

Local Standard Operating Protocol / Procedures

Title	WCFW School Nursing - Criteria for triage of referrals into Warwickshire Child & Family Wellbeing Service		
Domain	Clinical		
Number	WCFW SOP-008	Lead author	Louise Yvinec
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Signed on behalf of Business Unit 14:

Name:

Date:

WCFW School Health - Criteria for triage of referrals into Warwickshire Child & Family Wellbeing Service

Referral received into Warwickshire Child & Family Wellbeing Service

What happens once we receive a referral?

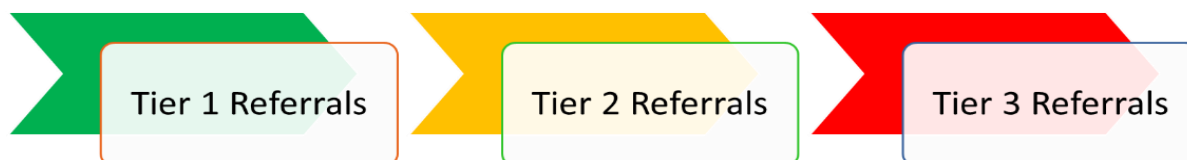
Once Warwickshire Child & Family Wellbeing Service receive a referral it will be assessed by a SCPHN School Nurse. This process is referred to as 'triage' and takes place 3 times a week.

On triage the referral will then be categorised into a Red, Amber or Green referral (see following slides for further details).

Green and Amber Referrals are then allocated on a weekly basis to the Warwickshire Child & Family Wellbeing Service team which will be allocated to either a nurse or a Family Brief Intervention Worker (FBIW). If service level needs are high the CYP will be assessed and allocated with an aim to be seen within approx. 6-8 weeks.

The referrer, Parent or Young Person and if appropriate GP will receive a letter which informs you that we have received your referral and explains the next process.

Warwickshire Child & Family Wellbeing Service Referral Categories



Referral Categories Explained:

Tier 1 (Green) referrals are those where practitioners are able to offer general advice (website videos, workshops) or signpost for less severe problems. They contribute towards mental health promotion, identify problems early in the child or young person's development.

Tier 2 (Amber) referrals are those where practitioners will offer support to Children, Young people and families. Where schools have MHST support in place already, referrals for anxiety and low mood will be rejected and referral to be directed to MHST. We can provide advice and brief interventions on health and wellbeing. This could be face to face, telephone, MST. Practitioners may need to make onward referrals to other specialist services.

Tier 3 (Red) referrals are those that are identified as needing specialist services and the practitioner should reject the referral back to the referrer for them to make an onward referral to specialist services. They identify and address severe or complex needs requiring more specialist intervention.

Types of Referrals Received into the Service

- Emotional Health and Wellbeing
- Sexual Health and Puberty
- Physical Health
- Transition
- Healthy Eating and Healthy Lifestyle
- Drugs, Alcohol and Smoking
- Behaviour Management
- Tier 1 Continence
- Sleep
- Parent/Friends Relationship Problems

The following demonstrate how referrals are to be categorised into the referral categories.

This is not an exhaustive list and is meant to guide and support practitioners.

Practitioners should use their professional judgement in accordance with the following guidance when triaging a referral.

Emotional Health and Wellbeing Referrals

Tier 1	Tier 2	Tier 3
Anxiety	Anxiety	Suicidal Ideation – with plan
Attachment	Self-Harm (early stages, minor injuries)	Behaviour Problems linked to Emotional Health and Wellbeing
Bereavement	Low mood	Poor Social Skills/Relationships (ASC/ADHD)
Low resilience	Negative Body Image	Severe Self Harm (deep cuts or prolonged/increasing episodes)
Poor Social skills and relationships	Suicidal thoughts – without intent/plan	

Sexual Health and Puberty Referrals

Tier 1	Tier 2	Tier 3
Sexual health advice and signposting	Sexual activity concerns	CE concerns
Puberty information	Personal hygiene issues	
Gender identity	CE concerns	
Sexuality support		

Physical Health Referrals

Tier 1	Tier 2	Tier 3
Management of conditions	Health Care Plan request	Specialist support or Health Care Plan requested
	Supporting CYP in school with health condition	

Transition Referrals

Tier 1	Tier 2	Tier 3
Advice on managing transition		Concerns that CYP finds all transition difficult (ASC/ASD)

Healthy Eating and Healthy Lifestyle Referrals

Tier 1	Tier 2	Tier 3
Fussy Eating	Complex Fussy Eating	Established/ deteriorating eating disorder
Obesity support	Underweight support	Eating less than 10 food groups – refer onto dieticians
Height and weight request – refer to GP/Practice Nurse if long standing health condition	Eating disorder concerns	Concerns about malnutrition
Healthy eating advice		
Healthy lifestyle advice		

Drugs, Alcohol and Smoking Referrals

Tier 1	Tier 2	Tier 3
Substance misuse information/ signposting/refer to Evolve	Concerning behaviours thought to be linked with substance misuse	Taking Drugs Evolve
		CE concerns
		Smoking Cessation
	Consuming Alcohol	Consuming Alcohol
		Anti-social behaviour identified to be linked with substance misuse
		Contextual Safeguarding concerns

Behaviour Management Referrals

Tier 1	Tier 2	Tier 3
Basic Behavioural management strategies	Complex behavioural management strategies	Support for child with ASD/ADHD/PDD
Parenting support – advice and signposting	Behavioural concerns at home/school	Child/Young Person exhibiting criminal behaviours
	1-1 Solihull approach intervention	
	Parenting support needing intervention	

Continence Referrals

Tier 1	Tier 2	Tier 3
Bedwetting – tier 1 advice	Bedwetting – Continence workshop	Daytime wetting - Not been assessed by a paediatrician – advice GP refer to paediatrician for assessment
Constipation advice	Daytime wetting – Paediatrician assessed, and no medical cause found	Complex soiling
	Soiling	
	Continued constipation following tier 1 advice	
	Supporting Child/Young Person in school with continence issues	

Sleep Referrals

Tier 1	Tier 2	Tier 3
Sleeping strategies		Regular night terrors or repeated nightmares linked to stressful past – refer to GP/Mental Health Service
Getting young children into own bed strategies	Getting older children into own bed strategies	
Parenting support – advice and signposting	Information on night terrors and bad dreams	

Parent/Friends Relationship Problems Referrals

Tier 1	Tier 2	Tier 3
Relationship advice (Parents/Friends)	Reports of experiencing Bullying, Racism, Prejudice	Safeguarding concerns – refer onwards
Advice around parental conflict	Relationship issues effecting emotional health	
Advice on parental separation	Parental conflict effecting emotional health	