**Torbay Early Help processes**

**Step up / step down agreed processes**

**Step down process from Single Assessment Team**

SAT - as a result of single assessment resulting in no further action at level 4 but high level of need requiring a level 3 coordinated response

**Process to enable family to be discussed triage**

1. Social worker completes analysis on Single Assessment that includes rationale behind decision to step down. *Team Manager records manager’s* analysis *confirming threshold met for level 3 intervention.*
2. Social Worker to email Early Help inbox to request triage slot.
3. Prior to attending triage, social worker to ensure consent for level 3 early help has been sought.
4. Cases identified allocated triage slot within 5 working days at weekly triage meeting (Tuesday mornings). Triage slot to be confirmed to social worker

\**Please note step downs for under 5’s heard fortnightly – AFC attending.*

1. Assistant Team Manager and Service Manager Early Help review Single Assessment & pre-reads of relevant documentation prior to triage
2. Triage slot attended by: Service Manager & Assistant Team Manager Early Help with allocated Social Worker and/or Team Manager. *Team Manager to attend in Social Worker absence*.
3. Review of single assessment & plan with updated information shared by Social Worker/Team manager to inform triage discussions - challenge and scrutiny to resolve any issues at this stage to prepare for step down process.
4. Triage minutes & actions added to LCS/EHM by business support.
5. If step down agreed, Social Worker/Team Manger initiate step-down process.
6. SW to arrange warm handover meeting with rep from Early Help, family and relevant professionals to support transition process.
7. Social Worker to complete step-down process on LCS to transfer child to Early Help.
8. ATM picks up step down, adding management oversight with details of LP. This will include name agency and contact number, this being particularly important for any further contact made to MASH.

**Step down plan not agreed at triage**

1. If following triage meeting the step-down plan is not agreed, minutes and actions to be shared with Social Worker/Team Manager.
2. Actions to be completed by Social Worker overseen by Team Manager.
3. Social Worker to liaise Assistant Team Manager & Service Manager Early Help once actions have been completed.
4. Further discussion regarding step down plan to take place with consideration of next steps.
5. Step down plan agreed, Social Worker/Team Manger initiate step-down process.
6. SW to arrange warm handover meeting with rep from Early Help, family and relevant professionals to support transition process.
7. Social Worker to complete step-down process on LCS to transfer child to Early Help.
8. ATM picks up step down, adding management oversight with details of LP. This will include name agency and contact number, this being particularly important for any further contact made to MASH.

**Step down process from Safeguarding and Supporting Families Team and CWD team**

SASF/CWD team – no further action in respect of CP/CIN plan – outcomes achieved to evidence level 4 interventions no longer required but high level of need requiring a level 3 coordinated response

1. Social worker agrees no further need for statutory intervention with manager.
2. Social Worker to email Early Help inbox to request triage slot.
3. Prior to attending triage, social worker to ensure consent for level 3 early help has been sought.
4. Cases identified allocated triage slot within 5 working days at weekly triage meeting (Tuesday mornings). Triage slot to be confirmed to social worker. \*Please note step downs for under 5’s heard fortnightly – AFC
5. Assistant Team Manager and Service Manager Early Help review Single Assessment & pre-reads of relevant documentation prior to triage
6. Triage slot attended by: Service Manager & Assistant Team Manager Early Help with allocated Social Worker and/or Team Manager. Team Manager to attend in Social Worker absence.
7. Review of single assessment & plan with updated information shared by Social Worker/Team manager to inform triage discussions - challenge and scrutiny to resolve any issues at this stage to prepare for step down process.
8. Triage minutes & actions added to LCS/EHM by business support.
9. If step down agreed, Social Worker/Team Manger initiate step-down process.
10. Warm handover - Final Core group/CIN meeting held Social Worker and Early Help Rep present with confirmation of case transferring for Team around the Family coordination. Social worker and lead professional book date for next Team around the Family meeting to be held in the community.
11. Following the meeting the case will be closed to level 4 by the ‘*Social Care Team manager closing the Social Care Referral’*.
12. Case to continue with on-going monitoring and review by early help team.

**Step up processes from level 3 to level 4**

1. If information comes to the attention of the lead professional/practitioner supporting family about a child / family that they are working with, and this is new information that is of concern they should discuss with their line manager as per safeguarding processes.
2. The worker and team manager should agree whether this information causes concern and needs to be considered for a level 4 statutory intervention. If this is the case, a contact should be made to MASH with parental consent (as per the operational procedures). MASH will triage this information against the thresholds to include discussion with ATM/Service Manager Early Help and will advise the lead professional of the outcome, (regardless of whether lead professional is internal or external member of staff). If a statutory intervention is required, it will pass to the Single Assessment Team or other relevant service. If the outcome of the MASH discussion is that the case remains at level 3, then this information will be shared with the lead professional.
3. If MASH receive information from another source other than the lead professional, then the same approach will apply. MASH will triage the new information with consideration of discussion with ATM/Service Manager Early Help to decide whether threshold is met and the case remains at level 3 or whether it requires a level 4 statutory response. *This information will be conveyed to the lead professional for the level 3 case. Early Help will be notified by MASH so they can close the level 3 referral.*
4. If threshold met for Level 4 and allocated for single assessment, Assistant Team Manager Early Help in discussion with Social Worker/and or Team Manager will review current early help plan alongside referral information to consider continued support via early help practitioner whilst single assessment is undertaken.

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