

## Wokingham's Level of Need and Intervention Matrix



This Matrix has been designed in partnership with the partners that form the Wokingham Safeguarding Children's Board and other key professionals. The purpose of the Matrix is to help professionals to categorise a child's level of need in order to ensure the child receives the most appropriate service at the right time. It is underpinned by 'Procedure for Level of Need and Intervention' which can be found at [www.wokinghamlscb.org.uk](http://www.wokinghamlscb.org.uk)

Key Headline Features	Level 1: Universal	Level 2: Early Intervention	Level 3: Complex	Level 4: Acute
<p><b>Parents/Carers capacity</b></p> <p><b>Basic care, safety and protection: The extent to which the baby, child or young person's physical needs are met and they are protected from harm and danger.</b></p>	<ul style="list-style-type: none"> <li>Parents/carers able to provide care for child's needs</li> </ul>	<ul style="list-style-type: none"> <li>Requiring support to provide consistent care e.g. safe and appropriate childcare arrangements; safe and hygienic home conditions; adequate diet</li> <li>Parental health problems/mental health / learning difficulties / substance misuse that may impact on child's health or development unless appropriate support provided</li> <li>Poor engagement with universal services likely to impact on child's health or development</li> <li>Parents/carers have had additional support to care for previous child/young person</li> <li>Poor supervision and attention to safety issues</li> </ul>	<ul style="list-style-type: none"> <li>Parent/carer is unable to meet child's needs even with support and not providing adequate care</li> <li>Serious concern that an unborn child is at risk of significant harm</li> <li>Chronic or acute neglect where food, warmth and other basics often not available</li> <li>Parent/carer has health problems / mental health / learning difficulties / substance misuse that has a direct impact on child's health or development</li> <li>Child exposed to contact with individuals who pose a risk of physical or sexual harm to children</li> <li>History of previous child protection concerns</li> </ul>	<ul style="list-style-type: none"> <li>Parents/carers are unable to care for the child</li> <li>Parents/carers have or may have abused/neglected the child/young person</li> <li>Pre-birth assessment indicates unborn child is at risk of significant harm</li> <li>Parents' own needs mean they cannot keep child/young person safe</li> <li>Parent unable to restrict access to home by adults known to be a risk to children and other adults</li> <li>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</li> <li>Low warmth, high criticism is an enduring feature of the parenting style</li> <li>Parent's own emotional needs/experiences persistently impact on their ability to meet the child/young person's needs</li> <li>Parent/carer has health problems/mental health issues, including self-harming behaviour /substance misuse/learning difficulties that present a risk of significant harm to the child</li> </ul>

Key Headline Features	Level 1: Universal	Level 2: Early Intervention	Level 3: Complex	Level 4: Acute
<b>Parents/Carers capacity</b>  <b>Emotional warmth and stability: Provision of a stable family environment giving the baby, the child or young person a sense of being</b>	<ul style="list-style-type: none"> <li>Parents/carers provide secure and caring parenting</li> </ul>	<ul style="list-style-type: none"> <li>Requiring support for consistent parenting regarding praise and discipline, where the child's development is not yet impaired</li> <li>Lack of response to concerns raised about child's welfare</li> </ul>	<ul style="list-style-type: none"> <li>Parent is emotionally unavailable</li> <li>Succession of carers or child/young person has multiple carers, but no significant relationships with any of them</li> <li>Inappropriate child care arrangement</li> </ul>	<ul style="list-style-type: none"> <li>Deliberate cruelty or emotional ill treatment of a child resulting in significant harm</li> <li>Child is continually the subject of negative comments and criticism or is used as a scapegoat by a parent/carer, resulting in low worth and self-esteem and seriously</li> </ul>

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<b>Parents/Carers capacity:</b>  <b>Guidance boundaries and stimulation: Enabling the baby, child or young person to regulate their own emotions and behaviour while promoting learning and social opportunities</b>	<ul style="list-style-type: none"> <li>Parents/carers provide guidance and boundaries to help child develop appropriate values</li> </ul>	<ul style="list-style-type: none"> <li>Requiring support for consistent parenting in respect to routine and boundary setting</li> <li>Parent has age appropriate expectations that child or young person should be self-reliant</li> <li>Lack of response to concerns raised about child</li> <li>Lack of appropriate parental guidance and boundaries for child's stage of development and maturity</li> </ul>	<ul style="list-style-type: none"> <li>Child/young person receives little positive stimulation despite appropriate toys being available</li> <li>Parents/carers provide inconsistent boundaries or present a negative role model which seriously impacts on child's development</li> </ul>	<ul style="list-style-type: none"> <li>Lack of appropriate supervision resulting in significant harm to a child</li> <li>Child is given responsibilities that are inappropriate for their age/level of maturity resulting in significant harm to the child</li> <li>Adult in a position of trust, staff member or volunteer behaves in a way that results in harm to a child, or might indicate unsuitability to work with children</li> </ul>

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<b>Parents/Carers capacity</b>  <b>Emotional warmth and stability: Provision of a stable family environment giving the baby, the child or young person a sense of being valued</b>	<ul style="list-style-type: none"> <li>Parents/carers provide secure and caring parenting</li> </ul>	<ul style="list-style-type: none"> <li>Requiring support for consistent parenting regarding praise and discipline, where the child's development is not yet impaired</li> <li>Lack of response to concerns raised about child's welfare</li> </ul>	<ul style="list-style-type: none"> <li>Parent is emotionally unavailable</li> <li>Succession of carers or child/young person has multiple carers, but no significant relationships with any of them</li> <li>Inappropriate child care arrangement</li> <li>Inconsistent parenting impairing emotional and behavioural development</li> <li>Parental instability affects capacity to nurture</li> <li>Parents/carers own emotional needs compromise those of the child/young person</li> </ul>	<ul style="list-style-type: none"> <li>Deliberate cruelty or emotional ill treatment of a child resulting in significant harm</li> <li>Child is continually the subject of negative comments and criticism or is used as a scapegoat by a parent/carer, resulting in low worth and self-esteem and seriously impacting on the child's emotional and psychological development</li> <li>Previous child/young person has been removed from parent's care</li> </ul>

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<p><b>Family and environmental factors</b></p> <p><b>Family History and wellbeing: the impact of family situations and experiences</b></p>	<ul style="list-style-type: none"> <li>• Supportive family relationships</li> <li>• Good core relationships with siblings</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers have relationship difficulties which may affect the child</li> <li>• Parents/carers request advice to manage their child's behaviour</li> <li>• Children affected by difficult family relationships</li> <li>• Child is a teenage parent</li> <li>• Child is a young carer</li> <li>• Low level concerns about domestic abuse Parent was a Looked After Child (LAC)</li> <li>• Large family with several young children under five</li> </ul>	<ul style="list-style-type: none"> <li>• Domestic abuse where the risk to the victim is assessed as standard/medium risk (DASH) and the child is present within the home during the incident</li> <li>• An initial domestic abuse incident is reported but the victim discloses details of historic abuse with children resident/normally resident</li> <li>• Child is privately fostered</li> <li>• Unaccompanied asylum seeking children</li> <li>• Child subject to a court application where a s7 or s37 report has been ordered to be completed by children's social care</li> <li>• Pre-birth assessment where a history of past child protection concerns</li> <li>• Risk of family relationship breakdown leading to need for child to become looked after outside of family network</li> <li>• Child is a young carer requiring assessment of additional needs</li> <li>• Child requires assessment for respite care service due to family circumstances and has no appropriate friend/relative carer available to support</li> <li>• Parents/carers are unable or unwilling to continue to care for the child</li> <li>• Offenders who are parents or carers of children and these children may be at heightened risk of involvement (or exposure) to criminal or anti-social behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment identifies risk of physical, emotional, sexual abuse or neglect</li> <li>• History of previous significant harm to children, including any concerns of previous child deaths</li> <li>• Family characterised by conflict and serious, chronic relationship difficulties</li> <li>• Parent/carer has unresolved mental health difficulties which affect the wellbeing of the child</li> <li>• Adult victim of domestic abuse is assessed as high level risk (DASH) and the child (including unborn) is at risk of significant harm</li> <li>• Child's carer referred to MARAC</li> <li>• Members of the wider family are known to be, or suspected of being, a risk to children</li> <li>• Child needs to be looked after outside of their immediate family or parents/carers due to abuse/neglect</li> <li>• Parent or person living in the home is on the Violent and Sexual Offenders Register</li> </ul>

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<b>Family and environmental factors</b>  <b>Housing, employment and finance considerations</b>	<ul style="list-style-type: none"> <li>Child fully supported financially, accessing all welfare benefits and adequate housing</li> </ul>	<ul style="list-style-type: none"> <li>Overcrowding (as per local housing guidelines) that has a potential impact on child's health or development</li> <li>Families affected by low income/living with poverty affecting access to appropriate services to meet child's additional needs</li> <li>Low income plus adverse additional factors which affect the child's development</li> <li>Housing is in poor state of repair or severely overcrowded</li> <li>Family unable to gain employment due to significant lack of basic skills or long term difficulties</li> </ul>	<ul style="list-style-type: none"> <li>Homeless child in need of accommodation including 16-17 year olds</li> <li>Extreme financial difficulties impacting on ability to have basic needs met</li> <li>No access to funding/community resources</li> <li>Family at risk of eviction having already received support from housing services</li> </ul>	<ul style="list-style-type: none"> <li>Hygiene conditions within the home present a serious and immediate environmental health risk to children</li> <li>Unaccompanied children entering the UK</li> <li>Intentionally homeless or imminently homelessness due to financial circumstances?</li> </ul>

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<b>Family and environmental factors</b>  <b>Social and community resources</b>	<ul style="list-style-type: none"> <li>Social and friendship networks exist</li> <li>Safe and secure environment</li> <li>Access to regular and positive activities</li> <li>Good local services</li> </ul>	<ul style="list-style-type: none"> <li>Insufficient facilities to meet needs e.g. advice/support needed to access services for disabled child where parent is coping otherwise</li> <li>Family require advice regarding social exclusion e.g. hate crimes, harassment and disputes in the community</li> <li>Child associating with peers who are involved in anti-social or criminal behaviour</li> <li>Limited access to contraceptive and sexual health advice, information and services</li> <li>Family demonstrating low level anti-social behaviour towards others</li> <li>Parents/carers are socially excluded as have limited access to local facilities and require support services</li> </ul>	<ul style="list-style-type: none"> <li>Child or family need immediate support and protection due to harassment/discrimination and have no local support</li> <li>Significant levels of targeted hostility towards the child and their family, and conflict/volatility within neighbourhood</li> <li>Access problems to local services</li> </ul>	<ul style="list-style-type: none"> <li>No community support</li> <li>Subject to ostracism and extreme forms of prejudice and discrimination</li> <li>Subject to persistent physical/emotional/racist abuse of extreme forms of prejudice</li> <li>No local services</li> </ul>

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<p><b>Child or Young Person's Developmental Needs</b></p> <p><b>Learning and Education: understanding reasoning and problem solving, learning progress and learning aspirations</b></p>	<ul style="list-style-type: none"> <li>• Attendance at school/college /training (above 90%)</li> <li>• Acquired a range of skills/interests, experiences of success/achievement</li> <li>• No barriers to learning</li> <li>• Sound home/school link</li> <li>• No concerns around cognitive development</li> </ul>	<ul style="list-style-type: none"> <li>• Occasional truanting, non-attendance or punctuality issues</li> <li>• Attendance below 90%</li> <li>• Requires school action or school action plus</li> <li>• Identified language and communication difficulties linked to other unmet needs</li> <li>• Lack of adequate parent/carer support for child's learning</li> <li>• Lack of age appropriate stimulation and opportunities to learn</li> <li>• Few or no qualifications leading to NEET (not in education, employment or training)</li> <li>• Child/young person under undue parental pressure to achieve/aspire</li> <li>• No aspiration for young person</li> <li>• Not education at school (or at home by parents/ carers)</li> <li>• Child's current rate of progress is in adequate, despite receiving appropriate early education experiences</li> </ul>	<ul style="list-style-type: none"> <li>• Child not in education, in conjunction with concerns for child's safety</li> <li>• Chronic non-attendance/truanting/authorised absences/fixed term exclusions</li> <li>• Statement of educational needs</li> </ul>	<ul style="list-style-type: none"> <li>• Out of school – permanently excluded from school or at risk of permanent exclusion</li> <li>• Has identified complex or severe or lifelong learning needs that will necessitate a Statement of Special Educational Needs</li> </ul>

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<p><b>Child or Young Person's Developmental Needs</b></p> <p><b>Health: current health condition including growth, development, physical and mental wellbeing, level of physical/sexual maturity/delayed development</b></p>	<ul style="list-style-type: none"> <li>• Physically health, developmental checks up to date</li> <li>• Adequate and nutritious diet, regular dental and optical care</li> <li>• Good state of mental health</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns about reaching developmental milestones</li> <li>• Not attending routine appointments e.g. immunisations and developmental checks</li> <li>• Persistent minor health problems</li> <li>• Missing set appointments across health including antenatal, hospital and GP appointments</li> <li>• Low level mental health or emotional issues requiring Tier 2 intervention</li> </ul>	<ul style="list-style-type: none"> <li>• Chronic/recurring health problems with missed appointments</li> <li>• Child with a disability in need of assessment and support to access appropriate specialist services</li> <li>• Serious delay in achieving physical and other developmental milestones, raising significant concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers refusal to recognise or address high level disability, serious physical and/or emotional health problems</li> <li>• Carers refusing medical care endangering life/development</li> <li>• Child not accessing appropriate medical care which puts them at direct risk of significant harm</li> <li>• Concerns that a child is suffering or likely to suffer harm as a result of fabricated or induced illness</li> <li>• Sexually transmitted infection in a child under 13</li> <li>• Child who is suspected to having suffered inflicted or serious unexplained injuries</li> </ul>

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<b>Child or Young Person's Developmental Needs</b>  <b>Social, emotional, behavioural and identity issues</b>	<ul style="list-style-type: none"> <li>• Demonstrates age appropriate responses in feelings and actions</li> <li>• Good quality early attachments, child is appropriately comfortable in social situations</li> <li>• Knowledgeable about the effects of crime and anti-social behaviour (age appropriate)</li> <li>• Able to adapt to change</li> <li>• Able to demonstrate empathy</li> <li>• Positive sense of self and abilities</li> </ul>	<ul style="list-style-type: none"> <li>• Emerging anti-social behaviour and attitudes and/or low level offending</li> <li>• Child is victim of bullying or bullies others</li> <li>• Expressing wish to become pregnant at young age</li> <li>• Low level substance misuse (current or historic)</li> <li>• Low self esteem</li> <li>• Limited peer relationships/social isolation</li> <li>• Expressing thoughts of running away</li> <li>• Received fixed penalty notice, reprimand, final warning or triage of diversionary intervention</li> <li>• Disruptive/challenging behaviour at school or in neighbourhood</li> <li>• Behavioural difficulties requiring further investigation/diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>• Child with serious level of unexplained and in appropriate sexualised behaviour</li> <li>• Child is at risk of sexual exploitation</li> <li>• Child missing from home and concerns raised about their physical and emotional safety and welfare</li> <li>• Child whose behaviours is putting them at risk, including substance and alcohol misuse</li> <li>• Evidence of regular/frequent or escalation of substance misuse which may combine with other risk factors</li> <li>• Continuous breaches of curfew/order with other risk taking behaviours that impact on the child's welfare and safety</li> <li>• Frequently goes missing from home</li> <li>• Failure or inability to address serious (re) offending behaviour leading to risk of serious harm to self or others</li> <li>• Child/young person out of control in the community</li> </ul>	<ul style="list-style-type: none"> <li>• Challenging behaviour resulting in serious risk to the child and others</li> <li>• Child/young person beyond parental control – regularly absconds from home and places self at risk of significant harm</li> <li>• Failure or inability to address complex mental health issues requiring specialist interventions</li> <li>• Under 13 engaged in sexual activity</li> <li>• Subject to sexual exploitation under 18 years of age</li> <li>• Is missing from home for repeated short periods of time or prolonged periods</li> <li>• Young people experiencing current harm through their use of substances</li> <li>• Young people with complicated substance misuse problems requiring specific interventions and/or child protection</li> </ul>

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<b>Child or Young Person's Developmental Needs</b>  <b>Self-care and independence</b>	<ul style="list-style-type: none"> <li>• Developing age appropriate level of practical and independent living skills</li> <li>• Appropriate dress for different settings – allowing for age</li> <li>• Good level of personal hygiene</li> <li>• Able to discriminate between 'safe' and 'unsafe' contacts</li> <li>• Knowledgeable about sex and relationships and consistent use of contraception if sexually active (age appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of age appropriate behaviour and independent living skills that increase vulnerability to social exclusion</li> <li>• Early onset of sexual activity (13-14); sexually active young person (15+) with some risk taking behaviours e.g. inconsistent use of contraception</li> <li>• Low level alcohol/substance misuse (current or historical)</li> <li>• Some evidence of risky use of technology leading e-safety concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Child suffers accidental injury as a result of inadequate supervision</li> <li>• Child found wandering without adequate supervision</li> <li>• Child expected to be self-reliant for their own basic needs or those of their siblings beyond their capabilities, placing them at potential risk</li> <li>• Severe lack of age appropriate behaviour</li> <li>• Risky sexual behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Child is left 'home alone' without adequate adult supervision or support and at risk of significant harm</li> <li>• Distorted self-image</li> <li>• Lack of independent living skills likely to result in significant harm</li> <li>• Dangerous sexual activity</li> </ul>

Reviewed: October 2017

Next Review Date: By September 2018