



**Havering**  
LONDON BOROUGH

# Face to Face

Supporting families in Havering

## INDICATORS OF NEED MATRIX Practitioners Guide



	Level 1 – Universal	Level 2 – Vulnerable	Level 3 – Complex	Level 4 – Acute
Common Features	No additional needs, only requiring universal service support.	targeted support. Child may have low	Complex additional needs requiring integrated targeted support or Section 17  High level of unmet needs which may require long term  targeted, statutory and	Acute additional needs requiring specialist or statutory integrated response OR child protection Section 47.
Characteristics	Child is achieving expected outcomes	From households where parents are under stress, possibly impacting on their parenting capacity	Unlikely to enjoy a reasonable standard of development or health and are at risk of negative outcomes without a coordinated response.	Who have suffered or are at risk of suffering significant harm

### Child's Development Needs

Health	Development Milestones				Clear allegation of harm and/or disclosure of harm
	Personal Health	Physically/Psychologically healthy	Additional health needs and persistent minor health problems	Learning affected by significant health problems	Suffering or at risk of suffering serious physical emotional or sexual harm or neglect
	Access to Healthcare	Up-to-date immunisations and developmental checks	Missing health checks/ routine appointments/ immunisations	Experiencing chronic ill health or diagnosed with a life limiting illness, which are regularly unattended	Failure to access medical attention for chronic/reoccurring health problems
	Wellbeing	Adequate nutritious diet, with regular dental checks and optical care	Minor concerns with weight/diet/ health and hygiene	Concerns with weight/diet/ health and hygiene	Significant concerns with weight/diet/ health and hygiene
	Disability	None	Disability requiring support services	Disability requires significant support services	Disability requiring the highest level of support
	Parenting	Strong bond with parents	Issues of poor bonding/attachment	Concerns about parenting capacity	Development significantly impaired due to parenting
	Mental Health	No signs of mental health issues	Signs of deteriorating mental health of child including self-harm	Signs of deteriorating mental health of child including self-harm	Diagnosed mental health issues and self-harming is having a significant impact on wellbeing
	Substance Misuse	No misuse of substances	Experimenting with drugs and alcohol	Problematic substance misuse with links to risk-taking behaviour	Persistent and significant substance misuse
	Sexual Activity	Sexual activity/ behaviour appropriate to age	Sexual activity under 16 years old	'Unsafe'/inappropriate sexual behaviour/risk of CSE	'Unsafe'/inappropriate sexual behaviour/risk of CSE
Education and Learning	Performance	Achieving key stages and full potential	Not reaching expected levels of attainment	Very poor levels of attainment	Extremely poor levels of attainment
	Attendance	Good attendance at nursery/school/college/ training	Regularly unpunctual for school/ occasional truanting and significant absences	Short-term exclusion, persistent truanting or poor school attendance	Permanently excluded from school or at risk of permanent exclusion

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		Demonstrates a range of skills/interests, with no barriers to learning	Escalating behaviour leading to a risk of exclusion, with frequent moves between schools	Alienates self from school and peers through extremes of behaviour	No relationship with school peers due to non-attendance
		Sound home/school link	Needs additional support in school. There may be an identified language issues and a lack of socialisation	No, or acrimonious home/school links	Significant developmental delay due to neglect/ poor parenting
		Planned progression beyond statutory education	No participation in education, employment or training post 16	Persistent Not in Education, Employment or Training (NEET)	Persistent Not in Education, Employment or Training (NEET) and involved in serious crime/negative activity
Emotional and Behavioural Development		Good quality early attachment	Low level mental health or emotional issues requiring intervention	Alienates self from school and peers through extremes of behaviour	Puts self or others in danger/ including risk taking behaviour/ self-harm
		Growing levels of competencies in practical and emotional skills	Is withdrawn/unwilling to engage	Difficulty coping with emotions/unable to display empathy	Significant emotional/psychological problems as a result of neglect/ poor parenting
		Confident in social situations and has age appropriate knowledge of the difference	Development is compromised by parenting	Development is significantly hindered by parenting	No signs of development due to poor parenting
		Able to adapt to change and demonstrate empathy	Involved in behaviour that is seen as anti-social or has poor self esteem	Behaviour is sufficiently extreme to place them at risk of removal from home e.g. offending/prosecution offences	Failure or rejection to address serious reoffending and anti-social behaviour
Identity		Demonstrates feelings of belonging and acceptance	Some insecurities around identity/ low self esteem	Subject to persistent discrimination	Poor self-worth that results in extreme behaviours towards themselves and others
		Positive sense of self and abilities	Lack of positive role models	Is socially isolated and lacks appropriate role models	Socially isolated and has inappropriate role models
		Has an ability to express needs verbally and non-verbally	May experience bullying around perceived difference or could be a victim of crime.	Self-image is distorted and may demonstrate fear of persecution. May hold extremist view that place self or others at risk	Participates in gang activity/ involved with serious or organised crime. Also, demonstrating extremist views
Family and Social Relationships		Stable and affectionate relationships with caregivers	Some support from family and friends	Relationship with family is negative, critical or rejecting. Family no longer want to care for the child or is experiencing an unmanageable crisis.	Family have abandoned subject to physical, abuse/neglect. Alternatively the child
		No care responsibilities	Undertaking some caring responsibilities	Regularly caring for another family member	Is the main carer for a family member
		Positive relationship peers	Some difficulties sustaining relationships	Persistent exposure to violent behaviours within the home, which is affecting the ability to build relationships	Violence is common place or unaccompanied asylum seeking child/ young person or forced marriage of a child

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Self Care Skills	Social Presentation	Appropriate dress for different settings skills	Not always adequate self-care	Absence of or poor self-care skills	Absence/neglect of self-care skills due to other priorities such as substance misuse
	Hygiene	Good levels of self-care/personal hygiene	Personal hygiene is becoming problematic	Appearance reflects poor care and hygiene related health issues	Takes inappropriate risks in self-care
	Independent living skills	Age-appropriate independent living	Slow to develop age appropriate self-care skills	Persistent presentation in unwashed/unsuitable clothing despite advice and support being offered	Severe lack of age appropriate behaviour and independent living skills

### Parents and Carers

Basic Care	Basic Care				Parent/carers are unable to provide consistent parenting that is adequate and safe. Parents may have seriously abused/
	Safety Provided	Carers are able to protect children from danger or harm	Parents struggle without support or adequate resources e.g. as a result of mental/learning disabilities	Levels of supervision do not provide sufficient protection for a child	Parents do not recognise or accept danger and protect child/young person from harm
	Health	No significant health concerns	Parent or carer may be experiencing difficulties due to mental or physical health difficulties	Parents have history of struggling to care for a child or have significant disability and drug use which impedes parenting	Parents own learning disability/mental health/substance misuse significantly affects their ability to provide adequate and safe care
Emotional Warmth	Development	The child is shown warm regard, praise and encouragement	Inconsistent parenting but development not significantly impaired	Child/ young person has multiple carers but no significant relationship with any of them	Parents/carers inconsistent, highly critical and negative towards the child/young person
	Security	The child has a secure relationship which provides consistency	Child/ young person perceived to be a problem by parents or carers experiencing criticism	Child/young person receives little support and is frequently criticised	Child/young person is rejected or abandoned and carers persistent hostility leads to their isolation.
Guidance Boundaries and Stimulation	Guidance and Boundaries	Guidance and boundaries are given that develops appropriate model of value, behaviour and conscience.	Parent/carer offers inconsistent boundaries and the child may experience a range of carers	Parents struggle to set boundaries and act as good role models. Child's behaviour may be out of control	There are no effective boundaries set by parents and the child regularly demonstrates anti-social behaviour
	Stimulation	Carers support development through interaction and play to facilitate cognitive development	Child may behave in an anti-social way, spend significant time alone, struggle to have impact on	Parenting impairing emotional or appropriate behavioural development of child or young person	Child and young person is beyond parental control and a parental order is in place.

### Family and Environmental Factors

Family History and Function	Relationships		Child or young person's relationship with family members is not always stable.  relationship difficulties	Family characterised by conflict and serious chronic relationship problems. Children or young person is subject to Kinship Care arrangements.	Family life is chaotic and there is significant and persistent parental discord/abuse with complex physical and  with re-occurring and frequent attendances by the police
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	Understanding of Family	Good sense of family	Child often not exposed to new experiences, with limited support in general from family and friends	Persistent expectation on child to care for other household members which impacts on the child's development	Child and young person are being cared for under private fostering arrangement. Parents in prison and there are no family/friends to care for
Housing, Employment and Finance	Accommodation	Accommodation has basic amenities and appropriate facilities	Inadequate/ poor housing	Statutorily overcrowded/ temporary accommodation/ family are homeless	Accommodation places child/young person in danger/ at risk of harm
	Home Maintenance	Appropriate levels of hygiene and cleanliness are maintained	At risk of homelessness, with some additional needs	Home in poor state of repair, deemed unfit for habitation	No fixed abode/homelessness
	Income	Families affected by low income or unemployment	Parents find it difficult to find employment due to basic skills or long term difficulties	Serious debts/poverty impacting on ability to care for the child/young person	Extreme poverty and debt impacting on ability to care for young person. Needs of child not prioritised over adults.
Family's Social Integration	Family and Friends	The family have social and friendship networks	Family is socially isolated with limited extended family support	Family is socially isolated/excluded and has poor relationships with extended family	Family are socially chronically excluded
	Victimisation	Not affected by victimisation	Victimisation by others impact on child	Victimisation by others places child and family at risk	Victimisation by others places the child/young person at risk of significant harm
Community Resources	Access to Services	Appropriate access to universal and community resources	Adequate access to universal and community resources but family may struggle to gain access	Parents/carers do not access or there is poor access to local facilities and targeted services to meet need.	Substantial multiple problems preventing the family/young person from engaging with services.
	Community	Community is generally supportive- positive activities are available	Community is characterised by negativity	Lack of community support or tolerance or hostility towards the child, young person or family.	No community support