer checklist at point of transfer on LCS.

If 0-25 Together agrees to accept support for the child/young person, and subject to transfer criteria being met, there should be no unnecessary delay on the part of 0-25 accepting responsibility.

Decisions for transfer are as above (see 12.1)

13. **'TRANSFER IN' FROM ANOTHER LOCAL AUTHORITY WHERE THE PRESENTING CONCERN IS EXTRA FAMILIAL HARM**

Step 1: Customer Services Creates a Contact Record

- A Contact Record is created for Transfers in Conference requests by the Customer Service Centre which is then sent to the Child Protection and Statutory Review Service.

Step 2: Child Protection and Statutory Review Service will:

- Add the CPE flag and then progresses the contact to 'Information and Advice', and;
- Re-assign the 'Information and Advice' to the relevant Service Manager.
- Email the Service Manager to make them aware, providing contact details of the transferring local authority and also send any received documents.
- Alert the Service Manager as to whether the transferring authority is requesting Herts Children's Services to undertake any visits.

Step 3: Once all paperwork has been received the Service Manager will:

- End the 'Information and Advice' episode and start a new contact.

Step 4: Transfer-in Conference Timescale

- This new contact can then have an outcome of 'progress to referral', at which point the Transfer-in Conference must be held within 15 working days.

Step 5: Request for Transfer-in Conference

- The request for Transfer-in Conference must be sent to the Child Protection Team within 8 days to ensure the conference is held within timescales.

14. TRANSFERS FROM THE ASSESSMENT SERVICE TO THE SEPARATED MIGRANT CHILDREN TEAM

A child under 18 years of age who is outside their country of origin and separated from both parents or their previous legal / customary primary care giver.

The initial contact and transfer process for separated migrant children and young people made known to Children's Services is as follows:

| | TRANSFER IN (Via Eastern Region Transfer Protocol) | UNEXPECTED ARRIVALS (Entering Hertfordshire via other means outside of the formal Eastern Region Transfer Protocol) |
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| Step 1: Upon Notification into Assessment Team | Once notification received via the Assessment Team, the Assessment Service Manager sends the notification to the SEPARATED MIGRANT CHILDREN Project Officer. The SEPARATED MIGRANT CHILDREN Teams process the contact / referral. | The Assessment Service processes the contact / referral. |
| Step 2: Early Warning | The Assessment Team to send an Early Warning notification to the SEPARATED MIGRANT CHILDREN Project Officer. | The Assessment Team to send an Early Warning notification to the SEPARATED MIGRANT CHILDREN Project Officer. |
| Step 3: Brokerage | Child / Young Person's details are set up on LCS/EHM. | Child / Young Person's details set up on LCS/EHM. |
| Step 4: Assessment, Planning & Placement | This process is completed by the SEPARATED MIGRANT CHILDREN Teams | This process is completed by the Assessment Teams. |
| Step 5: CLA Review | This process is completed by the SEPARATED MIGRANT CHILDREN Teams indefinitely. | Only the first review is completed by the Assessment Team. The allocated SEPARATED MIGRANT CHILDREN Team Social Worker will attend this meeting (or a rep, if SW not available) |

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| Step 6: Transfer | The SEPARATED MIGRANT CHILDREN Teams support the young person as a Child Looked After and then as a Care Leaver once they turn 18. Care Leaver support is offered until 21, or up until 25, dependent on needs. | At the first review, the Assessment Team transfers the child/young person to the SEPARATED MIGRANT CHILDREN Teams. The SEPARATED MIGRANT CHILDREN Teams will support the young person as a Child Looked After and then as a Care Leaver once they turn 18. Care Leaver support is offered until 21, or up until 25, dependent on needs. |
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15. TRANSFER FROM THE FAMILY SAFEGUARDING SERVICE (FSS) TO CHILDREN LOOKED AFTER SERVICE (CLA)

15.1 Transfers from FSS to CLA will take place once court proceedings are concluded and care orders (FCO/Placement Orders) have been secured. An Early Warning Alert (EWA) should be sent to CLA at least 4 weeks prior to IRH/Final Hearing. Some children may remain in care under s.20 where parents/family are clear they are not able to resume long term care, and also based on age of a child.

EWA should be sent and a child/ren can transfer once it is confirmed the plan is long term fostering. FS team will consult with legal in such instances.

15.2 When the plan for the child is adoption

In most cases, joint working arrangements between Family Safeguarding and CLA will be suitable. On rare occasions, it may not be suitable to transfer to CLA and the Family Safeguarding social worker will remain the lead professional. In these instances, the Family Safeguarding social worker will receive adoption training and support throughout the process.

See also:

[Legal Planning Meetings](#)

[Permanency Planning](#)

[Adoption Panel and ADM](#)

Appendix 1

See links below for a description of each team:

[Families First](#)

[Intensive Family Support Team \(IFST\)](#)

[Assessment Team & Multi-Agency Safeguarding Hub \(MASH\)](#)

[Family Safeguarding East](#)

[Family Safeguarding West](#)

[Specialist Adolescent Services Hertfordshire \(SASH\)](#)

[0-25 Together Service](#)

[Children Looked After and Care Leavers](#)

[Adoption support team](#)

Appendix 2

[LCS, EHM and Livelink Guides](#)

[Early Warning Form](#)

[Section 17 and Section 47 forms](#)