

This form is designed as a quick reference guide and should be used in conjunction with the online Kent Support Level Guidance [www.kscb.org.uk](http://www.kscb.org.uk)  
 The following examples and key features are for guidance only, these should always be considered in respect of the impact they are having on the child or young person

## UNIVERSAL SUPPORT LEVEL 1

### Children and Young People

- Physically healthy with development checks up to date
- Has an adequate and nutritious diet, regular dental and optical checks
- Attendance at school/college/training above 90%
- No concerns about home/school link
- Able to discriminate between 'safe' and 'unsafe'
- Has a good understanding of right and wrong
- No concerns about child's mental health
- No barriers to learning and no concerns about child's cognitive development
- No concerns about child's behaviours
- Child has a positive sense of self with no concerns about forming relationships
- No concerns about attitude to drugs or alcohol
- No concerns about child's use of technology

### Parents and Carers

- Parents/carers can meet their child's needs including taking them to school, dentist, opticians or hospital appointments.
- Parents/carers provide their children with guidance and boundaries to support child's development
- Parents/Carers provide secure/caring parenting
- Parents/Carers able to manage child/Young persons behaviours

### Family and Environment

- Stable and affectionate relationships with care givers
- To live in adequate housing and in a safe and secure environment
- To have good core relationships with siblings
- To have positive relationship with peers
- To have a positive sense of self and abilities
- Child/Young person demonstrates age or developmentally appropriate responses in feelings and actions
- Child has good quality early attachments
- Child/Young Person is able to understand right from wrong and acting appropriately

## ADDITIONAL SUPPORT LEVEL 2

### Children and Young People

- Occasional absence/truancy from school
- Potential of becoming NEET
- Missing or absence from home
- Young person presents with low level indicators from the Child Sexual Exploitation Tool Kit
- Use of fixed term exclusions
- Poor attachments
- Child is a young carer
- Child is teenage parent
- Concerns about reaching developmental milestones
- Language / communication difficulties
- Has a diagnosed disability or sensory impairment
- Child is associating with peers who are involved in crime or anti-social behaviours
- Low level drug/alcohol use impacting negatively
- Low level mental health or emotional issues or self harm
- Child expressing thoughts of 'running away'
- Disruptive/challenging behavioural difficulties
- Low level offending/anti-social behaviours – at risk of entering Youth Justice System
- Some evidence of risky use of technology/on-line safety concerns

### Parents and Carers

- Families affected by poverty affecting their access to appropriate services/affecting the child's development
- Parents/carers struggle to meet child's needs, or they place their own needs above the needs of the child
- Parent/carers health including physical/mental/learning disability or substance misuse, impacts negatively on the child's health or development
- Parents/carers struggle to manage child's behaviours
- Poor engagement with Universal Services likely to impact on child's health or development
- Poor supervision provided by parents/carers
- Parents/carers require support to understand child's disability or sensory impairment and strategies to manage

### Family and Environment

- Low level Domestic Abuse present in the family home
- Low level drug and/or alcohol misuse
- Low level offending/anti-social behaviours – Parents/carers at risk of entering the Criminal Justice System
- Low level/emerging neglect
- Parent was a Child in Care
- Child is affected by difficult family relationships
- Housing in poor state of repair impacting on child's health or development or serious level of overcrowding

## INTENSIVE SUPPORT LEVEL 3

### Children and Young People

- Persistent unauthorised absence from school / NEET
- At risk or has been permanently excluded from school
- Regularly missing from home or school with no explanation
- Significant disabilities
- Serious delay in achieving milestones raising significant concerns
- Teenage pregnancy
- Risky sexual behaviours
- At risk from Radicalisation through technology or inappropriate relationships
- Young person presents with medium level indicators from the Child Sexual Exploitation Tool Kit
- Domestic abuse, drugs and alcohol issues
- Child subject of a Court Ordered Report under s7 or s37 being completed by children's social care
- Children placed under an Education Supervision Order under Section 36 of the Children Act
- Significant dental decay that has not been treated
- Potential of becoming involved in gangs
- Homeless child in need, including 16-17 years old
- Young Carer whose caring duties are affecting outcomes

### Parents and Carers

- Chronic neglect where food, warmth and other basics are often not available
- Inconsistent parenting impairing emotional/ behavioural development of child/ Inappropriate child care arrangements
- Parent/carer health/disability/learning difficulty or substance misuse has a direct negative impact on the child
- Parent/carer own emotional or mental health difficulties have a direct impact on child's health or development
- Parent/carer provides inconsistent boundaries which seriously impacts on the child's development
- Pre-birth assessment required due to concerns
- Parent/carer of disabled child requires support to care

### Family and Environment

- Concerns about the level of domestic abuse
- Substance misuse significantly impacting on child
- Risk of homelessness due to relationship breakdown
- Child is Privately Fostered
- Neglect issues significantly impacting on the child
- Risk of family breakdown leading to child becoming looked after outside family network
- Child exposed to contact with people who pose a risk to physical or sexual harm to children
- Risk of family breakdown leading to child becoming looked after outside family network
- Family at risk of eviction despite support from EH and/or Housing

## SPECIALIST SUPPORT LEVEL 4

### Children and Young People

- Non-organic failure to thrive
- Sexually inappropriate behaviour
- Sexually aggressive behaviour
- Teenage parent/pregnancy under age of 13 years old
- Sexually transmitted infection in a child under 13 years old
- Physical / Sexual abuse including child sexual assault
- Frequently missing from home
- Offending and in the Youth Justice System
- Relationship breakdown/homelessness
- Persistent social exclusion
- Child/Young person presenting with several indicators from all categories with one or more high-risk indicators from the Child Sexual Exploitation Tool Kit
- Child at immediate risk of significant harm arising from radicalisation, travel to conflict zones, or involvement in terrorist activity
- Gang member or involvement in drug crime
- Child beyond parental control and placing self at risk of significant harm
- Caring for severely or profoundly disabled child has a significant impact on parent/carers ability to meet the child's needs

### Parents and Carers

- Parent/carer refusing medical care endangering life /development
- Child left in care of adult known or suspected to be a risk to children or lives in the same house as the child
- Child is left home alone without adequate supervision or support
- Parents unable to restrict access to home by adults known to be a risk to children and other adults
- Parents own needs mean they cannot keep their child/young person safe
- Pre birth assessment indicates unborn child is at risk of significant harm
- Parents have or may have abused or neglected the child/young person
- Parent/carer has mental health issues, including self-harming behaviour, that present a risk of significant harm to the child.
- Parent/carer's domestic abuse and/or substance misuse that presents a risk of significant harm to the child
- Previous child/young person has been removed from parents' care
- Deliberate cruelty or emotional ill-treatment of a child resulting in significant harm
- Concern that a child is suffering or likely to suffer harm as a result of fabricated or induced illness

### Family and Environment

- Abandonment or severe Neglect
- Emotional Abuse including significant harm due to Domestic Abuse (DA)
- Child Sexual Exploitation (CSE)
- Human Trafficking
- Female Genital Mutilation (FGM)
- Forced Marriage or Honour Based Violence
- Significant concern about Radicalisation

## UNIVERSAL SUPPORT LEVEL 1

Universal services are provided to or are routinely available to all children and families. These services are accessed in the local community and delivered by partners including schools, GPs, hospitals, community health services, children's centres, youth hubs, police, fire service and voluntary and community groups

### **If you require support for a child or family at this Support Level, here are some questions to ask yourself;**

**What support is needed and where can I get this?** The first step is to discuss any concerns with the family and agree what action is needed. This may be that your service is able to provide some extra support or it may be that you can signpost the family to another agency.

### **Are the family requesting support?**

**Yes**—discuss support required and gain consent

**What support is needed and where can I get this?** The first step is to discuss any concerns with the family and agree what action is needed. This may be that your service is able to provide some extra support or it may be that you can signpost the family to another agency

### **Have I tried all my resources?**

All your inhouse resources should be tried before considering involving another agency.

### **What other services can I contact locally for support, have I tried all these?**

Please check online for other services in your local area.

### **What do I do next?**

This will depend upon the support required. Firstly speak to the family about which professionals or services are already involved with the children/family; consider other Universal Services e.g. GP or Health visitor, Nursery, Education/school, Church, Local Charity or Voluntary or Community group.

## ADDITIONAL SUPPORT LEVEL 2

Children and families with additional needs who require extra help to improve education, parenting, behaviour or to meet specific health needs. These needs can be met by universal services working together or with the addition of some targeted services

### **If you require support for a child or family at this Support Level, here are some questions to ask yourself;**

### **What support is needed and where can I get this?**

The first step is to discuss any concerns with the family and agree what action is needed and where the family would like to receive support from. Signpost the family or contact the service direct Ensure you have 'agreement to engage' before taking any action.

### **Have I tried all my agency resources?**

All your inhouse resources should be tried before considering involving another agency.

### **What other services can I contact locally for support, have I tried all these?**

Please check online for other services in your local area via KSCB website, Headstart Resilience Hub, SEND local offer or by contacting your local networks

### **What do I do next?**

This will depend upon the type of support required. Firstly speak to the family about whom or which services are already involved with the children/family.

### **With agreement other options available may include;**

- Contact the child's school*
- Contact a local Group or Charity*
- Contact your local Borough Council*
- Contact the School Health Team*
- Contact your local Youth Hub*
- Contact your local Children's Centre*

## INTENSIVE SUPPORT LEVEL 3

Intensive support can be offered to children and families where they have complex or multiple needs requiring local authority services to work together with universal services to assess, plan and work with the family to bring about positive change. Includes Intensive Family Support Early Help and/or Child in Need services

### **Does my concern meet this Support Level?**

**Unsure**—discuss your concerns with your agency Designated Safeguarding Lead.

**Yes**—see below

### **Do I have the agreement to engage?**

**Yes**—complete the Request for Support Form

**No**—It is important that you share your concerns with the family and gain their agreement to complete the Request for Support form.

**Unsure**—Please speak with family about your concerns and the support required and gain their 'agreement to engage' before completing the Request for Support form.

### **Has any previous support helped?**

It is helpful to know what has worked well previously to identify the right support for the family. Please include this in the information you provide.

### **Do you need advice?**

Please speak with your agency Designated Safeguarding Lead in the first instance.

### **What do I do next?**

Agreement from the family to engage is required especially if Early Help is likely to be the most appropriate support for the family. If you have not discussed your concerns with the family please do so before completing the Request for Support Form.

If you have 'agreement to engage' then

### **Complete a Request for Support form**

[www.kscb.org.uk/supportlevels](http://www.kscb.org.uk/supportlevels)

## SPECIALIST SUPPORT LEVEL 4

Children who are considered to have been harmed or are likely to suffer significant harm as a result of abuse or neglect/ removal from home/or will suffer serious lasting impairment without the intervention of local authority statutory services under high level concern Child in Need (CIN) or high-risk Child Protection (CP) Services and Specialist Youth Justice work.

Children whose disability affects all aspects of development.

### **Does my concern meet this Support Level?**

### **Is this an immediate safeguarding concern?**

**Yes**—If there are concerns that a child may be suffering significant harm, the Request for Support form should be completed and immediately submitted to the Front Door. The Form can be located at [www.kscb.org.uk/supportlevels](http://www.kscb.org.uk/supportlevels)

**Unsure**—discuss your concerns with your agency Designated Safeguarding Lead.

**No**—discuss your concerns with the family and gain their agreement to engage with services—see below

### **Do I have consent/'agreement to engage'?**

The family's 'Agreement to Engage' is required before you complete the Request for Support form unless there is immediate risk, or if it places a child at risk of significant harm. A completed copy of the form should be shared with the family. You should therefore have discussed your concerns with the family and explored with them what the most appropriate support may be for them. The family should be aware that the form will be used to determine the most appropriate support available. If the family refuse 'Agreement to Engage' this should not influence the decision to complete a Request for Support form where the level of concern warrants this.

### **What do I do next?**

### **Complete a Request for Support form**

Do you need any further information or guidance?

Go to; [www.kscb.org.uk/supportlevels](http://www.kscb.org.uk/supportlevels)

**REMEMBER— You only need to complete a Request for Support Form if you are requesting support at Intensive or Specialist Support Levels 3 or 4.**

**Please do take care when completing the online 'Request for Support' form, because the information you provide in the form, will be used to assess which is the most appropriate level of support required. If it is not assessed to require support at Level 3 or 4, the form will be returned to you so that you can consider the Support Level 1 or 2 options. For more information [www.kscb.org.uk/supportlevels](http://www.kscb.org.uk/supportlevels)**