**Tier 1 Triage—Enquiries—does not include direct casework Levels 1 & 2**

**Level One Enquiry -** general enquiries from parents, carers, young people, settings and partner services, subject unidentified. Advice, signposting and guidance provided

**Level Two Enquiry**—as level 1 but requiring consent so specific information and advice can be sought and shared to meet the needs of the individual, often used by Parents., Carers, Young People and professionals with consent

**Tier 2 Triage - Direct Support to Enquirer—includes brief direct casework**

**Please also see the Triage Tiered Approach document on our website Triage page** [**www.dsplarea9.org.uk**](http://www.dsplarea9.org.uk)

Immediate response to families, children and young people in crisis, supporting schools, settings and partner services who have identified extreme concerns around significant challenges.onse to Families sponse to children, young people and fImmediate response to children, young people and families in crisis, supporting schools and settings who have identified immediate and extreme concerns Immediate response around significant challenges.

amilies in crisis, supporting schools and settings who have identified immediate and extreme concerns around significant challengeImmediate response to children, young people and families in crisis, supporting schools and settings who have identified immediate and extreme concerns around significant challenges.

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**Tier 4 Triage Crisis Support to Schools, Colleges, Parents, Young People, Partners ssServices**

**Immediate response to children, young people and families in crisis, supporting schools and settings who have identified immediate and extreme concerns around significant challenges.**

**Level 2.** Consent required, intensive casework provided to support families, children and young people with multi-complex, high level needs to connect with appropriate services

**Level 1**. Consent required, interim casework with families, children and young people to support access to appropriate services and ensure best outcomes.

**Tier 3 Triage and Transition — direct casework with consent Levels 1 & 2**

Consent required from subject family or young person. Available to parents, carers, young people, partner agencies and settings. Signposting, advice, guidance, consultation, support and attendance of meetings, networking, supported referrals to appropriate services—short term intervention. Parents and Carers invited to join email contact group