



## **Accessing Children and Young People's Services - A "Request for Help"**

The following information is to help you to make a Request for Help from a service who work with children and young people. It may also be used when requesting help to support the health and wellbeing of the mother and father of an unborn child. The information includes how and why a Request for Help should be made. This guidance is part of the National GIRFEC framework used across Scotland to promote early intervention and timely access to appropriate services.

Services to children and young people may include for example: Early Years, Educational Psychologist, Action for Children, Principal Teachers for Learning Support, Dietetics, Occupational Therapy, Physiotherapy, Podiatry, Speech & Language Therapy, CAMHS and Social Work.

Services to support the health and wellbeing of an unborn baby may include for example: Smoking cessation, or parenting support.

### **Purpose of Children and Young People's Services**

To support children, young people and their families to manage their concern/need.

To support the other individuals involved with the child to promote wellbeing.

### **Standards of Request for Help**

Any professional working with a child or young person or parent of an unborn baby is able to make a Request for Help. The request should be clearly discussed with parents/carers child or young person, as appropriate, first and their consent gained. Requests should be made directly to the service required.

Requests for help may be in electronic or paper format. The quality of the information you give on the Request for Help form will help the service to make an informed decision about how to best respond to your Request for Help. Chronologies are particularly helpful.

Please consider some additional points below when completing a Request for Help.

1. What are the main concerns about the child/ unborn baby at the moment?
2. What impact is this having on the child/ unborn baby and their family?
3. Is anyone else concerned about the child/ unborn baby? (Including extended family, education...)
4. Is the child receiving any additional support, including any other services involved or have they in the past?
5. What things have you already tried to help the child to manage better?
6. What helped?
7. How do you think this service can help you?

### **When help should be given**

Services will respond to your request for assistance in order to address the specific concern /need you have identified and where they feel they have a unique contribution to offer.

Help should be given where there is an **identified impact on the child or young person's or unborn babies wellbeing and only when the service feels they can have an effect on or reduce the identified impact on a child's/ unborn babies wellbeing.**

## **“Request for Help” Pathway**

Wellbeing need identified  
about a CYP/ Unborn baby



Discuss with parents/ carer/  
and/or CYP



Complete ‘Request for Help’ Form ensuring  
core information is completed



Gain consent - form signed by  
parent



Send directly to appropriate  
service



Copy to named person  
and Lead Professional if in place