Key

Action

Decision

Start of Flow

End of Flow

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Date of Change	Description of Change	Authoriser of Change
10/6/26	Revised draft	Devika
11/6/26	Further revisions	Kerry
12/06/2026	Revisions	Devika
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Families First- Target Operating Model Case Flow

Referral Routes

New referral received (direct into Front Door)

Out of Hours referral:

- If a strategy meeting is needed this will be completed and if Section 47 enquiries are required, then Out of Hours will complete the initial home visit.
- The Multi-Agency Child Protection Team will hold a follow-up strategy meeting the next working day.

Front Door decision on threshold / Support Level Guidance

Level 1 / 2 → Information / Advice / Signpost to Family Hubs, other community and voluntary organisations

Level 3 / 4

Families First Team

Level 3

Refer to Family Help Team

Family Help Team Manager decides whether Targeted Early Help or Child in Need

At any point of escalation of risk, during the child being open to the Family Help, the Family Help Team Manager either consults Multi-Agency Child Protection Team regarding Strategy Discussion or will decide the child meets the Child in Need threshold and the Family Help plan will be adjusted accordingly

Allocate to Family Help Lead Practitioner

Targeted Early Help

Family Help Assessment

Family Help Lead Practitioner case holds

Targeted Early Help intervention will be undertaken by alternative qualified Family Help Lead Practitioner and supervised by the Family Help Practice Lead

Family Help plan

Family Help Lead Practitioner case holds and completes interventions and recording on Liberi

Family Help Lead Practitioner supports delivery of Family Group Decision Making meetings involving families in decisions

Review plan until no longer needed

End with authorisation by Family Help Practice Lead

Child in Need (Section 17)

Family Help Assessment

If assessed as needing Section 17 support

Child in Need intervention must be supervised by a social work qualified Family Help Team Manager

Family Help plan (Child in Need)

Family Help Lead Practitioner case holds and completes interventions and recording on Liberi

Family Help Lead Practitioner supports delivery of Family Group Decision Making meetings involving families in decisions

Review plan until no longer needed

End with authorisation from Family Help Team Manager

Level 4

Refer to Multi-Agency Child Protection Team

Allocate Family Help Lead Practitioner and Lead Child Protection Practitioner

Decide if Strategy Meeting is required

No → Refer or refer back to Family Help

Yes → Strategy Meeting (chaired by Lead Child Protection Practitioner)

Section 47 agreed? (Multi Agency Child Protection Team)

No → Targeted Early Help or Child in Need intervention

No → No further action

Yes →

Family Help Lead Practitioner supports delivery of Family Group Decision Making meetings involving families in decisions.

If a family case stepped up to Child Protection from Family Help and had an alternatively qualified Family Help Lead Practitioner this Family Help Lead Practitioner would still remain with the family to support some interventions but a Social Worker qualified Family Help Lead Practitioner would take over case holding.

Social Worker qualified Family Help Lead Practitioner will case hold and complete family assessment, interventions and recording on Liberi but have named Lead Child Protection Practitioner for Child Protection advice / support and guidance throughout

Section 47 Child Protection enquiries (within this time period Lead Child Protection Practitioner would visit the family – within 15 days from Strategy Meeting decision or before Child Protection conference)

Outcome of Section 47 decision

- No further action
- Refer or refer back to Family Help → Family Help Child in Need plan pathway
- Child Protection Conference chaired by the Lead Child Protection Practitioners (and Multi-Agency Partnerships representation). The Family Help Lead Practitioner delivers the interventions to children and families and writes the conference report

Outcome of initial Child Protection Conference

- No → Refer or refer back to Family Help
- Yes → Child Protection plan

Child Protection plan can be ended at a review Child Protection conference with the agreement of the Lead Child Protection Practitioner and informed by the other professionals in the Multi Agency Child Protection team.

Outcome at Review Child Protection

- plan continues → Child Protection plan
- End plan → Family Help support continues

Ending the Child Protection plan will be agreed at a Child Protection conference

Family Help support continues

Family Group Decision Making considered throughout for family at any point of the service.