

Jersey's Children First

right **help** ● right **time**

Right Help Right Time Protocol:
Managing the transition between Children's
Services and other agencies

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Introduction

Jersey's Children First is a shared practice framework with an emphasis on early intervention and prevention.

This protocol sets out how we will achieve a more seamless transition in stepping up or down from statutory social work services. This includes the Multi Agency Safeguarding Hub (MASH). The Early Help Manager will work to support practitioners in this.

Notification of a Child and Family Assessment (Early Help)

Practitioners will notify the Early Help Manager that they are considering undertaking *Child and Family Assessment (Early Help)*. The Early Help Manager will confirm that the child or young person is not a current open case to Children's Services.

If the child, young person or an older sibling has previously been open to Children's Services, the Early Help Manager will share relevant/proportionate information with the practitioner about:

- a. date/s of intervention
- b. status– Child and Family Assessment/Child in Need/Child Protection/Looked After Child
- c. category of registration if Child Protection
- d. presenting needs

This supports decision making about the current vulnerability/risks and level of need for the child or young person.

The Early Help Manager will advise the practitioner if a *Child and Family Assessment (Early Help)* is appropriate.

TACSCOPE

If a Team around the Child and Family have concerns that a plan is not progressing or are experiencing difficulties in accessing support for a family, consideration should be given to requesting consultation via [TACSCOPE](#).

MASH Advice/Consultation

Staff within the MASH may provide advice and consultation to other agencies. This may be in response to agencies seeking support in deciding to raise a MASH enquiry. This may result in advice to raise a MASH enquiry, gain support from another agency or consider a *Child and Family Assessment (Early Help)*.

MASH Enquiries

Where a practitioner that is working with a child, young person or family makes an enquiry to the MASH and it is decided that a *Child and Family Assessment (Early Help)* may be needed, the MASH team member will:

- a. contact the parent directly and explain the benefits of co-ordinated support and a Lead Worker. Gain the family's consent to share information with the Early Help Manager and the Right Help - Right Time Panel
- b. feedback to the practitioner/agency that a *Child and Family Assessment (Early Help)* should be considered
- c. ensure the agency has the contact details of the Early Help Manager
- d. ensure the Early Help Manager is notified via Mosaic
- e. confirm in writing to the enquirer a *Child and Family Assessment (Early Help)* is recommended
- f. confirm in writing to the family that an enquiry has been made and a *Child and Family Assessment (Early Help)* is recommended

The role of the MASH will then end. The Early Help Manager will present the information contained in the Early Help Notification at the Right Help - Right Time Panel (please see [Terms of Reference](#)). The Early Help Manager will offer advice, support and guidance to the practitioner/ agency, about completing a *Child and Family Assessment (Early Help)* as needed.

Where an agency that is not working with the child, young person or family makes an enquiry to MASH – such as police, ambulance service, emergency department - and it is decided that a *Child and Family Assessment (Early Help)* may be needed, the MASH team member will:

- a. contact the parent directly and explain the benefits of co-ordinated support and a Lead Worker. Explore with the family which agency may be best placed to undertake the assessment
- b. the MASH team member will request the parent's consent to share this information and the information in the enquiry with the Early Help Manager and the Right Help - Right Time Panel
- c. confirm in writing to the enquirer that a *Child and Family Assessment (Early Help)* is recommended and will be discussed at Right Help – Right Time Panel
- d. confirm in writing to the family that an enquiry has been made and a *Child and Family Assessment (Early Help)* is recommended and that a practitioner will be in touch within 5 working days

The role of MASH will then end. The Early Help Manager will present the information contained in the Early Help Notification at the Right Help - Right Time Panel (please see [Terms of Reference](#)). The Early Help Manager will offer advice, support and guidance to the practitioner/ agency, about completing a *Child and Family Assessment (Early Help)* as needed.

Where the MASH enquiry has come from a parent or young person directly and it is assessed that multi-agency early intervention may be suitable, a member of the MASH team will:

- a. contact the parent or young person directly and explain the benefits of co-ordinated support and a Lead Worker. Explore with the family which agency may be best placed to undertake the assessment
- b. the MASH team member will request the consent of the parent and/or young person (as appropriate) to share this information and the information in the enquiry with the Early Help Manager and the Right Help - Right Time Panel
- c. confirm in writing to the family that an enquiry has been made and a *Child and Family Assessment (Early Help)* is recommended and that a practitioner will be in touch within 5 working days

The role of the MASH will then end. The Early Help Manager will present the information contained in the Early Help Notification at the Right Help - Right Time Panel (please see [Terms of Reference](#)). The Early Help Manager will offer advice, support and guidance to the practitioner/agency, about completing a *Child and Family Assessment (Early Help)* as needed.

At any time, the Early Help Manager may contact the agency identified by the family and request that an assessment is started, to prevent the family experiencing any unnecessary delay.

Family Declines Child & Family Assessment

On occasion, when a family has been referred to Children's Services for assessment, they may decline a service, but agree that multi-agency co-ordinated support would be beneficial. The social worker will gain consent for information to be shared at the Right Help - Right Time Panel, completing the information sharing consent with the family in [Appendix 4](#).

The social worker will share the information with the Early Help Manager, who will present relevant information at the Right Help - Right Time Panel.

MASH Enquiry/Referral to Children's Services

If a *Child and Family Assessment (Early Help)* has been completed and then a MASH enquiry is raised, the assessment and *Team around the Child and Family Plan (TAC/F)* (if completed) will inform the MASH enquiry and will accompany the MASH enquiry subject to the usual information sharing considerations.

Where a referral to Children's Services follows:

- a. the Early Help Manager will be notified that the enquiry has been progressed to a referral

- b. the Early Help Manager will inform the Lead Worker that the child/ren has been referred and is open to Children's Services
- c. the *Child and Family Assessment (Early Help)* documents will accompany the MASH enquiry to the allocated social worker
- d. if a *Team around the Child and Family Review* is scheduled, this will take place and the social worker will be invited to attend if possible and will be sent a copy of the *Child & Family Assessment* and TAC plan, if in place
- e. relevant members of the Team around the Child will continue to support the child/young person and their family to ensure a smooth handover to the allocated social worker as lead worker, if required ([additional guidance here](#))

In all situations, where a MASH enquiry has been raised, the MASH team member will check with the Early Help Manager to see if a *Child and Family Assessment (Early Help)* already exists. This will help inform the next steps to ensure appropriate support for the child/young person and their family to avoid duplication and aid decision making.

Transition from Children's Services to Early Intervention Multi-Agency Support

Where a Children's Services Assessment has been completed and additional needs are identified, but a decision has been made not to offer a service from Children's Services on the basis that the presenting needs do not require a social worker, the social worker will:

- a. explain the benefits of continued co-ordinated support and a lead worker and request consent with the child / young person / parents and seek consent for relevant information to be shared at the Right Help - Right Time Panel, using the consent form in [Appendix 4](#)
- b. follow the identified step down workflow in MOSAIC
- c. the Children's Services representative will present the information contained in the Early Help Notification at the Right Help - Right Time Panel (please see [Terms of Reference](#))
- d. the social worker will convene a planning meeting to form a Team around the Child and Family by inviting relevant services, to ensure continuing support for the family, noting any recommendations from the Right Help - Right Time Panel. The social worker can arrange the meeting in consultation with the Early Help Manager who may attend
- e. the social worker will present relevant and proportionate information from the Assessment (as agreed with the family) and as part of the Team Around the Child and Family meeting, work with agencies, parents/carers and children and young people as appropriate
- f. the meeting will develop a Team around the Child and Family Plan, including collaboratively identifying a Lead Worker. The meeting will discuss the agencies

suggested in panel and the services they can provide. If the family consents to receiving a service, this will be added to the plan and the named practitioner will be invited to the TAC review. A TAC review will be scheduled by the Lead Worker

- g. the social worker and Lead Worker will agree who will send the written *Team around the Child and Family Plan*, *Child's Chronology* and the *consent form* to the Early Help Manager. The Lead Worker will distribute the *Team around the Child and Family Plan* to the family and the relevant agencies. The Children's Services role ends. See guidance [here](#)

Where a *Child in Need (CiN) Plan* comes to an end because risk has been reduced and any remaining needs can be met by targeted/universal services. The social worker will, with the agreement of the parent/carer/young person as appropriate:

- a. explain the benefits of continued co-ordinated support and a lead worker and request the consent of the child / young person / parents and also seek consent for relevant information to be shared at the Right Help - Right Time Panel, using the consent form in [Appendix 4](#)
- b. follow the identified step down workflow in MOSAIC
- c. the Children's Services representative will present the information contained in the Early Help notification at the Right Help - Right Time Panel (please see [Terms of Reference](#))
- d. the social worker will discuss with the family the services that the Right Help - Right Time Panel suggested and gain consent to invite to a meeting
- e. the social worker will convene a Team around the Child meeting within 15 days inviting the relevant agencies. The social worker can arrange the meeting in consultation with the Early Help Manager who may attend
- f. the social worker will present relevant and proportionate information from any Children's Social Care Assessments and Plans (as agreed with the family). This may be in part or in full but will be relevant and proportionate
- g. the social worker will summarise the outstanding issues and desired goals/outcomes in collaboration with the family and agencies
- h. the *Team around the Child and Family Plan* will be developed at this meeting, noting any recommendations from the Right Help - Right Time Panel
- i. the Lead Worker will be identified at this meeting and there will be no further need for Children's Services involvement. The Lead Worker will schedule a *Team Around the Child and Family Review*
- j. the social worker and Lead Worker will agree who will send the written *Team around the Child and Family Plan*, *Child's Chronology* and the *consent form* to the Early Help Manager. The Lead Worker will distribute the *Team around the Child and*

Family Plan to the family and the relevant agencies. For further Guidance see [Appendix 3, Change of Lead Worker ToR](#) and [Change of Lead Worker Handover Actions](#).

Appendix 1 – Right Help – Right Time Panel Terms of Reference

Right Help – Right Time Panel Terms of Reference

The Right Help - Right Time panel is a multi-agency group accountable to the Right Help – Right Time Operational Board.

(1) Frequency

The panel will meet each Tuesday from 11.00 – 13.00

(2) Function and Outcomes

Functions

1. to receive and triage both step downs from Children's Services assessments/plans (closures) and signposts from MASH where a *Child and Family Assessment (Early Help)* has been proposed.
2. to review and resolve any matters where an assessment or TAC/F cannot be established or is not functioning effectively.
3. to review and agree appropriate next steps in relation to 'active' TAC/F, where practitioners agree that the plan should be considered for step up to statutory services (Children's Services).

Outcomes

1. where a multi-agency response is not required, to identify and confirm a single agency response.
2. where a multi-agency response (at the level of early intervention and support) is viewed as appropriate to:
 - a. identify and agree a lead agency/ organisation to take on Lead Worker responsibility for a TAC/F
 - b. identify and allocate additional services and/ or resources to support a family and to strengthen the response to the identified needs
3. where there is a professional view that an active TAC/F should be considered for a MASH enquiry to consider and agree either:
 - a. whether additional resources can be agreed to prevent the need to step up or;
 - b. to agree that a step up statutory services is appropriate

(3) Membership

Panel membership will include representatives from the following:

- Parenting and Family Support
- Early Help Manager
- Youth Service
- Police

- CAMHS; Psychology and Well-being
- Family Nursing and Home Care
- Children's Services
- Brighter Futures
- Drugs and Alcohol (virtual partner)
- Adult Mental Health
- IDVAS
- Probation

Panel members are required to prioritise their (or their representatives) attendance and must have the authority to allocate resources/staff time from their organisation.

(4) Governance

Information Sharing

Relevant information will be shared to enable panel members to safeguard and promote the wellbeing of children and young people as needed. In fulfilling their responsibilities, panel members should be guided by the [seven golden rules of information sharing](#).

Conflict of Interest

Where any individual being discussed is known personally to a panel member, then this should be declared and reflected in the minutes.

(5) Preparation for Panel Meetings

The Children's Services representative will raise 'step down' cases for triage with the panel (20 mins for each case discussion). Relevant information (including case closure forms) will be shared via Egress 2 full working days in advance of the panel meeting. The Children's Services representative will be prepared to the extent they can provide an overview of the level and nature of identified needs for each case raised.

The Early Help Manager will raise 'signposts to Early Help' from MASH for triage with the panel (20 mins for each case discussion). Relevant information (including MASH outcomes) will be shared via Egress 2 full working days in advance of the panel meeting. The Early Help Manager will be prepared to the extent they can provide an overview of the level and nature of identified needs.

The panel will discuss a maximum of 8 cases.

(7) Panel Lead

The Panel Lead will:

- chair the panel to ensure the delivery of its overarching functions
- promote support for the panel and account/ report on the performance and impact of the panel
- provide challenge to organisations who are not supporting the panel effectively

(8) Recording

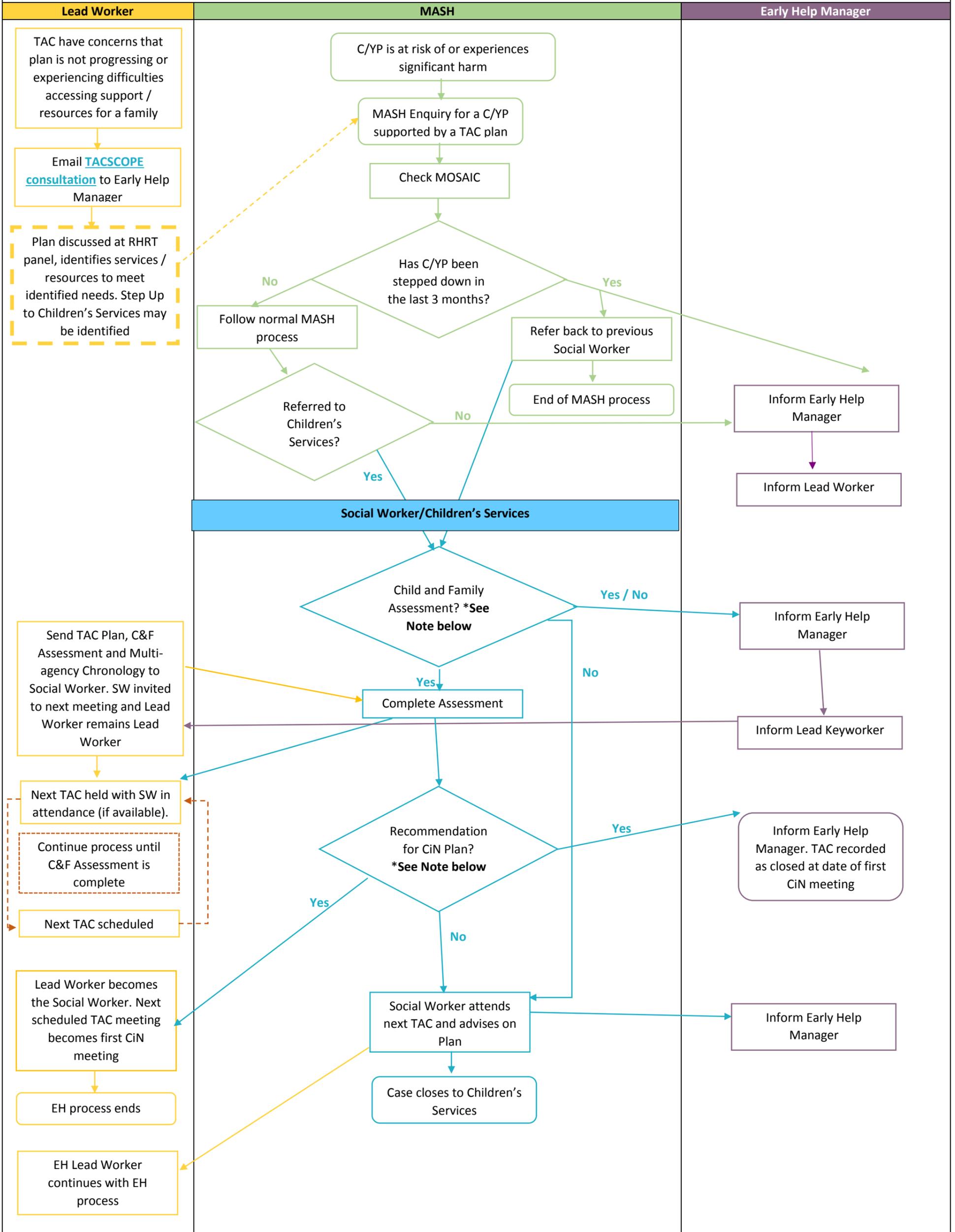
A note of discussion will be completed for each case raised. This will be saved on Egress. All panel members are subsequently responsible for ensuring these are later shared/ saved in accordance with relevant guidelines (GDPR).

(9) Monitoring and Impact

Performance and activity data will be provided (quarterly) to the Right Help - Right Time Operational Board.

These terms of reference will be reviewed in June 2019.

Step Up Process



*At any time, if an Article 42 Investigation is required, social worker immediately becomes Lead Worker. If an Initial Child Protection Conference is held and the outcome is a Child Protection Plan or a Child in Need plan, TAC plan ends at the date of the conference.

Glossary

C/YP – Child or Young Person

MASH – Multi Agency Safeguarding Hub

C&F Assessment – Child and Family Assessment

CiN – Child in Need

CP – Child Protection

TAC – Team Around the Child

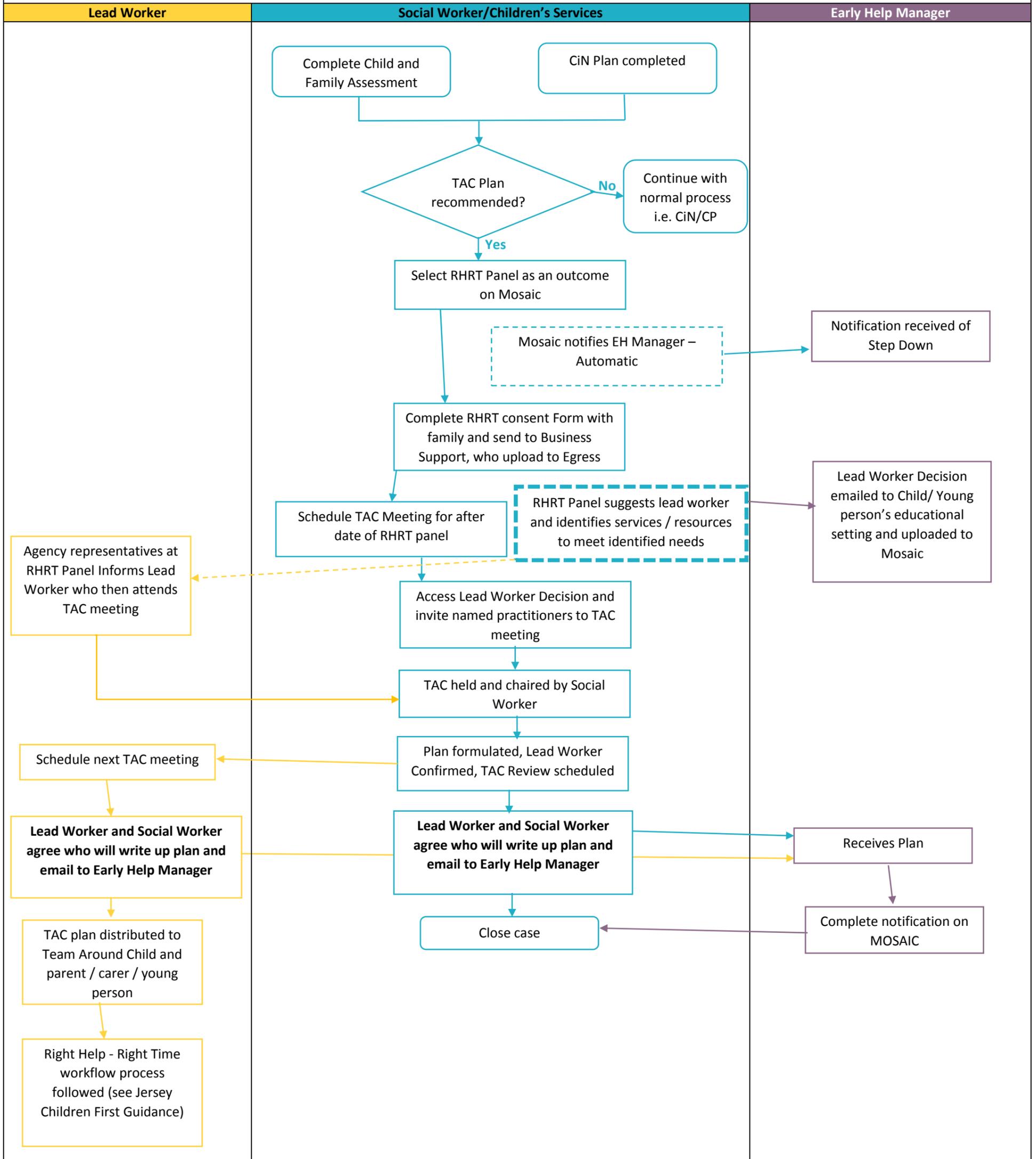
RHRT – Right Help - Right Time

Mosaic – Children’s Services recording database

Egress – Confidential Information Sharing Application

SW – Social Worker

Step Down Process



Glossary

- CiN – Child in Need
- CP – Child Protection
- TAC – Team Around the Child
- RHRT – Right Help Right Time
- Mosaic – Children's Services recording database
- Egress – Confidential Information Sharing Application

The Right Help ● Right Time Panel - Consent form for information sharing

The Right Help ● Right Time Panel making sure families get the support they need, when they need it.

This consent form should be completed with your child/ren's social worker.

The Right Help Right Time Panel is made up of representatives from a range of services including Family Nursing and Home Care, Jersey Youth Service, Child and Adolescent Mental Health, Inclusion and Early Intervention Services, Adult Mental Health, Police, Brighter Futures and an Independent Domestic Violence Advisor. They come together to make sure that families who may no longer need a social worker continue to get the right support/services for their family and that this is co-ordinated where needed.

The Panel comes together once a week. Information about families is shared with the parents' consent [and sometimes the young person, subject to age and understanding]. The information shared is generally an overview of your family's strengths and needs, plus what needs to happen now. The Panel can then make sure the right support/services are in place. This may include services that are already working with your family. The Panel will also make sure you have a named professional known as the Lead Worker if you have a number of services supporting your family.

This form confirms you consent to your family's information being shared at the Right Help - Right Time Panel.

What happens after the Panel meets

Your social worker will be in touch to let you know the outcomes of the Panel and if needed will discuss with you services or support that have been suggested. You may wish to agree to some or all of the recommendations made by the Panel. Your social worker will then arrange a **team around the child and family meeting** which includes all services who will be working with you and your child/ren. You will be part of this meeting and your children will be involved too, in a way that suits them. This is when we all come together and decide who is doing what and when, to achieve your family's goals.

Please complete the form below if you agree for relevant information provided by Children's Services to be shared at the Right Help - Right Time Panel

Right Help ● Right Time Panel - Consent form for information sharing
 (completed by social worker with the family)

CONSENT TO SHARING INFORMATION

Information about the Right Help - Right Time Panel has been shared with me/us:

Yes No

I / we understand relevant information will be shared with the members of the Panel (who are representatives of the organisations outlined above) by Children's Services as shown above, so my family can continue to access the support we need:

Yes No

I / we understand if I/we choose not to share our information, you may not be able to provide all the support or services that may be required:

Yes No

I / we understand that you will treat our information as confidential and you will not share it outside the organisations represented in the panel unless required by law or unless I/we or another person may come to harm if you do not share it:

Yes No

**Signatures – Children:
Family:**

Date:

DATA PRIVACY NOTICE

This consent form and the Team around the Child and Family Plan will be stored by the agency identified as Lead Worker in accordance with their agency's Privacy Policy and Retention Schedule. The consent form and Team around the Child and Family Plan and future Reviews will also be held centrally by the Early Help Manager on behalf of the Children, Young People, Education and Skills Department (CYPES) for quality assurance and data collection purposes. As a 'controller' under the Data Protection (Jersey) Law 2018 CYPES processes and holds your information in order to provide public services and meet our statutory obligations. We may not be able to provide you with a service unless we have enough information, or your permission to use that information. At the following website, we explain what we collect; how we will use your information; and what your rights are: [CYPES privacy policy and retention schedule](#)