

## Child Protection Resolution Process

This process is intended to standardise the communication when Child Protection Chairs or Social Work teams are concerned about case management issues, progress with the child protection plan or an escalation of risk.

It is always expected that the least formal approach will be taken but the process indicates the steps that can be taken if progress is not made and/or if the right conversations are not happening. If the concerns indicate that the child/children are at immediate risk of significant harm the appropriate action needs to take place and each stage need not be followed in sequence.

### Pre-conference preparation

The work that happens before the meeting is vital to ensuring that the meeting is restorative and the family are in the very best position to fully participate. The following issues will be considered by the SW and the Chair and feedback given about any issues / Difficulties. These will also be looked at in the QA form

*Appropriate invite list / Child care arrangements in place / Referral for an advocate made/ Interpreter arranged / Report shared with family*

### Expectation that the Social Work Team Manager will ensure that the statutory tasks will have been undertaken prior to the Initial Conference or Review Conference – Core groups / statutory visits

On the Social Worker's review report for conference/Single Assessment the Team Manager should indicate that these tasks have been completed or if they could not be (e.g. due to parental non engagement) that the reasons are briefly recorded.

### Concerns about progress of the plan or escalation of risk

The CP Chair and the Social Worker responsible for managing the Child Protection Plan should have a telephone conversation and reach some agreement about what the issues / concerns are and any actions that need to take place to address these. It would be expected that the Social Worker would alert the chair to an escalation of risk.

Conference chair should record this on Liquidlogic in a **Form: CP informal resolution** – this will include the details of the dispute. You will also make a note on a case note entitled '**Case note, Record sheet entry- IRO CP, informal resolution**' this will send an alert to the Social Worker and Team Manager

*If the concern is about a practice issue the Team Manager should be alerted and the expectation is that the Team Manager will follow this up as appropriate – it may be appropriate to give feedback to the chair*

**If the issue is not resolved, or communication is not forthcoming then the outcome of this part of the resolution should be to 'progress to CP- resolution process stage 1'. This will transfer the information and open the form for the next stage on the system.**

### CP- resolution process stage 1.

If no resolution (or if communication has not happened) and the concerns remain, these should be outlined in the form **CP- resolution process stage 1**. Upon completion of this form it will be assigned to the named Team Manager. It may be that a request for a case discussion or a meeting can be held if this would be more helpful

A summary of this discussion should be recorded on Liquidlogic - '**Case note, Record sheet entry- IRO CP, formal resolution process stage 1- Team Manager**'

There is an expectation that the Team Manager will respond in the form, within 5 working days –

**If the issue is not resolved, or communication is not forthcoming then the outcome of this part of the resolution should be to 'progress to CP- resolution process stage 2'. This will transfer the information and open the form for the next stage on the system.**

### CP- resolution process stage 2

If no resolution and the concerns remain these should be briefly outlined in completion of the form **progress to CP- resolution process stage 2** and this will be assigned to the Service Manager.

You will complete a case note that will also evidence a request for a meeting (email) , ensure that this includes the Team Manager. This meeting should be chaired by a Service Manager.

A summary of this discussion should be recorded on Liquidlogic using - **Case note-record sheet entry- IRO CP formal resolution stage 2- Service Manager**

There is an expectation that the Service Manager will respond to this email within 5 working days

**If the issue is not resolved, or communication is not forthcoming then the outcome of this part of the resolution should be to 'progress to CP- resolution process stage 3 '. This will transfer the information and open the form for the next stage on the system.**

***Progress to CP- resolution process stage 3- Head of Service***

If no resolution and the concerns following the meeting chaired by the Service Manager remain, you will complete the form ***progress to CP- resolution process stage 3***. When submitted this form will flow into the Heads of Service work tray and should be accompanied by a request for a discussion. The Heads of Service (from A & I and CPRU) should be informed of the situation and be made aware of the key issues that remain unresolved.

A meeting will be arranged to look at options for progressing the situation.

A summary of this meeting should be recorded on Liquidlogic on a case note entitled: Case note-record sheet entry- **IRO CP formal resolution stage 3 -Head of Service**

**If this remains unresolved and the outcome is *Progress to CP- resolution process stage 4***

**A meeting needs to be held with Service Director as identified in the form content. This would be before the case progresses to the Safeguarding Partnership. Recorded on a case note: Case note-record sheet entry- IRO CP formal resolution request for meeting with Service Director**

**If this situation remains unresolved then completion of the form with an identified outcome and escalation to : *Progress to CP- resolution process stage 4***

**Referral to the Safeguarding Children Partnership**

***Progress to CP- resolution process stage 4***

**Referral to the Safeguarding Partnership**

**See LSCB procedures' 2.9 'resolving professional disagreements'**

If professional disagreements remain unresolved, the matter must be referred to the Safeguarding Children Partnership representative for each agency involved

In the unlikely event that the issues is not resolved and/or discussions raise significant policy issues it should be referred to the Safeguarding Children Partnership Manager who will determine a course of action