



# **CYSUR: THE MID & WEST WALES SAFEGUARDING CHILDREN BOARD**

**‘The Right Help at the Right Time’  
for Children, Young People and their Families**



**Regional Thresholds & Eligibility for Support Document**

**A MID & WEST WALES COLLABORATION**

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## Glossary of Terms

ACEs – Adverse Childhood Experiences

NEET – Not in Education, Employment or Training

Version	Revision Date	Consultation Process	Owner	Date Approved by Exec Board	Review Date
V1	5 <sup>th</sup> December 2016	Policies & Procedures Sub Group Strategic Working Day	Policies & Procedures Sub Group	N/A	N/A
V2	12 <sup>th</sup> January 2017	Virtual Consultation and discussion at Executive Board		N/A	N/A
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## Introduction

Everyone is entitled to well-being and everyone has responsibility for their own well-being, but some people need extra help to achieve this, giving people a stronger voice and greater control over their lives. Well-being means a person is happy, healthy and is comfortable with their life and what they do.

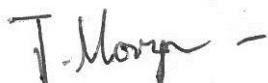
The fundamental principles of the [Social Services and Well-Being \(Wales\) Act](#) are:

- The Act supports people who have care and support needs to achieve **well-being**
- **People** are at the heart of the new system by giving them an equal say in the support they receive
- **Partnership** and co-operation drives service delivery
- Services will promote the **prevention** of escalating need and the right help is available at the right time

This document has been developed by CYSUR: The Mid & West Wales Safeguarding Children Board in collaboration with partners across Mid & West Wales on a multi-agency basis and in consultation with children, young people and their families. The document is designed to provide guidance to professionals to clarify in what circumstances to refer children and their families for support across the spectrum of need, building on the families' strengths and personal outcomes.

This document describes:

- The different levels of presenting need and strengths across the spectrum from Universal to Protective Support, providing guidance on the thresholds of need acknowledging that children's situations and circumstances can vary across the spectrum of need and professional judgement should always be used in partnership with the family.
- The legal definition of the eligibility criteria to access Care & Support as outlined in the Social Services and Well-Being [Wales] Act 2014
- A supplementary flow chart on the process for accessing Care & Support as outlined in the Social Services and Well-Being [Wales] Act 2014
- Supplementary information and guidance in respect of the Assessment Triangle and ACEs Research (Public Health Wales)



Signed:

**Jake Morgan**

Chair of CYSUR Executive Board

# The Right Help at the Right Time Framework



## UNIVERSAL SUPPORT

### Parenting

#### **Basic Care, Safety and Protection**

- Parents/carers able to provide appropriate care for child's needs

#### **Emotional Warmth and Stability**

- Parents/carers provide stable, secure and caring parenting

#### **Guidance Boundaries and Stimulation**

- Parents/carers provide age appropriate guidance and boundaries

### Family, Social and Environmental factors

#### **Family History and Well-Being**

- Supportive family, friends and other network relationships

#### **Housing, Employment and Finance**

- Child fully supported financially
- Accessing all eligible welfare benefits
- Adequate housing

#### **Social and Community Resources**

- Positive social and friendship networks exist
- Safe and secure environment
- Access to regular and positive activities

### Child or Young Person's Developmental Needs

#### **Learning/Education**

- Attendance at school/college/training at appropriate level
- Child is given the opportunity to reach full potential
- No barriers to learning
- Sound home/school link
- Appropriate support for Electively Home Educated (EHE) children
- No concerns around cognitive development

#### **Health**

- Accessing universal health services
- Adequate and nutritious diet, regular dental and optical care
- Experiences physical and mental health well being
- Parents have been enabled to make informed decisions on immunisation and medical assessments

#### **Social, Emotional, Behavioural, Identity**

- Demonstrates age appropriate responses in feelings, actions and resilience
- Good quality early attachments, child is appropriately comfortable in social situations
- Age appropriate understanding about poor behavior and the effects of crime and anti-social behaviour
- Able to adapt to change
- Positive sense of self and abilities

#### **Family and Social Relationships**

- Stable and affectionate relationships with caregivers and siblings
- Positive relationships with peers

#### **Self-Care and Independence**

- Developing age appropriate level of practical and independent living skills
- Good level of personal hygiene
- Able to discriminate between 'safe' and 'unsafe' contacts
- Age appropriate knowledge about healthy relationships, sex and consistent use of contraception



## ENHANCED SUPPORT

*Although these statements may not be concerning in isolation – consider the combination of factors in a holistic assessment*

### Parenting – consider Adverse Childhood Experiences (ACEs)

#### **Basic Care, Safety and Protection**

- Requiring support to provide consistent care e.g. safe and appropriate childcare arrangements; safe and hygienic home conditions; adequate diet.
- Parental health problems that may impact on child's health or development unless appropriate support provided
- (ACEs) Parental mental health issues that may impact on the health or development of the child unless appropriate support provided
- Parental learning difficulties that may impact on the health or development of the child unless appropriate support provided
- Parental health / disability that may impact on the health or development of the child unless appropriate support provided
- (ACEs) Parental substance misuse that may impact on the health or development of the child unless appropriate support provided
- Poor engagement with universal services likely to impact on child's health or development
- Poor supervision and attention to safety issues

#### **Emotional Warmth and Stability**

- Requiring support for consistent parenting regarding praise and discipline, where the child's development not yet being impaired

#### **Guidance Boundaries and Stimulation**

- Requiring support for consistent parenting in respect to routine and boundary setting
- Lack of appropriate parental guidance and boundaries for child's stage of development and maturity
- Child/young person receives little positive stimulation despite appropriate toys being available

### Family, Social and Environmental factors

#### **Family and Social Relationships and Family Well-Being**

- (ACEs) Parents/carers have relationship difficulties which may affect the child
- Parents/carers request advice to manage their child's behaviour
- Children affected by difficult family relationships
- Child is a teenage parent
- Child has caring responsibilities and would like advice and assistance
- (ACEs) Low level concerns about domestic abuse
- (ACEs) Parent or carer in prison
- Parent has experience of the care system and needs advice and assistance
- Large family with several young children under five and needs support, advice and assistance

#### **Housing, Employment and Finance**

- Families affected by low income /living with poverty affecting access to appropriate services to meet child's additional needs
- Low income plus adverse additional factors which affect the child's development
- Housing is in poor state of repair or severely overcrowded
- Family unable to gain employment due to significant lack of basic skills or long term difficulties

## **Social integration and Community Resources**

- Insufficient facilities to meet needs e.g. advice / support needed to access services for disabled child where parent is coping otherwise
- Family require advice regarding social exclusion e.g. hate crimes, harassment, and disputes in the community
- Child associating with peers who are involved in anti-social or criminal behaviour
- Limited access to contraceptive and sexual health advice, information and services
- Family demonstrating low level anti-social behaviour towards others
- Parents/carers are socially excluded, have no access to local facilities and require support services

## **Child or Young Person's Developmental Needs**

### **Learning/Education**

- Occasional truanting, non-attendance or punctuality issues
- School action or school action plus
- Identified language and communication difficulties linked to other unmet needs
- Lack of adequate parent/carer support for child's learning
- Lack of age appropriate stimulation and opportunities to learn
- Few or no qualifications leading to NEET (not in education, employment or training)
- Child/young person under undue parental pressure to achieve/aspire
- No aspiration for young person
- The child's current rate of progress is inadequate, despite receiving appropriate early education experiences

### **Health**

- Recurring health problems with missed appointments, routine and non-routine
- Concerns about reaching developmental milestones
- Frequent accidental injuries to child requiring hospital treatment
- Parent not taking child to routine appointments e.g. immunisations and developmental checks
- Persistent minor health problems that impacts on the child's potential
- Low level mental health or emotional issues requiring Tier 2 intervention

### **Social, Emotional, Behavioural, Identity**

- Emerging anti-social behaviour and attitudes and/or low level offending
- Child is victim of bullying or bullies others
- Low level substance misuse (current or historical)
- Low self esteem
- Limited peer relationships/social isolation
- Child is expressing thoughts of running away and parents need advice and assistance
- Referred for low level offending or at risk of involvement in criminal or offending behaviour
- Disruptive / challenging behaviour at school or in neighbourhood
- Behavioural difficulties requiring further investigation / diagnosis

### **Self-Care and Independence**

- Lack of age appropriate behaviour and independent living skills that increase vulnerability to social exclusion
- Early onset of sexual activity (sexual activity of a child under 16yrs is a criminal offence)
- Sexually active young person (15+) with some risk taking behaviours e.g. inconsistent use of contraception and risk of pregnancy
- Low level alcohol / substance misuse (current or historical)
- Some evidence of risky use of technology leading to low level E-safety concerns

## TARGETED SUPPORT

*Although these statements may not be concerning in isolation – consider the combination of factors in a holistic assessment*

### Parenting – consider Adverse Childhood Experiences (ACEs)

#### Basic Care, Safety and Protection

- (ACEs) Parent/carer has mental health difficulties that has a direct impact on child's health or development
- (ACEs) Parent/carer substance misuse that has a direct impact on child's health or development.
- Parental learning difficulties that have a direct impact on child's health or development
- Parental health / disability that has a direct impact on child's health or development
- History of previous child protection concerns

#### Emotional Warmth and Stability

- Parent is emotionally unavailable
- Succession of carers or child/young person has multiple carers
- Inconsistent parenting impairing emotional and behavioural development
- Parental instability affects capacity to nurture
- Parents/carers own emotional needs compromise those of the child/young person
- Lack of response to concerns raised about child's welfare

#### Guidance Boundaries and Stimulation

- Parents/carers provide inconsistent boundaries or present a negative role model which seriously impacts on child's development
- Parent has age inappropriate expectations that child or young person should be self-reliant
- Lack of response to concerns raised about child

### Family, Social and Environmental factors

#### Family and Social Relationships and Family Well-being

- (ACEs) Domestic Abuse where the risk to the victim is assessed as medium risk and the child is present within the home during the incident
- (ACEs) An initial domestic abuse incident is reported but the victim discloses details of historic abuse with children resident/normally resident
- Child is a young carer requiring assessment of additional needs
- Child requires assessment for support service due to family circumstances and has no appropriate friend / relative carer available to support

#### Housing, Employment and Finance

- Financial difficulties impacting on ability to parent
- No access to funding/community resources
- Family at risk of eviction having already received support from Housing services

#### Social and Community Resources

- Child or family need immediate support and protection due to harassment / discrimination and have no local support
- Significant levels of targeted hostility towards the child and their family, and conflict/volatility within neighbourhood



## Child or Young Person's Developmental Needs

### **Learning / Education**

- Chronic non-attendance/truancing/unauthorised absences/fixed term exclusions
- SAPRA (School Action Plus Resource Agreement) or Statement of Special Educational Needs requiring additional service
- Not receiving any formal education either at home or in a school setting

### **Health**

- Child with a disability in need of assessment and support to access appropriate services
- Mental health issues requiring referral to CAMHS, including self-harm or suicidal thoughts
- Poor or restricted diet despite interventions
- Learning significantly affected by health problems

### **Social, Emotional, Behavioural, Identity**

- Child whose behaviour is putting them at risk, including substance and alcohol misuse
- Child/young person seriously out of control in the community, which is an indicator associated with Child Sexual Exploitation (CSE)

### **Self-care and independence**

- Child suffers unintended injury as a result of inadequate supervision
- Severe lack of age appropriate behavior

## ASSESSMENT FOR CARE & SUPPORT

**Social Services & Well-Being Act Care & Support -  
consider All Wales Child Protection Procedures**  
*Although these statements may not be concerning in isolation –  
consider the combination of factors in a holistic assessment*

### Parenting – consider Adverse Childhood Experiences (ACEs)

#### Basic Care, Safety and Protection

- Parent/carer is unable to meet child's needs even with support and not providing adequate care
- Concern that an unborn child is at risk of significant harm
- Neglect where food, warmth and other basics often not available and previous offers of early help have been refused
- (ACEs) Child exposed to contact with individuals who pose a risk of physical or sexual harm to children
- Parents' own needs mean they cannot keep child/young person safe
- (ACEs) Low warmth, high criticism is an enduring feature of the parenting style
- (ACEs) Parent's own emotional needs/experiences persistently impact on their ability to meet the child/young person's needs

#### Emotional Warmth and Stability

- Previous child/young person(s) have been removed from parent's care

#### Guidance Boundaries and Stimulation

- (ACEs) Adult in a position of trust, staff member or volunteer behaves in a way that results in harm to a child, or that might indicate unsuitability to work with children

### Family, Social and Environmental factors

#### Family and Social Relationships and Family Well-Being

- (ACEs) Assessment identifies risk of physical, emotional, sexual abuse or neglect
- (ACEs) History of previous significant harm to children, including any concerns of previous child deaths
- (ACEs) Family characterised by conflict and serious, chronic relationship difficulties
- (ACEs) Parent/carer has unresolved mental health difficulties which affect the wellbeing of the child
- Child's carer referred to MARAC
- (ACEs) Members of the wider family are known to be, or suspected of being, a risk to children
- Child needs to be looked after outside of their immediate family or parents/carers due to abuse / neglect
- Child is privately fostered
- Unaccompanied asylum seeking children
- Child subject to a court report has been ordered to be completed by children's social care
- Pre-birth assessment where a history of past child protection concerns
- (ACEs) Risk of family relationship breakdown leading to need for child to become cared for outside of family network and in a private fostering arrangement
- Parents/carers are unable or unwilling to continue to care for the child and no suitable family/friend arrangement is available

#### Housing, Employment and Finance

- Homeless child in need of accommodation including 16-17 year olds

### Child or Young Person's Developmental Needs

#### Learning / Education

- Child not significantly engaging in education, in conjunction with concerns for child's safety

## **Health**

- Parents/carers refusal to recognise or address high level disability, serious physical and/or emotional health problems
- Serious delay in achieving physical and other developmental milestones, raising significant concerns
- Parents not prioritising appointments for children who have potentially life threatening or debilitating health problems that need medical management e.g. diabetes, asthma and mental health issues

## **Social, Emotional, Behavioural, Identity**

- Child with level of unexplained and inappropriate sexualised behaviour
- Child is at risk of sexual exploitation or grooming
- Child missing from home and concerns raised about their physical and emotional safety and wellbeing
- Failure or inability to address complex mental health issues requiring specialist interventions
- Young people experiencing current harm through their use of substances
- Young people with complicated substance misuse problems requiring specific interventions
- Evidence of regular/frequent substance misuse which may combine with other risk factors
- Evidence of escalation of substance use and of changing attitudes and more disregard to risk
- Continuous breaches of curfew / order with other risk taking behaviours that impact on the child's welfare and safety
- Frequently goes missing from home
- Failure or inability to address serious (re) offending behaviour leading to risk of serious harm to self or others

## **Self-Care and Independence**

- Child found wandering without adequate supervision
- Child expected to be self-reliant for their own basic needs or those of their siblings beyond their capabilities, placing them at potential risk
- Distorted self-image that could significantly impact on well being
- E-safety concerns with evidence of potential grooming or indecent images
- Child in possession of or using illegal substances

## PROTECTIVE SUPPORT

**Social Services & Well-Being Act Care & Support**  
**– consider All Wales Child Protection Procedures**  
*Although these statements may not be concerning in isolation –*  
*consider the combination of factors in a holistic assessment*

### Parenting – consider Adverse Childhood Experiences (ACEs)

#### Basic Care, Safety and Protection

- Parents/carers are unable to care for the child
- (ACEs) Parents/carers have or may have abused/neglected the child/young person
- Pre-birth assessment indicates unborn child is at risk of significant harm
- (ACEs) Parent unable to restrict access to home by adults known to be a risk to children and other adults
- (ACEs) Child/young person left in the care of an adult known or suspected to be a risk to children, or lives in the same house as the child
- (ACEs) Parent/carer has mental health issues, including self-harming behaviour, that present a risk of significant harm to the child
- (ACEs) Parent/carers' substance misuse that presents a risk of significant harm to the child
- Parental learning difficulties that present a risk of significant harm to the child
- Parental health / disability that presents a risk of significant harm to the child

#### Emotional Warmth and Stability

- (ACEs) Deliberate cruelty or emotional ill treatment of a child resulting in significant harm
- (ACEs) Child is continually the subject of negative comments and criticism, or is used as a scapegoat by a parent/carer, resulting in feelings of low worth and self-esteem and seriously impacting on the child's emotional and psychological development.

#### Guidance Boundaries and Stimulation

- Lack of appropriate supervision resulting in significant harm to a child
- Child is given responsibilities that are inappropriate for their age / level of maturity resulting in significant harm to the child

### Family, Social and Environmental factors

#### Family and Social Relationships and Family Well-Being

- (ACEs) Adult victim of Domestic Abuse is assessed as high level risk and the child (including unborn) is at risk of significant harm

#### Housing, Employment and Finance

- Hygiene conditions within the home present a serious and immediate environmental / health risk to children

### Child or Young Person's Developmental Needs

#### Health

- Carers refusing medical care endangering life/development
- Child not accessing appropriate medical care which puts them at direct risk of significant harm
- Concerns that a child is suffering or likely to suffer harm as a result of fabricated or induced illness
- Sexually Transmitted Infection in a child under 13
- Child has chronic health problems or high level disability which with extra support may/may not be maintained in a mainstream setting
- Child who is suspected to having suffered inflicted, or serious unexplained, injuries
- Significant dental decay that has not been treated

#### Social, Emotional, Behavioural, Identity

- Challenging behaviour resulting in serious risk to the child and others
- Child/young person beyond parental control – regularly absconds from home and places self at risk of significant harm
- Under 13 engaged in sexual activity

- Subject to sexual exploitation under 18 years of age
- Is missing from home for repeated short periods of time or prolonged periods

**Self-Care and Independence**

- Child is left “home alone” without adequate adult supervision and at risk of significant harm
- Lack of independent living skills likely to result in significant harm



## Appendix 1:

### The Social Services and Well-Being [Wales] Act 2014 states:

#### Eligibility Criteria for Care and Support

A proportionate assessment of need is conducted which considers:

1. Personal outcomes (children):

- Ability to carry out domestic routines
- Ability to communicate
- Protection from abuse and neglect
- Involvement in work, education, learning and leisure
- Maintenance or development of family or other significant relationships
- Development and maintenance of personal relationships and involvement in the community
- Achieving developmental goals

2. Barriers to achieving personal outcomes

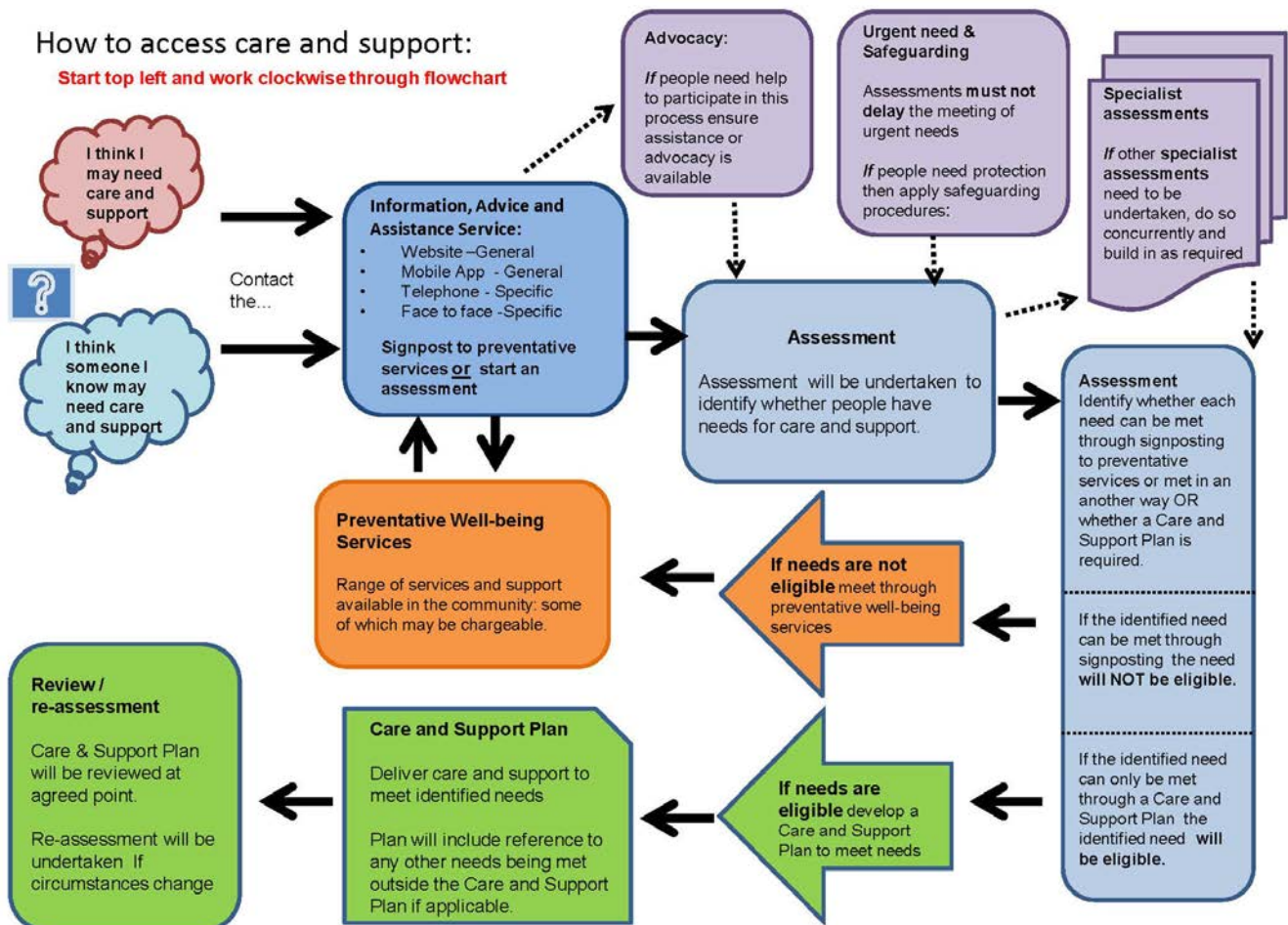
3. Risks to meeting personal outcomes

4. Strengths and capabilities

Can the identified need be met via signposting to preventative services or in another way?

- If yes, child is not eligible.
- If no or child is in need of protection, they are eligible.

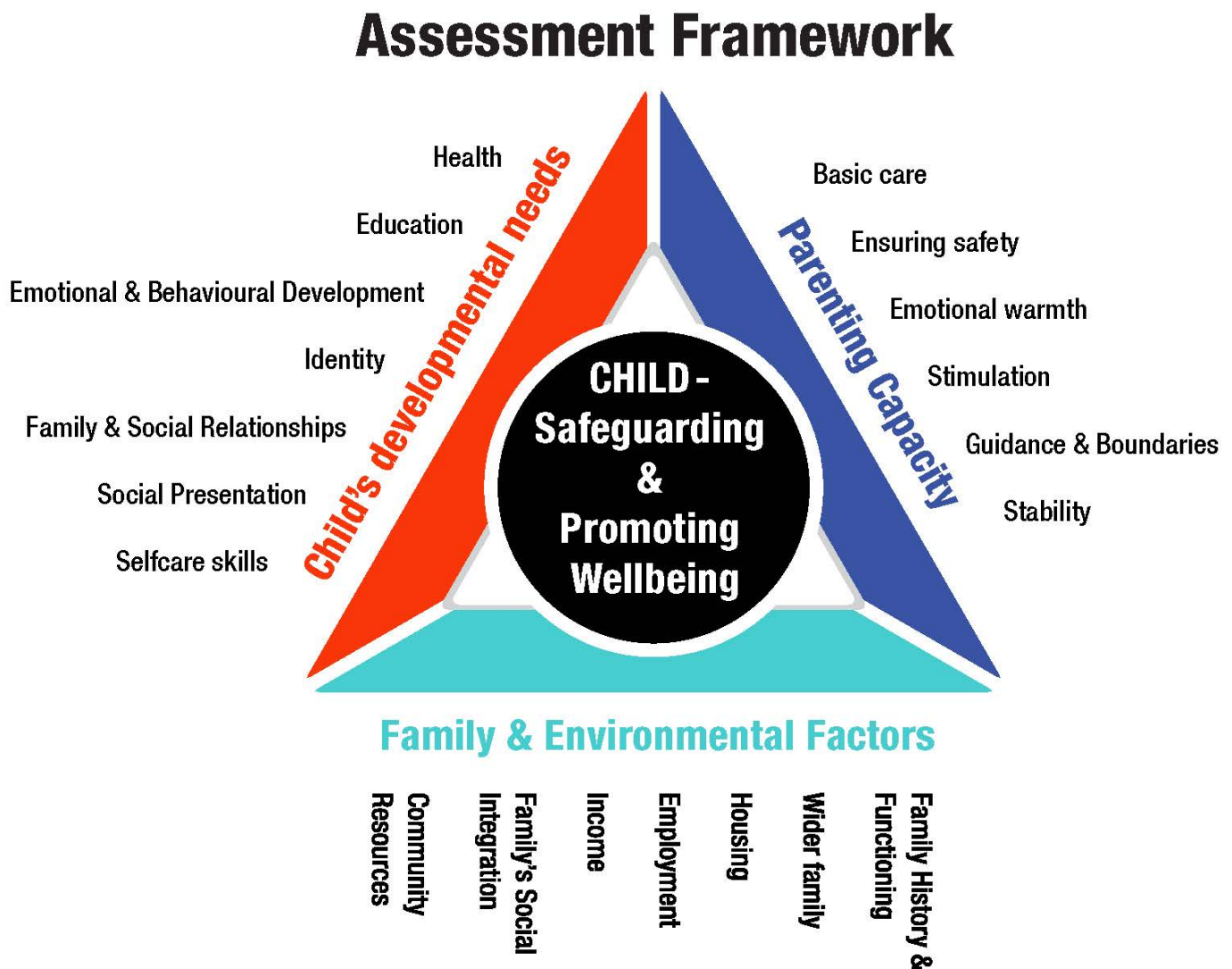
#### Social Services & Well-Being Act Flow Chart<sup>1</sup> related to the Legislation:



<sup>1</sup> [https://socialcare.wales/cms\\_assets/hub-downloads/Flowchart\\_\\_\\_\\_\\_How\\_to\\_access\\_care\\_and\\_support.pdf](https://socialcare.wales/cms_assets/hub-downloads/Flowchart_____How_to_access_care_and_support.pdf)

## Appendix 2:

### Assessment Framework Triangle




All children change and develop over time. Parents have a responsibility to respond to the child's needs. The purpose of this assessment triangle is to help you to identify areas of strength and areas of developmental need, in order to assist you to determine whether this child/young person requires information, advice or assistance and/or care and support to achieve a reasonable standard of development or to prevent significant impairment of his/her health, and development.

Although the previous statements may not be concerning in isolation, the combination of factors needs to be considered in a holistic assessment. It is important to consider strengths as well as difficulties.

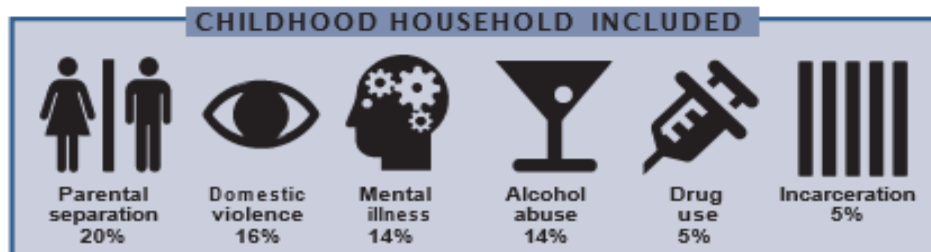
## Appendix 3:

### Extract from Public Health Wales<sup>2</sup> - [ACEs Research](#)

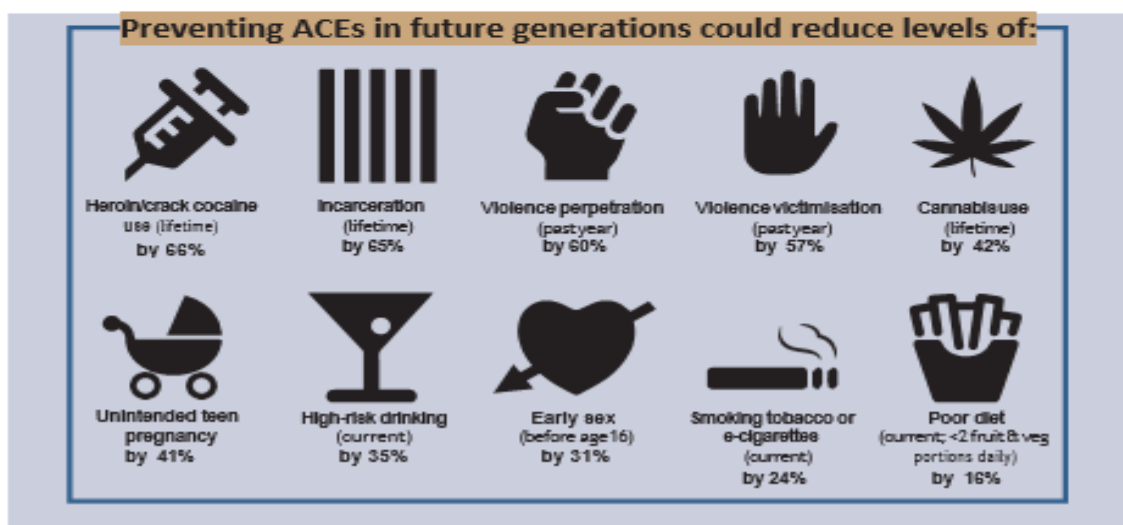


## Adverse Childhood Experiences (ACEs) in Wales

ACEs are stressful experiences occurring during childhood that directly harm a child (e.g. sexual or physical abuse) or affect the environment in which they live (E.g. growing up in a house with domestic violence).



- Compared with people with no ACEs, those with 4+ ACEs are:**
- 4** times more likely to be a high-risk drinker
  - 6** times more likely to have had or caused unintended teenage pregnancy
  - 6** times more likely to smoke e-cigarettes or tobacco
  - 6** times more likely to have had sex under the age of 16 years
  - 11** times more likely to have smoked cannabis
  - 14** times more likely to have been a victim of violence over the last 12 months
  - 15** times more likely to have committed violence against another person in the last 12 months
  - 16** times more likely to have used crack cocaine or heroin
  - 20** times more likely to have been incarcerated at any point in their lifetime



<sup>2</sup> PHW ACEs Research – <http://www.wales.nhs.uk/sitesplus/888/page/88504>

## Local Area Arrangements & Service Mapping

The below example proforma is to be completed by Safeguarding Teams with their Local Authority Area arrangements and service mapping:

Universal Services	Enhanced Support	Targeted Support	Assessment for Care & Support	Protective Support
GPs	Flying Start	Specialist Safeguarding Health Visitor Flying Start	Tier 3 Services for Substance Misuse	Social Care Safeguarding & Child Protection Teams
Midwifery	Substance Misuse Services	Specialist Safeguarding Health Teams	Looked After Children Service	A&E
Health Visitors	Children and family services	Specialist Safeguarding Midwife	Social Care – Children’s Services	Police
Community Nursing	Team around the family (TAF)	Team around the family (TAF)	Safeguarding Leads in School	Probation
Hospitals	Family Intervention Team (FIT)	Child & Adolescent Mental Health Services (CAMHS)	Youth Justice Teams	
Dentists	New Pathways/Workways – Employment assistance	Substance Misuse Services	Protecting Vulnerable People, Police Units	
Childcare	Independent Domestic Violence Adviser (IDVA)	Refuge / Safe Accommodation	Probation	
Family Centres	Homelessness Options	Counselling Services		
Benefits, Financial Services	Victim Support	Safeguarding Leads in School		
Housing	Youth Services	Youth Services		
Victim Support	Police	Police		
Citizens Advice	Families First services	Advocacy Services		
Education	Generic Community Support Services	Young Carers		
Youth Services	Disability Services	Additional Learning Needs Support		
Police	Advocacy Services			
Community Social Groups	Supporting People – tenancy support			
School Nursing				