



Ending Interventions with Families Guidance

Our Approach

The Trust's overarching practice model is 'relationship-based practice.' We take a strengths-based approach and a systemic approach in working together with children, young people and their families.

We do this by helping families to:

- understand the strengths and worries about their children and situation.
- develop their resilience to manage the difficulties and challenges.
- empower families to take responsibility for their situation.
- co-produce support plans with the aim to develop safe parenting skills in order to resolve child protection and welfare concerns.
- make the right decisions in response to adverse circumstances, or know where and how to access the right support.
- We consider the "whole family" by including other children and adults in the home. We recognise that adults who live in the family home, who are not the child(s) parent(s), can play an important role in the ongoing support and care.

How we end our involvement is just as important as how we first engage with them.

How to Close a Case

Saying goodbye to the family and communicating with partner agencies:

There should be a final meeting with the family and the agencies involved where the reasons for case closure are made clear and to say goodbye. This is also an opportunity to listen to feedback from the family. Click here to access the [Family Closure Feedback Form](#) and [Young Person Closure Feedback Form](#).

The Social Worker needs to confidently evidence and explain to both the family and all professionals involved that:

1. The family is now able to meet their child or young person's needs.

2. Why statutory intervention **is no longer required**. Family achievements are recognised, there is a discussion about what has worked well and what could have been done better, what the safety plan will be at the point of closure.
3. Some families may require continued support from agencies that are best placed to help where the threshold for statutory intervention is not required. Agree what tasks / interventions / support are handed over to which agency.
4. Family have strategies to respond to future crisis and can access support from both within their family, friendships or from specific agencies and/or professionals. What actions have the family agreed to take? What is the contingency plan?
5. There may be family circumstances or difficulties that are likely to be repeated, but our work should have left the family with the knowledge and resilience to better respond and know where to seek help. How confident is the family, the social worker and agencies about sustainability?
6. The social worker should ensure that the family and professionals working with the family understand the decision and rationale to close or step down the case.
7. To explain the above in a final meeting that is recorded, detailing who attended and collaboratively discuss the safety plan as part of the closure plan. How has the meeting scored the family as part of safety planning the exit? Does everyone involved understand the final (exit plan) and what support is in place post closure?

Case Closure Summary

The recording needs to explain the above under the following headings:

- **What was the reason for the social work intervention?** Brief summary of historical involvement and recent involvement.
- **What intervention has been provided and how has this helped?** An analysis of the support provided, the current situation, progress made, protective factors.
- **What is the Safety Plan at the point of closure?** Include what support needs are being handed over to other agencies and significant others, and the actions the parent has agreed to take if the situation changes.
- **Date of final meeting:** confirm minutes uploaded onto the file

When our involvement with children and families ends, we need to ensure:

- the **decision is clearly recorded** by the team manager
- a **case closure summary** is completed
- the **file is updated** with any key documents and recordings
- the **most up to date contact telephone numbers and addresses** are reflected on the system

The case closure summary should be shared with family and relevant professionals.

Re-referrals

Re-referrals can be costly to the Trust and also be stressful and harmful to the children themselves, their parents and carers. This is why getting this stage right, first time, is very important.

When a future contact or referral is received, the CASS worker will consider the case closure summary within the context of the new information received.

The analysis in the closure summary will help to determine:

- whether there is a need for further statutory intervention;
- or whether the parent is following the agreed arrangements in place in order to keep their child safe;
- and also if partner agencies have completed the agreed support.