



## Bristol City Council Children and Families Services Practice Direction

| Version | Date     | Reviewer      | Changes made   |
|---------|----------|---------------|----------------|
| 1.0     | 27/08/20 | Sophie Gowans | Implementation |
|         |          |               |                |
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**Practice Direction regarding:** Triage of information relating to allocated children.

Date of implementation: 01/09/2020

**Review Date:** 01/09/2022

**Practice Change required:** Clarification of process for triage of information shared regarding allocated children where risk to other children can be identified.

**Overview:** Prior to the inception of First Response, information pertaining to allocated children would be sent directly to the area offices. In an effort to streamline this process, First Response created a centralised and secure email address which partner agencies could email directly in to.

First Response directly forward information about allocated children to the correct team (shared email address). This is an administrative task only – this information is not read or triaged at First Response, First Response solely provide a central point for receipt of this information.

As such, all social workers, FIF workers, PAs, FSWs or any other lead professional who may have responsibility for reviewing these reports must do so with a mindfulness of other children who may be at risk in light of this information.

**Change/Actions required:**

**Process:**

1. First Response business support will share any information received pertaining to allocated children with the shared inbox of the social work team or FIF team involved with the family.
2. When the allocated worker / team review the information, they must do so with consideration as to whether there are actions required for any other children or young people.
3. If the children / young people identified have allocated involvement, the worker will share the information and liaise directly with the relevant team / worker. If the children / young people identified live out of area, the worker will share the information with the correct authority.

If the children / young people live in Bristol, and have no current involvement, the allocated worker will either:

- a) Forward the information sent by First Response back to the First Response inbox, with a request on the email for us to review it with reference to the identified children. **This option is only applicable if all that is known to the worker to be relevant to these children is contained within the report.**
  - b) Complete a First Response webform referral for the identified children and young people. **This option is applicable if the referral requiring triage consists of the information within the report and relevant information known to the allocated worker through their casework.**
4. If information comes directly to the units during the course of their involvement which has implications for other children, option b must be followed and a referral submitted.

**Quality Assurance of practice change:** Compliance with the Practice Direction will be monitored by the HoS and Service Managers in the interim as well as QA processed. Should any team/service/social worker feel unable to meet these standards then they should discuss this with their line manager in the first instance.

**Service Areas / roles applicable:** The Practice Direction is applicable to all areas of the service.

**Date of Change:** 01/09/2020

**PSW:** James McFeat

**Objective:** Practice Directions are intended to provide clarity of any change of expectations in practice OR clarity on elements of practice where there is confusion. Practice Directions are intended for practitioners and managers. Practice Directions enable an audit trail of change in practice expectations to be maintained.

**Process:** Children's Management Team will consider and approve PD's. The PSW will issue and ensure that Practice Directions are entered onto Tri-x as appropriate.