Professional or Member of Public is worried about a child's unmet need
Member of the public telephones Customer Access Service on 0300 123 67 20 to report concerns.
Professional considers Lancashire's threshold guidance and if they consider that the child's unmet need meets levels 2, 3, or 4, make a Request for Support via eForm on Lancashire County Council Website
Request for Support is triaged by Lancashire Children's Services Support Hub (all Level 4 requests will bypass CSSH, going directly to MASH) who may undertake further enquiries and will consider which services is best equipped to provide proportionate services to the child and family in line with Continuum of Need
Request for Support is returned to professional for further information or because threshold is determined to be Level 1: Universal Services
If threshold is determined to be Level 2 or 3, the worker will identify an appropriate lead professional from within the Early Help service Partnership who will then seek consent from family and begin working with family members and other relevant parties to find solutions to meet the child's needs and address worries relating to the family. Needs may be further determined through an early help assessment and support may be co-ordinated through an early help plan
The Children's Services Support Hub will pass all Level 4: Specialist Support Requests for Support onto the Multi-Agency Safeguarding Hub (MASH)
MASH will undertake further screening and Social Work led assessment to determine level of umet need in line with Lancashire's Continuum of Need
Level 1 Universal Services
Level 2: Universal Plus, or Level 3: Family Intensive Support
Level 4: Children's Social Care
Notify referrer of outcome and close to Children's Services.
Information passed onto Chldren's Social Care to undertake a statutory assessment of the child's needs.