

Children’s Single Point of Access

Operational Guidance – Appendices

*‘In Surrey, we all believe that every child should have the opportunity to reach their potential and that children are best supported to grow and achieve within their own families.*

*By working together, we will develop flexible services which are responsive to children’s and families’ needs and provide the right level of help at the right time. This will shift focus away from managing short-term crises, towards effective help and support for children, young people and their families at an earlier stage.'*



**Good practice in information gathering will be evidenced by:**

**Recording Contact Information and Activity**

**Family Seeing –** there is a clear picture of the family network that shows the child in the context of their immediate family but also shows the support network of key family and friends that are currently supporting the family or could be included in any plans to increase support in the future.

**Strengths based –** the information recorded provides a clear picture of the concerns for the child and family life but also the strengths that are present in the current situation that prevent things getting worse or have helped improve in the recent past.

**Evidence based –** the information provides evidence that supports the reported concerns and strengths. This requires skilful use of questioning that helps those seeking help to think of an example of the last time, first time, worst time the things they are reporting occurred.

**Succinct -** The record is succinct including all relevant information and analysis but avoiding lengthy descriptions or story telling that does not add value to the information or outcome

**Accountable –** Every contact must include outcome focused actions informed by analysis that are clearly recorded and show what action will be taken by whom and a timescale for action. **There is evidence that the outcome of the contact in terms of next steps is communicated to the referrer and family appropriately.**

**Information on all activity related to the contact will be recorded in the INFORMATION GATHERING section of the Contact form as outlined below.**

* Outline family demographics at the top e.g. who is who and who is in which home etc.
* Immediately below this, outline the **history** – this needs to be a review and summary of the history, NOT a list of dates/events and **NOT** a copy and paste from previous assessments.
* History should include things like: the first concern; numbers of contacts etc., frequency; themes & patterns; period in which concerns and issues have arisen; significant events
* The referral, alongside the history will then inform who needs to be contacted
* Underneath the history, please then detail your information gathering
* For each agency/parent contact put a header detailing date/time of contact; who contacted and their position/relationship with the child e.g. **12:29 9/7/18 T/C to (name) DSL (name of school)** or **12:29 9/718 T/C to (name of parent etc.)**
* Outline the information gathered from the agency/parent under each heading
* Information under each should be a summary of the key information (.e.g. rather than a narrative) – bullet points or text is ok, so long as the information is written clearly and the key information comes across. Please always ensure in both the conversations and the write up this considers the impact on the child (actual or potential)
* Consent – outline date and time and who has given consent
* State which agencies/parents were not contacted and why
* When considering which agencies to contact – consider not just what information is needed to understand need or confirm threshold for intervention but also urgency of response needed based on the impact on the child – at times this may mean we need to gather some additional information to clarify this.

**Analysis & Recommendation**

**This is the so what part of the document in which you think about what does the information gathered mean in relation to the wellbeing and safety of each child. Information alone is not sufficient. This section draws together the meaning of the information to inform the recommendation and actions.**

This needs to include reference to the following:

* This needs to summarise the referral concerns (including how this impact on the children)
* Reference to a summary of the history (as per previous guidance) highlighting key events, themes, patterns and again considering impact on the children and prior interventions and services
* Identify any strengths/protective factors/what is working well – please consider any reference to any current services/family/friend support in place
* Identify the key concerns/needs/risks – ensure you are specific to each child if these needs /risks differ between siblings and how this impacts on the child
* Clear recommendation and rationale for the recommendation based on the
* Please evidence consideration of the voice of the child and family and the capacity of the family network to support and sustain change. Please ensure this comes back to the impact on the child and what the child needs.
* Within the rationale explain why you think the recommended outcome is needed as opposed to other outcomes (e.g. why level 3 and not 2 or why FIS not EHA) and why now.
* Ensure you consider the decision for each child in the sibling group e.g. if only one child need a specific outcome, state why and why the other children need different outcomes. Likewise if issues are specific to one child but you view an intervention is needed for all siblings, state why
* Include consideration of the urgency of when the child , the level of intervention required based on the impact to the child in your analysis

**Starting a New Contact**

**Process:**

This process applies to Contact Centre staff starting new contact in EHM.

See the cribsheet ‘Reassigning the Contact’ for information on how to pass on the Contact to other teams according to the recommendations made within the Contact steps.

Navigate to the Personal Tab in Basic Demographics, in the ‘Actions’ section click – **Create a new Contact link**

From the New Contact record screen, ‘Relationships’ section – Click ‘’tick box(es) – for relevant people to be included in the Contact.

Click on

‘**Start Contact’** button

Troubleshooting:

If you are unable to find the Person by searching, navigate to the Search screen and check the following:

* Have you searched using the wildcard (%/\*) to ensure the spelling is correct?

In the ‘Copy Forward’ screen select either previous contact to copy over

* By ticking box next to relevant Contact, then Click ‘**Copy Forward Selected**’
* Or click **Start Blank**

You are now in the ‘Person details’ section of the Contact.

Fill out the Contact according to an agreed ‘front door’ process and save the form by clicking ‘**Save**’ button.

The form is now ready to be re-assigned. END OF PROCESS.

**Process:**

**Reassigning of the Contact in EHM**

Navigate to the person’s record Demographics via Find / Adult function

This process describes how to pass on the Contact to other teams according to the recommendations made within the Contact Centre.

Navigate to the Contact that requires the be reassigned and click – **Reassign** link



Troubleshooting:

If you are unable to find the Person by searching, navigate to the Search screen and check the following:

* Have you searched using the wildcard (%/\*) to ensure the spelling is correct?

In the pop up screen click into the **‘Other’** field’ and type professional / team name you are assigning the Contact to

Click on Comments box and type notes that support the reason for reassigning the Contact, then click ‘**Reassign Task’**

The task has now been reassigned.

END OF PROCESS.

**Navigate to a team’s tray**

**Process:**

**Please note**: If you know you have access to a particular Team Worktray, but it is not showing in your list, at the top of the list, click the word ‘Empty’ and the worktray should appear with a ‘0’ beside it.

From the list of tasks, find the task you need to complete and click the ‘Pickup’ link on the right hand side and then click ‘OK’

If you are not in your personal worktray, click ‘Home’ at the top of your LCS/EHM Screen.

On the left of your home page is a list of worktrays you can access – click the relevant worktray.

You will now be able to complete this task. If you need to close the task before completion, you will find it again in your own worktray.

END OF PROCESS

**Uploading a document to EHM**

**Process:**

In the child’s Basic demographic, click the Documents tab and then the **Create/Attach document** link

New Document box opens. Fill in the details:

* Category
* Type
* Date
* Notes

**Add other professionals who may need to view this document**

Update notifications

Click to add a user, department or group

Click Confirm

Click OK

Click Finish

Click on the document

Then **View document** link, then **Open**.

Click **Upload document**

Choose the document you want to upload, from your files.

Click OK – **Document Uploaded OK!**

Click Attach document to episode

Click OK

Click **Complete document**, then OK

Click on the document, then **View document** link, then **Open**

**To view document:**

Return to Basic demographic.

Click **Documents** tab

Click on the document

Then **View document** link, then **Open**.

Surrey County Council commissions targeted support for children through 3 services

**Requests for Support to Level 3 Targeted Services**

* Targeted Youth Support
* Family Centres
* Family Support Partnership

**Level 3 Targeted Help** is described in the Effective Support Windscreen as:

Children and young people whose needs are more complex. This refers to the range, depth or significance of the needs. A number of these indicators would need to be present to indicate need at Level 3. More than one service is involved, using a Team around the Family approach, Early Help Plan and a Lead Practitioner to co-ordinate multi-agency support.

Children being referred to Targeted support would normally have a history of previous support from universal and Level 2 Early Help Services that has not been able to create the change required for the children. This would include referral and intervention from Level 2 services and at time the use of an Early Help plan to coordinate multi agency support for escalating need over time.

When requesting support from Targeted Support services the referrer will be asked to describe what else has already been tried as need was identified at an earlier level.

* **Family centres** will provide Targeted support for children up to the age of 11 years.
* **The Family Centre Model will be effective from September 2019,** in the meantime they work with families up to the age of 5 offering a range of support at levels 2 and 3 of Effective Family Resilience.
* **From September there will be 21 Family Centres based in communities** with the greatest need offering a range of evidence based interventions for children up to the age of 11 at levels 2 and 3 of Effective Family Resilience. The Centres will provide outreach to families who do not live nearby. Family Centres will have access to EHM from September and will undertake Early Help assessments, plans and reviews for level 3 families.
* **The Family Support Programme (FSP**) will also support families with children aged 5 – 18 and is delivered by 6 teams covering the 11 Districts and Boroughs. The FSP staff are trained in evidence based interventions and will undertake early help assessment and plan and will also move to recording on EHM this year.
* **Targeted Youth Support** Service will provide support for young people over 11 years old. Referral to TYS can be accessed through EHM by children social care but the Early Help Hub will also act as a main conduit through to Targeted Youth Support for the Early Help workforce, expect where there a families open to Children’s Social Care, where a direct step down can occur without the need for the EHH.

Outcome of information gathering and analysis recommend Level 3 Targeted support to Family Centre. FSP or TYS.

**How to make a Request for Support to Targeted Services**

* Recommendation authorised by manager

**Referral to TYS**

1. MAP/ Assessment Team/ EHH worker completes Contact and transfers to TYS work tray on EHM

**Referral to Family Support Programme**

MAP/ Assessment Team/ EHH worker

1. Attaches Contact pdf to email request for service and emails to Quadrant FSP service. Phone call to FSP area to confirm referral sent and accepted.

**Elmbridge, Spelthorne, Epsom and Ewell (North-East Surrey Family Support Team)**

Email: elmbridgeFSPreferral@elmbridge.gov.uk  
Tel: 01372 474375

**Guildford**

Email: guildfordFSP@guildford.gov.uk  
Tel: 01483 444089

**Reigate and Banstead, Mole Valley and Tandridge (South-East Surrey Family Support Team)**

Email: familysupport@reigate-banstead.gov.uk  
Tel: 01737 276480  
Tel: 01737 276337

**Surrey Heath and Runnymede**

Email: family.support@surreyheath.gov.uk  
Tel: 01276 707333

**Waverley**

Email: fsupport@waverley.gcsx.gov.uk  
Tel: 01483 523245

**Woking**

Email: familysupport@woking.gcsx.gov.uk  
Tel: 01483 743812

**Request for Support to Family Centre Programme at level 3**

**From MAP/ Assessment Team:**

1. MAP/ Assessment team attaches Contact pdf to email request for service and emails to EHH for referral to local Family Centre provision.
2. EHH locate local FC provision using postcode locator tool and forwards the referral
3. EHH makes a phone call to FC area to confirm referral sent and accepted by the team.
4. FC provider advises of waiting list and approximate timescale, this is added to contact.
5. If a waiting list is advised this is added to contact and social worker is advised.
6. EHH offer of advice and support to level 2 services providing interim support to the family

**Direct referral to FC from EHH to Family Centre:**

1. EH Advisor attaches contact pdf to email request for service and emails as referral to local FC provision
2. EH Advisor locates the right FC provision using postcode locator tool and forward referral
3. EH Advisor makes phone call to FC area to confirm referral sent and accepted.
4. FC advise EH Advisor of any delay in providing service.
5. EH Advisor passes information regarding delay in providing level 3 service to referrer or family and offers help in engaging level 2 support as interim arrangements.

It is important that the threshold decision making at Level 4 for MAP and Assessment team are informed regarding the availability of the Targeted service they are referring to. It is recommended that the social worker contacts the service directly to understand that the service support required is available within a timescale that can meet the need of the child and that there is a record of consideration of the impact on the child of any delay in targeted support provision.

Children Families Learning and Culture are implementing a Child Protection Consultation Line for Schools and Early Years Settings in response to recent discussions with schools about how we could strengthen support for referrals and ensure that requests for support and safeguarding of children are getting to the right place, at the right time.

**Child Protection Consultation Line for Schools and Early Years Settings**

The aim of the Child Protection Consultation line is to support Schools and Early Years Settings to ensure we are able to direct you to the most appropriate service that can meet the child and family’s needs.

If you are unsure that a child or family in your school or early years setting warrants a child protection referral and would like to discuss your concerns please contact the Child Protection Consultation Line before completing the Request for support form. This will enable families to receive the most appropriate support in a timely manner.

The Consultation line staff will give advice only. If they advise a referral, they will record this on the child’s record and the referrers call will be forwarded to the Contact Centre. If they advise Early Help support, they will note the same on the child’s record and forward to Early Help Services. The referrer should note on the referral form, that a consultation has taken place with the Consultation Line and that they were advised to make a child protection referral or a request for support referral. This will enable the appropriate support to be given to the child and family in a timely manner.

The Consultation Line is open to all schools in the County, including Independent Schools and Early Years Settings. There will be an expectation that you continue to consult the Effective Family Resilience Guidance, Surrey Child Protection Procedures and your designated safeguarding lead.

**The number to call for consultations is 0300 470 9100 and select the consultation line option. The Child Protection Consultation Line is operational as outlined below:**

**Monday to Fridays 9.00am – 5.00pm**

**Where professionals are concerned that a child may be at imminent risk of significant harm please call 999 for police or make an urgent referral.**

**Surrey**

**Consultation Line for Child Protection Advice**

**Operational Procedure for Consultation Line Advisors**

|  |  |
| --- | --- |
| **Consultation Line Guidance for Advisors** |  |
| **Date Guidance Issued for Implementation** | **April 2019** |
| **Drafted** | **Neena Khosla** |

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Child Protection Consultation Line

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EHM – How to Guide for Recording Consultation Notes for Line Advisors

* 1. [Searching for a child](#_EHM_–_How)
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Consultation Line – Daily Log and Summary Recording

* 1. [A daily record log spreadsheet](#_Consultation_Hub_–_1)
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Note to Child Protection Consultation Line Advisors

* A call cascade system will operate in the Child Protection Consultation Line – this means all staff contributing to the Line will answer calls and provide advice to all schools.
* Recording (*please see further guidance under Recording and EHM guidance*)
  + There will be no detailed recording of child protection consultations. The only recording will be on a child’s record on EHM to note Consultation has taken place, what the concern was and the advice that has been given to the school e.g. either to make a *‘child protection referral’, Claire Thomas BUS <claire.thomas@surreycc.gov.uk> (complete request for support form), or to signpost to universal services or to start,* or *continue with Early Help Services to support child/family through a TAF. Please see further information under recording*
  + There may be occasions where a professional will want to have a conversation without giving a name, in this case the professional will discuss a hypothetical scenario.
  + *Daily call log recording by each advisor using the spreadsheet template provided (****see Appendix 1 for Excel Spreadsheet template)***
* Professionals calling will be responsible for their own recording and progression of advice given to them by the CP Consultation Line Advisor.
* Consultation Line staff will be solution focused in their approach, use and share with each other their expertise/knowledge of pathways for support or services and work as a team to provide consistent advice and guidance to empower professionals calling, to support families appropriately.
* Consultation Line staff will be expected to use available resources to sign post professionals/key workers for further advice and support from Early Help Advisors. Please see Appendix 1 for useful resources that you may find useful in the Line
* For information on Early Help support services please see Appendix 2
* The Family Safeguarding Hub Senior Social Worker will lead the coordination of the daily Consultation Line duties and induction of new staff new on the Consultation Line process. This will include agreeing who will circulate the daily summary at the end of each day and managing lunch breaks as well as how to manage during busy times.
* All Line Advisors will respond to calls and give advice to callers. None Qualified Social Work Line Advisors are encouraged to seek advice as appropriate, from the Consultation Line Senior Social Worker and each other to confirm if a CP Referral is the appropriate course of action before they give this advice to the caller. It should also be recorded clearly, that advice was sought where this is appropriate.



**Consultation Line – Calls that do not meet threshold for CP**

If caller is calling the Consultation Line for advice and the outcome/advice is to for Early Help refer through to Early Help Hub, follow step below

If the call does not need Early help services give:

* advice and Information
* signpost

**Add General Note to EHM system as per Consultation Advisor guidance**

**Consultation Line Script for Advisors**

**Consultation call:**

* Hello, Child Protection Consultation Line (your name) speaking.
* Can I take your name and where you are calling from as well please?
* Can I take the name and date of birth and address of the child you are calling about so I can check if they are known, or if you wish to discuss a hypothetical situation that is fine?
* Are you ok to hold whilst I review Children’s Services records, this can take a few minutes.
* Are you aware of any other service that are involved with the family/child?
* (Check system briefly to establish the status of the child i.e. if they are open to another part of the service already). Explain to the caller that as the case is open you will need to refer them back to the worker involved.
* If the child is not open to any team. Ask - What are your concerns?
* Establish what (if any) the **significant impairment** to the child’s health and development is. Ask caller to describe this.
* Establish what (if any) the risk of **significant harm** is. Ask caller to describe this.
* Provide advice
* Ask the Caller if they agree with the advice you have given and record their response on the daily log spreadsheet, using the drop down keys (Yes or No).

**Child Protection** **Consultation Line Recording**

There will be no detailed recording of consultations. The only recording will be on a child’s record on EHM to note a Consultation has taken place, which should include the concern raised and the advice that has been given to the caller e.g.

* either to make a *‘child protection referral’ Complete a MARF/Request for support form , or*
* *signpost to universal services, or*
* *to start,* or *continue to support child/family through team around the family’ , or*
* *to make a request for support from an Early Help Service e.g. Children’s Centre or Family Support Programme*

**Consultation Line – General Case Note Recording Structure**

|  |  |
| --- | --- |
| Contact Type | *Consultation Line* |
| Reason for Contact | *Should be focused* |
| Detailed Notes  Advice given | *Should be focused and use bullets to record. Each bullet point should be no longer than two lines*  *Outline very briefly or choose from pick list* |
| Action agreed | *Should be SMART (measurable)* |

See examples below

**See examples of SMART recording below:**

|  |  |
| --- | --- |
| **Contact Type** | *Consultation Line* |
| **Reason for Contact** | ***Record Outcome e.g.*** *Universal Services or Information & Advice* |
| **Detailed Notes** | ***Record name of caller, school/agency and contact number e.g.***  *Mrs Teacher, Any School, 01234 678 900*  ***Record concern/issue discussed here e.g.***  ***Supervision Issues***   * *family with four young children.* * *6 year old has burnt self with an iron.* * *Mother spoken to.*   ***Record Advice given or any action agreed e.g.***   * *Invite parents into school and give them opportunity to talk about family life and any pressures of managing 4 children under 8* * *Identify any support needs* * *Seek consent and initiate Early Help support* * *Suggest school call a meeting and Invite Health Visitor and Children’s Centres to agree support plan* * *Undertake wishes and feelings work with children in school* |
|  |

*Example 2 – General Notes*

|  |  |
| --- | --- |
| **Contact type** | *Consultation Line* |
| **Reason for Contact** | *Record Outcome e.g. CP Referral* |
| **Detained Notes** | ***Record name of caller, school/agency and contact number e.g.***  *Mrs Teacher, Any School, 01234 678 900*  ***Record concern/issue discussed here e.g.***  ***Physical abuse allegation***   * *Believes John is being physically abused by his father.* * *Dad is said to have – punched, pushed and slapped John and he has a bruise on his back.* * *John has told his teacher he wants to kills himself.* * *Dad has had a drink problem.* * *John’s Head Of Year took a vape off of him this week, he said that he is stressed*   ***Record Advice given or any action agreed e.g.***   * *Speak to John and get a time-line of what has been happening as it would be useful to know this and understand if this has happened before* * *Once you have spoken to John, if he ratifies what has been happening complete request for support form and refer to Contact Centre* |
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**Child Protection Consultation Line – Daily Log and Summary Recording**

As the CP Consultation Line is new, we need to monitor the use of the Line, including if it is being used, the nature of concerns raised and whether calls to the Line are appropriate or not, to inform further development and improve practice. As such, all Line Advisors are expected to complete the daily record spreadsheet and summary log. A couple of resources have been developed to support the daily monitoring of calls (*please note this is separate and in addition to the case note recording)*

**A daily record log spreadsheet:**

* Should be completed daily by each Line Advisor, recording a brief outline of key information from the consultation and includes some drop down options.
* Please provide a very brief summary/comment of no more than a line or two where required.
* You are not required to record as much as you record in the case note. We can always look in case notes if we need to find out more about the call recorded
* Line Advisors should agree between themselves at the start of each day on the Line, who, between them will collect all the 3 spreadsheets, complete a daily consultation summary record using the template below and circulate this to senior managers by email at the end of each day. This will be coordinated by the Senior Social worker on duty each morning.
* It is advisable that Line Advisors take it in turns to circulate the daily log spreadsheet and summary log to managers.
* A sample of the daily log spreadsheet can be found in Appendix 1
* Please remember to date and record your name as the Line Advisor on the spreadsheet.

**A daily Consultation Summary Record:**

* This provides a summary of outcomes of calls received by Line Advisors on the day. It should be completed each day by a Line Advisor and circulated with the Line daily log spreadsheet to the following managers each day –

|  |  |
| --- | --- |
| **Daily Summary Record** |  |
| **Date:** |  |
| **Outcome** | **Number of calls** |
| Already Open to CWD |  |
| Already open to Assessment |  |
| Already open to CIN/CP |  |
| Already open Early Help |  |
| Already Open to Family Safeguarding Hub |  |
| Already Open to other team |  |
| Child Protection referrals |  |
| Early Help referrals |  |
| Inappropriate calls |  |
| Information & Advice |  |
| Start TAF |  |
| Universal services |  |
| Young Carer Referral |  |
| **Total** |  |
|  |  |

**Assessing Legal Advice**

**Legal Advice**

Where a matter has already been allocated to a lawyer for pre-proceedings advice or for the conduct of an application before the Court, contact should be made with that lawyer with any queries.

**Urgent Duty Advice**

Telephone calls for urgent child care legal advice only, can be made between 9am and 5pm to MyHelpDesk on 020 8541 9000 (option 5). Details of the query will be noted and passed immediately to the duty solicitor who will prioritise calls and wherever practicable respond within one hour.

As a guide, urgent advice would include calls about possible emergency protection order or urgent interim care order applications, advice about the urgent removal of children from parents, Secure Accommodation applications, and urgent issues arising from child protection investigations.

If a solicitor is already dealing with a case, they should be contacted directly or in their absence via the Legal Services Reception on 020 8541 9088.

The Children’s Services Emergency Duty Team have details of how to obtain legal advice out of office hours.

**Non Urgent Duty Queries**

Other non-urgent requests for legal advice, which are not appropriate for consideration at a legal gateway meeting should be sent to Legal Childcare/CEO/SCC.

The aim is to provide a substantive response within 10 working days and the enquirer will be notified as to whom their enquiry has been directed to. If the advice is needed more urgently this should be indicated on the form.

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| **Child Protection and Advocacy**  The Team provides legal advice and support in the areas of care proceedings, safeguarding, adoption, policy and procedure and other related matters |

**Janet Polley (KW), Senior Principal Solicitor, Child Care and Litigation, 0208 541 9116**

[*janet.polley@surreycc.gov.uk*](mailto:janet.polley@surreycc.gov.uk)

|  |  |  |
| --- | --- | --- |
| **Jan Freemantle (CB), Principal Lawyer**  **0208 541 9111 (Mon to Thurs)**  [*jan.freemantle@surreycc.gov.uk*](mailto:jan.freemantle@surreycc.gov.uk) | **Margaret McDermott (KS), Principal Lawyer**  **0208 541 8013**  [*margaret.mcdermott@surreycc.gov.uk*](mailto:margaret.mcdermott@surreycc.gov.uk) | **Amanda Moore (JS), Principal Lawyer**  **0208 541 9089**  [*amanda.moore@surreycc.gov.uk*](mailto:amanda.moore@surreycc.gov.uk) |
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| **Emma Lipscombe (CB), Senior Lawyer, 0208 541 9469 (Mon to Weds)**  [*emma.lipscombe@surreycc.gov.uk*](mailto:emma.lipscombe@surreycc.gov.uk) | **Dawn Hare (KS), Senior Lawyer, 0208 541 7187 (Tues to Fri)**  [*dawn.hare@surreycc.gov.uk*](mailto:dawn.hare@surreycc.gov.uk) | **Sarah Sainsbury (KR), Senior Lawyer, 0208 541 9123**  [*sarah.sainsbury@surreycc.gov.uk*](mailto:sarah.sainsbury@surreycc.gov.uk) |
| **Zoe Roberts (KR), Lawyer, 0208 541 9510 (Mon to Weds & Fri)**  [*zoe.roberts@surreycc.gov.uk*](mailto:zoe.roberts@surreycc.gov.uk) | **Kristina Ayettey (KW), Senior Lawyer, 0208 213 2667**  [*kristina.ayettey@surreycc.gov.uk*](mailto:kristina.ayettey@surreycc.gov.uk) | **Rachel Hickman (KS), Senior Lawyer, 0208 541 9128 (1.5 days)**  [*rachel.hickman@surreycc.gov.uk*](mailto:rachel.hickman@surreycc.gov.uk) |
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| **Alice Clayson (GS), Team Lawyer, 0208 541 9754**  [*alice.clayson@surreycc.gov.uk*](mailto:alice.clayson@surreycc.gov.uk) | **Christopher Tharmaratnam (ET), Locum Lawyer, 0208 541 9259**  [*christopher.tharmaratnam@surreycc.gov.uk*](mailto:christopher.tharmaratnam@surreycc.gov.uk) | **Adrian Gordon (ET), Team Lawyer, 01483 404 659**  [*adrian.gordon@surreycc.gov.uk*](mailto:adrian.gordon@surreycc.gov.uk) |
| **Vacancy, Team Lawyer x 3** | **Rashid Akhtar (NS), Locum Lawyer, 0208 541 7156**  [*rashid.akhtar@surreycc.gov.uk*](mailto:rashid.akhtar@surreycc.gov.uk) | **Kay Reece (NS), Locum Lawyer, 0208 541 8694 (Tues to Fri)**  [*kay.reece@surreycc.gov.uk*](mailto:kay.reece@surreycc.gov.uk) |

**NB:** Principal Lawyer is the line manager of the lawyers named in the same column

**NB:** Initials in brackets next to the lawyer’s name represents the paralegal working with the lawyer. See table below for details.

**Paralegals & Trainee Chartered Legal Executive**

|  |  |  |  |
| --- | --- | --- | --- |
| **Emma Lipscombe, Senior Lawyer, 0208 541 9469 (Mon to Weds)**  [*emma.lipscombe@surreycc.gov.uk*](mailto:emma.lipscombe@surreycc.gov.uk) | **Dawn Hare, Senior Lawyer, 0208 541 7187 (Tues to Fri)**  [*dawn.hare@surreycc.gov.uk*](mailto:dawn.hare@surreycc.gov.uk) | **Sarah Sainsbury, Senior Lawyer, 0208 541 9123**  [*sarah.sainsbury@surreycc.gov.uk*](mailto:sarah.sainsbury@surreycc.gov.uk) | **Kristina Ayettey, Senior Lawyer, 0208 213 2667**  [*kristina.ayettey@surreycc.gov.uk*](mailto:kristina.ayettey@surreycc.gov.uk) |
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| **Katy Sawyer (KS), Paralegal, 0208 213 2524**  [*katherine.sawyer@surreycc.gov.uk*](mailto:katherine.sawyer@surreycc.gov.uk) | **Kaye Wayman (KW), Trainee Chartered Legal Executive, 0208 541 9109**  [*Kaye.wayman@surreycc.gov.uk*](mailto:Kaye.wayman@surreycc.gov.uk) | **Jordan Smith (JS), Paralegal, 01483 404 983**  [*jordan.smith@surreycc.gov.uk*](mailto:jordan.smith@surreycc.gov.uk) | **Navpreet Safri (NS), Paralegal, 01483 404 638**  [*nav.safri@surreycc.gov.uk*](mailto:nav.safri@surreycc.gov.uk) |

**NB:** Senior Lawyer is the line manager of the paralegals named in the same column

**In house advocates**

|  |  |
| --- | --- |
| **Gennie Smith, Advocate, 0208 541 7205**  [*gennie.smith@surreycc.gov.uk*](mailto:gennie.smith@surreycc.gov.uk) | **Denise Saunders, Advocate, 0208 213 2859**  [*denise.saunders@surreycc.gov.uk*](mailto:denise.saunders@surreycc.gov.uk) |

**NB:** Senior Principal Solicitor is the line manager of the in house advocates and principal lawyers

**Contact List as at 20 May 2019**

**Accessing a confidential (locked) file on EHM/LCS**

**Quick Guide:**

* The responsible duty manager, will log the request on the self-service portal.

[**https://itservicedesk.surreycc.gov.uk/sw/selfservice/**](https://itservicedesk.surreycc.gov.uk/sw/selfservice/)

* This will generate a request number.
* The request number should be noted down, the duty manager will then need to call My Helpdesk and speak with IT, asking for the file to be urgently unlocked.
* If the child has an allocated social worker, the duty manager will also need to email the social worker and manager with the reference log copying in My Helpdesk and seek their consent for access.
* Duty Managers and Senior Managers will be able to override urgent requests with My Helpdesk.

**Useful Information**

**Surrey Children’s Services**

**Request for Support Team:**

**Availability:** 9am to 5pm, Monday to Friday

* **Phone: 0300 470 9100**
* **Out of hours phone:** 01483 517898 to speak to our emergency duty team.
* **Email: emails are dealt with during normal office hours**

**For concerns for a child or young person:** [**csmash@surreycc.gov.uk**](mailto:csmash@surreycc.gov.uk)

**Fax number:** 01483 519862

**Centre Point:**

**Telephone Number: 0800 587 5158**

[**https://centrepoint.org.uk/youth-homelessness/**](https://centrepoint.org.uk/youth-homelessness/)

**Borough/District Council Contacts:**

|  |  |
| --- | --- |
| North West -  Runnymede: 01932 838383  Surrey Heath: 01276 707100  Woking: 01483 743 834 | North East -  Spelthorne: 01784 446383  Elmbridge: 01372 474590  Epsom & Ewell: 01372 732000 |
| South West -  Guildford: 01483 444244  Waverley: 01483 523188 | South East -  Mole Valley: 01306 885001  Reigate & Banstead: 01737 276790  Tandridge: 01883 722000 |

**Best Questions to help identify the child’s wishes, outcomes and best possible outcomes**

**Agencies & professionals involved: Are current actions and support right for this child?**

* How is the child feeling and what do they need? How do we know this?
* What needs to happen right now to reduce the risk to this child and why?
* What do best possible outcomes for this child look like for you?
* Who can this child talk to about anything? Is this person involved?
* What are this child`s strengths and vulnerabilities

**Parents, care providers & family: Are current actions and support right for this child?**

* How is your child feeling right now and what do you feel they need? How do you know this?
* What would the Child change right now? Why?
* Who can your child talk to about everything and anything?
* What would your child do if they had superpowers? What would they make happen?
* What are your child`s strengths and vulnerabilities
* Can you think of a time when these worries were not happening? What was different then and happening with your child?

**Best Questions for identifying support networks**

**Agencies & professionals involved:**

* Who is a safe person that this child can to talk to about anything?
* Who has a soft spot for this child?
* How are they involved with this child at present and what does their support look like now and moving forward?
* Who sees this child the most?

**Parents, care providers & family:**

* Who are the people who you trust and have helped you out in the past when you really needed it? Who are they and what does there support look like? (Who, what where & when?)
* Who would your child want at their birthday party?
* Who in your network is aware of these worries and concerns? Who are they?
* What qualities do your network have that make them a support to you and /or the child?
* How do the network help you out?
* Who in the network is best at doing this?
* Who in the network is aware of these concerns?
* Who would your child say their support network is and what is it they do that is important to them?
* Looking ahead, who do you see as important people who will be by your side no matter what?
* Who in your network would do absolutely anything for the child
* Who in your network is crazy about your child?

**Best Questions for identifying what has taken place historically:**

**Agencies & professionals involved:**

* How has this child been supported in the past? What was this and was the support useful?
* What support has not helped? Why was this?
* What do you think needs to happen for this child to be safe? Why is this?
* What is your best vision/hopes for this child?

**Parents, care providers & family:**

* Can you think about a time when these concerns were not happening? What was happening instead during this time?
* What would your child say was their worst memory?
* What support has been helpful in the past? What was this and why?
* What does your child worry about?

**Best Questions for justifying Authorisation and Decision Making:**

**Agencies & professionals involved:**

* Do our actions reduce the risks to this child? How?
* What were the likely outcomes for this child before and after EHH referral?
* Is there justification for the outcome decided?
* Do we know how the family network acts protectively for this child/ren

**Parents, care providers & family:**

* Who is in the family network and how do they act protectively (visits, emergency response, respite)
* Do we have insight into the voice of the child/ren
* Is their evidence that the agreed outcome has been relayed to referrer and family appropriately

1. **Our Commitment to Families in Surrey**

**SSCB Guidance on Information Sharing & Parental Consent Feb 2019**

In Surrey, we believe that every child should have the opportunity to reach their full potential and that children are best supported to grow and achieve within their own families. By working together, we will develop flexible services which are responsive to children’s and families’ needs and provide the right level of intervention at the right time. This will support a shift of focus away from managing short-term crises, towards effective intervention and support for children, young people and their families at an earlier stage. We are committed to the following principles which inform the way we work with children and families:

• Engage with families by working alongside parents, carers, children and young people and seeking their consent and agreement;

• Work to families’ strengths – especially those of parents and carers and take the time to understand their needs fully. Parents tell us that they are motivated by having goals that reflect their family priorities;

• Focus on preventing family challenges from getting worse and offer flexible responsive support when and where it is required;

• Build the resilience of parents, children, young people and communities to support each other;

• Work together across the whole system aligning our resources so we can best support families and do what needs to be done when it needs to be done;

• Base all that we do on evidence of both what is needed and of what works;

1. Be clear and consistent about the outcomes we expect, and judge what we do against them. There are several factors that are essential to deliver effective early intervention: An open, honest and transparent approach to supporting children and their families.
2. Parents are usually the best people to understand their child’s needs; however, we need to acknowledge parenting can be challenging.
3. Parents themselves deserve support when they request it. Asking for help should be seen as a sign of responsibility rather than parental failure.

Parents tell us that support works well when they are respected and listened to by practitioners. In the majority of cases, it should be the decision of the parents when to ask for help or advice but there are occasions when practitioners may need to engage parents actively to help them to prevent problems from becoming more serious. All practitioners need to work honestly and openly with families, discuss any concerns with them and ensure that they are involved in decision making. It is important they acknowledge and respect the contribution of parents and other family members.

It is important that any problems are identified early, so that the child and their family receive appropriate support in a timely way to prevent the problem from escalating. We will all work with families as soon as any difficulties become apparent, to help them to identify the things they want to change and the support they need. The most effective support is tailored to the family’s needs and provided at the minimum level necessary to ensure the desirable outcomes are achieved, with as little disruption to family life as possible.

**2. Making a Request for a Statutory Assessment to Surrey Children’s Social Work Services**

Children’s Services can make an assessment of a child’s circumstances under two sections of the Children Act 1989, to identify their needs and to develop plans in partnership with the family and other agencies, to help meet their needs. These assessments are

2.1 Child in Need Assessment s17

The overwhelming majority of assessments conducted by Children’s Services are done under s17 of the Children Act 1989, which defines a child in need as one where:

1. S/he is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for
2. Her/him of services by a local authority. Her/his health or development is likely to be significantly impaired, or further impaired, without the provision for her/him of such services; or
3. S/he is disabled

Assessments of children in need may be conducted by an assessment team, disabled children’s team or targeted youth support teams. CiN assessments are voluntary on the part of parents who can refuse their consent for an assessment of their children’s needs and can refuse offers of services or help.

Before making a request for an assessment of a child in need, professional referrers should have a conversation with the parent/s about their concerns and let them know how they think Children’s Services may be able to help. They should explain that children’s services will want to speak to them and the child/ren and gather information from other professionals who know the family such as their GP, health visitor, schools, Police etc. The professional should seek the parent’s consent to contact children’s services and for their permission for children’s services to gather information from other professionals to know the family, in order to identify how best to meet their needs.

If parents do not consent to a request being made for an assessment by children’s services, it is unlikely that children’s services can take any action except where some special conditions are met under s47. Social workers do not have the right of entry to a family home and can only visit a family with their consent. Professionals asking for an assessment of a child’s needs without having spoken to the family or having obtained their consent for children’s services to gather further information, will be asked to do so, before the family are approached by Children’s Services.

It is far more likely that parents will consent to an assessment/information sharing and that they will be able to participate openly in an assessment if they feel they are being offered help rather than if they are afraid that a social worker is visiting them to gather evidence against them to remove their children.

2.2 Child Protection s47

Approximately 10% of Children’s Social Work contacts per month in Surrey are conducted under s47 of the Children Act 1989. The Act defines the Local Authority’s duty as follows:

Where a local authority—

Either:

1. are informed that a child who lives, or is found, in their area—

(i) is the subject of an emergency protection order;

(ii) is in police protection;

Or:

1. have reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm, (as a result of the care given/not given to them).

The authority shall make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child’s welfare.

These are the same criteria as those for an application to a court for a care order and thresholds for ‘significant harm’ are very much higher than significant impairment of a child’s health/development under s17 of the Act.

2.3 Working Together 2018 on Information Sharing

States that:

Effective sharing of information between practitioners and local organisations and agencies is essential for early identification of need, assessment and service provision to keep children safe.

Wherever possible, you should seek consent and be open and honest with the individual from the outset as to why, what, how and with whom, their information will be shared. You should seek consent where an individual may not expect their information to be passed on. When you gain consent to share information, it must be explicit, and freely given.

**There may be some circumstances where it is not appropriate to seek consent, because the individual cannot give consent, or it is not reasonable to obtain consent, or because to gain consent would put a child’s or young person’s safety at risk of significant harm.**

In the event that a professional in Surrey wishes to make a request for an assessment for significant harm, they should wherever possible seek advice from their agency’s Safeguarding lead as to whether their concerns constitute actual or likely significant harm (s47) or significant impairment to a child’s health/development (s17) and whether or not parents should be informed of this beforehand. Schools and Early Years settings may call the Child Protection Consultation line on xxxx for advice. If the risk of significant harm to a child is imminent, professionals should not delay but should call the Police on 999.

Professionals should be aware that parents have a right to be informed who has made the referral to Children’s Services and that only members of the public or family members have the right to protection of their anonymity.

1. **Next Steps**

Customer Services will inform professional referrers which team their request for an assessment by Children’s Services has been sent to, which may include an assessment team, Family Safeguarding Hub, Targeted Youth Support or the Early Help Hub. Children’s Social Work services have 24 hours during which to decide whether they should conduct an assessment and the level of assessment-s17 or s47. They will inform professional referrers the steps they intend to take and if a s47 is to be undertaken, invite the referrer to a strategy discussion which will take place very quickly to ensure the child is seen within 24 hours of the referral being accepted. The Family Safeguarding Hub should respond within 72 hours. Timescales for responses from Targeted Youth Support or Early Help Hub are being developed as part of the new service design

Where professionals disagree with the outcome of the referral, they have a duty to contact the team manager or service manager and should record their disagreement and action taken to address this on their agency records. Disagreements may also be escalated in accordance with the SSCB procedures

If professionals do not receive a response to what they consider to be a child protection referral within 72 hours, they should phone the Contact Centre on xxxx and request to speak to the responsible team manager.

[Appendix to SSCB Guidance in making referrals to Children’s Social Care]

Consent and referrals to Surrey County Council Children’s Services in complex situations

Complex situations can arise which can make for difficult and nuanced decision making as to whether a referral ought to be made to children’s social care without the informed consent of a parent. Referrers to children’s social care will need to reach a view what they will do case-by-case in such situations, and may need to seek advice from other such as the safeguarding leads in their organisation, their legal services.

Set out here are some starting points for case-by-case discussions that may assist in such situations:

Where a child is competent to decide and consents to the referral, but the parent does not consent

In such a situation it is likely that the decision will be to make a referral, and possible that Children’s Services would proceed with the assessment. The referrer would be expected to establish and to be able to demonstrate:

* How it has been established that the child is competent to consent to the referral. This might include establishing their views on the need for the referral, the purpose of it, and what their expectations are what the outcomes they are hoping for;
* How it has been established that the parent does not consent. This might include demonstrating that the parent has been given information about the need for the assessment, what it might lead to, the views and wishes of the child and of the referrer. This would need to have been an exploration with the referrer of the reasons why they are not consenting to the referral, and reasonable steps taken to mitigate their concerns

Where a 16 or 17 year old child lacks the mental capacity to decide whether a referral ought to be made, and the parent does not consent to the referral

Here there is a potential clash between the decision making by the parents and the Mental Capacity Act 2005, which applies to people of 16 years of age and older.

The referrer would need to offer all appropriate and practical support to support the young person to decide whether there ought to be a referral to Children’s Social Care. If they still appear to be unable to make that decision, the referrer should carry out an assessment of young person’s mental capacity. That assessment would need to demonstrate that:

* the person has an impairment, or a disturbance in the functioning, of their mind or brain; and
* the impairment or disturbance means that the person is unable to make the decision as to whether or not a referral ought to be made

If that assessment establishes a lack of capacity, then there will need to be a best interest’s decision in line with s4 Mental Capacity Act 2005. That best interest decision will need to include consultation with anyone with an interest in the person’s welfare, which is likely to include the parents. If the best interests decision maker and the parents are in dispute about what is in the person’s best interests then this will either need to be resolved or may need to be referred to the Court of Protection.

Where a parent lacks the mental capacity to decide whether a referral ought to be made to children’s services

It may that the parent is a person who lacks the mental capacity for the purposes of the Mental Capacity Act 2005 to decide whether to consent to a referral to Children’s Social Care.

The referrer would need to offer all appropriate and practical support to support the parent to decide whether there ought to be a referral to Children’s Services. If they still appear to be unable to make that decision the referral will need to go through the assessment and, if needed, best interest decision making process outlined above, in line with the requirements of the Mental Capacity Act 2005.

Where a parent with care and support needs is at risk of abuse or neglect and is refusing for there to be a referral to children’s services

There is a duty, under s42 Care Act 2014, on Surrey County Council Adult Social Care to ensure there is an adult safeguarding enquiry where an adult in Surrey:

* has care and support needs;
* is experiencing or at risk of abuse or neglect; and
* is unable to protect themselves from that abuse or neglect because of their care and support needs

This duty applies irrespective of whether or not the adult consents to there being an adult safeguarding enquiry.

There may also be a duty to carry out an assessment of their care and support needs under s9 Care Act 2014. Where the adult is at risk of abuse or neglect, s11 Care Act 2014 says they have no right to refuse that assessment.

If that adult is a parent, and is not consenting to a referral for their child to children’s services, their lack of consent regarding the child will not determine whether there needs to be a referral to Adult Social Care.