

## Single Request for Support form: GUIDANCE NOTES

The Single Request for Support form replaces the following:

**Inter- agency referral (IAR)**

**Early Help notification (EHN)**

The new form is intended to be used by professionals making requests for children and families requiring intensive or specialist support at levels 3 and 4 only. Any referrals that do not meet the criteria should be referred to the appropriate service for additional or universal services or **consideration given as to whether the identified needs can be met within the referrer's own service. Please refer to the Kent Support Levels Guidance for further advice;** <http://www.kscb.org.uk/procedures/kent-support-levels-guidance/universal-support-level-1>

A discussion with the parents/carers, and with the children/young people where appropriate should be undertaken wherever possible before making any Request for Support to ensure that they are aware of any worries or concerns that you have and to be given the opportunity to discuss solutions with you. This should inform your decision as to whether to complete a Request for Support form or whether there are alternative sources of support available that might be more suitable. Please also see Section 2: Family Agreement to Engage with Services below.

If completing the form, the quality of the information received will enable those at the Front Door Service to be able to direct the request to the most appropriate service where the criteria is met – an Early Help Unit or Children's Social Work Team.

### Child Protection/Immediate Safeguarding concerns

If there are concerns that a child may be suffering significant harm, the Single Request for Support form should be completed and immediately submitted to the Front Door Service. The relevant section on the uploading tool indicating that there is an immediate safeguarding concern should be completed. **DO NOT select 'yes' unless a child or young person is at immediate risk as doing so prevents attention being given to cases where immediate safeguarding action is required.**

### Requests for intensive support/consultations

Where the referrer feels that a high level of support is needed for a child or young person, these requests should be sent to the Front Door without prior telephone discussion, unless a professional consultation is considered necessary. **If you feel that a consultation is necessary, an initial consultation should take place with your Designated Safeguarding Lead prior to any consultation with a Social Worker from the Front door Service.**

### Sufficient information

Every effort must be made to complete the form as fully as possible as this will make it easier for decisions about the eligibility and urgency of the referral to be made. Insufficient information may lead to delay as further enquires are made.

### Reports

Any additional reports or documents can be uploaded in addition to the Single Request for Support Form via the uploading tool on firmstep. If reports are uploaded, please ensure that the consent of the author has been obtained.

### Third parties

Information about third parties should only be included if it is directly relevant to the referral and there is agreement to do so.

### Parent/ child views

These may be included and are helpful in being able to determine what service may be appropriate, but care must be taken not to 'interview' either parents or children about the substance of any concern where it is possible that a criminal offence may have been committed.

### Legal Proceedings

Those completing the Single Request for Support Form should be aware that the contents may be used should legal proceeding be instigated.

### **COMPLETION OF THE FORM:**

#### Section 1: Referrer details

Ensure that all details are accurate, in particular contact details.

Please refer to the '*Eligibility Criteria for the Disabled Children's Occupational therapy (DCSOT) For Equipment and Adaptation Services*' (below) if making a request for Occupational Therapy support. You are given the option to state whether the referral is for O.T alone or whether the referral is for O.T *as well as* intensive support.



DCSOT eligibility  
criteria.doc

#### Section 2: Family agreement to engage with services

The parent or guardian's agreement to engage with Kent Children's Social Work and Early Help teams should be sought before discussing a 'Request for Support' about them with other agencies, unless this may itself place a child at risk of significant harm. A completed copy of the form should be shared with the family and the family should be aware that the Request for Support form will be used to determine the most appropriate advice and support for the them, and for the planning and evaluation of this support.

Should a parent or guardian refuse their agreement to a Request for Support being made, consideration should be given to the impact this may have on the level of concern for the child's welfare and the parent or guardian's ability to meet the child's needs. It should not influence the decision to make a referral where the level of concern warrants this – however it should be noted that agreement to engage is necessary for requests where Early Help is the likely most appropriate service for the family.

#### Section 3: Family address

Please ensure that all details are recorded accurately and that the post code is provided.

#### Section 4: Details of child(ren) or young person living at the address

Please indicate the child(ren) who are the subject of the referral by checking the 'key child(ren) box. The key child indicates who the request for support is specifically related to. There can be more than one key child.

Please include the child's UPN (Unique Pupil number) if known, **this will be an expectation if the referral is being received from a school.**

Similarly, include the child's NHS number if known, **this will be an expectation if the referral is being received from a health professional.**

#### Section 5: Details of adults at the above address

Please include as much detail as possible – including information about adult siblings living at the address.

#### Section 6: Details of significant others at different address

Please include as much detail as possible. Where information is not known, please state this.

This section should include details of other children related to the family who may be living at another address i.e. half siblings.

Check the 'safe contact?' box if any adult is known to be a safe contact. This might be a grandparent or any other trusted adult who may be able to provide information or support the family if required.

Section 7: Please select the primary reason for support.

This needs to relate to the main reason for the request. Where there are multiple concerns please think about the issue that is causing you the most worry.

Section 8: Please select the secondary reason for support

The next most worrying issue for the family should be selected here.

Section 9: Reason for request.

Please complete all of the fields in this section with as much relevant information as possible.

The prompts are intended to be helpful, but they are not exclusive.

The section requesting 'any other information' should only be used where required and where the referrer has not felt able to include vital information in the fields above.

Section 10: Other agencies involved with the child/young person or family

Ensure that all known agencies and professionals involved that are relevant to the request are included and that contact details are added where possible.

Before saving and submitting your form please take the time to check for accuracy as there is no spell check facility.

Uploading instructions

- When you have completed and checked your Request For Support Form, please save it securely.
- Click on the Request For Support Form upload tool link which can be found in the Request for Support toolkits located on the Kelsi and KSCB web pages and at the foot of the Request for Support form.
- On Kelsi this can be found in the Integrated Children's Services page (Early Help and Preventative Services), and on KSCB it is located in the 'Professionals' page under the 'worried about a child' tab.
- This will produce the upload tool – you must complete the front page of the tool for each request and any supporting documents for that request. Please do not use one upload tool front page for multiple requests.
- Please complete all fields on the front page of the tool and click on the upload button which will enable you to select your saved form to upload. Please **do not upload scanned copies** of the Request for Support form – the forms should always be attached as word documents to avoid any processing issues when received.
- If you have any other supporting documents, click on the next upload button in the relevant section of the front page of the tool which again, will enable you to select documents to upload.
- When the above steps have been taken, click on the **SUBMIT** button.
- You will receive a confirmation email following submission with a reference number. Please be aware that these may at times be filtered into your 'spam' or 'other' inboxes dependent upon your settings.
- If you are using some of the older versions of explorer, you may find that the upload tool does not work. If you are experiencing problems, please copy and paste the link into Google Chrome which will enable it to function.

PLEASE ENSURE THAT WHERE THIS REQUEST IS IN RESPECT OF AN IMMEDIATE SAFEGUARDING CONCERN THE RELEVANT SECTION ON THE UPLOADING FORM IS COMPLETED. **DO NOT** select 'yes' unless a child or young person is at immediate risk as doing so prevents attention being given to cases where immediate safeguarding action is required.

