

Right Service, Right Time

Delivering effective support for children and families in Birmingham

Universal Needs:

All children have a right to a range of services – professionals will assess families to make sure that their general needs are met.

Universal Plus:

is when a child and their family have needs that require support and interventions above and beyond normal universal services.



Additional Needs:

is when a child and their family have needs that may require an intensive or substantial package of support, but the concerns can be managed without the need for statutory social work intervention.

Complex / Significant Needs:

is when the child and their family have needs that are so significant that they need immediate statutory social work intervention, or highly specialist services to prevent significant harm or serious risks to their health, or welfare.

Contact the Children's Information & Advice Service on **0121 303 1888** to access Early Help Brokerage Support Team, Local Family Support and Safeguarding Hubs and Multi-agency Safeguarding Hub.

In an emergency where a child's safety is at immediate risk of significant harm, contact West Midlands Police on **999**

