

Services for Young People

Targeted Youth Support

TYS OPERATIONAL PROCEDURES

PUBLICATION SCHEDULE NUMBER:	CSF 0208
ISSUE NUMBER:	5
PUBLICATION DATE:	June 2018
REVIEW DATE:	May 2020
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1. Introduction

The following operational guidance 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 Children Board Procedures Manual](#)

[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 2015](#)

[Children Leaving Care Act 2000](#)

[Children and Social Work Act 2017](#)

[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](#) (10.4)

[Meeting the Needs of Children and Families in Hertfordshire](#)

[Hertfordshire Multi-Agency Protocol for Working with Vulnerable Adolescents](#) (10.5)

[Risk Assessment and Risk Management Manual](#) (3.1.7) August 2016

2. Targeted Youth Support Teams

Targeted Youth Support (TYS) 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 four area based multi-disciplinary Targeted Youth Support Teams in Services for Young People with a remit to work with vulnerable young people in need and their families, to prevent family breakdown or where young people are at the edge of care. YYS also provides support for care leavers up to the age of 25 and work with young people where a youth justice service is required.

Referrals to TYS are needs based where the criteria are:

- 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 requires a service from Youth Justice.
- A young person is a Care Leaver aged 18 or over.
- Where a child who is missing from home requires an Independent Return Home Interview.

The provision of Youth Justice Services is undertaken to meet the statutory requirements and National Standards for services to the Courts, Secure Estate and victims of youth crime, and the delivery of the requirements of Out of Court Disposals and Court Orders. Hertfordshire Youth Justice operational guidance documents and Youth Justice Strategic Plan are also available from the Youth Justice Central Policy and Development Team.

3. Threshold Criteria

Referral criteria for Targeted Youth Support Teams to hold case responsibility for adolescents include 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 exploitation, including 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, TYS will accommodate the young person. They will then provide or support identified interventions to facilitate rehabilitation back home. If this is successful, TYS will support this transition back home through a Child in Need plan. If the rehabilitation back home is not successful, TYS will transfer the young person to the CLA service at the 2nd CLA review; unless the young person is 17 or approaching 18 years old where it is in their best interest to remain with the TYS team, transferring to their Leaving Care PA at 18.

Where a young person is open to another part of Children's Services under a Child in Need plan, TYS are able to support the plan by way of a specific piece of work. The work undertaken will be recorded on LCS and the TYS worker identified as a Support Worker on LCS. If the decision is that a CiN plan is not needed but there is a specific piece of work which meets TYS criteria, then a discussion between the two services will agree whether a step down to TYS is more appropriate with case recording as early help on EHM.

4. Specific Guidance

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

The following are specific criteria for TYS intervention:

Behavioural concerns (Including where a child has a mental health difficulty & substance misuse)

- Young people at risk of physical, emotional and sexual harm from non-family member, e.g. exploitation.
- Parents refuse to have young person home.
- Parents are unable to keep young siblings safe from older sibling but are willing to accept support.
- Young person's behaviour is leading to risk of family breakdown.
- Family with young person's substance/ alcohol use impacting on their behaviour.
- Concerns for young person regarding radicalisation.

Youth Justice

- Young person's 10+ involvement in criminal behaviour (including ant-social behaviour).
- Young person in Police custody. Basic details should be obtained and checked if CLA to Hertfordshire. If CLA from another local authority, Police to refer to the home area Children's Services.
- Young person is charged and refused bail (remanded) and the request of the Local Authority is accommodation (PACE bed), this should be passed to the YJ Bail and Remand Manager or YJ Specialist Services Manager.

Physical Abuse

- Injuries caused to a young person as a result of gang crime.

Domestic abuse

- Young person is a perpetrator of domestic abuse.
- Young person is a victim of domestic abuse by boyfriend/ partner.

Homeless 16/17 year old

- Request from Housing or HYH for TYS to undertake an assessment on a homeless 16 or 17 year old.
- Homeless 16 or 17 year old who is pregnant; TYS to carry out a joint assessment with the Assessment Team.

Sexualised Behaviour

- Young person displays inappropriate sexualised behaviours or have in their possession indecent images (TYS send to HALO).
- A child 13+ who has been victim of indecent images by non-family member.
- A child 13+ having consensual sexual intercourse with another child of the same age.

- Concerns regarding child sexual exploitation/ grooming including where the young person is at risk of being coerced or is being coerced into sexual activity due to gang involvement.
- Young person is sexually assaulted by another young person.

Unborn Children

- 16/17 Parent of Unborn baby not previously known. That requires ongoing support whilst assessment being completed on unborn.

18+ Care Leavers

- Former Relevant Care Leavers up until the age of 25 (in line with the Children and Social Work Act 2017) – see separate section.
- Qualifying Care Leavers where there is an assessed need.

5. Referral Routes

Referrals will be received from:

- **Customer Service Centre** where it is clear that contacts received meet threshold for Targeted Youth Support and consent to work with TYS is given.
- **Multi-Agency Safeguarding Hub** where referrals meet threshold for TYS and the family has consented to this support.
- **Courts** via the Youth Justice Specialist Services Managers.
- **Step Downs** from Safeguarding Services which meet criteria for TYS intervention. Step downs are to be managed at a local level, between teams where good practice is via face to face discussion and/or meetings. Step down from Assessment Teams will state that there are no safeguarding concerns requiring a statutory intervention.
- **Intensive Families First Support Teams** where this service identifies further support needs which can be met by TYS.

6. Allocations

TYS Managers will determine whether a contact meets the threshold criteria for allocation within TYS within a maximum of 7 working days of the contact being received (this period allows for enquiries to be made to consider the intervention needed. At this point, the Manager will ensure there is a case note with management direction detailing whether the contact has been accepted as a referral or not and the reasons for this decision along with direction for any further work or intervention. Cases will not be pending any longer than 7 working days without a decision to accept or reject the referral. **The referrer needs to be informed of the decision without delay once made.**

If the threshold for TYS is not met, advice and guidance will be offered to the referrer, together with signposting to other services that might be more appropriate to meet the needs of the young person/family.

If the contact meets the threshold for TYS, the TYS Manager will prioritise cases according to the information received and allocate appropriately within the TYS team. The TYS Manager will ensure that the referrer is advised of the acceptance of the contact and provide the name of the allocated worker. (This task may be given to another member of the team to undertake.)

If the TYS Manager considers the contact meets the threshold for the Safeguarding Service, they should liaise with the relevant Assessment Team Manager, taking into account [Hertfordshire Safeguarding Procedures](#) and [Meeting the Needs of Children and Families in Hertfordshire](#).

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 (or 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 (or Probation Officers for 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 completing 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 an area 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.
- **Allocation of Referral Orders** – Referral Orders are allocated to TYS workers or to Youth Justice Specialist workers (ETE/ Health/ Police/ ISS PA) in the TYS teams in consultation with the Youth Justice Specialist Services Manager.

Youth Justice Orders and Interventions are covered in the National Youth Justice Case Management Guidance provided by the Youth Justice Board. See the GOV.UK website for further information: www.gov.uk/government/collections/case-management-guidance. Also see the Hertfordshire Youth Justice operational guidance documents.

8. Assessment and Case Management

When a case is accepted as meeting TYS criteria, the TYS Manager will make a decision as to the type of assessment required depending on the needs of the young person identified within the referral. The assessment options include:

- **Families First Assessment:** Where a young person is being supported as part of early intervention and the predominant needs of the family are due to the young person, the TYS worker will complete a Families First Assessment on the Early Help Module system (EHM). This assessment will be completed within 20 working days from the allocation date and will be followed up with an Action Plan and Risk

Assessment completed within the same time. The action plan will be reviewed every 6 weeks to ensure the targeted intervention is impacting change. The FF Assessment will focus on the young person within a family context and any needs identified for siblings will be addressed by engaging the appropriate service.

- **Child and Family Assessment:** Where a homeless young person may require S20 Accommodation or where there are complex needs or high risks for a young person, a Child and Family Assessment will be completed on LCS. When the TYS Team or Practice Manager progresses this assessment, they 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
 - a Child In Need Plan, or
 - step-down to EHM for an early help intervention, or
 - referrals to other appropriate services and no further action from TYS.
- **AssetPlus:** All Youth Justice Cases require an AssetPlus assessment to be completed within 15 working days or 25 days for a Referral Order, and the application of the scaled approach to determine the level and intensity of the intervention. The AssetPlus must be reviewed at 3 monthly intervals or if there is a significant change in the young person's circumstances. Please see the AssetPlus Guidance documents (YJB 2016 Version 3 and TYS/YJ AssetPlus practice guidance documents).

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 Assessment and Risk Management Manual](#).

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

9. Risk Management

All TYS teams use the Risk Management and Risk Assessment Manual. In line with the expectations within this manual, every young person open to TYS on EHM and LCS is required to have an up to date Risk Assessment. This Risk Assessment requires reviewing and updating every 6 months or when there is a change in circumstances. All workers will use the template forms on EHM and LCS as appropriate.

The 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

All high risk cases must be discussed with a TYS Manager at least monthly in supervision or where circumstances change; this discussion must be recorded in case notes. If the case is assessed as high risk/complex or high vulnerability (e.g. risk of suicide or self-harm, risk of child sexual exploitation, substance misuse which is placing a young person at risk), the TYS worker and Manager are jointly responsible for ensuring that the relevant specialist workers

are involved (e.g. AF-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).

TYS workers will need to assess the situation, negotiate with the young person and family and, where needed, put in additional measures to mitigate and manage risks. This may involve other family members looking after 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.

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 TYS workers may have to respond to the changing needs of the young person and the family e.g. 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.

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 - see pages 9-11 of the [LCS Guidance](#) regarding how to add/update Risk on LCS.

Risk assessment for Youth Justice cases is part of the AssetPlus assessment which must be reviewed every three months or where there is a significant change in circumstance. All cases meeting the criteria must be referred to the TYS Risk and Safeguarding Panel:

- Young person is sentenced to new ISS.
- Young person is sentenced or remanded in Custody.
- DTO release case before final review.
- The young person has committed a serious specified offence.
- Youth Justice Cases transferred in from other YOT.
- Assessed as High ROSH in AssetPlus.
- Assessed as Medium ROSH for cases if impact is Major or Critical on the matrix on impact/likelihood judgements.
- Assessed as High and Very High safety and well-being concerns.
- Assessed as High Likelihood of re-offending (high YOGR score) indicative rating linked to high risk of serious harm and safety and well-being.
- Any young person where gang activity/gang association is noted in AssetPlus/ and is suspected/reported/admitted.
- Young person is a Child Looked After subject to an Out of Court disposal or Court Order.
- Re-referral, due to significant event increasing risk or vulnerability/safety & wellbeing.

Serious incidents (Community Safeguarding and Public Protection Incidents) for Youth Justice cases must be reported following CSPPI Guidance.

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 TYS 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.

In order to better understand the presenting needs, TYS will undertake an assessment. The type of assessment will depend on the level of difficulties within the family. Where there are complex needs or high risks, a Child & Family Assessment is required to identify whether a Child in Need plan is required.

In such cases, a review of the plan will be undertaken at least every 6 weeks and will jointly involve TYS, 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 TYS worker's intervention in such cases will be discussed in monthly supervision. Supervision will focus on the intensity and purpose of TYS intervention, the impact of the intervention and the exit (step down) 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 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.

Sometimes family breakdown can be triggered by a single event and therefore giving little notice to plan for a Family Group Conference. In these circumstances, the expectation is that the TYS Team Manager will chair a Threshold Meeting with the family, inviting other professionals as appropriate, including the ARC service. These meetings will be minuted, with clear actions to prevent family breakdown and setting out a support package into the home.

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.

TYS also have access to a Diversion from CLA budget which is held by Brokerage Services. Requests require completion of a Diversion from CLA form and authorisation from the Heads of Service responsible for Targeted Youth Support.

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](#).

Decision to Accommodate Young People 13 Years plus under Section 20.

In order to ensure we are looking after the right children at the right time there is a need to fully explore all available options for teenagers and their families before a decision is made to accommodate under Section 20.

When a worker identifies a crisis/series of incidents in a family home that requires intervention the expectation is that a Threshold Meeting is held with the family, chaired by the TYS Team Manager.

Threshold meeting

Parent/s / family members / young person to be asked to attend an urgent meeting to consider options (within 48 hours or 72 hours if over a weekend).

In principle no decision will be made to accommodate until this meeting has taken place. During the meeting all present should discuss possible solutions to include:

- Support into the home - this can vary according to families' needs.
- Possibility of young person staying with a relative/family friend under a private arrangement.
- Mediation arrangements
- Financial support.

There must be a clear record that all options have been discussed and where appropriate the reasons why they may or may not work. At the end of the meeting if all options to support the family to stay together have been exhausted a written record should be made of the reasons.

Decision to Accommodate

If it is felt that the only option is for the young person to have a period of time away from the family home the case should be brought to the next HARP. If a decision cannot wait until HARP the AD for Specialist Services must be contacted to discuss and agree Section 20 before any request to source a placement or HARP chair in their absence. For decisions out of hours the on call manager will be contacted for agreement and the case needs to be brought to the next HARP.

A clear timescale for a return home where appropriate must be identified and discussed with the family/young person so that all are aware. Where the family are asking for a break with a view to return, a clear plan must be drawn up and dates identified for relevant actions within 72 hours. The plan should be in place for a maximum of 6 weeks.

Young People 16 years plus – Please read alongside guidance for homeless 16 & 17 year olds.

For young people aged 16 plus where the young person has the skills and level of maturity to live semi-independently/independently the option of alternative housing should be

explored before any decision to pursue Section 20 e.g. Parents to act as Guarantor for rent deposit to source alternative accommodation. Young person to be presented as homeless.

Young People 17.5 years plus - Please read alongside guidance for homeless 16 & 17 year olds.

The decision to accommodate will only be made where there is clear evidence that a period of time in Local Authority Care will have a clear and measurable benefit to the young person.

It is important to have a clear and early plan for young people accommodated under S20. By the second CLA Review, it is the expectation that young people will either be supported to return to a family member, or that there is a clear view that it is not safe or viable for the young person to return to their family. 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](#). The plan of returning home or remaining in care needs to be ratified by the Independent Reviewing Officer. When the care plan is long term foster care, the case will move to the CLA Service at 2nd CLA Review.

If the young person is 17 or approaching 18 years old and it is in their best interest to remain with TYS before transferring to a Leaving Care PA, this decision should be clearly documented by the TYS Manager within case recording. The TYS Manager/ Practice Manager will liaise with the appropriate Manager within the CLA Service to progress the case transfer.

14. Independent Return Home Interviews

Where a young person has been missing from home and they request an Independent Return Home Interview, TYS may 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.

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 record the missing episode on LCS in the missing tab without delay.

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**

TYS will provide acknowledgement of the request to the referrer. TYS 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 exploitation, including sexual exploitation, has been identified, a multi-agency professionals meeting should be convened (MARM) and a risk management plan developed. If the risks are not reduced as a result of this the case should be escalated/referred to SEARCH panel.

Please refer to Children & Young People Missing from Home or Care procedures.

15. Homeless 16 and 17 Year Olds

For referrals regarding homeless 16 and 17 year olds, TYS 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 TYS 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 (TYS, 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, TYS will contact hyh to request Crashpad. If the young person does not meet criteria for Crashpad, TYS 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 TYS 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, TYS, 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, TYS, 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).

TYS 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 where the risks for the young person are outside of the family home.

Therefore, assessment, safeguarding and support services to vulnerable adolescents are predominantly offered via TYS teams taking into account contextual safeguarding. 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 TYS 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, TYS can provide intensive intervention and draw on the extended services offered within Services for Young People.

However, if a case managed within TYS needs to be escalated to Safeguarding 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 TYS Manager will liaise with the relevant Team Manager in Safeguarding Services. This may result in no action being taken by the Safeguarding Service if they judge that the referral does not meet their threshold. This also may result in a period of joint working.

Where Safeguarding Services carry out a S47 investigation and Child and Family Assessment, it is the expectation that TYS will continue to work with the young person, liaising closely with the safeguarding team to ensure effective joint working. This requires robust management oversight to clarify roles and responsibilities for the TYS worker. If, following an investigation, the safeguarding team concludes that there is no risk of significant harm, a robust handover back to TYS is required where there is an ongoing TYS role. In these instances, it is the expectation that the TYS Team Manager will liaise with the Safeguarding Team Manager and record any decisions and agreements made within case recording.

17. Referral to the Adolescent Resource Centre

TYS 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 TYS worker will retain case management responsibility during a time limited intervention and will need to work in partnership with ARC. Please see page 4 for the link to the referral form.

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

TYS Teams must 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 TYS worker does not make a phone call, the duty worker or Manager should make a call to the TYS 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.

TYS Managers need to ensure that CSOOHS is informed if there is a risk that a TYS 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

Youth Justice arrangements with Children Services Out of hours are in place to prevent overnight detention of children and young people who are arrested and charged. This includes access to information on Childview for risk assessment of the young person and Herts Pace Transfer Practice Guidance.

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 Contact, 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 EHM. Case is then closed on EHM. These cases should not at any point be accepted on EHM. ➤ <u>Accepted Cases:</u> <ul style="list-style-type: none"> ▪ Allocation of case to worker as an early intervention case (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>
<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. This is to be recorded on the EHM Consent Form and then uploaded to the 'Essential Information' folder in Livelink within 48 hours of the visit and cross

		<p>referenced in a case note.</p> <ul style="list-style-type: none"> ➤ <u>By Day 20 on EHM:</u> TYSS worker will complete: <ul style="list-style-type: none"> ▪ FF Assessment ▪ TYS Risk Assessment ▪ 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 Period</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 EHM must have a case closure template (<i>Appendix e</i>) within case notes using relevant template

<p>+6 Weeks from First Review</p>	<p>Second Review</p>	<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 EHM must have a case closure template (<i>Appendix e</i>) within case notes using relevant template
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b) C&F Assessment - Homeless 16/17 Year Olds

<p>Day 1</p>	<p>Management Direction</p>	<ul style="list-style-type: none"> ➤ <u>Case Note EHM</u>: Management direction to be entered onto EHM indicating that this case requires a C&F Assessment. ➤ <u>Within 24 Hours</u>: Case should be closed on EHM 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 ○ on whether the case requires a 15 or 35 day assessment ➤ <u>JHP Consent</u>:
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		<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 <p>➤ Chronology to be updated with referral and initial direction.</p>
<p>Day 1-15/ 35</p>	<p>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**

<p>Day 1</p>	<p>Management Direction</p>	<ul style="list-style-type: none"> ➤ <u>Case Note EHM</u>: Management direction to be entered onto EHM indicating that this case requires a C&F Assessment. ➤ <u>Within 24 Hours</u>: Case should be closed on EHM 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>)

		<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"> ▪ TYS Manager to liaise with S&SS Team Manager regarding referral ➤ 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

<p>Day 1</p>	<p>Management Decision</p>	<ul style="list-style-type: none"> ➤ <u>Case allocation</u>: Cases will be allocated by the Youth Justice Specialist Manager in liaison with the TYS Manager.
<p>Day 1 – Completion of Order</p>		<ul style="list-style-type: none"> ➤ National standards apply dependent on Court Order. See Hertfordshire Youth Justice National Standards Summary. ➤ YJB National Standards 2013 ➤ YJ Case Management Guidance 2014 with bridging guidance for AssetPlus ➤ <u>YJ Practice Guidance and Operational documents - 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 on both EHM and LCS, 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

Details of Worker/Line Manager Requesting Support:

Worker	Team	TM or PM authorising request	Date

Request Authorised by (Head of Service):

Name	Electronic Signature	Date	Comments?