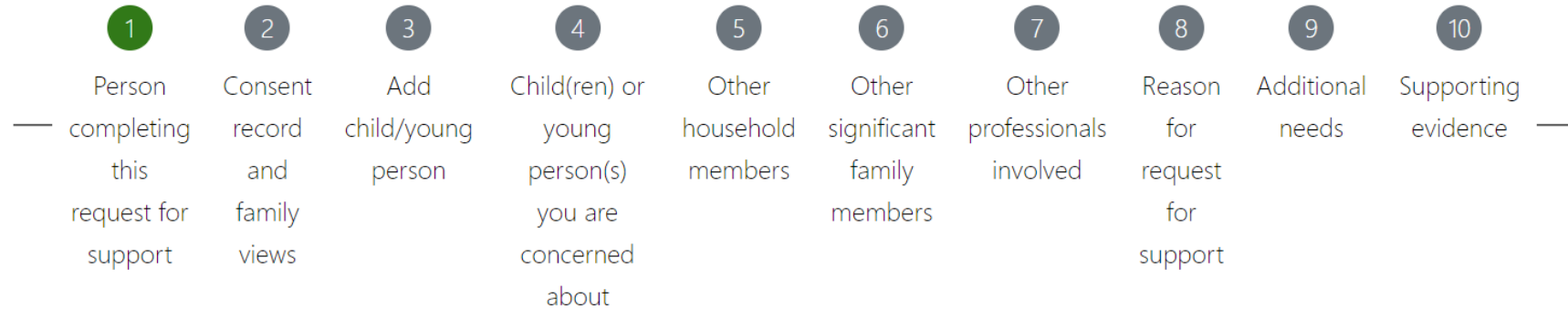


# Lancashire children's services request for support



## Person completing this request for support

**Name \***

**Role \***

**Telephone number \***

**Email address \***

**Agency \***

NSPCC ▼

Cancel Case

Next

# Consent record and family views

**Have you gained consent to share information and request this support?**

Yes  No

**Have you gained consent by both parents with parental responsibility? \***

Yes  No

**Has the child consented to this request? \***

Yes  No

**Has the child participated in the Request for Support? \***

Child(ren) or young person(s) you are concerned about

**Surname \***

**Forename(s) \***

**Alias**

**Date of birth or expected due date \***

**Or approximate age \***

 Please add date of birth or approximate age

If you select 'no' to any of these questions you will be asked to provide a rationale as to why consent has not been sought. Please remember that conversations about a worry should usually begin with the family. It is a good way of exploring whether they share the concerns and worries and to assess any help that might be needed. If parents or young people understand that you're trying to help and are willing to work with you, they may be open to you making a referral to get the help they need, which will need their explicit consent. When you have concerns about the welfare or development of a child, wherever possible the permission of parents/carers/children/young people (as appropriate to age and understanding) should have been sought before contacting Early Help Services or Children's Services.

The following questions will help you ensure that consent is obtained:

- Does the person with parental responsibility know that a request for service is being made?
- If this referral is based on information from a third party, are they aware that it is being made?
- Does the child or young person know about this referral?
- Does your Line Manager or Safeguarding Lead know about this referral?

There will be **rare** occasions when it would not be appropriate to inform parents / carers that services are being contacted about a safeguarding concern, when by doing so the child/young person would be placed at immediate or greater risk of harm.

**See Top Tips for Consent at the end of this document**

# Address

**Building number/name**

**Street**

**Town**

**County**

**Postcode**

**Gender \***

Male  Female  Other

**Ethnicity \***

**Nationality**

**First Language/interpreter required \***

Yes  No

**First Language \***

You will only be required to provide information about first language if you select that an interpreter will be required.

Please press next to add another child to the form

## Add child/young person

Please click the add button to add another child/young person, when you have added one the details will show below.

Please add siblings to a request for support by selecting 'add child/young person' as many times as is required.

Surname	Forename	Alias	Date of Birth or Expected Due Date	Or Approximate Age	Gender	Ethnicity	Nationality	First Language/interpreter required	First Language	Address same as first child	Address	First child's address
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Please add a child/young person

Back

Next

## Add a household member

Please click the add button to add a household member, when you have added one the details will show below.

Select this button as many times as is required to add household members living with the child/ren.

Surname	Forename	Alias	Date of Birth	Gender	Other	Relationship to child	Ethnicity	Nationality	First language/Interpreter required	First Language	Mobile number	Email address	Address same as first child
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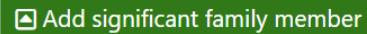
Please add a household member

Back

Next

## Add significant family member

Please click the add button to add a significant family member, when you have added one the details will show below.

 Add significant family member

This relates to family (and extended networks) that do not live with the child/ren but have a clear involvement (may be protective or may be someone you are worried about). Select this button as many times as is required to add relevant individuals.

Surname	Forename	Alias	Date of Birth	Gender	Other	Relationship to child	Ethnicity	Nationality	language/Interpreter required	First Language	Mobile number	Email address	first child
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Please add a significant family member

Back

Next

## Add others involved

Please click the add button to add any others involved, when you have added one the details will show below.

 Add others involved

Select this button as many times as is required to add other professionals involved with the family.

Name	Role	Agency	Address
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Please add any others that are involved

Back

Next

# Reason for request for support

**Is this a request for support? \***

Yes  No

If you are making a Request for Support or Service, select this radio button to present additional fields for completion.


**Primary nature \***

Please select...

The Primary Nature is the main presenting issue. It is crucial that this is accurate to capture data.

**What is working well? \***

**What has already been undertaken with the Child(ren)/Young Person(s)/Family? \***

 Have all early help services been exhausted. and if so what?

**What are you worried about? \***

**What is the desired outcome of this request for support? \***

## Missing

**Is the child currently missing?**

Yes  No

**Has this been reported to the police? \***

Yes  No

**Police log number \***

**Any known issues or reasons for the child to go missing**

## Threshold or Continuum of Need

For more information about Lancashire's Continuum of Need, please ensure this form is saved and click here:

[Lancashire Continuum of Need - Lancashire County Council](#)

**What level of the Continuum Of Need have you assessed the child / family unmet needs to be at \***

- Level 1 - Universal
- Level 2 - Universal Plus (single agency Early Help Plan)
- Level 3 - Intensive Support (Multiagency Early Help Plan)
- Level 4 - Sec 17 (Child in Need)
- Level 4 - Sec 47 (Child Protection)

If the child is missing, you will be asked to provide additional information. These questions will only appear if you select 'yes' when asked if the child is missing. You will also be prompted to report this to the police if you haven't already done so.

Here you will be asked to use your professional judgement to identify the level of need the child/ren and family are experiencing in line with the continuum of need (CON) and legislation. If you are uncertain, you can click on the hyperlinks (in blue) which will take you to further information to help you determine CON level.

Please ensure the criteria is met for Sec 17 / Sec 47 interventions as per Children Act 1989.h3

For more information about this criteria, please ensure this form is saved and click here:

[Children's Services request for support - Lancashire County Council](#)

## Inclusion service

**Does the child(ren) or parent/carer have a learning or physical disability? \***

Yes  No

**Does your request for support relate to?**

 Please tick all that apply

**Is a referral to occupational therapy required? \***

Yes  No

**Is a referral to ROVI (visual impairment) required? \***

Yes  No

Most questions in the section are specific to particular types of Request for Support. You will only be required to answer the questions in this section in detail, if you are making this type of request you would select 'no' and no further questions will appear.

## Supporting evidence

Next

**Has an Early Help Assessment been completed? \***

Yes  No

**Does this Early Help Assessment contain the latest plan? \***

Yes  No

**Has the Graded Care Profile 2 Questionnaire been commenced if relevant? \***

Yes  No

**Have the family been subject to a Family Group Conference? \***

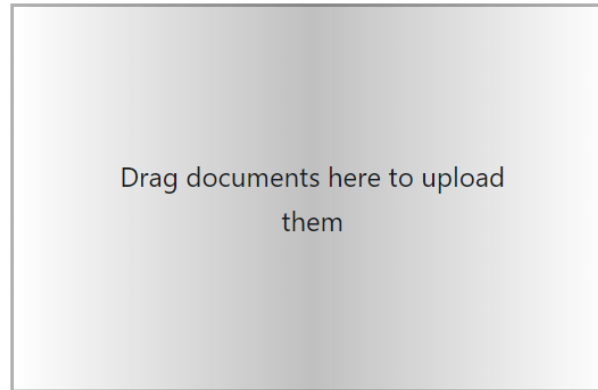
Yes  No



### Upload Files

Here you have the opportunity to attach any other supporting evidence to assist those screening the re-quest (direct work, specialist assessment etc).

You can either drag documents here or click on the square to browse for documents to upload.



*Uploaded files will appear here*

Files uploaded: 0 of 1

Back

Submit

**If you are Sharing Information Only progress as above then select the options as below:**

Reason for request for support

Is this a request for support? \*

Yes  No

Is this for information sharing only? \*

Yes  No

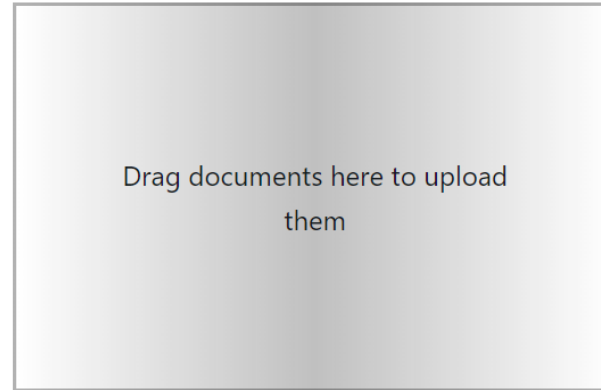
Is this a Request for Information only? \*

Yes  No

What information would you like to share or request? \*

NB If you're asking for a service, please do not choose this as you will be requested to resubmit your request on the full RFS form.

## Upload Files



*Uploaded files will appear  
here*

Files uploaded: 0 of 1

Back

Submit

**If you are requesting information complete the radio buttons as below:**

Reason for request for support

**Is this a request for support? \***

Yes  No

**Is this for information sharing only? \***

Yes  No

**Is this a Request for Information only? \***

Yes  No

**What information would you like to share or request? \***

NB If you're asking for a service, please do not choose this as you will be requested to resubmit your request on the full RFS form.

Please include a clear rationale as to why you require this information, the impact on the child and whether you have consent to request this information. If consent has not been obtained, please outline why it hasn't been obtained.

**See Top Tips for Consent at the end of this document**

Here you have the opportunity to attach any other supporting evidence to assist those screening the re-quest (direct work, specialist assessment etc).

You can either drag documents here or click on the square to browse for documents to upload.

Back

Drag documents here to upload them

*Uploaded files will appear here*

Files uploaded: 0 of 1

Submit

# Top Tips For Completing A Request for Support

Families tell us that support works well when they are respected and listened to by the people who work with them or they approach for help. This is more likely to be successful when practitioners show empathy and work with families to explore how problems have come about and how to make changes.

It is important that any problems are identified early, so that the child and their family receive appropriate support in a timely way to prevent the problem from escalating.

## Do:

- Provide clear, factual information.
- Provide clear details about what work you have done to support the family, and the impact of your worries on the child.
- Detail information about consent, make sure that children and families are aware of the request for support (when age appropriate and safe to do this).
- Acknowledge protective factors and family strengths.

## Avoid:

- Formalising and watering down language; use the child's and parents' actual language and quotes wherever possible.
- Including the history of our past involvement – unless you are aware that a child has been open to CSC in other areas. We do need to know what has happened since CSC involvement ended.
- Writing anything that is not appropriate for sharing with families in terms of language that can be perceived as judgemental and stereotyping.

### The importance of obtaining consent

Good working relationships with families are based on trust, your relationships will be enhanced by having open conversations about consent with your families.

The vast majority of work completed by Children's Social Care is based on consent of parents and carers and we want the process of engaging with our services to be participative from the outset. We know from research and our practice experience that most often, families who feel that they are part of the solution tend to be more motivated and interventions are more likely to result in a positive outcome.

### Overriding consent

If you have assessed that there is a reason for overriding consent, please ensure that you provide a clear written rationale behind this decision, focus on the impact on the child.

Once we receive a request for support and you have decided to override consent, we will review this decision and may require further information to help us decide. We will be clear about what needs to happen next.

Consent is required for all requests for support at level 2 and 3 and for the vast majority of requests for support at level 4 of the CON.

### What families tell us

Families tell us they value open and honest relationships, they want to hear what they are doing well as well as professionals being honest about what worries them, they will often share the same worries as you.

Families want to feel part of the plan going forward, discuss together what support could work well and be honest about what some of those challenges will be, be realistic about what can be achieved in a short timescale.

### Consenting to what

Ensure parents are clear that they are consenting to all of the points below before a request for support is made.

- Sharing information with partners
- Requesting information from partners
- Assessment (Early Help or C and F)
- Intervention – (statutory, CFW, universal services etc)

Families have a legal right to privacy and therefore consent must be gained for all Level 2 and 3 requests as well as most level 4 requests for support.

### Who can provide consent?

Consent to request support should be provided by those with parental responsibility (PR), who are named on the birth certificate, or have acquired PR through marriage or another legal process. Partners of parents will usually not have parental responsibility; consent will need to come from the parent.



## Top tips on consent for partner agencies

**Have you and your team seen the myth busting guide to information sharing?**

**How are you approaching the topic of consent with your families?**



**Discuss in your teams what works and what doesn't in gaining consent.**

### Safeguarding

Even in situations when you have immediate safeguarding concerns and you assess the requirement for child(ren) to be seen by a Social Worker and / or a medical professional that same day, you should still be informing the family that you are contacting Children's Social Care. The exception being when you feel that informing the parents / carers would place the child at immediate risk of significant harm.

If you have not obtained consent, please lay out your rationale. Be prepared to explain this rationale to an Early Help Officer or Social Worker who will provide professional challenge if the reasons are not clear.

### Key principles on consent

Prior to completing a Request for Support form online the family should know that you are completing this document and you should have their agreement. The family should fully understand what it is that you are requesting, the reason behind it and what it is that you hope will be achieved through the involvement of children's services.