

STEP UP?

1) IS A CONSULTATION BEING REQUESTED?

- Early Help Worker to provide EHM case reference, key issues and actions undertaken for discussion with immediate line manager (this should begin to be mapped using a Signs of Safety Approach to embed).
- Early Help Manager and/or Head of Centre discuss with Early Help Triage Team and Locality Safeguarding Team Manager.
- Early Help Triage to discuss with MASH as required.
- Support and advice offered to worker direct and actions agreed. (Could also involve input from Locality Safeguarding team e.g. joint visit, attendance at next TAF etc.)
- Early Help Worker to case note discussion on EHM.
- Early Help Manager/Head of Centre follow up in supervision.

2) IS A STEP UP BEING REQUESTED?

- *For Immediate Child Protection Concerns:-* Early Help Manager to call First Response on 01709 336080.
- Early Help Manager to discuss with MASH Manager.
- If Step Up agreed Early Help Manager to discuss with First Response Officer and new contact is created.
- *For Non Immediate Child protection Concerns:-* Early Help Worker to discuss Step Up request with immediate line manager which is recorded on EHM by Manager.
- Early Help Manager (Duty Early Help Manager if necessary) or Head of Centre to discuss with locality Safeguarding Team Manager and Early Help Triage Team, if appropriate.
- Locality Team Manager and Early Help Manager review case (This should begin to be mapped using a Signs of Safety Approach to embed) and agree where appropriate joint visit/ input at a locality level.
- If Step Up agreed Early Help Manager to discuss with MASH Manager and FRO and new contact is created.

3) STEP UP ESCALATION POLICY INTERNAL

- Step Up not accepted.
- Early Help Worker discusses with immediate line manager and discussion recorded on EHM as Management Oversight.
- Early Help Manager discusses with MASH and Early Help Triage.
- If no agreement can be made between Social Care and Early Help Managers case should be escalated to Heads of Service and Service Managers with up to date assessment, plan, chronology of significant events and overview mapped using SoS approach.

STEP DOWN?

1) IS A STEP DOWN BEING REQUESTED?

- Social Care Manager and Social Worker agree Step Down.
- Social Worker gains consent from family and alerts CIN group as required.
- Team Manager and Duty Manager discuss with relevant Early Help Managers at transfer meetings/via telephone and step down agreed.
- Step Down to Partners should be agreed with partner agency and processed through LCS same as all internal requests – clearly stating name of Partner lead.
- Step Down process on LCS completed with up to date assessments and plans available.
- When step down agreed:- i) Joint visit completed within 7 working days of panel-social worker to organise, ii) Early Help Worker to transfer S/C Assessment to EH Assessment within 35 working days, iii) Social Worker to send letter to family informing of decision.