

Current offer aligned to Level of Need Children

LEVEL OF NEED: 1. Universal		
Entitlement is for all children across threshold.		
Needs/risks are met by universal services.		
Lead	Description	Arrangements and Expectations
NEL CCG Email: michelle.thompson8@nhs.net	Midwifery	<p>Midwifery services at the Trust are being delivered in accordance with RCOG / RCM guidelines.</p> <p>Antenatal appointments are to be ward based where possible, home visits only if the visit is 'essential'. Risk stratification in place in terms of high-risk women.</p> <p>Partners/family members are not allowed to attend antenatal clinics, scans or any other appointments at the antenatal day unit.</p> <p>One birth partner can accompany for the labour and birth. Birth partners will then be asked to leave after spending some time together after the birth.</p>
Children's Health Provision Tel: 01472 3232660 E.Mail: healthvisitingadvice@nelincs.gov.uk schoolnursingadvice@nelincs.gov.uk	Health Visiting	<p>Offering all families an antenatal contact and new birth visit in accordance with National guidance as part of the Healthy Child Programme (this will be via a telephone/virtual contact unless compelling need is identified for a face to face visit with PPE if guidance allows). Includes a holistic assessment of health including risk assessment and early identification of additional needs.</p> <p>Also offering an email and telephone advice line for parents and professionals. These are overseen by a clinician Monday-Friday, 9-5pm.</p>
NEL CCG Email: michelle.thompson8@nhs.net	A&E and Paediatric	<p>A&E and Paediatric Ward are operating a one parent only policy for parent / carer accompanying children and young people.</p>
NEL CCG Email: michelle.thompson8@nhs.net	Community Nursing	<p>Community nursing services are being delivered in line with Royal College guidance with remote contact where clinically appropriate, where needed Face to Face - following guidance and appropriate PPE.</p>
NEL CCG Email: michelle.thompson8@nhs.net	General Medical	<p>GP's remain responsible for the provision of their Primary Medical Service responsibilities for all children registered with them. Patients are advised not to attend practices unless they have a scheduled appointment, if appropriate appointments will be undertaken remotely, taking into account any safeguarding/vulnerability factors.</p>

<p>Children’s Health Provision</p> <p>Tel: 01472 3232660</p> <p>E.Mail: healthvisitingadvice@nelincs.gov.uk schoolnursingadvice@nelincs.gov.uk</p>	<p>School Nursing</p>	<p>Offering an email and telephone advice line for parents and professionals. Confidential text service is available for children and young people aged 11-18 years. These are overseen by a clinician Monday-Friday, 9-5pm.</p>
<p>NEL CCG</p> <p>Email: michelle.thompson8@nhs.net</p>	<p>Mental health and emotional wellbeing support</p>	<p>Kooth is a web-based confidential support service. It provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people. It offers young people the opportunity to have a “drop-in” text-based conversation with a qualified counsellor.</p> <p>Kooth continues to be available to support the wellbeing and resilience of young people aged 11-25, as previously described in Universal. However, the number of contracted hours for counselling support has been increased from 1st April to respond to an expected increase in support needed.</p> <p>Compass – mental health support teams due to the limitations with the nationally ran NHSe programme during covid-19. The provider has been innovative and is establishing a ‘Talking Matters’ phone/ video support service for young people – providing a listening ear and opportunity to talk about concerns to be launched within next 5-10 days.</p> <p>Self-help menu created for children and young people to access a range of different resources and methods of support</p> <p>http://www.nelincs.gov.uk/self-help-menu</p>
<p>Access & Inclusion</p> <p>Tel: 01472 323700</p> <p>E.Mail: education@nelincs.gov.uk</p>	<p>School aged children</p>	<p>Contact will be virtual unless a need for a home visit is identified. In these cases NHS PPE guidelines will be followed. Delivery of FSM for those students without a school roll or unallocated school places through school admissions.</p> <p>Daily contacts with head teachers through education link officers (Education service managers), early identification of wider safeguarding themes and rapid escalation of distinct cases</p> <p>School Aged children – Children who were considered to be at the universal level of need will not be offered a school place unless they are the children of key workers although those of enhanced profile of vulnerability will be offered a supportive route to education if appropriate and this will be worked in liaison with Children’s Social Care to supportive decision making.</p>

		Schools are maintaining some form of contact with every child weekly, using the normal methods of communication for their school. Advice is sought from Designated Safeguarding Leads if there is any reason for concern
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LEVEL OF NEED: 2. Targeted

Additional single or multi-agency help for vulnerable children.

Needs met through the Early Help Assessment and Plan

Lead	Description	Arrangements and Expectations
Early Years Tel: 01472 326292 email: fis@nelincs.gov.uk	Pre-school aged children	Pre-School Aged Children – The current picture in NEL is that most Early Years’ providers are closed. Providers that have closed have been asked to contact the SW for any child who is CIN/CP/CLA. This is an area that needs careful monitoring to ensure these children remain visible. There are providers/schools that continue to offer places for vulnerable children. The LA will provide funding for these children to attend an open setting where their current setting is closed.
Access & Inclusion Tel: 01472 323700 email: education@nelincs.gov.uk	School aged children	School Aged Children – Children recognised as vulnerable within settings, but below the threshold for referral into services have been offered school places. Schools are actively encouraging families to take up these places. Where a child who was expected in school does not attend, schools follow their usual first day absence procedure and make contact with the family. Where children do not attend school, leaders will make contact with the child and family at least once a week, but more often for some children where concerns are higher and those without school/academy roll are offered enhanced support. Providing all support as outlined as above, however additional focus on SEND and supporting risk assessment across whole cohort for those with EHCP
NEL CCG Email: michelle.thompson8@nhs.net	Emotional wellbeing	Young Minds Matter – accepting referrals from parents/ professionals via duty line. There are now increased self-help support and resources on their website; https://www.lpft.nhs.uk/young-people/north-east-lincolnshire/children/help-yourself-resources . Checking in with young people after they have

		<p>received self-help packs and are using telephone and video to support young people</p> <p>Mental Health Support Teams - Whole School Approach audits with educational setting are being conducted over the phone as appropriate to ensure support for schools is still in place during this period.</p> <p>Kooth continues to be available to support the wellbeing and resilience of young people aged 11-25, as previously described in Universal. However, the number of contracted hours for counselling support has been increased from 1st April to respond to an expected increase in support needed.</p>
<p><u>DA Coordinator</u></p> <p>Women's Aid:</p> <p>Tel: 01472 575757</p> <p>Email: support@womensaidnel.org</p> <p>www.womensaidnel.org</p> <p>MARAC:</p> <p>Kirsty Parkinson Tel: 07717587478</p> <p>Email: maracreferrals@nelincs.gov.uk</p>	<p>Domestic abuse</p>	<p>The Domestic Abuse 'One System' Approach Delivery Group continues to lead on the coordinated response to concerns about domestic abuse and is meeting virtually twice a week to ensure this response is maintained and managed effectively.</p> <p>Women's Aid continues to operate and is offering a full range of support in respect of refuge and outreach & resettlement to victims of domestic abuse at all risk levels. The Blue Door continues to operate and is offering remote support to high risk victims of domestic abuse via IDVA's / the MARAC process. Related service provision across other agencies is continuing with most operating 'business as usual' where possible, with changes to delivery where required to ensure support remains available.</p> <p>MARAC arrangements continue with a core group of agencies meeting virtually once a week.</p> <p>Humberside Police are monitoring levels of reported domestic abuse incidents on a daily basis. Work is underway to calculate projected levels based on national data.</p> <p>Operation Encompass continues to operate and ensures information is shared with schools. Additional measures have been put in place to ensure that wrap around support continues to be available for those children not attending school.</p> <p>A wide range of domestic abuse comms-related work continues to be undertaken to keep members of the public and other services updated on what support is available and how it can be accessed.</p>
<p>Young and Safe</p> <p>Tel: 01472 325252</p> <p>Email: YOSAdmin@nelincs.gov.uk</p>	<p>Targeted youth work and ASB team</p>	<p>The Community Safety and Street Based teams are working collectively during this difficult period</p> <p>Neither team have any current staffing issues and are delivering services on a daily basis</p>

This currently shows close links to many other agencies including but not exclusively Humberside Police, YOS, Social Housing, Social Care, Family Hubs to support a combined and uniformed approach to deal effectively with the breaches of the current Covid 19 Regulations. The 4 E principles are being followed Engage, Encourage, Educate, Enforcement

Young people are dealt with differently and there may be many reasons why they may be out in breach of the regulations which can include to get away from Domestic Violence, Neglect, Hunger etc.,

The Street based Team are on patrol 6 days a week between 1200 and 2200 plus operation python on a Thursday/ Friday and Saturday evening along with police officers. They will visit all known hotspots and check on known vulnerable or identified young people They will engage (at a safe distance) with young people suspected of breaching the regulations to try and ascertain why, what support they require and encourage them to comply, the team have developed an information pack for young people which includes much information on how to stay safe and where to contact support.



Guide for young people through coronz

On the third breach where no apparent effort has been made to comply their details are forwarded to the ASB Team. The individual is then researched together with family members to ascertain if they have a support worker or YOS worker or a family member has an allocated support worker from either Social Care or the Family Hub. Where this is the case the details are sent to the allocated officer who is dealing for further support to be given to encourage compliance. Where there is no support worker and no family member is receiving support all known details and history is placed on a contact form and sent through to MASH (Multi Agency Safeguarding Hub). MASH will assess all details plus any history and allocate to the best department to provide support and education for the family.

The emphasis throughout is to support the young person and their family to keep them safe without penalising or criminalising them as many will be suffering additional financial hardship at this time. Where this is ignored and further breaches are identified the Community Protection Notice Procedure is followed ultimately ending with a fixed penalty fine on the parent.

<p>Localities</p> <p>Tel: 01472 326600</p> <p>Email: ehbusinesssupport@nelincs.gov.uk</p>	<p>Early Help</p>	<p>The locality hubs are physically closed in the main but the team continue to provide support to those families who have an allocated Family First practitioner, as well as to those who have been referred and are awaiting allocation.</p> <p>Virtual work to support families open to social care continues. Families are being contacted by telephone as required. Calls are coming in for support and IAG being offered</p> <p>A virtual support hub is currently being built to offer wider support to families where COVID 19 and other factors may leave them with unmet need. This will link closely to the councils 313131 service for all residents.</p> <p>Three nursery settings are being supported for key worker children and vulnerable children</p>
<p>Children's Health Provision</p> <p>Tel: 01472 3232660</p> <p>Email: healthvisitingadvice@nelincs.gov.uk schoolnursingadvice@nelincs.gov.uk</p>	<p>Health visiting and school nursing</p>	<p>Children, young people and families who were previously supported by a Health Visitor or School Nurse (Universal Plus Caseloads) continue to be supported virtually either by telephone or WhatsApp video calls. Liaison with other professionals such as GPs, midwifery and schools takes place if required.</p>

<p>LEVEL OF NEED 3. Children in need</p>		
<p>Time limited intervention for children and young people in need or at risk of harm. A social worker is involved and it requires a multi-agency response</p>		
<p>Lead</p>	<p>Description</p>	<p>Arrangements and Expectations</p>
<p>Children & Family Services</p> <p>Tel: 01472 326292</p> <p>Email: mash@nelincs.gov.uk</p>	<p>Children's Social Care</p>	<p>Children who are in this category are all subject to an individual plan. These plans are dynamic and regularly updated in line with changing circumstances.</p> <p>All family members and professionals who are involved in the delivery of the plan need to be clear about the plans to visit the child and be assured about their welfare, and their part in that. This is important to avoid duplication</p> <p>Statutory visits to children need to be maintained. The children in this category are the most vulnerable.</p> <p>Children in Need – minimum 4 weekly</p>

<p>Young & Safe</p> <p>Tel: 01472 323221 or 07710069341 (temporary no. during Covid)</p> <p>Email: admin.vps@nelincs.gov.uk</p>	<p>Young Carers</p>	<p>Young Carers are being supported via Young Carers Support Workers with weekly contact using remote technologies and delivery of food parcels where needed</p>
<p>SEN Services/Complex Health Care</p> <p>Tel: 01472 323236</p> <p>Email: sen@nelincs.gov.uk</p>	<p>Children subject to EHCP</p>	<p>Contact has been made with all schools and educational settings both in NE Lincs and those out of area who support NE Lincs learners with an EHCP to complete information in relation to individual students Covid-19 EHCP Risk Assessments. The risk assessments informs appropriate actions/support/ planning. This is being led by the Council's SEN Assessment and review team and is supported by Education Services and The Designated Clinical Officer.</p> <p>The DCO is currently reviewing all risk assessments around health issues. On completion they will be feed into systm1 to enable access for all health professionals</p> <p>The DCO continues to support all settings and families around health outcomes supported by the Complex Health Team</p>
<p>Children's Disability Service</p> <p>Tel: 01472 325607</p>	<p>Disabled children with short breaks</p>	<p>Short Break Services and Respite provision has ceased at the current time due to social distancing and based on the current Government guidelines. In addition due to the health needs of the children, and lack of safeguarding need, much of the direct visits to our children and families have ceased. The team however are ensuring virtual visits are been completed, along with weekly telephone contact to support the family. Where required face to face support is continuing to ensure that families continue to receive appropriate service and to reduce the risk of family crisis.</p>
<p>NEL CCG</p> <p>Email: michelle.thompson8@nhs.net</p>	<p>Emotional wellbeing</p>	<p>As per NHSe directive All- age single point of access has been established to support adults/ CYP with information, advice, guidance and support</p> <p> 24_7 Covid 19 MH Support Service v7.pu</p> <p>Young Minds Matter – Continuing to support children and young people using creative methods to minimise face to face interactions. Using telephone and video to support young people</p> <p>If deemed necessary for more complex and severe presentations then staff are adhering to PPE advice and guidance to see young people face to</p>

		<p>face e.g. intensive outreach and home treatment, crisis and medication management.</p> <p>ASD/ADHD have been paused at this time – which is also echoed across Yorkshire and Humber.</p>
<p>Commissioning & Strategic Support</p> <p>Tel: 01472 325952</p> <p>Email: Jamie.dunn@nelincs.gov.uk</p>	<p>Community Hub Support and support to shielded children</p>	<p>Our Single Point of Access (SPA) is for adult health and social care.</p> <p>SPA functions will continue as normal. They will continue to offer support/advice and they will triage referrals and signpost as required.</p> <p>A Community Hub has been established to provide residents of North East Lincolnshire with the help they may need during COVID 19 and shielding / social isolation.</p> <p>The Council has established a dedicated phone line for anyone needing help, advice or support during the pandemic. Support is available by ringing 313131 and choosing option 0. The Contact Centre has a range of support options to link in to, including the Community Hub which offers help to access food parcels, and signposting to other relevant services</p> <p>The multi-agency approach we have set up includes volunteers and a range of support to help vulnerable people during this crisis.</p> <p>Hub activity is coordinated through the Council's Contact Centre on 01472 313131 and selecting option 0.</p>
<p>Children's Health Provision</p> <p>Tel: 01472 3232660</p> <p>E.Mail: healthvisitingadvice@nelincs.gov.uk schoolnursingadvice@nelincs.gov.uk</p>	<p>Health visiting and school nursing</p>	<p>Health Visiting and School Nursing – All practitioners continue to attend any relevant safeguarding meetings and share health information in a timely manner.</p>

LEVEL OF NEED 4 – Specialist

Immediate safeguarding.

Complex unmet needs. This is the threshold for Child Protection. Child may be 'in need', 'at risk of significant harm' or a 'Child Looked After' by the local authority. A multi-agency enquiry led by a social worker is needed to ensure children are protected and kept safe

All support uses the Signs of Safety model of practice.

Lead	Description	Arrangements and Expectations
<p>Children & Family Services</p> <p>Tel: 01472 326292 option 2</p>	<p>Statutory visits CLA and CP</p>	<p>Children who are in this category are all subject to an individual plan. These plans are dynamic and regularly updated in line with changing circumstances.</p> <p>All family members and professionals who are involved in the delivery of the plan need to be clear about the plans to visit the child and be assured about their welfare, and their part in that. This is important to avoid duplication</p> <p>Statutory visits to children need to be maintained. The children in this category are the most vulnerable.</p> <ul style="list-style-type: none"> • Children in care matched to permanent carers – minimum 3 monthly; • Children in care, not matched to permanent carers – minimum 6 weekly. • Children on child protection plans – maintained at a minimum of once fortnightly; • Children subject to placement with parents arrangements –minimum of once monthly; • Children in care who have suffered placement disruption, are likely to suffer placement disruption or who are at high risk of exploitation / repeatedly missing – minimum or once monthly.
<p>Children & Family Services</p> <p>Tel: 01472 326292 option 2</p>	<p>Arrangements for staying in contact</p>	<p>There may be times, for some children, where direct contact is not possible. In these circumstances, the expectation is that social workers see children by other means where that can be achieved via alternatives including skype / face time etc.</p> <p>Contact arrangements for children in care with their parents are currently taking place virtually only. This is being regularly reviewed.</p>
	<p>Access to education</p>	<p>Children who are most vulnerable, should continue to have access to education so can be seen in school, especially where social care staff are unable to see children in their homes (because families are reluctant to allow access).</p>
<p>Children & Family Services</p> <p>Tel: 01472 326292</p> <p>Email: mash@nelincs.gov.uk</p>	<p>MASH arrangements</p>	<p>Statutory referrals and response remains the same MASH is virtual and linked into appropriate software with partner agencies also. Children's circumstances are being assessed and responded to as normal.</p>

		NLaG safeguarding team continue to support staff to make referrals using the Threshold of Need.
	<p>Social Care for assessment under Section 17 and Section 47</p> <p>Strategy discussions</p>	<p>Section 47 Strategy meetings are taking place virtually, assessments are completed as before</p> <p>The hospital will continue to join strategy meeting remotely after an invite being sent via Microsoft Teams.</p>
<p>NEL CCG</p> <p>Email: michelle.thompson8@nhs.net</p>	Child protection medicals	NLaG will continue to complete child protection medicals arranged via the on call paediatrician. Guidance is being developed to follow should the child require a child protection medical and has Covid 19 symptoms.
<p>Children's Safeguarding & Reviewing Service</p> <p>Tel: 01472 326118</p> <p>Email: csrs@nelincs.gov.uk</p>	Child protection conferences	<p>Initial and Review Child Protection Conferences continue to take place remotely using telephone conferencing/ Teams for all conferences.</p> <p>Contact will be made with the attendee's and parents/carers to discuss how the meeting will be held. At present conference chairs contact parents prior to conference to gather their views. We are exploring opportunities for virtual attendance where it is assessed that it would not have the potential to increase risk i.e. domestic abuse where the perpetrator may be present. Child Protection Minutes will be taken in the usual way with the minute taker being part of the Teams meeting.</p> <p>If consideration is being given to removing a child or young person from a child protection plan, the chair must be satisfied that there is sufficient information from the core group to ensure that the decision to de plan is evidence based with the reason clearly recorded within the minutes</p> <p>This guidance will be subject to ongoing Review and may be subject to change.</p> <p>NLaG staff will continue to attend child protection conferences following an invite via Microsoft Teams.</p>
<p>Children & Family Services</p> <p>Tel: 01472 325415</p> <p>Email: Emily.scott@nelincs.gov.uk</p>	Missing Children and Children at risk of exploitation	The MASH continues to receive and process all missing reports for children and young people. A daily missing report is produced and for any young person still missing at the end of the day, the details are passed to the street-based team should they be seen in the local area on an evening. Return home interviews are taking place; these are occurring virtually over the phone, this is due to government guidance and social distancing measures. If required there is scope for face to face debriefs should this be deemed to be

		<p>necessary for the child and should this be safe to do so.</p> <p>Weekly Vulnerability screening is taking place for children at risk of exploitation and missing, partners are invited to contribute and attend remotely.</p> <p>Operational Vulnerability Meeting continues to occur virtually with strong partner attendance, this is the same for MACE. This has ensured that children who are identified at risk of exploitation receive a timely and planned response.</p> <p>NLaG Named Nurse to continue to contribute to MACE meetings via Microsoft Teams.</p> <p>The GRAFT team continue to work virtually with the children on their case load and complete work with them, where required face to face visits can occur, again however this is based on a case by case basis.</p> <p>Exploitation lead continues to attend partner agency meetings virtually ensuring service delivery remains consistent.</p>
<p>SEN Services/Complex Health Care</p> <p>Tel: 01472 324404</p> <p>Email: sarah.harding@nelincs.gov.uk Christine.ward@nelincs.gov.uk</p>	<p>Children subject to EHCP and open to the Complex Care Team</p>	<p>Contact has been made with all schools and educational settings both in NE Lincs and those out of area who support NE Lincs learners with an EHCP to complete information in relation to individual students Covid-19 EHCP Risk Assessments. The risk assessments informs appropriate actions/support/ planning. This is being led by the Council's SEN Assessment and review team and is supported by Education Services and The Designated Clinical Officer.</p> <p>Complex Care Team are contacting families in receipt of continuing health care at least weekly by telephone and supporting as issues arise for example with medication, equipment and food parcels/cleaning items. The telephone contact also allows the families to have a check in and the team to catch up and offer any additional support or signposting. Some socially distanced supply drops have taken place particularly where families were at risk of running out of equipment or sanitisation fluids.</p> <p>The team is also closely working with children with significant health issues by manner of telephone support alongside St Andrews Hospice, Community nursing and the Local Authority community response team. The team also offers parents contact by the DCO email box, which is</p>

		<p>accessed daily in office hours and during Bank Holidays.</p>
<p>Young & Safe</p> <p>Tel: 01472 325252</p> <p>Email: YOSAdmin@nelincs.gov.uk</p>	<p>Youth Offending service</p>	<p>The below are the responsibilities continued to be maintained by YOS.</p> <ul style="list-style-type: none"> ➤ The Crime and Disorder act states the responsibility for each YOS to have a management board. Boards are to remain as normal business and held in a virtual manner wherever possible. ➤ Initial Youth Justice Board (YJB) authorised risk assessment are to be completed within 15 days of a young person receiving an order in court ➤ The assessment shall dictate the level of intervention and these needs to be completed to ensure that we are adhering to set national standards. The interventions will be delivered in a number of different methods as directed to local and national guidance. ➤ The YOS are required through legislation to attend court both magistrates and crown to advocate for the child and make suitable recommendations in relation to sentencing. <ol style="list-style-type: none"> 1. The only courts taking place that YOS support are overnight remand courts which take place daily, apart from a Sunday and listed youth benches. 2. The courts are putting in place imminent video link courts during the COVID 19 Pandemic which will adhere to social distancing and keeping staff safe. <ul style="list-style-type: none"> ➤ The LA have responsibility to conduct Appropriate Adult services for any child in police custody who has not parent / guardian or carer available to ensure their rights as listed in PACE are adhered during an investigation. In conjunction these are being delivered in a safe environment with PPE and social distancing adhered too. ➤ Referral order panels are also a requirement in law for YOS and we are currently delivering these in a new method to support social distancing ➤ The YOS have a responsibility to visit young people in custody. <ol style="list-style-type: none"> 1. This has been put on hold on a month by month basis

		2. YOS are maintaining contact by telephone and are regularly in touch with our young people.
Children’s Health Provision Tel: 01472 3232660 E.Mail: healthvisitingadvice@nelincs.gov.uk schoolnursingadvice@nelincs.gov.uk	Health visiting and school nursing	Health Visiting and School Nursing – All practitioners continue to attend any relevant safeguarding meetings and share health information in a timely manner. MASH support is being offered by the wider team to cover strategy meetings and MASH health checks.
NLAG Tel: 03033 305221 E.mail: jane.fell@nhs.net	Specialist CLA Health NLAG	Continue to deliver statutory health assessments and support children, young people and carers using creative methods to minimise face to face contact, undertaking telephone (and video where access able) to support young people. Where identified staff would adhere to PPE advice/guidance to see young people face to face where necessary. Significantly, offer includes continuation of behavioural screen tools (SDQ) and carer coping questionnaire with monthly multi agency meetings, attendance at MACE, OVM, Strategy meetings