

Services for Children and Young People

Targeted Youth Support Service

TYS OPERATIONAL PROCEDURES

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1. Introduction

The following operational guidance for Targeted Youth Support Teams aims to capture the necessary requirements to ensure that there is a clear understanding of the roles and responsibilities of Targeted Youth Support Teams.

These procedures have been written to comply fully with legislation and to endorse the principals and practices in Hertfordshire County Council Equalities Policy "Putting People First ". The participation of children, young people and families is an essential part of our work and should be inclusive and recognise diversity or difference in the delivery of Targeted Youth Support Services. These procedures should be considered in the context of relevant legislation, national guidance and local policy and protocols including:

[Hertfordshire Safeguarding Procedures](#)

[Hertfordshire Social Work Procedures Manual](#)

[Children Act 1989 and Children Act 2004](#)

[Crime and Disorder Act 1998](#)

[Legal Aid Sentencing & Punishment of Offenders Act 2012 \(LASPO 2012\)](#)

[The Criminal Justice and Immigration Act 2008](#)

[Working Together to Safeguard Children – March 2013](#)

[Children Leaving Care Act 2000](#)

[Staying Put](#)

[Adolescent Resource Centre Criteria/Referral Form](#)

[National Standards for Youth Justice 2013](#)

[Youth Justice Case Management Guidance](#)

[Children Missing from Home or Care](#)

[Return Interviews for Children Missing from Care and Home Practice Guidance Notes](#)

[Hertfordshire Common Assessment Framework - Guidance for Practitioners](#)

[Hertfordshire Multi-Agency Protocol for Working with Vulnerable Adolescents](#)

[Risk Assessment and Risk Management Manual](#)

2. Targeted Youth Support Teams

Targeted Youth Support is defined as: "Support for vulnerable young people and their families in need, focusing on support, resolution and multi-agency work, through the identification of complex needs to prevent escalation into specialist services."

There are five multi-disciplinary Targeted Youth Support Teams in Services for Young People (organised on a double district basis) with a remit to work with vulnerable young people in need and their families.

The age focus of the service is 13-18 years. The teams will work with children from the age of 11 on an exceptional basis and only as agreed by the Vulnerable Young People's Policy Manager. The Service will work with young people who have offended and have received a sanction above a Youth Caution, working with the young people from age 10 – 18 years.

The provision of Youth Justice Services are undertaken to meet current statutory guidelines for the delivery of Out of Court Disposals, Pre-sentence Reports and Court Orders. Hertfordshire Youth Justice Service Operational Guidance and Youth Justice Plan are also available from the Youth Justice Policy Team.

TYSS teams also hold responsibility for the delivery of the 18+ Leaving Care services. Please see the Operational Guidance for 16+ Care Leavers Service for further details.

3. Threshold Criteria

Targeted Youth Support Teams can offer support to other teams via a specific piece of targeted intervention with a young person whilst the young person remains the case responsibility of another team. In these circumstances, targeted intervention will be for a maximum of 12 weeks for young people aged 13yrs and older. Examples of this are:

- Where a child who is missing from home requires an Independent Return Home Interview
- Where a young person subject to a Child Protection Plan, Child in Need plan or a Child Looked After requires a targeted piece of intervention to address high risk behaviour and that work cannot be undertaken by the case holder
- Where a Child Looked After has a clear plan to return home or to independent living and a statutory review identifies a targeted piece of work to support or strengthen this plan

Referral criteria for Targeted Youth Support Teams to hold case responsibility for young people aged 13yrs and older includes the following:

- Significant difficulty with family relationships has led to family breakdown or family breakdown is likely if intervention is not provided
- A 16/17 year old is homeless
- A young person is exhibiting high-risk behaviour or harm that could lead to family breakdown or places the young person or community at significant risk (this may include a risk of Child Sexual Exploitation)
- A young person is subject to an Out Of Court Disposal or Court Order
- A young person is a Care Leaver aged 18 or over

Targeted Youth Support Teams work with young people on the edge of care. If the intervention is not successful or it is in the best interest of the young person to become accommodated under Section 20, TYSS will accommodate the young person. They will then provide or support identified intervention to facilitate rehabilitation back home. If this is successful, TYSS will support this transition back home through a Child in Need plan. If the rehabilitation back home is not successful, TYSS will transfer the young person to the CLA team at the 2nd CLA review unless the young person is approaching 18 and therefore it is in their best interest to remain with the TYSS team until they transfer to the Leaving Care PA.

As TYSS is an early intervention service, they cannot accept a Child in Need plan from another team. They will however accept a Child in Need plan being stepped down to a CAF where there is further identified intervention with the young person and family which meets TYSS criteria.

4. Specific Guidance

The following guidance will be used by Customer Service Centre and the Multi- Agency Safeguarding Hub (MASH) to determine pathways for families. Therefore, the young people referred to TYSS should be those who meet criteria. However, should a young person/ family be referred to TYSS who does not meet TYSS criteria, it is the responsibility of the TYSS manager to provide managerial direction to signpost appropriately. Each TYSS team should have a directory of appropriate local resources to signpost to.

The following are specific criteria for TYSS intervention (the below criteria relate to young people age 13+ unless otherwise noted):

Behaviour Concerns

- Parents will not allow young person home due to their behaviour
- Young person's behaviour is beyond parental control (and support such as parenting courses, family support work, eCAF, has not led to any positive change)
- Young person's behaviour is highly abusive/ unmanageable and early intervention (such as parenting programs, family support workers, eCAF) has had no impact

Drug/ alcohol use by Young Person

- Impact of drug/ alcohol use will lead to family breakdown (and support to address drug/ alcohol use has not led to positive change)
- Impact of drug/ alcohol use will lead to, or has led to criminal behaviour (and support to address drug/ alcohol use has not led to positive change)
- Drug/ alcohol use is leading to increased risk taking and parents are struggling to manage (and support such as parenting courses, support from substance misuse agency, family support work, eCAF has not led to any positive change)

Physical abuse/ chastisement/ Domestic Abuse

- Young person has assaulted someone in the household (However, this does not meet Safeguarding and Specialist criteria)
- Parents are unable to keep young siblings safe from young person's behaviour (and support such as parenting course, youth connexions, family support worker has not led to any positive change)
- Restraint becomes physically harmful to young person (and support such as parenting courses, family support work has not led to positive change)
- Domestic abuse continues and early intervention has had no impact
- Physical violence between young person and parent

Mental health

- Personal/ family situation is negatively impacting on mental health and there is a defined role for TYSS (referrals first must be sought with mental health professionals such as CAMHS or other counselling service)
- Young person is due to be discharged from a mental health unit and the family requires a support package (package of support needs to be in line with TYSS criteria and could involve supporting parents to manage extreme behaviours and therefore prevent family breakdown, whilst working alongside health services as part of discharge plan)

Homeless 16/17 year old

- There is risk of family breakdown and a joint housing support meeting has been requested
- There is imminent risk of family breakdown

Child Sexual Exploitation

- Young person is at risk of sexual exploitation
- Young person may be coerced into sexual activity due to gang involvement
- Young person displays inappropriate sexualised behaviour and early intervention has had no impact (consideration should first be given to a referral for specialist counselling support for victims of historic sexual abuse if appropriate; consideration also must be given to whether this young person is a victim of sexual abuse within the family in which case a referral to Specialist and Safeguarding Services is required)

18+ Care Leavers

- Former Relevant Care Leavers up until the age of 21, or if in education up until the age of 25
- Qualifying Care Leavers where there is an assessed need, up until the age of 21, or if in education up until the age of 25
- Former Relevant/ Qualifying Care Leavers who were closed to TYSS at the age of 21 can return for support with accessing education up until the age of 25. These referrals will come through the Customer Service Centre and will be sent to the previous TYSS team via an adult contact.

5. Referral Routes

Referrals will be received from:

- **Customer Service Centre** where it is clear that contacts received meet threshold for Targeted Youth Support Service and consent to work with TYSS is given
- **Multi-Agency Safeguarding Hub (*Previously Targeted Advice Service*)** where referrals meet threshold for TYSS and the family has consented to this support
- **Courts** via the Youth Justice Specialist Managers
- **Step Downs** from Safeguarding & Specialist Services which meet criteria for TYSS intervention. Step downs are to be managed at a local level, between teams where good practice is via face to face meetings
- **Lead Professional** for a Team around the family (TAF) where eCAF early intervention has not resulted in adequate progress and needs have escalated (risk of family breakdown)
- **Thriving Families** where they identify further support needs which can be met by TYSS

6. Allocations

TYSS Managers will determine whether a referral meets the threshold criteria for allocation within TYSS within a maximum of 5 working days of the referral being received. At this point, the Manager will ensure there is a case note with management direction detailing

whether the referral was accepted or rejected and the reasons for this decision along with direction for any further work or intervention. Cases will not be pended any longer than 5 working day without a decision to accept or reject the referral. If the threshold for TYSS is not met, the referrer will be informed within a maximum of 5 working days of receipt of the referral and advice and guidance will be offered, together with signposting to other services that might be more appropriate to meet the needs of the young person/family.

TYSS Managers will consider whether a referral meets the threshold for Safeguarding & Specialist Services, liaising with the relevant Assessment Team Manager (Safeguarding & Specialist Services), taking into account [Hertfordshire Safeguarding Procedures and Meeting the Needs of Children and Families in Hertfordshire](#).

Having established that the referral meets the threshold for TYSS, the TYSS Manager will prioritise cases according to the information received and allocate appropriately within the TYSS team. The TYSS Manager will ensure that the referrer is advised of the acceptance of the referral within 24 hours of this decision being made and provide the name of the allocated worker. (This task may be given to another member of the team to undertake.) The Manager will also ensure there is a case note with management direction for the TYSS worker which includes the expectation that a visit is made to the family within 5 working days of acceptance of the referral.

7. Youth Justice

Youth Justice Allocations will be managed as follows:

- **Court Allocations** – TYS Support Officers will e-mail allocations from each Youth Court to the Youth Justice Specialist Manager on the day of Court who will be responsible for :-
 - **Allocation of Pre Sentence Reports** – PSR's will only be allocated to workers who are part of the Court Duty Rota and are Qualified Social Workers (Probation Officers 16/17 year olds)
 - **So Serious Reports-** (Custody) will be assessed by Youth Justice Intensive Supervision and Surveillance (ISS) Senior Practitioners as to their suitability for ISS
 - **Serious Enough Reports** – will be allocated to workers who are part of the Court Duty Rota and are Qualified Social Workers (Probation Officers 16/17 year olds)
- **Bail/ Remand Cases** – Bail remand cases will be overseen by the Bail Remand Manager and Bail Remand Social Worker. The Bail Remand Social Worker will be responsible for completed the CLA paperwork and recording on the relevant data base. However, in the absence of the Bail Remand Worker, this work will be devolved to the TYS team until the Bail Remand Worker is able to take over this aspect of the case. Where a case is already open to a social worker within the TYS team, co-working may be in the young person's interest and protection of the public. However the Bail Remand Team will retain overall case responsibility for the bail remand aspect of the case.

Youth Justice Interventions are covered in the National Youth Justice Case Management Guidance provided by the Youth Justice Board. Please look on the GOV.UK website for further information: www.gov.uk/government/collections/case-management-guidance. Allocation of specific Youth Justice work is also covered in the Youth Justice Operational Procedures.

8. Assessment and Case Management

When a case is accepted as meeting TYSS criteria, the TYSS Manager will make a decision as to the type of assessment required depending on the needs of the young person identified within the referral. Please see section 4 for Specific Guidance. The assessment options include:

- **CURRENT- TYS Assessment:** Where a young person is being supported as part of early intervention, the TYSS worker will complete a TYS Assessment on IES. This assessment will be completed within 20 working days and will be followed up with an Action Plan and Risk Assessment completed at the same time. The action plan will be reviewed every 6 weeks to ensure the targeted intervention is impacting change.
- **TO BE IMPLEMENTED SOON- E-CAF:** When TYSS goes live on eCAF the following process will be followed. Once TYSS workers have met with the young person/ family and agree that they meet criteria for their service, the worker must gain consent to start the eCAF process. The worker will complete the registration form (which is a pre-populated form in IES) and send to the eCAF team to set up the eCAF. Once this is completed, the worker will be notified by email and will then complete the online assessment using eCAF and where applicable progress to Team Around the Family. Guidance and factsheets can be found on [Compass](#) along with contact details of the Senior CAF Coordinators for each double district. Personalised Commissioning Application and Graded Care Profile forms can also be accessed via the eCAF system. Separate guidance will be made available for TYSS staff to support the use of eCAF.
- **Child and Family Assessment:** Where a homeless young person may require S20 Accommodation or where there are significant concerns for a young person aged 13 years or older due to various risk factors that do not meet threshold for Safeguarding and Specialist Services intervention, a Child and Family Assessment will be completed on LCS. When the TYSS Manager progresses this assessment on LCS, the Manager will choose either a 15 or 35 day assessment depending on the needs of the young person. The outcome of this assessment may be accommodation of the young person under S20 and a Care Plan to support this or the outcome may be a Child In Need Plan or may be referrals to other appropriate services and no further action from TYSS.
- **ASSET:** Youth Justice Cases will continue to use ASSET and the application of the scaled approach to determine the level and intensity of the intervention.

Additional specialist assessments/screening tools may be used to identify and explore specific areas e.g. CRAFFT tool for substance misuse, Aim Assessments for sexually harmful behaviour and the Learning Styles Questionnaire. Further assessment tools can be found in the Risk Management and Risk Assessment Manual.

Please see *Appendices a-d* for tables relating to assessment, planning and review processes in TYSS.

9. Risk Management

All TYSS teams use the Risk Management and Risk Assessment Manual. In line with the expectations within this manual, every young person open to TYSS on eCAF, IES and LCS requires a Child and Young Person Risk Assessment. This Risk Assessment requires reviewing and updating every 6 months and should be saved in Livelink in 'Need to Know, Risk Assessment, Health and Safety' folder and cross referenced in a case note.

The Child and Young Person Risk Assessment should be reviewed sooner than every 6 months in the following circumstances:

- Risks remain high
- Risks have escalated
- Following 'missing' episodes
- Where there is a significant change or event
- Where a panel requests an updated/ amended Risk Plan

In line with the Risk Assessment and Risk Management Manual, a plan to manage risk will only end when the identified risks have reduced and normal management processes are in place and effective.

All high risk cases must be discussed with a TYSS Manager and this discussion must be recorded in case notes. If the case is assessed as high risk /complex or high vulnerability (i.e. risk of suicide or self-harm, risk of child sexual exploitation, substance misuse which is placing a young person at risk), the TYSS worker and Manager are jointly responsible for ensuring that the relevant specialist workers are involved (e.g. A-DASH) and need to ensure that the case is on the agenda for a Risk Management Panel or SEARCH panel (See [Risk Assessment and Risk Management Manual](#) – Social Work Procedure Manual, Section 3.1.7).

TYSS workers will need to assess the situation, negotiate with the young person and family and, where needed, put in additional measures to manage risks. This may involve other family members having the young people for a respite period whilst an intervention programme is worked on or alerting other agencies who may be involved with the family to the assessed risks and risk management plan e.g. Community Mental Health Teams.

Risk Assessments cannot be judged solely on a scoring system. Professional judgement and the use of supervision will determine the level of risks and intensity of the intervention required. However risk is dynamic and the family and TYSS workers may have to respond to the changing needs of the young person and the family i.e. if there is an escalation which could result in family breakdown, homelessness, risk of harm to self or others, then this will require a rapid response to manage the crisis effectively.

Children & Young People at risk of Child Sexual Exploitation should have a Hazard Alert recorded on their LCS record in order to alert users of this risk – This task should be completed by a Manager - Please see pages 9-11 of [this guidance](#) regarding how to add/update Risk on LCS.

10. Preventing Family Breakdown

Where there are significant difficulties for a young person and their family which could lead to family breakdown (or where family breakdown has occurred), an immediate TYSS response is needed to support crisis management for the young person and family. This

could include young people who are exhibiting high-risk behaviour and parents/carers who are struggling to keep the young person safe.

Where a young person is not receiving the standard of care or protection appropriate to their age and there are concerns this could lead to family breakdown unless addressed [and this does not meet the threshold for Safeguarding & Specialist Services], a TYSS response is needed to help parents/carers understand and address the issues causing concern.

In order to better understand the presenting needs, TYSS will undertake an assessment.

In such cases, a review of the plan will be undertaken at least every 6 weeks and will jointly involve TYSS, the young person and family and any professionals contributing to the Action Plan in order to ensure the plan is effective. A review of the TYSS worker's intervention in such cases will be discussed in monthly Supervision. Supervision will focus on the intensity and purpose of TYSS intervention, the impact of the intervention and exit plan. Exit planning will ensure that where the needs of the young person and family have decreased, there is a plan for ongoing support from universal or other services.

Family Group Conferences (see [Family Group Conference Procedures](#)) can be particularly effective when used at an early stage to avoid or reduce the need for S20 Accommodation. A Family Group Conference should therefore be considered as a valuable tool to engage families in planning where the young person is on the edge of care or when a family or young person experience crisis. Family Group Conferences often provide a more holistic support service for the whole family, alongside professional involvement. It is an expectation that where there is a young person on the edge of care and therefore a subsequent risk of the young person requiring accommodation under Section 20 due to family breakdown, a Family Group Conference will take place. This should be discussed and agreed with the worker's Line Manager at the earliest opportunity and this agreement and subsequent referral should be recorded within a case note.

11. Financial Support

Each Targeted Youth Support Team has a small Section 17 budget. This funding will be used in line with the Children's Services Policy for [Section 17 and Financial Support for Children and Families](#) as well as the [Hertfordshire Access to Resources Panel](#) arrangements.

12. Family Arrangements

For information regarding informal family and friends care arrangements, private fostering arrangements and family and friends foster carers, please see [Family and Friends Care Policy](#).

For further detailed information, please see the [Family and Friends/Connected Persons Policy and Placement Procedure](#) (including Regulation 24 Placements).

13. S20 Accommodation

For information regarding Section 20 Accommodation and Initial Care Planning, please see [Decision to Look After and Initial Care Planning Policy](#).

For S20 cases, where the young person has remained in care longer than 12 weeks and there is no indication of a return home within a reasonable period, it is the expectation that cases are transferred to the Children Looked After Team at 12 weeks (2nd CLA Review) unless the young person is approaching 18 and it is in their best interest to remain with TYSS before transferring to a Leaving Care PA. This decision should be clearly documented by the TYSS Manager within case recording. The TYSS Manager/Practice Manager will liaise with the appropriate Manager within CLA teams to progress the case transfer. The permanence plan for the young person should be confirmed at least two weeks prior to the 2nd CLA Review so this plan can be presented at the 2nd CLA Review for ratification, in line with [Permanence Planning Procedures](#).

14. Independent Return Home Interviews

Where a young person has been missing from home and they request an Independent Return Home Interview, TYSS will be requested to undertake such interviews. The purpose of these interviews is to understand and to address the reasons why the child or young person ran away and to try to prevent it happening again.

If the child/young person has an allocated worker, the interview will be arranged by the child/young person's allocated worker. The child/young person will be asked whether they would prefer the interview to be carried out by an independent worker from Targeted Youth Support Service (TYSS) or their allocated worker. The return home interview should take place within 72 hours. It is important that staff clearly record when a Return Home Interview is offered and whether the response was to accept or decline. Staff must also remember to record the missing episode on LCS in the missing tab.

During the Return Home Interview, the worker should explore reasons for the missing episode and look at the support needs for the child/young person and the family including health needs e.g. sexual health, substance misuse or mental health related needs.

The following criteria have been agreed to determine the offer of an Independent Return Home Interview. Particular attention will be paid to the young person's age and vulnerability and whether any of the following factors exist:

- has been missing for **over 24 hours**
- has been missing on **two or more occasions**
- has engaged in **criminal activities** during their absence
- has **been hurt** whilst they have been missing
- is known to have **mental health** issues
- is assessed as at **risk of sexual exploitation**
- is in contact with persons posing a **risk to children**
- **forced marriage, honour based violence**

TYSS will provide acknowledgement of the request to the referrer. TYSS will record Independent Return Home Interviews on LCS and provide a copy to the appropriate person (this may be the referrer or the allocated worker involved with the young person).

Where there are child protection concerns, discussion with Safeguarding & Specialist Services is required in terms of a referral to their service (if the case is not already known to them). If the case is already allocated, TYSS will provide the allocated worker with written feedback on the return home interview.

Where sexual exploitation, or the risk of sexual exploitation, has been identified the case should be referred to SEARCH panel.

Further information is available from: [Return Interview Procedure](#).

15. Homeless 16 and 17 Year Olds

For referrals regarding homeless 16 and 17 year olds, TYSS will follow the Joint Housing Protocol. A Joint Housing Support Meeting will be arranged by the professional where the homeless 16/17 year old first presents and will involve the TYSS worker, Herts Young Homeless (hyh) worker, Housing Authority worker, the young person and if appropriate their family. This meeting will be arranged no later than 5 working days following the young person's presentation at one of the agencies (TYSS, hyh or Housing) and subsequent request for a joint housing support meeting and will determine further appropriate actions with timescales.

If the 16/17 year old is not currently homeless, but due to become homeless, the Joint Housing Support Meeting will identify any additional support/ intervention that can be put in place to enable the young person to remain living at home or will identify timescales for a Child and Family Assessment to determine if S20 criteria is met.

If the 16/17 year old is currently or imminently homeless and all options (including extended family and friends) have been exhausted, TYSS will contact hyh to request Crashpad. If the young person does not meet criteria for Crashpad, TYSS will liaise with the relevant Housing Authority to discuss temporary accommodation whilst a Joint Housing Support Meeting and Child and Family Assessment are undertaken in order to determine whether the young person meets S20 criteria.

There may be situations which are deemed high risk and an immediate response and visit are required on the same day in order to prevent an immediate family breakdown. It is the TYSS Manager's responsibility to determine level of risk and timescales for intervention and this should be explicitly documented within the management direction/ allocation case note.

Under the Joint Housing Protocol, TYSS, hyh and Housing Districts will work very closely together in order to best meet the needs of the young person.

If the parents are saying they want the young person to return home, but the young person is saying they will not return home, HYH, TYSS, Housing Districts and other agencies must not undermine the parents and should all work together giving the young person the firm message that they need to return home. In such cases, the young person cannot be considered 'street homeless' unless there is evidence that to return home would place the young person at significant risk of harm (e.g. adult in the home poses risk to the young person).

TYSS workers need to ensure that the young person is safe and that they are not put at risk by any arrangements made. The emphasis should remain focused on providing interventions which will assist the young person to remain at home or return home and should be robust and sustainable to prevent further family breakdown.

16. Escalation to Safeguarding and Specialist Services

In line with Hertfordshire's Multi-Agency Protocol for working with Vulnerable Adolescents, there is an increasing recognition that the child protection system that is conceptualised primarily around preventing harm and maltreatment among younger children, who may be most at risk within their own family, is not well placed to serve the needs of adolescents.

Therefore, assessment, safeguarding and support services to vulnerable adolescents are predominantly offered via TYSS teams. Often, parents of young people who go missing and/or are at risk of child sexual exploitation are trying their best to access appropriate specialist support from Police, CAMHS and Children's Services to safeguard their child. Young people who are exploited by gangs, organised crime/drug dealers or sole predatory adults may need intensive support and interventions that TYSS is able to provide.

Where parents and young people are willing to accept support or at least willing to explore the possibility of change and support, TYSS can provide intensive intervention and draw on the extended services offered within Services for Young People.

However, if a case managed within TYSS needs to be escalated to Safeguarding and Specialist Services (i.e. where the young person is at significant risk of harm due to the care given by the parent/ care giver and they are unwilling or unable to change); the TYSS Manager will liaise with the relevant Team Manager in Safeguarding and Specialist Services. This may result in no action being taken by Safeguarding and Specialist Services if they state that the referral does not meet their threshold. This also may result in a period of joint working. Where Safeguarding and Specialist Services carries out a S47 investigation and Child and Family Assessment, it is the expectation that TYSS will continue to work with the young person, liaising closely with the S&SS team to ensure effective joint working. This requires robust management oversight to clarify roles and responsibilities for the TYSS worker. If, following an investigation, the S&SS team concludes that there is no risk of significant harm, a robust handover back to TYSS is required where there is an ongoing TYSS role. In these instances, it is the expectation that the TYSS Manager will liaise with the S&SS Manager and record any decisions and agreements made within case recording.

17. Referral to the Adolescent Resource Centre

TYSS workers can make referrals to the Adolescent Resource Centre (ARC) after consultation with their Line Manager. Referral forms will need to be completed if the case meets ARC criteria. If the case is accepted, the TYSS worker will retain case management responsibility during a time limited intervention and will need to work in partnership with ARC.

18. Worker Safety and Lone Working

For guidance on Lone Working, Personal Safety and Reporting Procedure, please refer to: [HCC Personal Safety Procedure](#).

19. Out of Hours Arrangements

TYSS Teams will have arrangements for workers where they are unavoidably working out of normal office hours.

Electronic diaries need to be kept up to date and workers need to inform the duty worker/Manager of the time they are expected to finish the appointment and must call back when they have completed an appointment.

If the TYSS worker does not make a phone call, the duty worker or Manager should make a call to the TYSS worker. If there is no response the Manager will contact the worker at home, or speak to their next of kin. If the worker still cannot be contacted then the Manager will inform the police that a worker is missing.

The Childrens Services Out of Hours Service (CSOOHS) is an Out of Hours service for crisis situations only. CSOOHS cannot be tasked to undertake casework as they can only make emergency responses.

TYSS Managers need to ensure that CSOOHS is informed if there is a risk that a TYSS case might come to their attention. It is important that Managers state the action they consider should happen should CSOOHS be contacted on a case.

CSsafeguarding.OutofHoursService@hertfordshire.gov.uk

20. Appendices

a) **Early Intervention**

| | | |
|-----------------------|--|--|
| <p>Day 1</p> | <p>SSR Received</p> | <ul style="list-style-type: none"> ➤ If clear decision can be made based from information in SSR, then: <ul style="list-style-type: none"> ▪ Manager writes case note giving management direction and reason for acceptance or rejection ▪ Overview of referral and outcome/decision added to chronology |
| <p>Day 1-5</p> | <p>Management Decision to Accept or Reject Case</p> | <ul style="list-style-type: none"> ➤ If <u>further information</u> is required, management direction to be provided in case note regarding: <ul style="list-style-type: none"> ▪ what information to gather ▪ what relevant checks are required ▪ timescale for above ➤ <u>Rejected Cases:</u> Referrer is informed within 24 hours of decision being made and signposted to relevant service. This is confirmed in writing; the letter is saved in Livelink under 'Correspondence' and cross referenced in a case note in IES. Case is then closed on IES. These cases should not at any point be accepted on IES. ➤ <u>Accepted Cases:</u> <ul style="list-style-type: none"> ▪ Allocation of case to worker as an early intervention case (on IES or when eCAF goes live, on eCAF) ▪ Manager ensures there is a case note recording the allocation of worker This must also include management direction for the following: <ul style="list-style-type: none"> ○ overview of referral ○ relevant history ○ level of risk ○ chosen assessment and system to record on ○ direction for worker (must include expectation that a visit to the family is undertaken within 5 working days) ➤ <u>Update Chronology</u> |

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| <p>Day 1-20</p> | <p>Assessment Period</p> | <ul style="list-style-type: none"> ➤ <u>By Day 5</u>: Initial visit to gain signed consent signed consent. This is to be uploaded to the 'Essential Information' folder in Livelink within 48 hours of the visit and cross referenced in a case note in IES. ➤ <u>By Day 20 on IES</u>: TYSS worker will complete: <ul style="list-style-type: none"> ▪ TYS Assessment ▪ Risk Assessment (Child and Young Person Risk Assessment) ▪ TYS Action Plan ➤ TYSS worker will inform their Line Manager when the above documents have been completed on the system and these documents will not be finalised until the Line Manager has authorised them. (This will happen through a case note indicating agreement with the outcome of the above documents. Part of this agreement must include expectation for intensity of intervention in line with recommendations from assessment and action plan). ➤ Once the assessment and action plan have been authorised, the TYSS worker will be responsible for carrying out and co-ordinating intervention with the young person and family. ➤ <u>Update Chronology with outcome of assessment</u> |
| <p>+6 Weeks from Assessment</p> | <p>Action Plan Review</p> | <ul style="list-style-type: none"> ➤ 6 Weeks after the TYS Assessment, the first Action Plan Review must take place to decide whether the case will: <ul style="list-style-type: none"> ▪ remain open - continue support for another 6 weeks ▪ close – intervention was successful and a clear exit plan has been documented. Review actions and use case closure template (<i>Appendix e</i>) to end intervention, ensuring an end date is recorded against the allocated worker on the intervention screen ▪ closed cases on IES must have a case closure template (<i>Appendix e</i>) within case notes using relevant template |

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| Period | | |
| +6 Weeks from First Review | Second Review | <ul style="list-style-type: none"> ➤ 6 Weeks after the first Action Plan Review, a second Action Plan Review must take place to ensure the following: <ul style="list-style-type: none"> ▪ the case is being monitored for effectiveness of intervention ▪ remain open - continue support for another 6 weeks, however clear exit plan identified and agreed between manager, worker and family ▪ close – intervention was successful and a clear exit plan has been documented; review recordings and use case closure template (<i>Appendix e</i>) to end intervention, ensuring an end date is recorded against the allocated worker on the intervention screen ▪ closed cases on IES must have a case closure template (<i>Appendix e</i>) within case notes using relevant template |

b) C&F Assessment - Homeless 16/17 Year Olds

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| Day 1 | Management Direction | <ul style="list-style-type: none"> ➤ <u>Case Note IES</u>: Management direction to be entered onto IES indicating that this case requires a C&F Assessment. ➤ <u>Within 24 Hours</u>: Case should be closed on IES and opened on LCS. ➤ <u>Case Note LCS</u>: Management direction during Day 1 to be entered onto LCS detailing: <ul style="list-style-type: none"> ▪ overview of the referral ▪ relevant history ▪ level of risk ▪ chosen assessment and system to record on ▪ direction for worker: <ul style="list-style-type: none"> ○ must include the expectation that a visit to the family is undertaken within 5 working days ○ must include the expectation that for homeless 16/17 year olds, Joint Housing Protocol is followed |
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| | | <ul style="list-style-type: none"> ○ on whether the case requires a 15 or 35 day assessment ➤ <u>JHP Consent:</u> <ul style="list-style-type: none"> ▪ referring agency should forward the signed consent with the referral – this needs uploaded to Livelink under the ‘Essential information’ folder and cross referenced in a case note ▪ If there is no signed consent form, this must be gained and uploaded as above, within 48 hours of initial visit ➤ Chronology to be updated with referral and initial direction. |
| <p style="color: blue; font-size: 1.2em; font-weight: bold;">Day 1-15/ 35</p> | <p style="font-weight: bold;">Assessment Period</p> | <ul style="list-style-type: none"> ➤ Joint Housing Support meeting undertaken ➤ If C&F Assessment undertaken, outcomes may include: <ul style="list-style-type: none"> ▪ <u>CLA:</u> please see Social Work Procedures Manual ▪ <u>CiN:</u> please see Social Work Procedures Manual ▪ <u>NFA:</u> After investigation, no further action was needed - case to be closed, after updating case summary/notes; closed cases on LCS must have a case closure summary case note using relevant template (<i>Appendix e</i>) ➤ <u>Case Summary:</u> all cases held on LCS require a case summary using the case summary template (<i>Appendix f</i>). |

c) **C&F Assessment – Due to High Risk**

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| <p>Day 1</p> | <p>Management Direction</p> | <ul style="list-style-type: none"> ➤ <u>Case Note IES</u>: Management direction to be entered onto IES indicating that this case requires a C&F Assessment. ➤ <u>Within 24 Hours</u>: Case should be closed on IES and opened on LCS. ➤ <u>Case Note LCS</u>: Management direction during Day 1 to be entered onto LCS detailing: <ul style="list-style-type: none"> ▪ overview of the referral ▪ relevant history ▪ level of risk ▪ chosen assessment and system to record on ▪ direction for worker: <ul style="list-style-type: none"> ○ must include the expectation that a visit to the family is undertaken within 5 working days ○ on whether the case requires a 15 or 35 day assessment ➤ Consent: <ul style="list-style-type: none"> ▪ Initial visit to gain signed consent signed consent. This is to be uploaded to the 'Essential Information' folder in Livelink within 48 hours of the visit and cross referenced in a case note in LCS. ➤ Chronology to be updated with referral and initial direction |
| <p>Day 1-15/ 35</p> | <p>Assessment Period</p> | <ul style="list-style-type: none"> ➤ If C&F Assessment undertaken, outcomes may include: <ul style="list-style-type: none"> ▪ <u>CLA</u>: please see Social Work Procedures Manual ▪ <u>CiN</u>: please see Social Work Procedures Manual ▪ <u>NFA</u>: After investigation, no further action was needed - case to be closed, after updating case summary/notes; closed cases on LCS must have a case closure summary case note using relevant template (<i>Appendix e</i>) |

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| | | <ul style="list-style-type: none"> ➤ <u>Case Summary</u>: all cases held on LCS require a case summary (<i>Appendix f</i>) |
| | <p>Escalation to Safeguarding and Specialist Services</p> | <ul style="list-style-type: none"> ➤ If outcome of C&F Assessment or outcome of ongoing work with the family indicates high risk that meets threshold for Safeguarding and Specialist services: <ul style="list-style-type: none"> ▪ Managers and worker to complete TYS Child Protection Contact Form (<i>Appendix g</i>) ▪ TYS Manager to liaise with S&SS Team Manager regarding referral using the information within the TYS Child Protection Contact Form ➤ Outcome of referral to S&SS may include: <ul style="list-style-type: none"> ▪ referral does not meet threshold for S&SS: <ul style="list-style-type: none"> ○ TYS Manager to record discussion and decision including any further intervention by TYS ▪ joint working - S&SS carries out S47 Investigation and the C&F Assessment: <ul style="list-style-type: none"> ○ TYS & S&SS Manager to clarify and record roles and responsibilities for each team on LCS ➤ Chronology to be updated with steps taken and decisions made. |

d) Youth Justice

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| Day 1 | Management Decision | ➤ <u>Case allocation</u> : Cases will be allocated by the Youth Justice Specialist Services Manager. |
| Day 1 – Completion of Order | | ➤ National standards apply dependent on Court Order. See Hertfordshire Youth Justice National Standards Summary. ➤ YJB National Standards 2013 ➤ YJ Case Management Guidance ➤ <u>YJ Operational Procedures Please see Section 7</u> |

e) Case Closure Template

Closure Summary

Referred by:

Date of Commencement of TYSS Involvement:

Reason for Referral to TYSS:

Summary of progress achieved and what has not been achieved including number of sessions offered/ kept with YP and/or parent/ family:

Reason for Closure:

Ongoing concerns:

Has the child been spoken to alone:

Has the accommodation in which the child currently lives been visited:

Have the views of all professionals involved been sought and considered:

Has the evaluation been completed:

Closure date as agreed by Manager:

f) Case Summary Template

Please use **BOLD** headings within case note summary, bullet points are prompts for what could be included in each section, if heading is not relevant (i.e. Placement heading for a child who is not CLA) then delete that heading.

Background:

- When did they come into care and why
- S20 or s31 dates of orders
- Historical risks and vulnerability
- Overview of current referral

Placement:

- Where they are and how long they have been there
- Staffing levels if relevant re 2-1 staffing and why
- How settled & quality of relationships in placement
- If there are frequent placement breakdowns, specific comment on this (frequency, reasons, support put in place to support current placement)

Family Contact/ Relationships

- Who with
- How often
- Quality of contact
- Is it positive and enjoyed
- Direct or indirect.
- Any risks/ concerns posed by family

Emotional Behavioural:

- Drug & alcohol misuse
- CAMHS or other therapeutic involvement, name of professional, level of engagement
- YOT involvement, under what Order, start and end date, name of professional and level of engagement; what are the convictions
- Current presenting behaviour and risks, if high risk it may be a good idea to use red font, for example: **if missing, places herself at significant risk, she is at risk of abuse from others, sexual exploitation and a risk to herself**
- Personality and relation to risks or engagement; what do they respond well to, what do they not manage (what will help a duty worker if they needed to visit in your absence)

Education & Employment:

- What school year
- Where
- Level of engagement and ability
- Additional support being received
- Last PEP, and next PEP date
- Peer friendships at school, quality and ability to make and keep friendships
- Aspirations

Health:

- General health
- Specific diagnosis and impact
- Services accessing e.g. CAMHS, ENT,
- Medication being taken

Status:

- Red Cross (or similar) involvement
- Solicitors with contact number
- Language spoken and ability.
- Interpreter required
- Immigration status with upcoming appeal dates
- Any agreed funding arrangements

Upcoming dates:

- CLA Review / PWP Review
Risk Management Meeting
- SEARCH Panel
- MAP Panel
- Date of next RHA
- Date of next dental and opticians

g) Targeted Youth Support Child Protection Contact Form

| Parent/Carers Name | Parent/Carers date of birth | Parent/Carers Address | Parent/Carers telephone number |
|--------------------|-----------------------------|-----------------------|--------------------------------|
| | | | |
| | | | |

| Are the parent(s)/carers aware of this referral? | If not why? |
|--|-------------|
| | |

| Referrer Name | Referring Service | Contact Number |
|---------------|-------------------|----------------|
| | | |
| | | |

| Other Professional Name | Agency | Contact Number |
|-------------------------|--------|----------------|
| | | |
| | | |

Please list the current concerns that you have for this child relating to the care provided to them by their parents/carers and indicate evidence where there is reasonable cause to suspect that the child is suffering, or likely to suffer, significant harm where enquires must be made and the child assessed under section 47 of the Children Act 1989 (S47) (please evidence that the difference between harm and significant harm has been considered and please evidence consideration of whether the child/ren are at imminent risk)

Please list what the impact of the above concerns are on the child/young person. Is the impact different for different children in the family?

| List the family strengths | List what is making the situation safe |
|---------------------------|--|
| | |

| What intervention has TYSS already undertaken (please detail period of time involved with family, number of visits and level of engagement)? |
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| |

| What is the assessment team able to offer this child/young person in respect of services that cannot be offered by TYSS or another service? |
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| |

| Date sent to/ discussed with Specialist and Safeguarding Service and name of who sent to/discussed with: |
|--|
| |

Assessment Team Use Only:

| Triage date | Triage Time | Triage location | Assessment Manager |
|--------------------|--------------------|------------------------|---------------------------|
| | | | |

| Summary of discussion during Triage |
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| |

| This case meets threshold for Safeguarding Service. Please explain reasons: |
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| This case does not meet threshold for Safeguarding Service. Please explain reasons: |
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| |

| Further Action for Assessment Team | Yes/No |
|---|---------------|
| No Further Role | |
| Section 17 Assessment | |
| Section 47 Investigation/Assessment | |