

## Appendix 1

# Accessing support for children and young people with additional needs - introduction

In Wiltshire, the model for integrated working takes into account levels of need when determining service provision to support children and young people. The aim of the model is to provide clarity on when and how children and young people can be supported and safeguarded through universal, targeted and specialist services.

The key elements within Wiltshire's model of integrated working are:

- Early support within **universal settings**.
- **Targeted services** and tools to access them - for when additional support is required.
- **Specialist services** and tools to access them - for when intensive support is required for children or young people with complex need and/or at risk of significant harm.

The flowchart in Figure 1 provides an overview of what to do if a child or young person needs additional help. This is followed by descriptions of the levels of need (see Figure 2 "The Windscreen diagram"). Together these provide guidance on accessing support depending on the level of need of the child or young person. Both figures are on one A4 page so they can be printed and used as quick reference tools.

In addition to the flowchart and 'Windscreen', further tools and guidance can be found at [www.wiltshirepathways.org](http://www.wiltshirepathways.org) and soon on the new look [www.wiltshirelscb.org](http://www.wiltshirelscb.org) website. These include:

Practitioner's toolkit:

- Assessment tools (e.g. Pre-CAF [Common Assessment Framework] checklist)
- Downloadable forms (CAF, SARF [Specific Agency Referral Form], referral to Gateway Panel, referral to Social Care and more)
- Guides for parents and carers – including for those already supported by Social Care
- Teenage pregnancy and young mothers care pathway
- What to do if you suspect child abuse or serious neglect (flowchart)

Guidance on roles and responsibilities

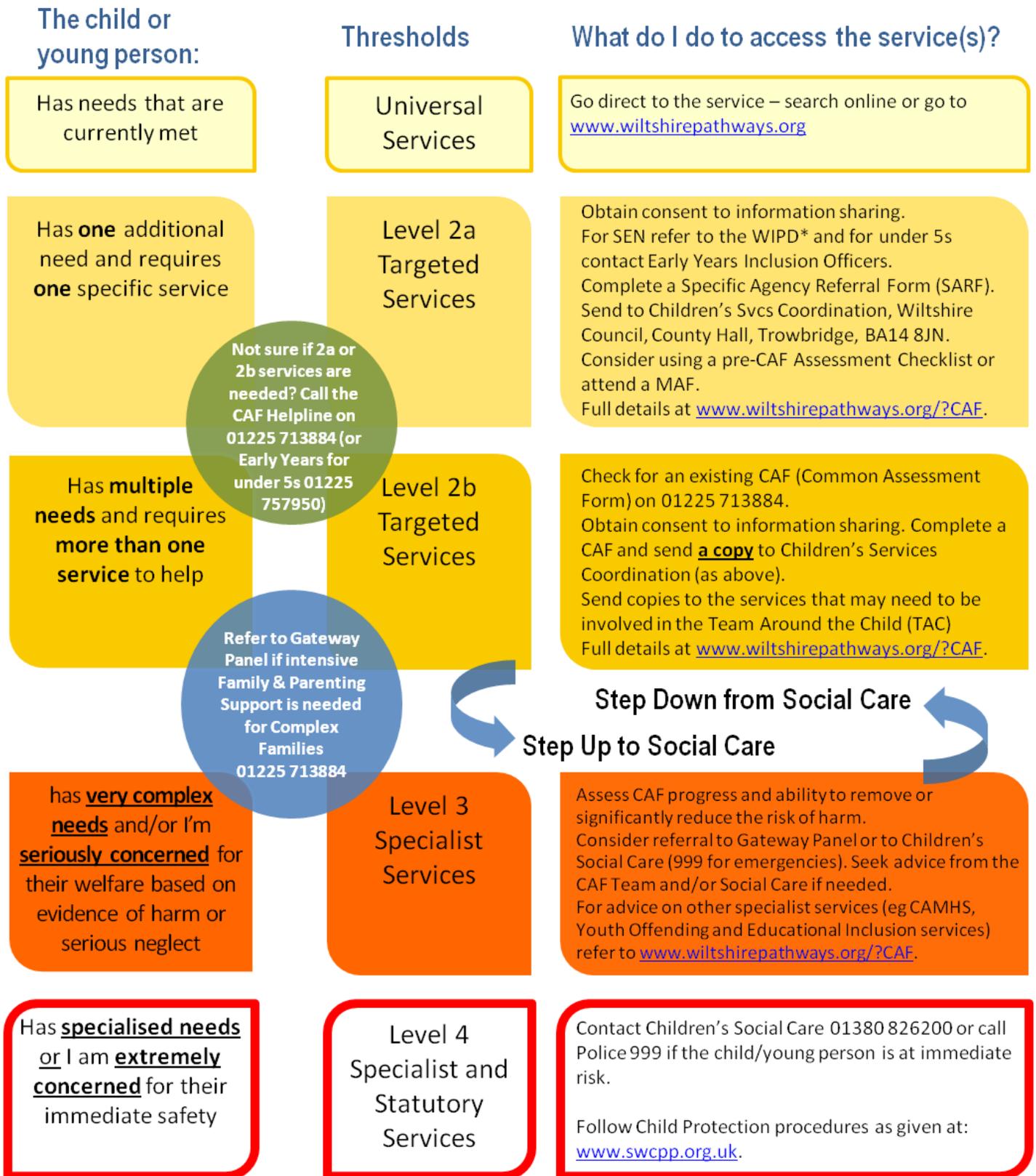
- **Thresholds - Our Roles and Responsibilities**. This document covers:
  - Lead Professional
  - CAF Team
  - Early Years Inclusion Officers
  - Team Around the Child (TAC)
  - SEN (Special Educational Needs) – access and statutory assessment guidance
  - Gateway Panel
  - Risk Management Group
  - CAF and Social Care 'step-up and step-down' protocol

Reference tools

- Full A3 poster reference guide
- Frequently asked questions
- Glossary of terms

Fig. 1. "What to do" – flowchart

# Accessing the right level of support to safeguard children and young people



- For detailed further guidance please visit [www.wiltshirepathways.org/?CAF](http://www.wiltshirepathways.org/?CAF).
- For advice and CAF register enquiries contact the CAF Helpline on 01225 713884 (Mon-Fri 9-5).
- For SEN (Special Educational Needs) Support call 01225 718095 and for under 5s contact Early Years on 01225 757950.
- For Social Care enquiries call 01380 826200 (out of hours 0845 6070 888) or 999 for emergencies.

\*Wiltshire Indicators and Provision Document at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)  
v5.0 Feb13