

How to use the Early Help Triage Tool

To complete the triage tool, have a conversation with the family around the six themes below. Using the statements as a guide, please describe the needs of each family member in the corresponding box. **BLUE** and **GREEN** issues can be addressed through self-help and universal services. **YELLOW** and **ORANGE** issues should be coordinated by the most appropriate Lead Professional through a multi-agency plan. **ORANGE** issues may also be supported by a Targeted Support Officer. Please refer to the process map for further guidance.



| | Blue = recognising what is going well | Green = low level issues or concerns | Yellow = signs of struggle or complexity | Orange = complex issues or emerging crisis |
|---|--|--|---|---|
| Family members have their developmental, physical and mental health needs met | <p>Blue</p> <p>Child is meeting developmental milestones. Adult / child has good emotional resilience & well-being Child is registered with GP / dentist / optician Adult / child has their mental health needs met Adult / child has their physical health needs met Historic substance misuse or alcohol issues are now well managed Adult / child is maintaining a healthy lifestyle</p> | <p>Green</p> <p>Minor concerns regarding child's development Child occasionally misses health checks Adult / child has minor physical health issues Adult / child has low level mental health issues and dips in emotional well-being Adult / child at risk of / occasional incident of substance / alcohol misuse Adult / child has poor presentation / is socially isolated</p> | <p>Yellow</p> <p>Child has poor attachments Child has SEND or speech and language difficulties Child has delay in meeting developmental milestones Family members are missing health appointments Adult / child has physical or mental health needs Adult / child shows signs of substance / alcohol misuse, or is impacted by historical substance / alcohol misuse Teenage pregnancy Adult / child has poor presentation / personal hygiene</p> | <p>Orange</p> <p>Child is not meeting some developmental milestones Child displaying some signs of emotional and behavioural disorder Adult / child has chronic or recurring health problems Family is not engaging with health professionals Adult / child has disabilities affecting access to services Adult / child is misusing substances or alcohol Adult / child's mental health needs are not being met Child engaging in continued risky sexual behaviour</p> |
| Children and young people are accessing their full entitlement to education | <p>Blue</p> <p>Child is engaging with educational provision that meets their needs Child's attendance is over 90% average over the last three terms Child has had no exclusions over the last three terms Pre-school child is accessing early years provision Pre-school child is school ready</p> | <p>Green</p> <p>Child has episodes of lateness / incidents of absence from school Child is at risk of fixed term exclusion Child's behaviour in school is leading to risk of exclusion</p> | <p>Yellow</p> <p>Child has over 10% average absence from school Child has episodes of truancy Child has 1-2 fixed term exclusions from school during the last three terms Child is in alternative provision for behaviour problems Child is persistently late Pre-school child is not accessing early years provision</p> | <p>Orange</p> <p>Child has 3+ exclusions, is at risk of permanent exclusion, or has been permanently excluded in last 3 terms Child is not registered with school or is missing from education Child is persistently absent from school Concerns around child's home education Educational setting cannot meet child's needs Family not engaging with education professionals</p> |
| Children and young people are safe from crime, exploitation and ASB | <p>Blue</p> <p>Child feels safe Parent/ carer acts protectively and acts on information and guidance Appropriate boundaries are maintained Child has access to positive activities Family lives in a household free of ASB incidents Family is free from criminal activities/ behaviour Child has positive peer group friendships</p> | <p>Green</p> <p>Child displaying early signs of low level anti-social or offending behaviour Family is exposed to low levels of community criminal activity or anti-social behaviour</p> | <p>Yellow</p> <p>Child has incidents of missing / absence from home Child is displaying potential offending behaviour Child of prisoner / parent with community orders Family is experiencing harassment or discrimination Child is at risk of criminal or sexual exploitation Child is displaying sexually inappropriate behaviour Household member has an ASB order / intervention in last 12 months</p> | <p>Orange</p> <p>Child is at risk of entering youth justice system or has proven offence (including out of court disposals) Child is missing from home or school regularly Adult / child is displaying extremist views Family at risk of harm due to harassment or discrimination Child is at significant risk of sexual exploitation Persistent police call-outs to family address</p> |
| Families are financially stable, appropriately housed, and work ready | <p>Blue</p> <p>Family lives in appropriate housing Family has an adequate income Family manages their finances well Family is confident with budgeting and credit management Adults are in work or are making progress towards work Post 16 child is in education, employment or training Adults are claiming the benefits they are entitled to Rent is up to date</p> | <p>Green</p> <p>Family has debts that are not well managed Credits and support allowances are not being claimed Adult is claiming out of work benefits or Universal Credit and is subject to work-related conditions Change in family finances due to divorce, new baby, separation, sickness, reduction in working hours, etc Family at risk of social exclusion due to finances Family has 1-2 months rent arrears (no repossession action)</p> | <p>Yellow</p> <p>Young person is at risk of becoming NEET, or is NEET Poor home environment impacting on family's health Family is overcrowded or in temporary accommodation Family is benefit dependent or has unmanageable debt Family has poor access to core services Major change in family's finances due to divorce, death, separation, disability, loss of employment Family has 2-3 months rent arrears / repossession action has started</p> | <p>Orange</p> <p>Family is at risk of becoming homeless Family is significantly impacted by poverty or worklessness Family has no recourse to public funds / dependent on charity Transient family is not accessing services Family is reliant on emergency service such as food banks Family has 4+ months rent arrears / eviction notice has been served</p> |
| Parents and carers feel well-supported, skilled and confident in their parenting | <p>Blue</p> <p>Child experiences emotional warmth at home Child is protected by parent or carers Child lives in secure, safe and caring home Parent / carer acts on professional advice and guidance Parent / carer maintains age- appropriate boundaries Family has supportive networks Family has access to positive activities</p> | <p>Green</p> <p>Parents struggling to manage child's behaviour Occasional incidents of inconsistent care arrangements or poor supervision by parent or carer Child lives in household where other household members have care needs Occasional incidents of poor parent-child relationship Unclear boundaries and routines in place, including around bedtimes, mealtimes etc Parent / carer is isolated and/or lacks support networks</p> | <p>Yellow</p> <p>Inconsistent care arrangements, supervision and lack of routines and boundaries Inconsistent parenting impacting child's well-being and parent-child relationship Parent / carer has poor response to emerging needs Parent / carer unable to manage child's behaviour Child is a young carer Parent / carer unable to maintain home conditions</p> | <p>Orange</p> <p>Persistent poor/inconsistent parenting or care arrangements Parent/carer has barriers to parenting due health and/or development needs Parent/carer is non-compliant with professionals Parent/carer has been prosecuted under the Education Act Negative impact of parents / carers own lived experiences on children Child is undertaking a regular caring role of parent / carer</p> |
| Family members are free from parental conflict, domestic abuse and violence | <p>Blue</p> <p>Parent relationships are supportive, respectful, equal, co-operative and happy Tricky moments and conflict is resolved quickly in a healthy manner Children are experiencing constructive resolution of any arguments, characterised by mutual respect and control Parents engage well with professionals around healthy relationships</p> | <p>Green</p> <p>Parent relationships are mostly equal and co-operative but there are some unresolved or recurring difficulties One or both parents report lack of open and honest communication, with difficulties minimised, not recognised or addressed Conflict between adults beginning to adversely impact on children</p> | <p>Yellow</p> <p>Parent relationship is at risk of breakdown Inter-parental conflict is persistent and unresolved Concerns raised about previous domestic abuse Adult / child in the household is suffering from the impact of previous domestic abuse or violence Child is impacted by persistent recurring/unresolved conflict between adults</p> | <p>Orange</p> <p>Inter-parental conflict at risk of becoming violent Parent reports experiencing controlling or abusive behaviour Mental health of family members is impacted due to domestic abuse or violence Parents are not engaging with professionals around healthy relationships Children are showing significant signs of distress due to parental conflict</p> |