



Promoting Children and  
Young People's Well-being

# Protocols in respect of Interface between Children's Social Care Services and Early Help



## **Introduction and Rationale**

These flowcharts have been designed to support a smooth transition for families from Early Help Services to Social Care and vice versa. Our aim is to ensure that families receive the right level of service necessary to meet their needs and to ensure, wherever possible, cases are dealt with as early as possible.

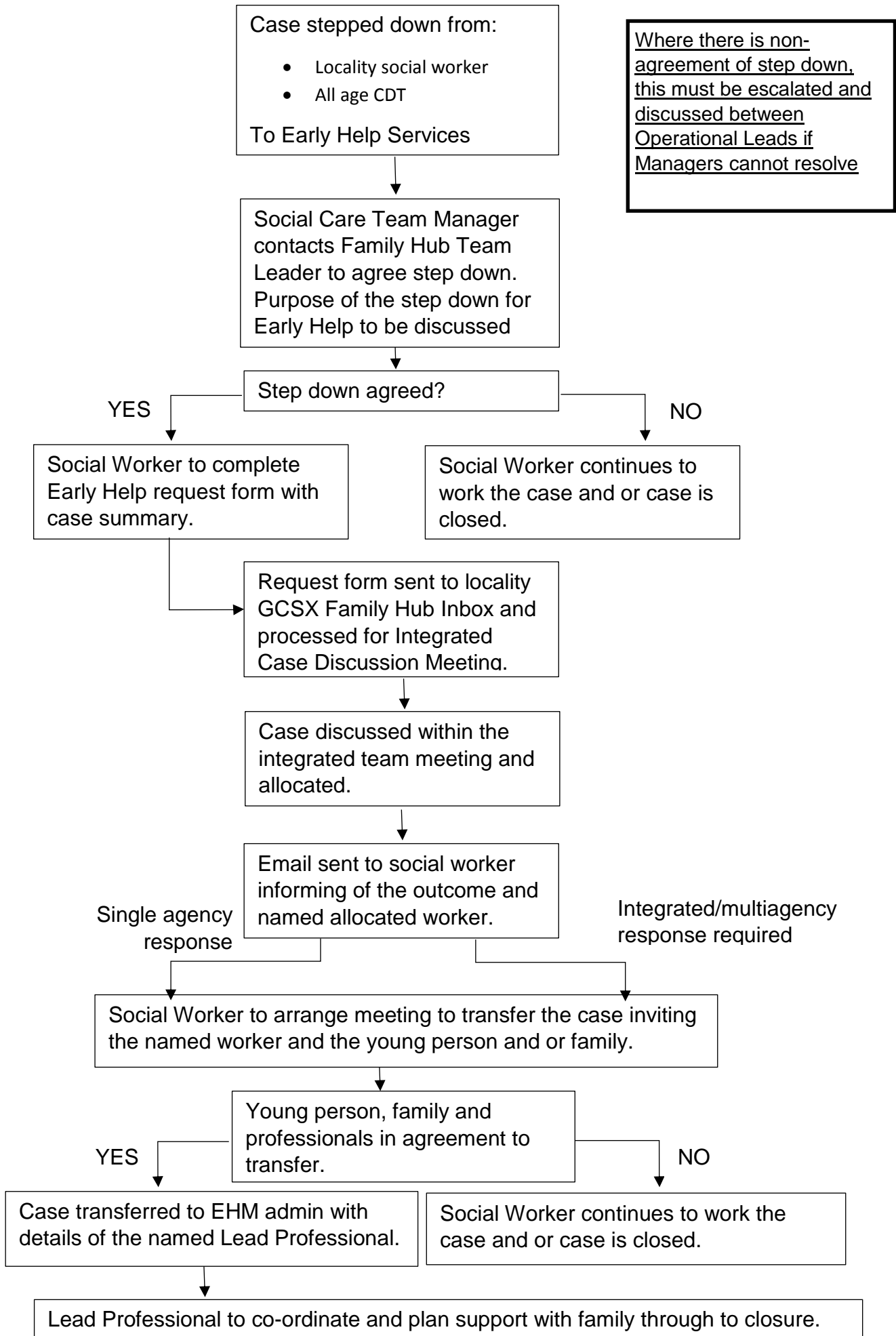
The MASH will screen all contacts to identify whether cases meet the threshold for social care intervention. Those contacts that do not meet social care threshold may be screened as appropriate for early help intervention, including the Common Assessment Framework (CAF).

Those contacts where Early Help, either as a single agency response or a multi-agency integrated response based on the child and family's needs, is identified as appropriate intervention the pathway process detailed below will be followed.

Where a contact is received in to the MASH that doesn't meet Social Care thresholds and an Early Help plan/CAF is already in place, the Lead Professional or Keyworker will be notified of information received and any action that should be taken.

Please see flowcharts below for protocols.

## STEP DOWN PROCESS FROM SOCIAL CARE TO EARLY HELP



Where there is a disagreement regarding the diversion this will be escalated and discussed between Operational Leads if Managers cannot resolve

DIVERSION FROM MASH TO EARLY HELP

MASH referral received and determine threshold of need. If does not meet threshold for Social Care services but family do need help from Coventry Early Help services

Consent gained to divert to Early Help

YES

NO

MASH consider if needs are best served through a single agency response or an integrated/multi-agency response to complete Early help request form with case summary

MASH send outcome letter to referrer and request consent to request Early Help

Consent gained

Single agency response

Integrated/multi-agency response required

Agreement with agency to support family through local Early Help (e.g. health, school)

Request form sent to locality GCSX Family Hub inbox and processed for Integrated Case Discussion Meeting

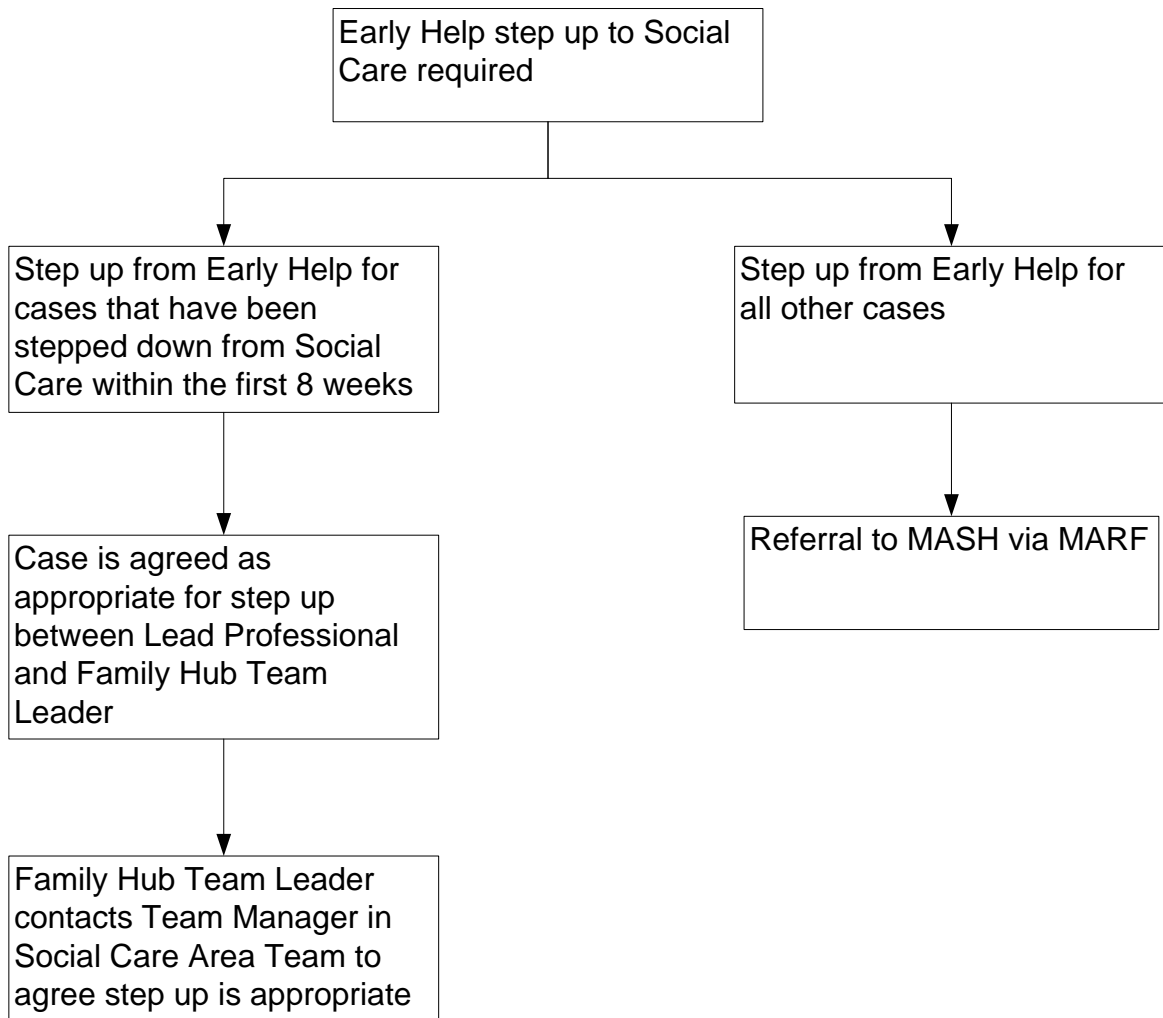
Case discussed within the integrated team meeting and allocated for integrated support with identified lead

Case transferred from protocol to EHM and lead professional/service recorded

Early Help assessment commenced with family to identify support required including team around the child and family

Lead Professional to co-ordinate and plan support with family through to closure

## STEP UP FROM EARLY HELP TO SOCIAL CARE



Where there is non-agreement of step up, this must be escalated and discussed between Operational Leads if Managers cannot resolve