

# Course Admin

Please complete for each training session, “ Help us to help you” , Thanks

The BSCP have provided these resources. The core slides should not be amended or altered. You can add slides to the deck that reflect how ‘it works’ in your service/organisation or for service specific case examples.

It is important that when you use the resources you complete the training report for each session you run. Please provide data by using the link or QR code. The form allows for feedback and for suggested improvements.

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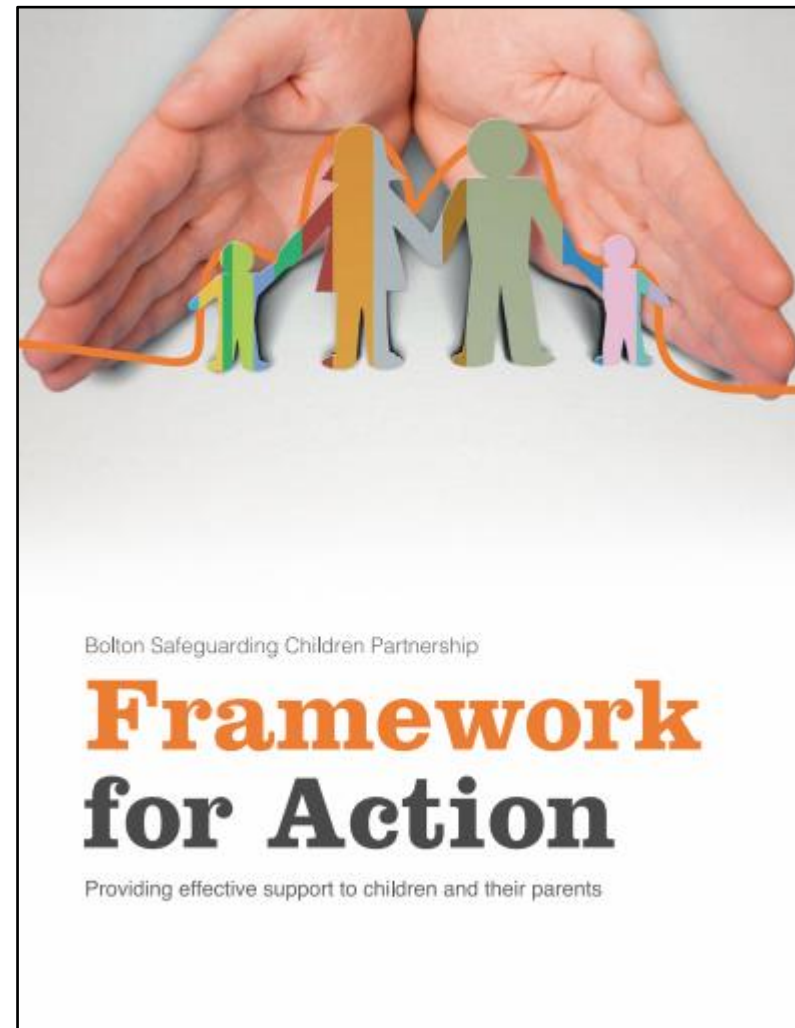


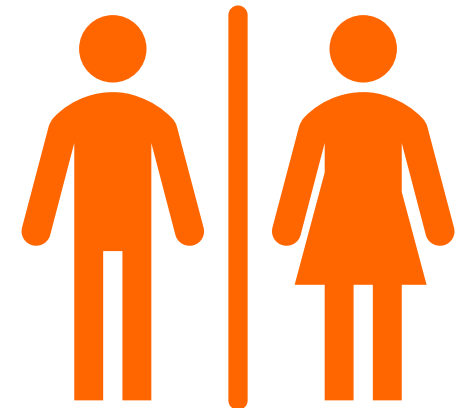
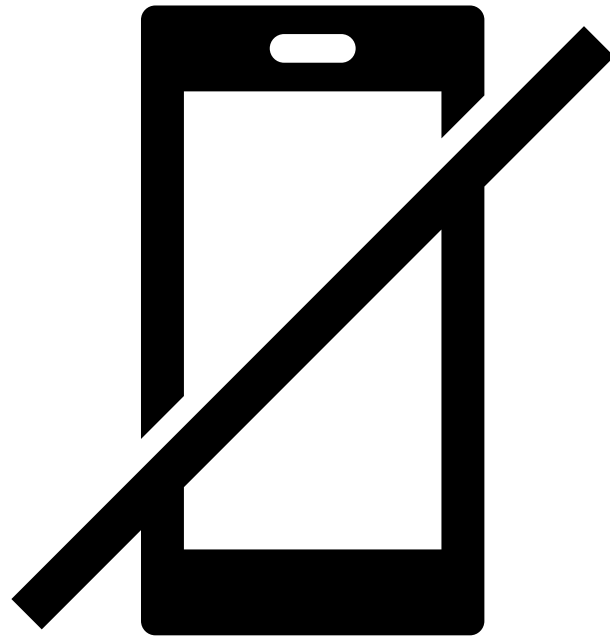
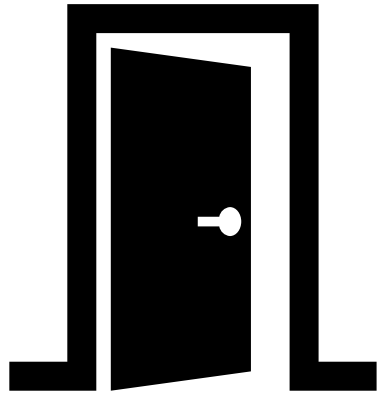
Bolton Safeguarding Children Partnership

# Framework for Action Awareness Training

[www.boltonsafeguardingchildren.org.uk/working-children-young-people](http://www.boltonsafeguardingchildren.org.uk/working-children-young-people)

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# Framework for Action

“The Bolton Framework for Action outlines how local practitioners work together to safeguard and promote the welfare of all children in our area. It sets out the thresholds that all partners will apply when working with children and their parents.”



A handwritten signature in black ink, appearing to read "Su Long".

**Su Long -**  
Chief Officer,  
Bolton Clinical  
Commissioning  
Group

A handwritten signature in black ink, appearing to read "Tony Oakman".

**Tony Oakman -**  
Chief Executive,  
Bolton Council

A handwritten signature in black ink, appearing to read "S. Ellison".

**Stuart Ellison -**  
Chief Superintendent,  
Greater Manchester  
Police

# Training – aims and objectives

How does the Framework for Action support us to:

- Identify, assess and respond to children's needs across our continuum
- Access additional services to address children's needs
- Seek advice and guidance about thresholds or interventions
- Act when there are disagreements about the level of help and support



# Framework for Action

## Why have a thresholds document?



Agencies have specific duties to safeguard and promote the welfare of all children in their area. **The Children Acts of 1989 and 2004**

**Children and Social Work Act 2017** places a duty on the Bolton Children Safeguarding Partnership to make arrangements to work together to safeguard and promote the welfare of all children in their area.

“We want a system that responds to the needs and interests of children and families and not the other way around.” **Working Together 2018**

**Framework For Action 2021** has been developed with partners and remains rooted in strong multi-agency working to achieve the best for Bolton’s children.

**“The right help, at the right time from the right people”**

# Framework - Principles

In Bolton we want to give all our children the best possible start in life, so that they have every chance to succeed, be safe and happy.

**We aim to achieve this by**

A culture of continuous development, improvement, and learning

Wide and active engagement in multi-agency safeguarding arrangements

Effective, ambitious child-focussed leadership within and across partners

Good systems for information sharing which practitioners are confident and knowledgeable about

Agencies understand their respective roles and thresholds

High support and high challenge within the multi-agency system

**This will create an environment in which multi-agency practice will flourish**



# Framework Essentials



- F** **Framework** is used by ALL agencies collaboratively to promote co-ordinated, and effective support
- R** **Roles and responsibilities** and use of the local thresholds are understood by ALL practitioners
- A** **Assessments** are holistic, evidenced based starting point for offering help and support at any threshold level
- M** **Model** of the framework is integrated within organisation's existing organisational or sector guidance
- E** **Evidence** of high support and high challenge from agencies to promote the best outcomes for children
- W** **Work** with the child and their parents, building on their strengths , help and support is developed
- O** **Outcomes** are child centred and takes account of diverse needs of children and their families
- R** **Right help**, at the right time from the right people is offered at the earliest opportunity
- K** **Keeping** children safe and achieving good outcomes for all, regardless of their needs, is at the heart of what is done



# Help and support continuum



# Framework:

## Applying local thresholds

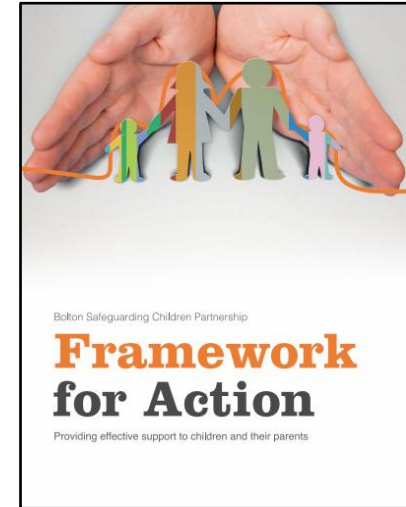
**Universal**

**Prevention**

**Early Help**

**Targeted Help**

**Statutory Help**



At this level I...

## Universal

...am thriving, my needs are consistently met as my family, or the universal services I access keep me safe, promote my welfare and help me achieve my potential.



### Universal support

Early Years Settings, Education Settings, GP, Children's Integrated Health And Wellbeing Service, Voluntary And Community Sector, Housing Providers, Youth Clubs, Leisure Services.

### Preventative

Early Years Settings, Education Settings, GP, Children's Integrated Health and Wellbeing Service, Voluntary and Community Sector, Housing Providers, Youth Clubs, Start Well Service, I-Thrive Partnership, Adult Mental Health Services, Adult and Children's Substance Services, Domestic Abuse And Violence Services, Probation Services.



...I make good progress in my development as me, my family and services work together

...me and my family have accessed, used and benefited from the help and support offered

Me or my family might need help from...

This will help me as...

**Universal:** At this level of need I am thriving, my needs are consistently met as my family, or the universal services I access keep me safe, promote my welfare and help me achieve my potential

**Might need help from** Early Years settings, Education Settings, GP, Children's Integrated Health and Wellbeing Service, Voluntary and Community sector, Housing Providers, Youth Clubs, Leisure Services etc.

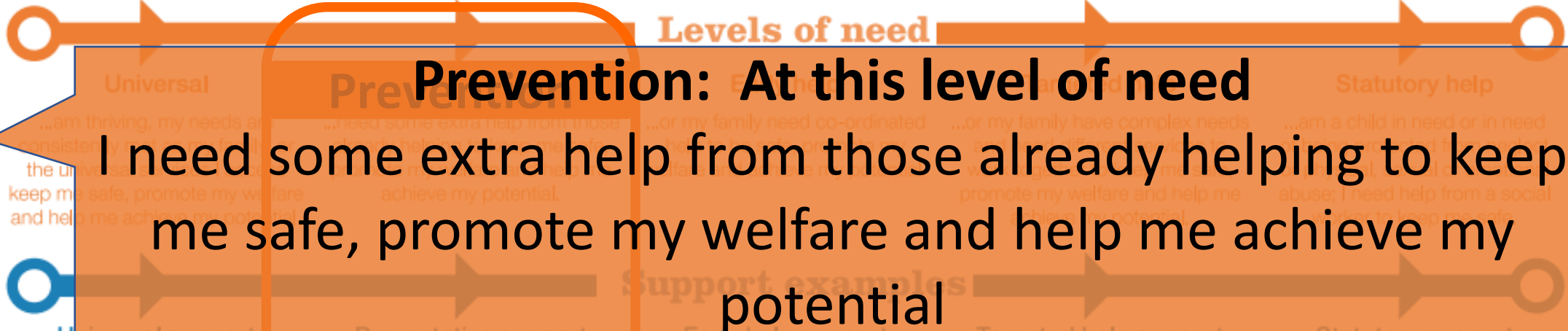


At this level I..

Me or my family might need help from...

This will help me as...

Levels of need



**Prevention: At this level of need**  
 I need some extra help from those already helping to keep me safe, promote my welfare and help me achieve my potential

Support examples

**Might need help from**  
 Early Years settings, Education Settings, GP, Children’s Integrated Health and Wellbeing Service, Voluntary and Community sector, Housing Providers, Youth Clubs, Start Well Service, I-Thrive Partnership, Adult Mental Health Services, Adult and Children’s Substance Services, Domestic Abuse and Violence Services, Probation services

Outcomes

- ...I make good progress in my development as me, my family and services work together
- ...me and my family have accessed, used and benefited from the help and support offered
- ...me and my family have been supported by practitioners who have worked well together and offered timely help
- ...me and my family have received help and support from skilled and knowledgeable practitioners
- ...I am safe from abuse or neglect as multi-agency child protection practice is good
- ...I will grow up to be a confident and resilient adult

At this level I..

Me or my family might need help from...

This will help me as...

Levels of need

Universal

Prevention

Early Help

Targeted help

Statutory help

I or my family need co-ordinated help to be safe, promote my welfare and achieve my potential

Early Help level of need

Might need help from

Early Years settings, Education Settings, GP, Children's Integrated Health and Wellbeing Service, Voluntary and Community sector, Housing Providers, Youth Clubs, Start Well Service, I-Thrive Partnership, Adult Mental Health Services, Adult and Children's Substance Services, Domestic Abuse and Violence Services, Probation services, Targeted Youth Support, Child and Adolescent Health Services

Outcomes

...I make good progress in my development as me, my family and services work together

...me and my family have accessed, used and benefited from the help and support offered

...me and my family have been supported by practitioners who have worked well together and offered timely help

...me and my family have received help and support from skilled and knowledgeable practitioners

...I am safe from abuse or neglect as multi-agency child protection practice is good

...I will grow up to be a confident and resilient adult

At this level I..

# Targeted: At this level of need

I or my family have complex needs and need different services to work together to keep me safe, promote my welfare and help me achieve my potential

Me or my family might need help from...

## Might need help from

Early Years settings, Education Settings, GP, Children's Integrated Health and Wellbeing Service, Voluntary and Community sector, Housing Providers, Youth Clubs, Start Well Service, I-Thrive Partnership, Adult Mental Health Services, Adult and Children's Substance Services, Domestic Abuse and Violence Services, Probation services, Targeted Youth Support, Child and Adolescent Health Services, Complex safeguarding Team

This will help me as...

### Outcomes

...I make good progress in my development as me, my family and services work together

...me and my family have accessed, used and benefited from the help and support offered

...me and my family have been supported by practitioners who have worked well together and offered timely help

...me and my family have received help and support from skilled and knowledgeable practitioners

...I am safe from abuse or neglect as multi-agency child protection practice is good

...I will grow up to be a confident and resilient adult



At this level I..

Me or my family might need help from...

This will help me as...

## Statutory: At this level of need

I am a child in need or in need of being protected from neglect or physical, sexual or emotional abuse; I need help from a social worker to keep me safe, promote my welfare and achieve my potential

**Might need help from** All services with the additional support of the Integrated Front Door Service, Children's Social Work teams, Children with Disabilities team, Complex Safeguarding team, Short Breaks for Disabled Children team

### Outcomes

...I make good progress in my development as me, my family and services work together

...me and my family have accessed, used and benefited from the help and support offered

...me and my family have been supported by practitioners who have worked well together and offered timely help

...me and my family have received help and support from skilled and knowledgeable practitioners

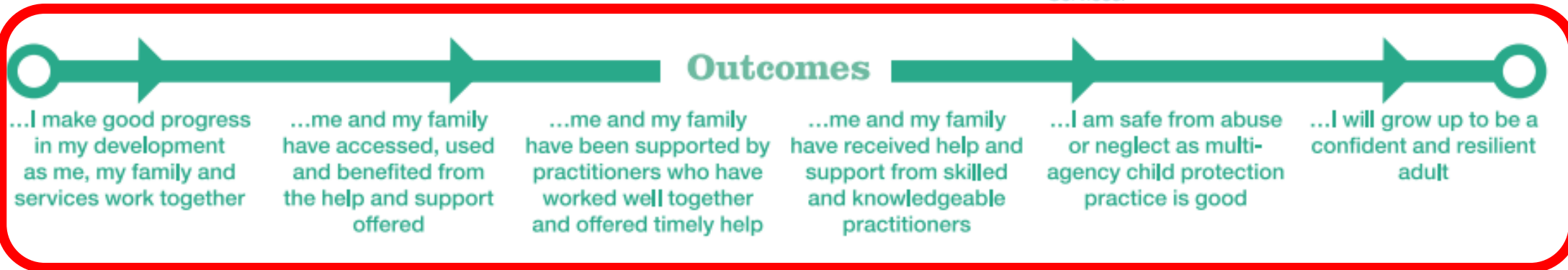
...I am safe from abuse or neglect as multi-agency child protection practice is good

...I will grow up to be a confident and resilient adult

**At this level I..**

**Me or my family might need help from...**

**This will help me as...**



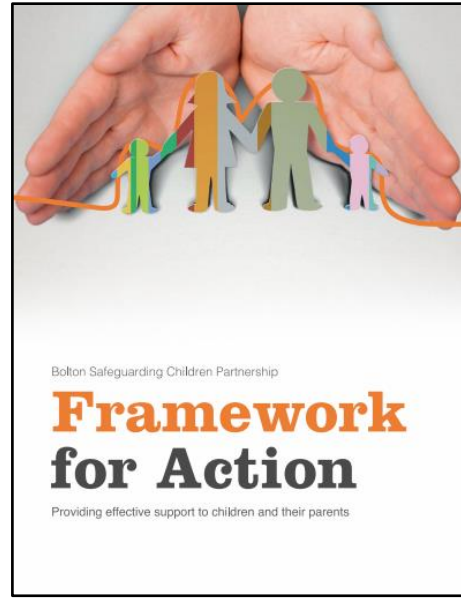


# Using the Framework

I am 14 years old and just transferred school on a scholarship. I don't seem to fit in with the other kids as they all seem to have rich parents. They all have the best phones, PE kit, Apple watches etc. and they have already learnt stuff I haven't done yet. A couple of afternoons I have left school early as once you have done afternoon register I am not noticed. My dad has terminal cancer and I can't talk to him or mum as this wouldn't be fair. Due to the comments by one lad I have decided next time he says anything I am going to hit him or I might do something to myself. The only person I can talk to is Pete who I talk to online. This was supposed to be better.

# Example Descriptors “Preventative Help”

P.14 FFA



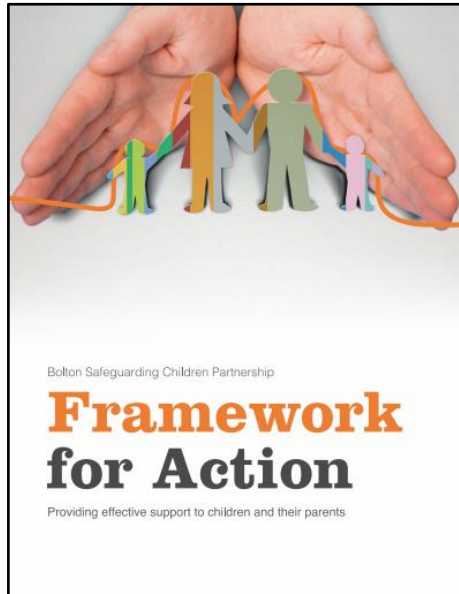
<p><b>I am Healthy</b></p>	<ul style="list-style-type: none"> <li>• When I am struggling with my feelings, I have thought about hurting myself; I have looked on the internet to see what other people do</li> <li>• I sometimes come into education hungry</li> <li>• My parents are occasionally worried or upset and they can't always give me the food I need, take me to appointments, get me to education, make sure my home is safe – they might stay in bed for long periods, cry a lot, shout at me or no reason, change their mood all the time</li> <li>• My speech and language may not be as good as it should be for my age and abilities</li> <li>• I have a disability but minor adaptations or adjustments will help me grow and develop</li> </ul>
<p><b>I am Learning</b></p>	<ul style="list-style-type: none"> <li>• I am struggling to learn some skills and concepts which I should be able to do</li> <li>• I am starting to be absent from education and my family don't always provide a reason or the reason given is not ok</li> <li>• I am not sure about my future choices for education, employment or training</li> <li>• If I try to share my thoughts, opinions or views I am sometimes made fun off or not heard</li> <li>• My emotions or behaviours are likely to limit my opportunities to learn and grow</li> <li>• I have had internal exclusions and it is possible I will receive a fixed term exclusion from education</li> </ul>
<p><b>I am Safe</b></p>	<ul style="list-style-type: none"> <li>• There are a few hazards in my home and my family don't always take action that can keep me safe from them</li> <li>• My parents occasionally use alcohol and drugs to the point that they can't take care of me properly</li> <li>• My family is separating and there is arguing; sometimes this involves me or I feel I am to blame</li> <li>• I am bullied and I need help from my family and others</li> <li>• I have thought about running away and going missing</li> <li>• I have been scared when my parents are arguing and fighting; sometimes the police have come to my home</li> <li>• My parents are worried that our home will be taken away</li> <li>• I have been having some online contact with people I don't know</li> </ul>
<p><b>I am Developing</b></p>	<ul style="list-style-type: none"> <li>• I worry people won't like me and sometimes I am really loud and boisterous to get their attention</li> <li>• I don't like to look at people closely/in the eye; I'm always told to lift my head up because I'm always looking at the floor</li> <li>• We don't have much support from other family members and don't go out much</li> <li>• My family don't spend a lot of time with me, or seem interested in what I am doing</li> <li>• I mostly have a daily routine, clear boundaries and structure but sometimes this slips because my parents are struggling and they are not able to get help</li> <li>• I am starting to do a lot of jobs at home, more than I should for my age and abilities</li> <li>• I have a parent or other person who is important to me that I don't</li> </ul>

# Using the Framework

I am Polly and I am the only daughter in a family of 12. I have some hearing difficulties and need to wear glasses. My mum left home last year with a new boyfriend and we have seen her only twice. Dad is doing his best but I can't talk to him about some of the issues going on in my life. My brothers call me "dumbo" and won't let me watch TV. Some children at school now know my nickname. I have started pulling my eyelashes out it has become a habit and a teacher asked me what I was doing the other day and I just burst out crying in front of everyone. I don't think dad can cope with us all especially with money as we don't have a lot. I have a lot of stomach pain but dad just says it's girls problems but I think I need to go to a doctor. I am falling behind at school because I am just allowed to take time off. I know I am smelly and dirty and I have to wear some of my brothers clothes I really don't have anyone to talk to and have no confidence.

# Example Descriptors “Early Help”

P.17 FFA



## What might a child experience: -

### I am Healthy

- I am missing important health appointments and if I am not helped my health will get worse
- I worry about not eating the right foods that would keep me healthy as I am overweight/underweight
- At times, I am really hungry and my stomach can sometimes hurt; I sometimes try and get food from places that are unhealthy or may be risky for me
- I keep getting infections and my family don't always get me help or take me to my appointments
- I feel embarrassed that I wet the bed and sometimes I don't have time for a shower or a bath; I might smell and get picked on
- I sometimes drink alcohol and/or use different drugs to feel better and I worry about this
- I feel nobody cares and when I think about my life, I just want to end it
- I am hurting myself as this makes me feel better for a short time; I have looked at this on the internet and used some of the ideas
- I can't concentrate for long and think people are talking about me even though they say they aren't
- I sometimes get overwhelmed by my feelings and not sure how to handle them or have anyone to talk to about them; I can feel very alone, sad, angry, like I have no future - I just can't see what there is to feel good about
- I sometimes withdraw from friends and family can feel withdrawn, as though I'm not part of everyone else
- I have a disability or illness that has some impact on my daily life and I need help from different people to help me grow and develop

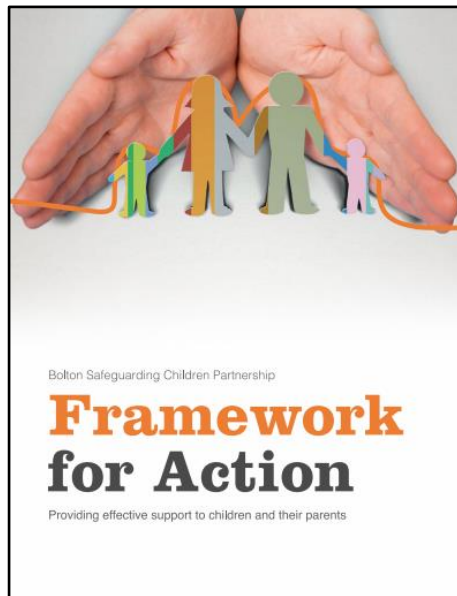
### I am Learning

- I am not achieving my developmental milestones at the times I should be, and according to my age and abilities
- I am not given regular opportunities to safely learn and explore my environment - if I am little I am sometimes strapped in a buggy or highchair a lot when I would rather be playing on the carpet with my toys and family; if I am older, I am left on my own for long periods, inside or outside without anyone checking or talking to me
- I don't have any books, toys or games that are right for my age and abilities
- I am regularly late for school and when I get into class everyone has started
- On some days, I am not always taken or encouraged to go to school and I am beginning to feel lost in my lessons as I have missed so much work; I feel like I might not catch-up and I feel stupid
- My assessment and exam results are not as good as others who are the same age and have similar abilities to me
- My emotions or behaviours are limiting my opportunities to learn and grow
- I have previously been excluded from education for a fixed term and I am at risk of permanent exclusion



# Example Flow Chart for Level of Support “Early Help”

P.19 FFA



# Using the Framework

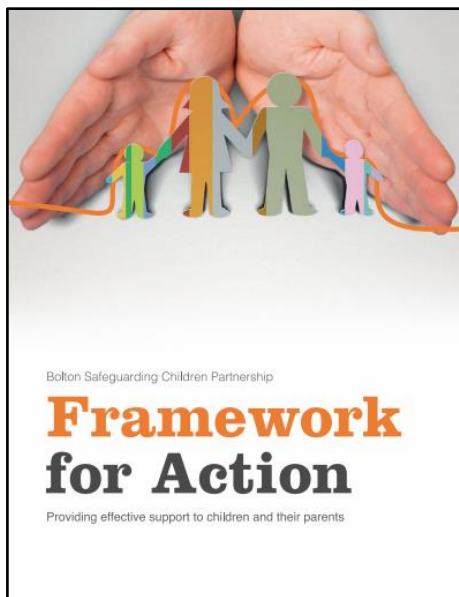
I am 3 years old and live with mum and my older brother who's 15 years old. My mum's boyfriend Pete sometimes stays and when he is here we get a lot of visitors to the house and my brother is always arguing with him. My mum has mental health issues and a drug habit. The Police searched my house the other day and took Pete away. He came back later that night and then the next day two men came and started shouting and hitting my mum's boyfriend. When asked my mum has said that drugs are not used at our house. I don't go to nursery much although I have a place at the local place. My teachers are worried about this. I spend most of my time in nappies and cry a lot especially when I am shouted at. My mum doesn't read books to me but I do like to look at the pictures. I sleep in my cot but it is a bit smelly. I also need to have some of my vaccinations because mum forgot to take me last time. My brother has been expelled from school for fighting and running away. An early help assessment and plan was done however there has been no change for me and my brother, in fact it has got worse!

## What might a child experience: -

<b>I am Healthy</b>	<ul style="list-style-type: none"><li>• I struggle with eating, either not enough or too much, of the right food and it is making me unwell</li><li>• I am hurting myself as a way to cope; the frequency and severity of what I am doing is getting worse and I may, unintentionally cause lasting harm</li><li>• I have a disability or illness that impacts on my daily life and I am not getting the help I need to grow and develop on a regular and consistent basis</li><li>• I am using different drugs and mixing this with alcohol on a regular basis; I am worried about this or others are worried about me</li><li>• I am often unwell because I am not getting the medicines or medical treatment I need</li></ul>
<b>I am Learning</b>	<ul style="list-style-type: none"><li>• I am regularly not being taken to education or refusing to attend education; I am significantly behind in achieving my potential!</li><li>• I have very low attendance at nursery/school/college and this has been going on for a long</li><li>• I have been permanently excluded from education</li></ul>
<b>I am Safe</b>	<ul style="list-style-type: none"><li>• I am speaking to unknown adults and others on the internet and I have met up with some of them</li><li>• I have done dangerous or hurtful things that friends have dared me to do and I know are not right to try and fit in</li><li>• I am involved with stealing, intimidation, violence and aggression or other criminal/anti-social behaviour</li><li>• I have thought about or I am carrying a weapon</li><li>• People keep knocking on our door but I don't know who they are and I am frightened and worried</li><li>• My parents sometimes use alcohol and/or drugs; this is happening in the house and it makes me scared and worried, occasionally they don't look after me</li><li>• I regularly go missing and don't let anyone know where I am; my family make little effort to find me or appear concerned that I am gone</li></ul>
<b>I am Developing</b>	<ul style="list-style-type: none"><li>• I have a parent or other person who is important to me that I have lost contact with or who has died; I am not managing the trauma and impact of this in daily life</li><li>• I find it hard to understand other people's feelings or understand how my actions and choices affect others</li><li>• I feel alone a lot of the time and I am not coping with this</li><li>• I don't want to leave home because I am worried about the health of my parent or family member; I provide a lot of care and support to them</li><li>• My family try to put routines and boundaries in place but these are not consistent, or I am not able to relate to them; without help and support these will not be maintained by them or me</li></ul>

# Example Descriptors “Targeted Help”

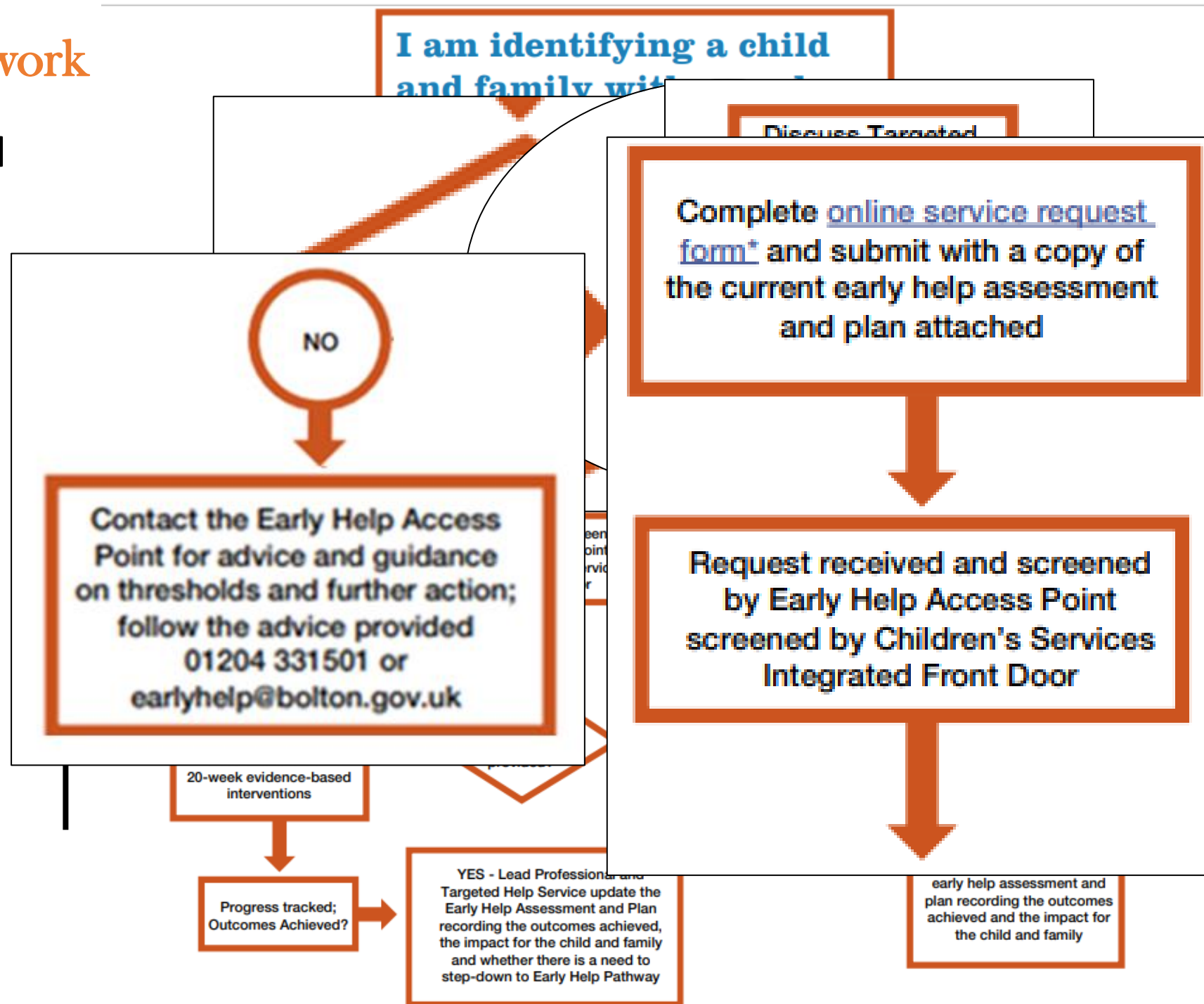
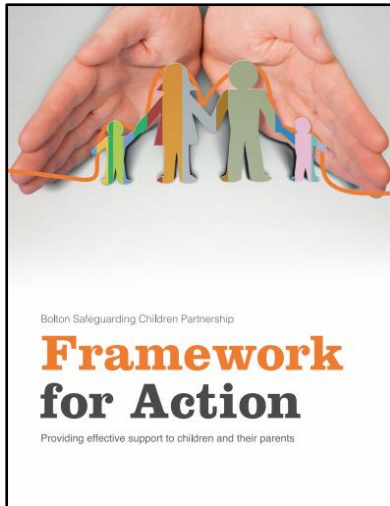
P.14 FFA



# Using the Framework

## Flow Chart for Level of Support “Targeted Help”

P.22 FFA



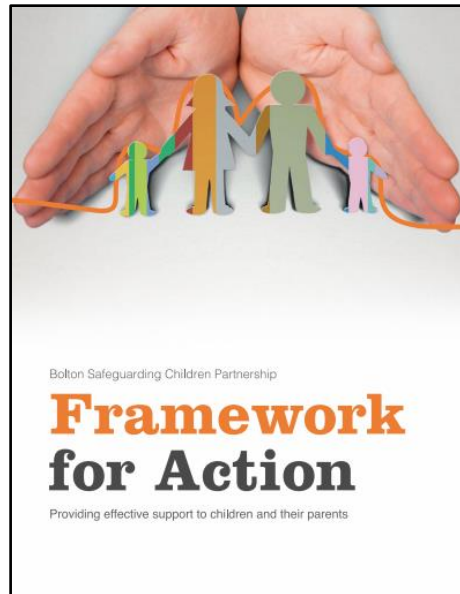


# Using the Framework

I am 7 years old and live with mum, dad, sister (aged 5 years), sister aged (9 years) and my brother (11 years). My family are originally from Somalia and we still have family and friends out there but I have never been. My mum was a victim of Female Genital Mutilation when she lived in Somalia and when she had my sister in the UK this was recorded and noted by the Midwife. My mum is taking me and my younger sister out to Somalia to see family but I am not allowed to tell anyone and if the teachers ask at school if we are going on holiday I have to say “No” as it is a secret. My older sister was very poorly when she came back last time. Mum said it was the food, so she was kept her off school for a month. I am really excited so I told my friend Josie whose mum Jane is a Teaching Assistant at my school and Jane was asking me about it at school today so I told her we weren't going any more. We are actually leaving tomorrow.

# Example Descriptors “Statutory Help”

P.24 FFA



## I am Healthy

- I am never taken to health appointments and no one knows if I need extra help or not to keep healthy and grow as I should
- I regularly do not have enough food to eat, or food is withheld from me; I am often hungry
- My diet is putting my health at significant risk
- I am regularly hurting myself and I have tried to end my life; I look at the internet to find out more about this and have thought about or attempted the methods suggested
- I am regularly using different drugs and mixing this with alcohol and I am dependent on them
- My health is really suffering and I am at risk of dying because I am not getting the medicines or medical treatment I need
- It is suspected or known that Female Genital Mutilation was carried out on my mum and there are worries I may be at risk

- My home is regularly cold and unsafe for me; there are lots of hazards in my house and the basics, such as window coverings, bedding, cleanliness, floor coverings etc. are not a priority
- My parents are actively seeking medical interventions that are not deemed necessary for me

## I am Learning

- I can't concentrate on learning for any length of time; I regularly appear distracted or I 'act out' when I am in class
- I have been permanently excluded from education and my family are not helping to sort this out; I have no meaningful education
- My attendance at school is very poor; my family do not take me or encourage me to attend school
- My family do nothing to encourage me to learn; they show no interest in what I have achieved or think about where they can help me if I am struggling with schoolwork
- I keep being taken to the doctor/hospital and my parent tells them I'm not well, but I feel well and no other adults who know me have concerns; I keep having different tests and operations

## I am Safe

- I am frequently missing for longer periods of time and no-one knows where I am; my family do little to try and find me
- There are regular arguments and fights at home; I am worried that one of family may be seriously hurt or killed
- I am involved in criminal activity with my friends, and my behaviour can appear threatening and intimidating to others
- Me and my friends are out in the community for long periods and are meeting up with older adults; we hang out with them in their cars or at houses we don't know
- I am not sure if I am loved by family or if I am special to them; I am treated differently in my family
- I regularly hear or see one of my parents being abused, and the other abusing them; this can be lots of shouting, threats to hurt, not paying for things, putting us down, hitting, punching
- I have unexplained bruises, bites, burns, scalds or other injuries
- I am speaking to unknown adults and others on the internet and I have met up with them
- Other adults come and go from my house; I don't know who they are and I am scared
- My parents regularly use alcohol and/or drugs and this is in front of me; they leave it lying around and they don't take care of me afterwards
- My parents were not able to look after my siblings and they went into care; others are worried that they may not be able to look after me or need help to do this
- My parents have asked someone else to look after me for over 28 days and I am not related to them
- I have arrived in the UK from another without my family, or with an inappropriate adult

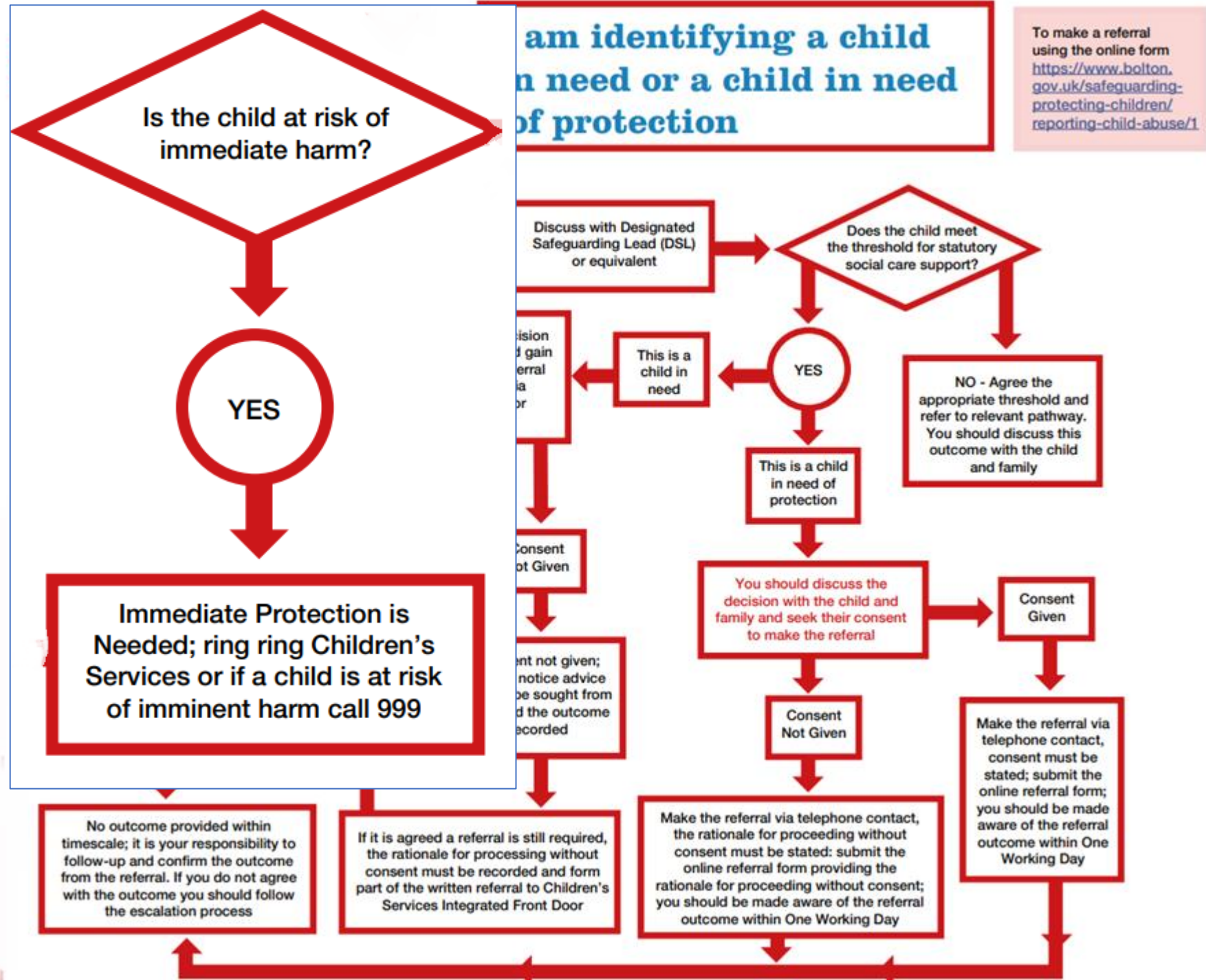
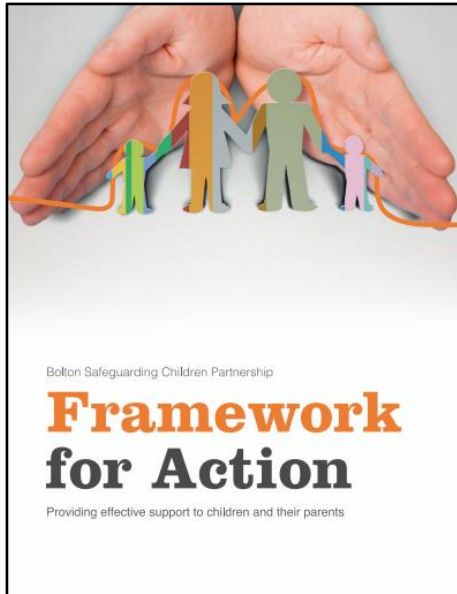
## I am Developing

- I have no regular routines or boundaries at home; I am not sure who will be in the house when or for how long and I am left to look after myself and other family members
- I can be aggressive and angry with others, 'I flip my lid', sometimes without any obvious reason or for what seems like very small things
- I am often left on my own for long periods if I am crying or distressed, I am not sure whether anyone will come to care for me

# Using the Framework

## Flow Chart for Level of Support "Statutory Help"

P.22 FFA



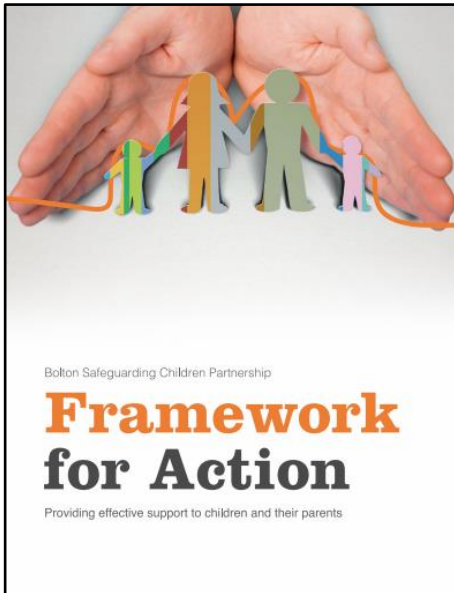
# Using the Framework

I am 15 years old and I have lost count with the number of fixed term exclusions I have had the first I got aged 10 for wrecking the class room when I went off on one. All the kids had to be taken out the classroom. I have got into loads of trouble because I get so angry and can't stop. I sometimes live with my dad and sometimes with mum and my step dad who fight all the time. He hits her and this makes me mad, one of these days I am going to sort him out. The police have been around about 30 times. Sometimes it's my mum sometimes it's him. My dad has plenty of previous with the police for violence, Robbery, Drugs and Theft. My dad deals and when I was 7 years old 3 men kicked our front door in and started smashing the house up, they were pouring petrol on the settee and making threats. There is loads of stuff like that I am sure I have PTSD. I have seen loads. The last time there was a domestic I started fighting with my step dad. I told school I wanted to stay in school as I wanted to change but got expelled again for kicking a lad who told me to shut up. I have had Early Help twice and all sorts of agencies and tests. I have started hanging around with a few lads and girls who are alright we are known as "youngers" . We nearly got nicked the other night for robbing a lady at the park.



# Example Descriptors “Statutory Help”

P.24 FFA



## I am Healthy

- I am never taken to health appointments and no one knows if I need extra help or not to keep healthy and grow as I should
- I regularly do not have enough food to eat, or food is withheld from me; I am often hungry
- My diet is putting my health at significant risk
- I am regularly hurting myself and I have tried to end my life; I look at the internet to find out more about this and have thought about or attempted the methods suggested
- I am regularly using different drugs and mixing this with alcohol and I am dependent on them
- My health is really suffering and I am at risk of dying because I am not getting the medicines or medical treatment I need
- It is suspected or known that Female Genital Mutilation was carried out on my mum and there are worries I may be at risk
- My home is regularly cold and unsafe for me; there are lots of hazards in my house and the basics, such as window coverings, bedding, cleanliness, floor coverings etc. are not a priority
- My parents are actively seeking medical interventions that are not deemed necessary for me

## I am Learning

- I can't concentrate on learning for any length of time; I regularly appear distracted or I 'act out' when I am in class
- I have been permanently excluded from education and my family are not helping to sort this out; I have no meaningful education
- My attendance at school is very poor; my family do not take me or encourage me to attend school
- My family do nothing to encourage me to learn; they show no interest in what I have achieved or think about where they can help me if I am struggling with schoolwork
- I keep being taken to the doctor/hospital and my parent tells them I'm not well, but I feel well and no other adults who know me have concerns; I keep having different tests and operations

## I am Safe

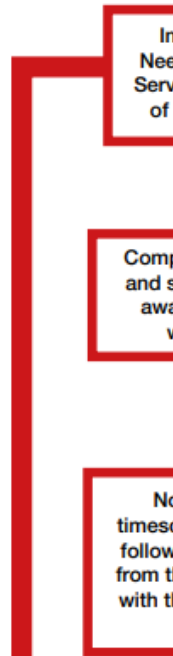
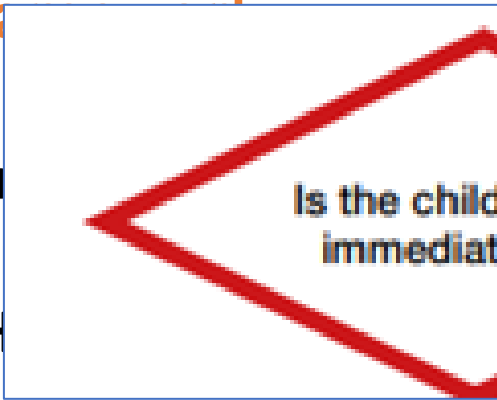
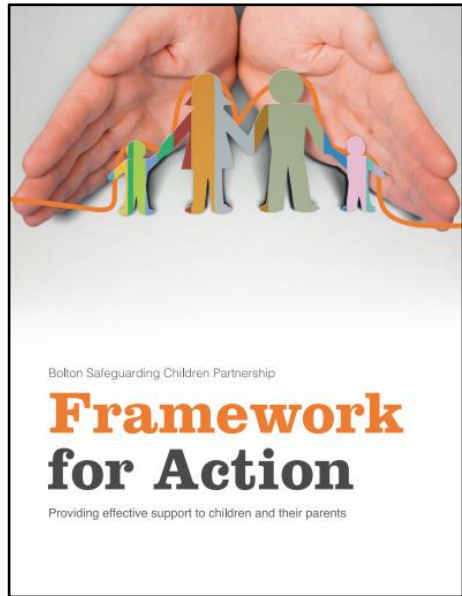
- I am frequently missing for longer periods of time and no-one knows where I am; my family do little to try and find me
- There are regular arguments and fights at home; I am worried that one of family may be seriously hurt or killed
- I am involved in criminal activity with my friends, and my behaviour can appear threatening and intimidating to others
- Me and my friends are out in the community for long periods and are meeting up with older adults; we hang out with them in their cars or at houses we don't know
- I am not sure if I am loved by family or if I am special to them; I am treated differently in my family
- I regularly hear or see one of my parents being abused, and the other abusing them; this can be lots of shouting, threats to hurt, not paying for things, putting us down, hitting, punching
- I have unexplained bruises, bites, burns, scalds or other injuries
- I am speaking to unknown adults and others on the internet and I have met up with them
- Other adults come and go from my house; I don't know who they are and I am scared
- My parents regularly use alcohol and/or drugs and this is in front of me; they leave it lying around and they don't take care of me afterwards
- My parents were not able to look after my siblings and they went into care; others are worried that they may not be able to look after me or need help to do this
- My parents have asked someone else to look after me for over 28 days and I am not related to them
- I have arrived in the UK from another without my family, or with an inappropriate adult

## I am Developing

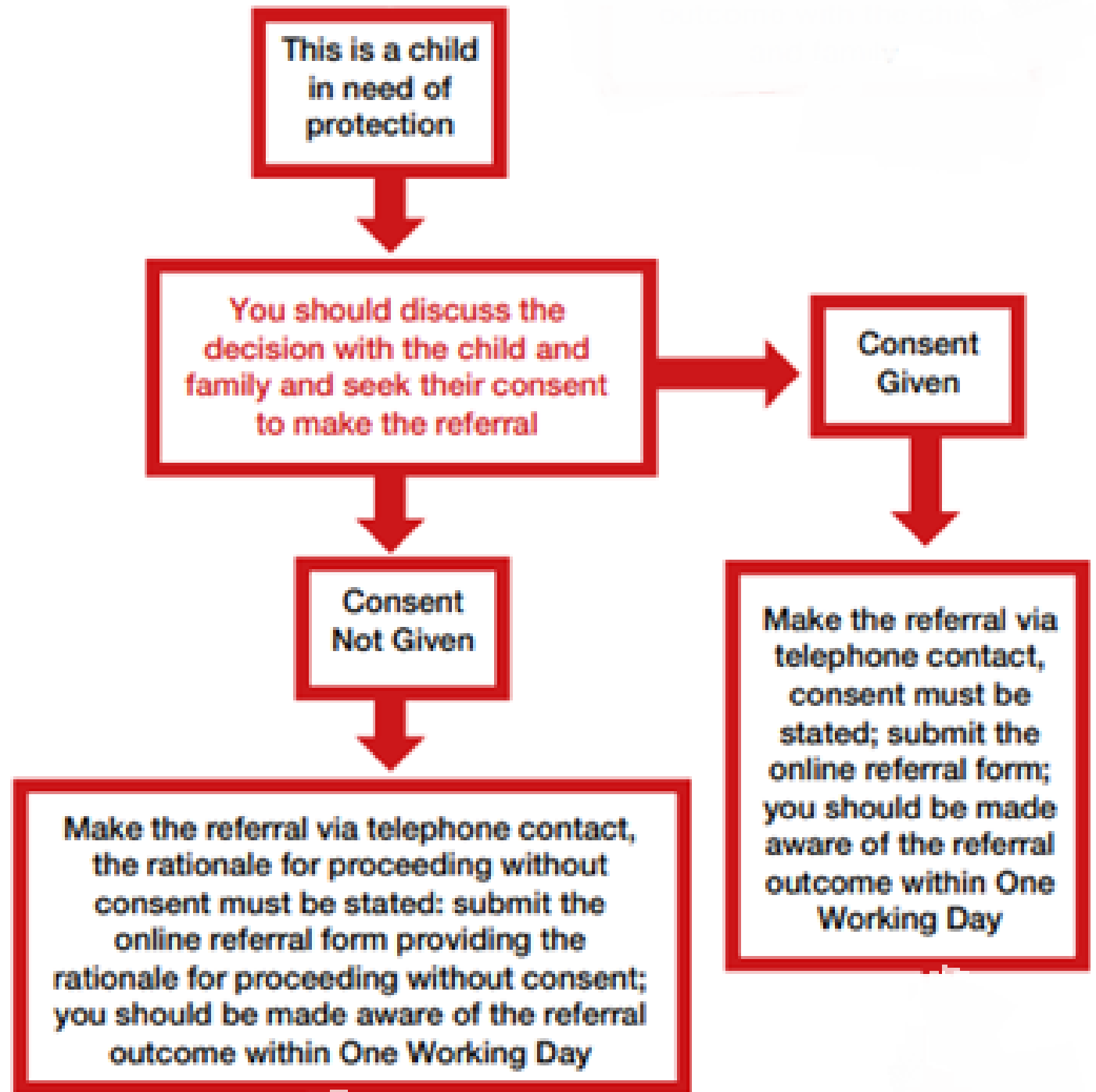
- I have no regular routines or boundaries at home; I am not sure who will be in the house when or for how long and I am left to look after myself and other family members
- I can be aggressive and angry with others, 'I flip my lid', sometimes without any obvious reason or for what seems like very small things
- I am often left on my own for long periods if I am crying or distressed, I am not sure whether anyone will come to care for me

Using the Framework

# Flow Chart for of Support "Statutory H P.22 FFA



Sta



# Reflective Questions (P15 FFA)

- Have you asked the child or family if anyone else is helping them?
- Have you contacted the Early Help Access Point to check if any other practitioner is supporting a member of the family or early help is in place?
- Do you need to share information with others or let them know of any changes? Do you need information from others? What is this telling you about the child and family?
- Have you considered the family history, family relationships and the needs of parents and siblings?
- Have you recorded and highlighted interventions and outcomes in your recording systems?
- Have you planned to review the impact and outcomes from the help provided?
- Are you providing help at the right level of need?
- Does the child or family have any special education need or disability?



# The Integrated Front Door Team

Tel 01204 331500

IFD Team Manager

Referral Team Social Workers: x 7

Missing Persons Coordinator

Police x 4

Early Help Access Point  
Coordinator

Early Help Access Point  
Partnership x 2

Early Help Access Point Social  
Worker

Health worker



# The Integrated Front Door

The IFD Team will triage the referral to assess the threshold and decide if statutory support is needed.

Decisions will be made within 24hrs/one working day from receipt of referral.

## **So how do I access the online referral form?**

Practitioners should visit [Bolton.gov.uk](http://Bolton.gov.uk) and / or search for 'Worried about a child' to access the online referral form.

You should attach the **existing Early Help Assessment**



The referral will be for Targeted Help Services or Children's Service's Statutory Support

# Using the online referral



Worried about a child bolton

<https://www.boltonsafeguardingchildren.org.uk> > worri... ▾

## Worried about a child? - Bolton Safeguarding Children

If you are a member of the public or a family member who is **worried about a child** in your community, it is important that you act on these concerns.

You've visited this page many times. Last visit: 03/09/21

<https://www.bolton.gov.uk> > reporting-child-abuse ▾

## Worried about a child? - Bolton Council

If you believe there are significant safeguarding concerns for a **child**, you can call the emergency duty team on 01204 337777. I would like to request ...

Bolton Safeguarding Children 

Keeping children safe in Bolton

## Worried about a child?



If you are worried that a child may be being abused or neglected then please act. The Integrated Front Door (IFD) is the first point of contact for safeguarding enquiries and referrals relating to children and young people made by professionals, families and the public.

### Are you a practitioner?

All referrals regarding children and young people made by practitioners must be submitted using the online referral form. Once received by the IFD it will be assessed and you will be directed to the right help and support.

[MAKE A REFERRAL](#)

In an emergency call 999 or if a child is at significant risk of immediate harm and it is not safe to wait for the online referral form to be assessed call 01204 331500.

The Integrated Front Door operates from 8:45 – 17:00, Monday to Friday. Out of hours or bank holidays, call the emergency duty team 01204 337777.

**It is your responsibility to follow up the outcome of your referral to the IFD if you have not had a response within three working days.**

### Quick links

- [Childline](#)
- [NSPCC](#)





# Advice and Guidance: **Framework** (P28 FFA)

- Accessible advice and guidance is accessible and staff actively encouraged to access additional knowledge and expertise
- Anyone working with a child or their family, **at any level of need**, can request advice and guidance
- Advice and guidance should be sought from an individual or agency with the most relevant knowledge and skills to meet the need
- Personal details about a child or parents should not be shared when accessing advice and guidance unless you have sought explicit consent
- The ethos is to seek advice on an issue basis rather than on an individual case basis

**Be clear that you are requesting advice and guidance only**

# Information Sharing: **Framework**



➤ **Justified**

*(legitimate purpose, consent, court order)*

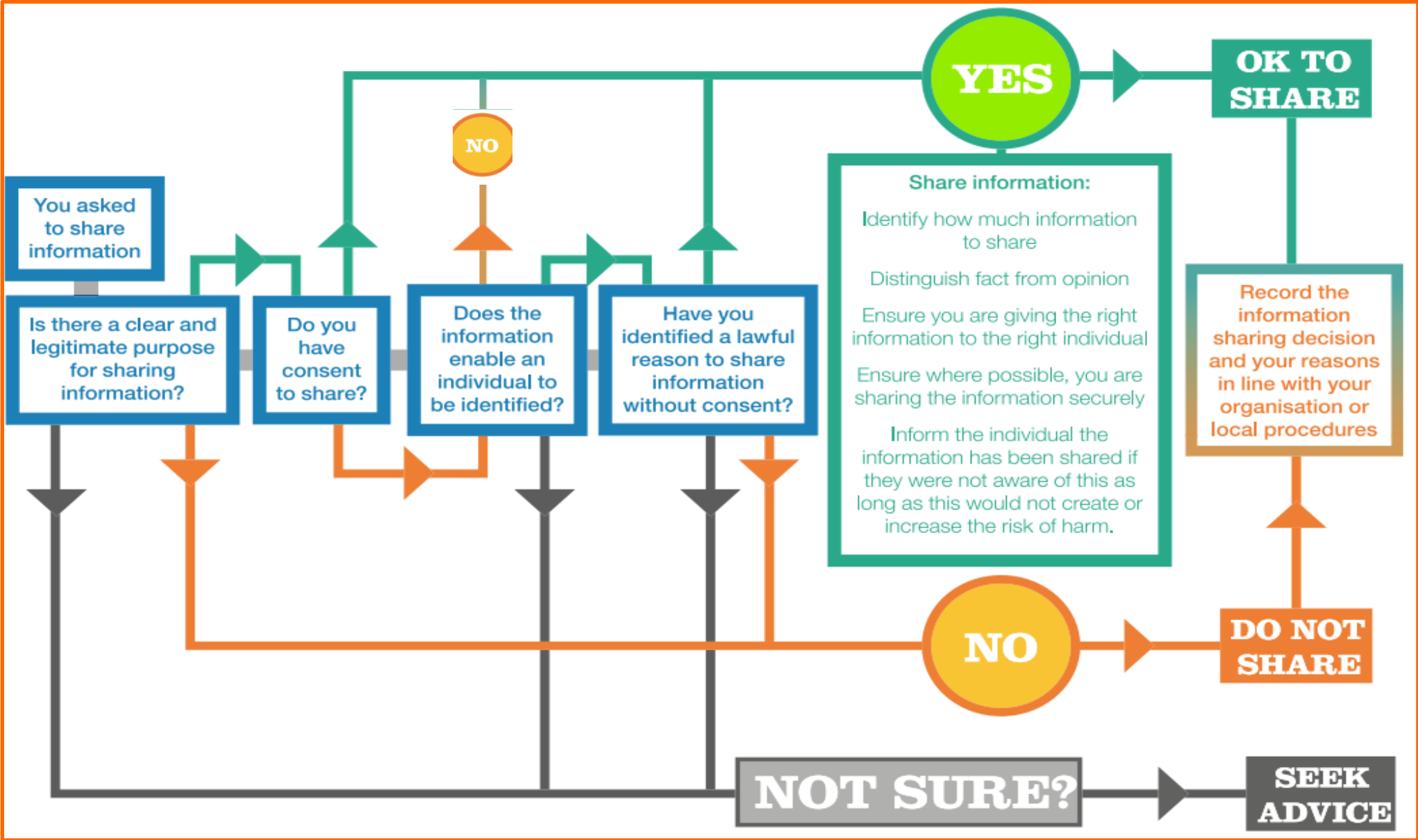
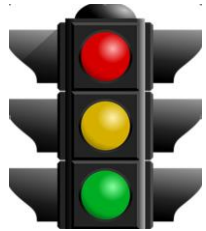
➤ **Necessary**

*(such as to safeguard a child)*

➤ **Proportionate**

*(we can share what is necessary)*

# Information Sharing: Framework (Pg 6 FFA)







# Escalation / Challenge Process: Framework

- Disagreement about the advice given or recommended action arises
- Person requesting the advice discuss with line manager
- Line manager contact the line manager of the advising agency
- No resolution escalate up command to Chief Exec of agencies concerned to resolve
- Ultimately issue raised with Bolton Safeguarding Children Partnership



[GM procedures: Resolving Professional Disagreements/Escalation Policy](#)

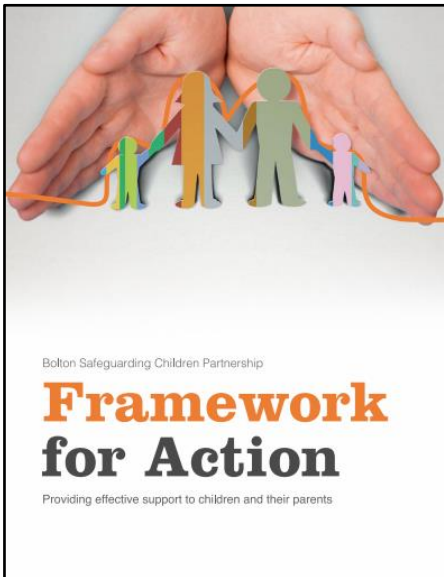
Insert organisations own slide if appropriate- e.g. Link to local Policies, resources, contacts etc



# The End...

## Your next step...

Familiarise yourself with the **Framework For Action** document



The last page: **Framework**

If you are worried  
and still don't know  
what to do - contact

**01204 331500**



**“The right help, at the right  
time from the right people”**

**Bolton  
Safeguarding  
Children**

*Are you worried  
about a child?*

If you're worried about the safety and wellbeing of a child, it's important to take action.

To discuss your concerns, contact a member of our team on 01204 331500.