

Practice Review Toolkit

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**INTRODUCTION**

The Social Services & Wellbeing (Wales) Act 2014, states that a Safeguarding Board “must establish child and adult practice reviews where they meet the criteria……and ensure that they are effectively managed, supported and resourced”.

The criteria for child and adult practice reviews are set out in Regulation 4 of the Safeguarding Boards (Functions and Procedures) Wales Regulations 2015, which states that child/adult practice reviews **must** be undertaken where abuse or neglect of a child or adult is known or suspected and the child/adult has:-

* Died; or
* Sustained potentially life-threatening injury; or
* Sustained serious and permanent impairment of health or development;

This document has been developed by the Safeguarding Business Unit in order to guide professionals through the Child Practice Review (CPR)/Adult Practice Review (APR) process.

[working-together-to-safeguard-people-volume-2-child-practice-reviews.pdf](https://gov.wales/sites/default/files/publications/2019-06/working-together-to-safeguard-people-volume-2-child-practice-reviews.pdf) [(gov.wales)](https://gov.wales/sites/default/files/publications/2019-06/working-together-to-safeguard-people-volume-2-child-practice-reviews.pdf)

[working-together-to-safeguard-people-volume-3-adult-practice-reviews.pdf](https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-3-adult-practice-reviews.pdf) [(gov.wales)](https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-3-adult-practice-reviews.pdf)

## ALL DOCUMENTS/FORMS CAN BE REQUESTED FROM THE REGIONAL SAFEGUARDING BOARD BUSINESS UNIT

[ctmsafeguarding@rctcbc.gov.uk](mailto:ctmsafeguarding@rctcbc.gov.uk)

# OVERVIEW OF REVIEWS

## CPR/APR Concise & Extended Reviews

There are two forms of review, Concise and Extended. The type of review undertaken will depend upon the circumstances of the case:

**Concise Reviews** are held when the criteria has been met and the child/adult, for the 6 months preceding the date of the incident/event, was neither on the child protection register, a looked after child or an adult in respect of whom a local authority was determined to take action to protect from abuse/neglect.

**Extended Reviews** are held when the above criteria has been met and the child/adult, during the 6 months preceding the date of the incident/event, has been on the child protection register and/or a looked after child or an adult in respect of whom a local authority has determined to take action to protect from abuse/neglect.

If the criteria for an APR/CPR is met, then a recommendation to hold a review is made to the RSCB/RSAB Chairs. Ultimately, the decision as to whether the case meets the above criteria rests with the respective Board Chair, as advised by the CPR/APR sub group.

## Multi-Agency Professional Forums (MAPF)

There may be certain cases considered by the CPR/APR Sub Group that do not meet the criteria for a Child/Adult Practice Review. However, the sub group may decide that an alternative audit is required to identify and share lessons learnt. In such cases a recommendation can be made to hold a MAPF review.

## Requests for a review

Any member of the Safeguarding Board, agency or practitioner can raise a concern about a case which they believe may meet the above criteria for a Child/Adult Practice Review. Any referral or concern raised should be directed to the Board Business Manager. The referral will then be forwarded to the Joint Review sub group for consideration.

Referral template can be found on the Cwm Taf Morgannwg Safeguarding Board website; [Referral Forms](https://www.cwmtafmorgannwgsafeguardingboard.co.uk/En/Professionals/FormsandTemplates/FormsandTemplates.aspx)

# Process for APRs/CPRs/MAPF

Referral to CTMSB BU to coordinate agencies involvement with the case

|  |  |  |  |
| --- | --- | --- | --- |
|  | |  | |
| Referral received by CTMSB Joint Review Group (JRG) | | | |
|  | |  | |
|  | CTMSB Chair Notified | |  |

No Further Action MAPF agreed

CPR/APR agreed

JRG recommend panel chair and reviewers

Decision made about MAPF process. (A MAPF can take many different forms but below are the MAPF processes used to date)

Panel meetings/ Reviewers meet the family/ Merged timeline agreed

Learning Event Panel meetings to reflect

on learning event, consider draft report/ agree draft action plan

Draft Report and action plan to JRG

Presentation of final report 7

Copy of final report sent to Welsh Government / NISB and published on website

MAPF Process 1 agreed

MAPF nominees provide summary report of involvement

Planning Meeting between Chair and Business Unit

MAPF Event

MAPF Process 2 agreed

Planning Group meetings

Merged timeline agreed

MAPF Event

Planning Group meeting to reflect on MAPF event, consider draft report & recommendations

Minute Briefing and action plan to Board

Action plan monitored by Monitoring group

Completed Action plan signed off by JRG

Draft Report to JRG

Presentation to Board including updates on Organisational Practice Learning & Recommendations

Organisational Practice Learning disseminated to MAPF participants

5

Multi-agency Feedback Events

Certain actions/ recommendations will continue to be reviewed by Monitoring Group following sign off

# INDIVIDUAL CASE REVIEW REFERRAL FORM (ADULTS)

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Referral:** |  | | |
| **Name of Referrer and Agency:** |  | | |
| **Name of Adult:** |  | | |
| **Address:** |  | | |
| **Date of Birth:** |  | **Date of Death/ Incident (if relevant):** |  |
| **DECISION CHECKLIST PART A - ADULT AT RISK CRITERIA** | | | |
| Does the person have care and support needs?  Is the person unable to protect themselves against abuse or neglect? | | | YES/NO YES/NO |
| **If you have answered NO to any of the above questions then this person is not an adult at risk and this referral cannot proceed any further.** | | | |
| **DECISION CHECKLIST PART B - TYPE OF REVIEW** | | | |
| Has the person died? YES/NO | | | |
| If no, has the person sustained potentially life threatening injury, or; YES/NO  sustained serious and permanent impairment of health? YES/NO | | | |
| Was Abuse or Neglect potentially associated with the event detailed above? YES/NO | | | |
| Was Abuse or Neglect suspected prior to the event detailed above? YES/NO | | | |
| Is there an indication that Abuse or Neglect was not recognised or shared with others? YES/NO | | | |
| Is there an indication that Abuse or Neglect was not acted on appropriately? YES/NO | | | |
| Has the Adult at Risk been a person in respect of whom a local authority has determined  to take action to protect from abuse or neglect in the last 6 months? YES/NO | | | |
| Was the person abused in a regulated setting? YES/NO | | | |
| Have you identified any learning relating to multiple organisations and/or is there a  potential to identify and improve multi-agency practice and partnership working YES/NO | | | |
| Has this case been subject to an Adult Protection Investigation? YES/NO If yes, what was the outcome? | | | |
| **RATIONALE FOR REFERRING THIS CASE:** | | | |

|  |  |
| --- | --- |
|  | |
| **HAS ANY OTHER REVIEW BEEN REQUESTED OR UNDERTAKEN? Please provide details:** | |
|  | |
| **BRIEF OVERVIEW OF AGENCY INVOLVEMENT** | |
| **Adult Services:** | |
| **CMHT:** | |
| **Health:** | |
| **Police:** | |
| **National Probation Service:** | |
| **Housing:** | |
| **Other:** please specify | |
| **TO BE COMPLETED BY THE CHAIR OF THE CTMSB ADULT REVIEW GROUP:** | |
| **DECISION OF THE ADULT REVIEW**  **GROUP (including type of review or remit to Adults Quality Assurance Group):** |  |
| **RATIONALE FOR DECISION:** |  |
| **DATE:** |  |

Please return to: Nicola Kingham, CTMSB Business Manager, Ty Catrin, Maritime Industrial Estate, Pontypridd, CF37 1NY or e-mail [nicola.j.kingham@rctcbc.gov.uk](mailto:nicola.j.kingham@rctcbc.gov.uk)

# INDIVIDUAL CASE REVIEW REFERRAL FORM (CHILDREN)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Date of Referral:** | |  | **Referred By:** |  | |
| **Name of Child/Young Person:** | |  | | | |
| **Address:** | |  | | | |
| **Date of Birth:** | |  | **Date of Death/ Incident (if relevant):** | |  |
| **Name, Address and DOB of Parent(s):** | |  | | | |
| **Previous Addresses (if known):** | |  | | | |
| **Name, Address and DOB of any siblings:** | |  | | | |
| **Details of any other significant person(s):** | |  | | | |
|  | **DECISION CHECKLIST** | | | | |
| Has the child/young person died? YES/NO | | | | | |
| If no, has the child/young person sustained potentially life threatening injury, or; YES/NO  sustained serious and permanent impairment of health or development? YES/NO | | | | | |
| Was Abuse or Neglect potentially associated with the event detailed above? YES/NO | | | | | |
| Was Abuse or Neglect suspected prior to the event detailed above? YES/NO | | | | | |
| Is there an indication that Abuse or Neglect was not recognised or shared with others? YES/NO | | | | | |
| Is there an indication that Abuse or Neglect was not acted on appropriately? YES/NO | | | | | |
| Has the child/young person been on the Child Protection Register in the last 6 months? YES/NO | | | | | |
| Has the child/young person been a Looked After Child in the last 6 months? YES/NO | | | | | |
| Was the child/young person abused in a regulated setting? YES/NO | | | | | |

|  |  |
| --- | --- |
| Have you identified any learning relating to multiple organisations and/or is there a  potential to identify and improve multi-agency practice and partnership working YES/NO | |
| **RATIONALE FOR REFERRING THIS CASE:** | |
|  | |
| **HAS ANY OTHER REVIEW BEEN REQUESTED OR UNDERTAKEN? Please provide** | |
|  | |
| **BRIEF OVERVIEW OF AGENCY INVOLVEMENT** | |
| **Children Services:** | |
| **Education:** | |
| **CAMHS:** | |
| **Health:** | |
| **Police:** | |
| **National Probation Service:** | |
| **Housing:** | |
| **YOS:** | |
| **Other:** please specify | |
| **TO BE COMPLETED BY THE CHAIR OF THE CTMSB JOINT REVIEW GROUP:** | |
| **DECISION OF THE JOINT**  **REVIEW GROUP (including type of review):** |  |
| **RATIONALE FOR DECISION:** |  |
| **DATE:** |  |

**Cwm Taf Morgannwg Safeguarding Board - Joint Review Group**

**Recommendation to the Chair of the CTMSB to carry out an Adult/Child Practice Review**

## From:

**To:**

**Re:**

**Date of Recommendation:**

|  |
| --- |
| **Brief outline of Case/incident**  Please include the legal status of child/children prior to incident and any immediate remedial safeguarding action taken by relevant agencies. |
|  |

|  |
| --- |
| **Recommendation**  The Joint Review Group has considered this case and recommends that it meets the criteria for a: |
| **Concise review (Child)** |
| **Extended review (Child)** |
| **Adult Practice Review (Concise)** |
| If the criteria are not met for the above reviews, what alternative review process will be undertaken: |
| **Multi-agency professional forum** |
| **No review** |

|  |
| --- |
| **Alternative review process**  **Independent Inquiry** |
| *Please specify or detail alternative review process, e.g. Homicide Review***:**  ………………………………………………………………………………………………  ……………………………………………………………………………………………… |
| **Decision** |
| Unanimous |
| Majority |

|  |
| --- |
| **Rationale for Decision/Recommendation**  This should include:-   * Guidance Criteria. * Range of reviews considered. * Alternative types of review considered to meet the case needs. * How the needs of any other review will be incorporated into the terms of reference. * If majority decision – explanation and outcome. |
|  |

**Proposed Initial Outline of Review**

(This is an initial outline which will need to be updated as the review proceeds.)

## Time period to be covered by the review in line with guidance:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 0-6 months |  | 6-12 months |  | 12-24 months |  |

### Rationale for time period

**Agencies involved in the case being reviewed**

*Include name and designation if known*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Police |  |  | NHS Trust | |  |  |
| Education |  |  | Social Services | |  |  |
| Probation |  |  | Public Health Wales | |  |  |
| Youth Offending |  |  | WAST | |  |  |
| Local Health Board |  |  | Housing | |  |  |
| CSSIW |  |  | Other CTSB | |  |  |
| Other (please specify if known or yet to be identified): | | |  |  | | |

# Agency identified to Chair Review Panel

*Include name and designation if known*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Police |  |  | NHS Trust | |  |  |
| Education |  |  | Social Services | |  |  |
| Probation |  |  | Public Health Wales | |  |  |
| Youth Offending |  |  | CAFCASS Cymru | |  |  |
| Local Health Board |  |  | Other CTSB | |  |  |
| Other (please specify if known or yet to be identified): | | |  |  | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Is the Chair independent in that they have had no involvement/oversight of the case?** | Yes |  | No |  |
| *State* ***rationale for choice*** *or Chair:* | | | | |
|  | | | | |

# Specific Areas to be included in the terms of reference

|  |
| --- |
|  |

**Proposed Independent Reviewers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Is an independent reviewer to be appointed?** | Yes |  | No |  |
| **Is the name and designation of independent reviewer known?** | Yes |  | No |  |
| *If* ***yes*** *please state nominated designation of Independent Reviewer plus any additional information):* | | | | |
| **Date of First Panel meeting** |  | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Will the report be completed within Guidance timeframe?**  *i.e. 6 months from date of referral* | Yes |  | No |  |
| **Please identify any Issues that may impact on the timeframe and how these will be managed:-**  *Include issues such as:- Criminal prosecution*  *Coroners decision* | | | | |
|  | | | | |

|  |  |
| --- | --- |
| **Anticipated completed report date:** | **To be agreed by Board:** |

To be completed by Sub group Chair

Signature ………………………………………….

Title ………………………………………….

Date ………………………………………….

Telephone number ………………………………………….

# Decision of the Chair of the CTMSB

|  |
| --- |
| **I agree** with the recommendation |
| **I agree** with the recommendation **with the following amendments**:- |
| **I disagree** with the recommendation |
| *If disagree, reasons why and proposed action*:- |

Signature ………………………………………….

Title ………………………………………….

Date ………………………………………….

Telephone number ………………………………………….

# In discussion with Chair of Sub Group

Date information to be presented to CTMSB ………………………

Date information sent to Welsh Government ………………………

**For Welsh Government use only**

Date information received

……... ………………….………………..…….………..

Date acknowledgment letter sent to Safeguarding Board Chair…………….………….

Date circulated to relevant inspectorates/Policy Leads …………………………………..

|  |  |  |  |
| --- | --- | --- | --- |
| **Agencies** | **Yes** | **No** | **Reason** |
| CSSIW |  |  |  |
| Estyn |  |  |  |
| HIW |  |  |  |
| HMI Constabulary |  |  |  |
| HMI Probation |  |  |  |

## CHILD AND ADULT PRACTICE REVIEWS AGREEMENT AND ROLE PROFILE - REVIEW PANEL CHAIR

**This agreement is between the Chair of the Cwm Taf Morgannwg Safeguarding Board and (Review Panel Chair), in relation to the Child/Adult**

**Practice Review, reference ……………………….**

**TIMESCALES AGREED FOR THE COMPLETION OF THE REVIEW:**

FROM: TO:

**PURPOSE OF THE REVIEW PANEL**

The Review Panel manages the review process and plays a key role in ensuring that learning is drawn from the case.

The Review Panel Chair should be independent in that they will have had no involvement or oversight of the case.

## RESPONSIBILITIES OF THE REVIEW PANEL CHAIR

The Review Panel Chair is required to:

* Ensure that each Review Panel meeting is conducted appropriately and in accordance with the Terms of Reference and the statutory guidance, allowing each agency to participate fully in discussions
* Ensure that the Review is completed within the specified timescales and escalate to the JRG if this is likely to change
* Complete a quarterly Highlight Report for the JRG on progress, escalating any issues, including non-compliance of agencies and any significant changes in the scope of the review
* Attend the learning event on behalf of the Review Panel to ensure that the questions and issues identified by the Panel are fully addressed
* Along with the Reviewer(s), present the draft report and outline action plan to the Board
* If appointed, speak to the child, adult or family members to share the findings of the report

Name

Designation/Agency

Signature

# CHILD AND ADULT PRACTICE REVIEWS AGREEMENT AND ROLE PROFILE - INDEPENDENT REVIEWER

## This agreement is between the Chair of the Cwm Taf Morgannwg Safeguarding Board and (Independent Reviewer), in relation to the

**Child/Adult Practice Review, reference ………………………………**

**TIMESCALES AGREED FOR THE COMPLETION OF THE REVIEW:**

FROM: TO:

**ROLE OF THE INDEPENDENT REVIEWER**

The Independent Reviewer(s) is/are appointed by the Review Panel. They will have responsibility for examining how the statutory duties of all relevant agencies were fulfilled and reporting on this to the Review Panel and the Board.

The Independent Reviewer(s) must be independent of the case management and will work jointly with the Review Panel to carry out the Review.

Extended Reviews must always be completed by two reviewers. One should have knowledge of the local context and the other will contribute external professional challenge and relevant experience.

## RESPONSIBILITIES OF THE INDEPENDENT REVIEWER

An Independent Reviewer is required to:

* Be aware of the Review Panel Terms of Reference
* Examine the individual agency timelines and analyses and have access to relevant documentary evidence identified from the agencies involved
* As needed, interview the agency representative who prepared the timeline to clarify information as well as draw on available guidance and reports
* Work with the Review Panel to review the merged timeline, genogram and brief agency analyses to develop questions and ideas about what happened in the case.
* Work with the Review Panel to agree on the engagement of the child, adult or family members
* Meet the child, adult and family members shortly before the learning event, if appropriate and if the family so wishes, carrying their messages into the event
* Work with the Review Panel to plan the learning event, bringing together key relevant staff from different agencies who would be currently involved in the handling and management of the multi-agency response to such concerns and in subsequent decisions and action that would have to be taken.
* Carry out a planned and facilitated practitioner-focused learning event to examine current case practice within a limited timeline and using a systems approach
* Ensure that the learning event is child or adult focused throughout
* At the conclusion of the learning event, identify single and inter-agency issues and practice learning points in conjunction with the practitioners attending the event
* Following the learning event, collate and synthesise the learning to date for discussion with the Review Panel in the form of a draft report
* If required, feedback to the child, adult and family members on the conclusion of the review and sharing the findings of the report
* Take responsibility for confirming that the learning process was undertaken appropriately
* Work with the Review Panel to prepare an outline action plan to accompany the draft report for presentation and discussion by the Board
* Present the draft report and an outline action plan to the Board, taking them through the detail of the timeline as well as practice and organisational issues arising from the review
* Work with the Review Panel to complete the final report and action plan reflecting discussion by the Board
* If requested by the Review Panel, undertake an event with staff groups either to disseminate what has been learned or to follow-up on the impact on practice of changes being made as a result of learning from the review
* Escalate any concerns to the Review Panel Chair. If unresolved, initiate the Protocol for Resolving Inter Agency Safeguarding Concerns.

Knowledge, skills and abilities required:

* Will have completed the relevant APR/CPR training or has relevant experience in completing reviews/previously worked on a review alongside someone who has done the training
* Child/adult protection systems, issues, responsibilities and practice
* An understanding of multi-disciplinary working
* An ability to enquire and communicate about practice with professionals and with children, adults and family members
* Facilitating and managing group processes effectively

Name

Designation/Agency

Signature

# CHILD AND ADULT PRACTICE REVIEWS ROLE PROFILE - REVIEW PANEL MEMBER

## PURPOSE OF THE REVIEW PANEL

The Review Panel manages the review process and plays a key role in ensuring that learning is drawn from the case.

Representatives should be appointed to the Review Panel from those agencies involved in the case. They should be of a sufficient level of seniority and should not have a direct involvement in the case management.

## RESPONSIBILITIES OF REVIEW PANEL MEMBERS

Review Panel Members are individually required to:

* Have a good working knowledge of the services but not have had any direct involvement in the case or be the direct line manager of anyone involved in the case
* Scope out their agency's involvement in the case
* Be consistent in their attendance at Panel meetings and should only send a deputy in exceptional circumstances. In these circumstances this deputy should be fully briefed, be of a sufficient level of seniority and should not have had a direct involvement in the case management.
* Request, within their agencies, the completion of a timeline of significant events together with a brief analysis of relevant context, issues or events
* Obtain, within their agencies, information about action already taken or recommendations by staff for future improvements in systems or practice. This can be included in the analysis column in the timeline of significant events.
* Respond to issues of clarification on behalf of their agency
* Support the reviewer in carrying out an effective learning event, although they are not required to attend
* Identify learning event participants and prepare them prior to the event
* Take responsibility for signing off any documents by the appropriate person within their own agency
* Escalate any concerns to the Review Panel Chair. If unresolved, initiate the Protocol for Resolving Inter Agency Safeguarding Concerns.

As part of the Review Panel, Review Panel Members are required to:

* Agree the Terms of Reference for the Review
* Identify and commission a reviewer who must be independent of the case management
* Agree the timeframe for the review
* Produce a full and accurate genogram to clarify family relationships
* Ensure that a merged timeline of significant events from the individual agencies' timelines is produced and develop questions and ideas about what happened in the case
* Identify the most effective way of engaging with children, adults and family members and, if selected to do so, take responsibility for reporting back the findings to them
* Think creatively about how relevant practitioners and line managers can be engaged in the review through the learning event.
* Provide professional challenge and quality assurance in relation to the draft report and prepare an outline action plan to accompany the draft report for presentation to the Board
* Contribute to the final report and action plan

Name

Designation/Agency

Signature

## CPR /APR Panel Timetable

|  |  |  |
| --- | --- | --- |
| **Key Event** | **Date, time and venue** | **Agreed actions** |
| Initial Panel Meeting |  | * Panel Membership * ToR * Confirm deadline for submission of agencies chronologies/summar y reports * Confirm timetable dates * Agree protocols of meeting with family * Learning Event |
| **Deadline for Agency**  **Timelines** |  |  |
| 2nd Panel Meeting |  |  |
| 3rd Panel Meeting |  |  |
| 4th Panel Meeting (if needed) |  |  |
| **Learning Events** |  |  |
| 5th Panel Meeting |  |  |
| 6th Panel Meeting |  |  |
| Report and Action Plan to be submitted to RSB |  | |

**PRACTICE REVIEW PANEL FIRST PANEL AGENDA DATE**

**VENUE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ITEM** | | **LEAD** | **PAPERS** | **PURPOSE** |
| 1. | Welcome, Introductions and Apologies | Chair |  |  |
| 2. | Confirmation of:   * Chairing Arrangements * Independent Reviewer(s) * Panel Members | Chair | Verbal | For agreement |
| 3. | Role Profiles | Business Manager | Attached | For agreement |
| 4. | Practice Review Referral and Recommendation to Welsh Government | Referring Agency/ Business Manager | Attached | For information |
| 5. | Draft Panel Terms of Reference | Chair | Attached | For agreement |
| 6. | Timescales, timelines and key milestones | Chair | Verbal | For discussion |
| 7. | Engagement with family | Chair | Verbal | For discussion |
| 8. | Next Steps and Actions | Chair | Verbal | For agreement |
| Date of Next Meeting: | | | | |

**Multi Agency Chronology Guidance to support the QA and Case Review Process**

**INTRODUCTION**

This guidance has been developed to support all those involved in completing chronologies in relation to the Cwm Taf Morgannwg Safeguarding Board's multi agency processes for safeguarding children and adults. This guidance specifically relates to the completion of multi-agency chronologies in relation to:

* Individual Case Audits Child Practice Reviews
* Adult Practice Reviews
* Multi Agency Practitioner Forums

## WHAT IS A CHRONOLOGY?

### A chronology is not a list of everything recorded on a person’s file. It is important that a chronology is not a repeat of the records you hold for this child/adult/family, it should include significant events only.

A chronology should provide a clear account of all **significant events** within the agreed time frame of the audit or review that are of **key importance** in understanding the case. This involves drawing on the knowledge and information held by each agency involved with the child/adult and family.

The chronology must only include significant events that are in the agreed time frame of the audit or review. It should be succinct and should not replicate existing case notes or records

## PRINCIPLES

A chronology:

* Is based on a study of recorded information
* Provides a concise, factual record of significant events/information in the subject’s life;
* Summarises actions and outcomes relating to significant events;
* Provides an analysis of the actions taken in order to generate learning
* Helps to understand the impact of events on the person;

## WHAT IS A SIGNIFICANT EVENT?

A significant event is anything that has a significantly positive or negative impact on the person, their safety, circumstances or home environment.

Each event should have an action or an outcome that has had a significant impact on the person. It is not sufficient only to record dates of meetings, visits etc. When reading a chronology there should be no apparent gaps in information.

It is important to note that what might be a key event in one person’s life, such as a period of good health or good school attendance after a long period of absence or exclusion, will not even be relevant to another person. In this respect agencies are asked to use their professional judgement in completing the chronologies.

## HOW TO COMPLETE A CHRONOLOGY

In order to assist the compiling of different agencies information, the attached template (Appendix 1) has been developed and partially completed to demonstrate what an effective chronology should contain.

## The format explained

**Column 1:** Date (and time if relevant) in **DD/MM/YYYY** format

## Column 2: Source – the name of the agency or department involved

**Column 3:** Significant event – as defined above, clearly, but succinctly, explain the event that took place

**Column 4:** Action Taken – clearly explain what action was taken in response to the significant event and what the outcomes were.

**Column 5:** Analysis - a brief summary of the agency's view on whether there was any good practice, missed opportunities, whether the voice of the person was considered

Appendix 2 provides a good example of a chronology used to complete a case audit.

## HINTS AND TIPS

Be mindful of the reader, therefore limit the use of acronyms

When entries mention individual members of staff it is good practice to use job titles rather than names

When entries mention individuals it is good practice to use initials rather than ‘mum’ or ‘dad’



**APPENDIX 1 - PRACTICE REVIEW CHRONOLOGY**

**SUBJECT NAME**

**Time Period Covered: Completed by: Date: Version:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date & Time** | **Source** | **Significant Event** | **Action Taken** | **Analysis** |
| *1/1/18* | *SWP* | *A drugs search warrant was executed at (address). The officers found the house to be in a poor state of repair and waste was visible throughout the house.* | *The officers concluded that it was not a safe place for the children to live and therefore took out a PPP and removed the children.*  *The Social Services Emergency Duty Team was contacted and a PPD/1 was submitted.* | *Positive action was taken in respect of the obtaining a PPP and removing the children.* |
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# CHILD & ADULT PRACTICE REVIEW

**Summary Report for Historical Information Agency Name:**

This report should be completed to set the context or background and to highlight any information (significant events / risk issues / safeguarding concerns) which were known to your agency for the period outside of the review time period. Therefore, all the information provided in this report should fall outside of the scope of the Child or Adult Practice Review.

**Please include any information regarding significant events / risk issues / safeguarding concerns which your agency were aware of either before or after the period of review:**

**Please provide an analysis of the events and information highlighted in the previous box. Please draw out what themes might be reflected within this information:**

**Please add any further comments or conclusions which may help the planning team or reviewers in examining this case:**

## Agency: Author Name: Date:

**Engagement with individuals, family and friends in the review process**

Engagement with family members and listening to their perspectives and experiences are essential to developing learning when a case is under review.

Family members may include:

* The child/young person/adult
* Siblings
* Parents or carers
* Grandparents
* Other significant family members
* Friends (as appropriate to the case)

They should wherever possible be informed of the review and their views incorporated into the review process. The Review Panel will need to consider how this can be most effectively achieved. This may best be done by contacting and talking to family members about the purpose of the review process and identifying with them the messages, perspectives or experiences they want to contribute to practitioner learning at a learning event and what they might expect from the review.

## Who will meet with the family, when and where?

How such contact is made will need to be discussed by the Review Panel and reviewer. In some cases it may involve the lead professional or others working with the individual and family. Experience has shown that the reviewer has an important role to play in meeting the individual and other family members shortly before the learning event, if appropriate and the family so wishes and carrying their messages into the event. The venue for meeting with the family will be dependent on circumstances.

## Contact with family/friends

It is important that the individual is provided the opportunity to contribute to the review and help influence the learning of those involved and to have the opportunity to see and discuss the report and its findings at the conclusion of the review.

The Review Panel will need to think creatively about how to structure the contact and help family members express their views. It is important to remember that the views of the family might be both positive and negative about professionals and their practice.

## (See Initial letter to family template / Final letter to family template)

(An **information leaflet for families** has been developed to help explain why a review is being held and what the reviewer’s responsibilities are. The leaflet is

usually included with the initial letter sent to families when they are first notified that a review is taking place. The leaflet also includes suggested questions which may help the individual to contribute to the review).

## Reporting back to the family

Careful arrangements need to be made for reporting back at the conclusion of the review and sharing the findings of the report. The reviewer and/or the Review Panel chair may be the most appropriate person to do this. Family members will vary in their response as to whether and how they would want to receive feedback, not necessarily face-to-face but by telephone or letter.

Feedback can have a number of functions:

* To provide reassurance or validation.
* To help draw a line.
* To provide a turning point in a programme of care or treatment.
* OR it may bring distress and revive painful memories.

Thus, the timing of sharing the content of the report will need to be carefully considered in relation to the date of publication and other sensitive issues for the family. Copies of the report should not be given to family members to retain until it has been finalised, approved by the Board and published.

*‘Family engagement has enhanced learning, given greater depth to reviews and led to improvements in practice and process’.*

[working-together-to-safeguard-people-volume-2-child-practice-reviews.pdf](https://gov.wales/sites/default/files/publications/2019-06/working-together-to-safeguard-people-volume-2-child-practice-reviews.pdf) [(gov.wales)](https://gov.wales/sites/default/files/publications/2019-06/working-together-to-safeguard-people-volume-2-child-practice-reviews.pdf)

[working-together-to-safeguard-people-volume-3-adult-practice-reviews.pdf](https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-3-adult-practice-reviews.pdf) [(gov.wales)](https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-3-adult-practice-reviews.pdf)

## TEMPLATE CPR/APR INTIAL LETTER TO FAMILY

Dear,

## RE:

We are writing to you in relation to an Adult/Child Practice Review that is being carried out by the Cwm Taf Morgannwg Safeguarding Board in relation to your (INSERT RELATIONSHIP).

Firstly we would like to say that we understand that you and your family may find this a difficult letter to receive and that we appreciate and understand that it may raise feelings linked to the sad loss of your (INSERT RELATIONSHIP).

The purpose of an Adult Practice Review is for all agencies involved in your (INSERT RELATIONSHIP) care to come together to review their work and identify what can be done to learn any lessons and do things differently in the future.

In order to do this, we have been appointed as independent reviewers to write a report to summarise the findings of the review. We would welcome the opportunity to meet with you personally so that we can make sure that the review considers the family’s experience of the way things were done to support your (INSERT RELATIONSHIP) and you (INSERT RELATIONSHIP)..

If you would like an opportunity to meet please contact us on (INSERT PHONE NUMBER) to arrange a time and venue convenient to yourself.

Yours sincerely

## TEMPLATE CPRAPR FINAL LETTER TO FAMILY

Address: **\*insert address\***

Date: **\*insert date\***

Dear **\*insert name\***

## Re: Regional Safeguarding Board – Child/Adult Practice Review

I am writing to you to let you know that the Cwm Taf Morgannwg Regional Safeguarding Board has completed the report for the **Child/Adult** Practice Review in respect to your **\*insert relation and name**\*.

The reviewer/s, \***insert reviewer name/s\*** would like to come and see you at a place of your choice on **\*insert date\*.** At this meeting **\*insert reviewer name/s\*** will discuss the report with you before it is published. \*insert reviewer name/s\* will be in touch in the near future to confirm this meeting with you. You may of course bring someone with you such as a family member or friend to support you.

Should you decide that you do not wish to meet or if this is not convenient in any way, then please do let us know by contacting the Safeguarding Business Unit on 01443 484566 or by e-mail [cwmtafsafeguarding@rctcbc.gov.uk](mailto:cwmtafsafeguarding@rctcbc.gov.uk).

Yours sincerely

## \*insert name\*

Chair of Child/Adult Practice Review Panel CC. **\*insert name\*,** Independent Reviewer

**\*insert name\*,** Independent Revi

|  |  |  |  |
| --- | --- | --- | --- |
| **ADULT PRACTICE REVIEWS**  **WHAT ARE THEY?**  **"Keeping Adults at Risk Safe Is Everyone's Business"**  **CWM TAF MORGANNWG SAFEGUARDING BOARD**  **Information for Parents, Families and Carers** | **What is an Adult Practice Review?**  An Adult Practice Review is carried out when the people who work with an adult at risk want to know if there are any ways in which they could do things better or differently. It's a way for them to learn for the future and provide a better service for people.  **Why we do it?**  Sometimes, something can happen which is harmful to a vulnerable adult and their family. We need to take a closer look to see if anything could have been done differently which would have stopped it from happening.  **How do we do it?**  Doctors, Social Workers, Teachers, Nurses, Midwives, Health Visitors, Police Officers, Probation, Youth Offending Service and anyone else who may have worked with you and your family look at all the things they have done. This is called a Review Panel.  They ask each other questions about how and why they did things the way that they did, and see if there is anything that they might have done differently. | **Who is the reviewer?**  This is the person who has come to see you today. They will listen to what you have to say, and then will go to a meeting called a learning event with the other people who have worked with you and your family. At the learning event, the reviewer will make sure that your thoughts, feelings and questions are listened to and are answered. | A copy of the report will be available to you before it is put on the website.  **Tell us what you think....**   * Is there anything you want to tell us? * Is there anything you wish you had been asked about? * Did you feel like you could talk to the people who were working with you? * Is there anything that you think could have been done differently? * Is there anything you think should have been done, but perhaps wasn't? * If so, you can talk to the reviewer. |
| **What happens next?**  All of the learning is written into a report. When it is finished, the reviewer will come and talk to you about it and tell you what has been learned.  The report will be placed on the Cwm Taf Morgannwg Safeguarding Board website where anyone can read it.   * The report written will not include the names of anyone involved * Apart from the people involved in the review, no-one will know who the report is about. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **What is a Child Practice Review?** | **Who is the reviewer?** |  |
| A Child Practice Review is carried out when the people who work with a child and their family want to know if there are any ways in which they could do things better or differently. It's a way for them to learn for the future and provide a better service for people.  **Why we do it?**  Sometimes, something can happen which is harmful to a vulnerable adult and their family. We need to take a closer look to see if anything could have been done differently which would have stopped it from happening.  **How do we do it?**  Doctors, Social Workers, Teachers, Nurses, Midwives, Health Visitors, Police Officers, Probation, Youth Offending Service and anyone else who may have worked with you and your family look at all the things they have done. This is called a Review Panel. They ask each other questions about how and why they did things the way that they did, and see if there is anything that they might have done differently. | This is the person who has come to see you today. They will listen to what you have to say, and then will go to a meeting called a learning event with the other people who have worked with you and your family. At the learning event, the reviewer will make sure that your thoughts, feelings and questions are listened to and are answered. | A copy of the report will be available to you before it is put on the website.  **Tell us what you think....**   * Is there anything you want to tell us? * Is there anything you wish you had been   asked about?   * Did you feel like you could talk to the people who were working with you? * Is there anything that you think could have   been done differently?   * Is there anything you think should have been done, but perhaps wasn't? * If so, you can talk to the reviewer. |
| **CHILD PRACTICE REVIEWS**  **WHAT ARE THEY?**  **Keeping Children at Risk Safe Is**  **Everyone's Business"**  **CWM TAF MORGANNWG SAFEGUARDING BOARD** | **What happens next?**  All of the learning is written into a report. When it is finished, the reviewer will come and talk to you about it and tell you what has been learned.  The report will be placed on the Cwm Taf Morgannwg Safeguarding Board website where anyone can read it.   * The report written will not include the names of   anyone involved   * + Apart from the people involved in the review, no-   one will know who the report is about. |
| **For further information contact:**  **Cwm Taf Morgannwg Safeguarding Board Business Unit**  01443 484566 [**www.ctmsb.co.uk**](http://www.ctmsb.co.uk/)  [cwmtafsafeguarding@rctcbc.gov.uk](mailto:cwmtafsafeguarding@rctcbc.gov.uk) |
|  |  |  |  |

**Learning Event**

**What is a Practice Review?**

Practice Reviews are multi-agency reviews carried out by the Regional Safeguarding Board, in circumstances where abuse/neglect of a child/ adult is known or suspected and either a child/ adult has died, or there has been a significant incident/event resulting in a child/adult sustaining serious impairment of health or development.

The framework ensures that agencies, staff and families review in a collaborative way to reflect and learn from what has happened.

**What is the process for undertaking the Practice Review?**

A multi-agency panel is established consisting of senior staff from all relevant agencies. This panel collects all the information in order to develop a timeline of significant events. This is usually done by interrogating agency records. Another key component of the process is a facilitated practitioner focused learning event which is led by independent reviewers. This event brings together all practitioners who have had involvement with the case so that they can share their understanding of what has happened and identify key learning points.

**How do I prepare for a Learning Event?**

You should be prepared to share your experiences, highlight good practice and identify any learning points for future practice.

You should also be aware; when there are Criminal Proceedings running parallel to the Practice Review Process, the general principles around criminal disclosure rules are applicable, i.e. if information is shared that could support or undermine the prosecution case, there is a duty on the police to disclose that information to the Crown Prosecution Service.

In each case, if any information falling into these criteria was to be established, there would be liaison with the agency that provided the information. Prior to the event, you are advised to review case records (where available) and to familiarise yourself with the case. Your Panel Member is responsible for providing support and advice before and after the Learning Event. They should also make themselves available to discuss anxieties with you.

**What happens in the Learning Event?**

Reviewing cases can raise much anxiety in individuals and organisations and in turn anxiety can block learning and lead to defensiveness and an inability to reflect. The Learning Event is facilitated by experienced facilitators whose role it is to develop a safe environment so that you are best able to reflect, participate and learn.

Each Learning Event is different, but they are likely to involve table top discussions, virtual discussions, group work and feedback sessions, which will draw from practitioners’ experience, knowledge and reflections of the case.

The reviewers will facilitate/enable practitioners in considering organisational or other factors that may have impacted on the case.

**What happensnext?**

The Reviewers have the responsibility for collating and analysing all the learning identified by the Learning Event, merged agency timelines and what the family have said in order to complete a report. This will then be submitted to the Regional Safeguarding Board for agreement and consideration and to agree actions to improve future practice. A copy is also sent to Welsh Government.

The report is published on the Cwm Taf Morgannwg Safeguarding Board website. Your Panel Member will notify you of publication details.

**Further guidance can be found via the below links:** [**https://gov.wales/sites/default/files/publications/2019-11/child-practice-**](https://gov.wales/sites/default/files/publications/2019-11/child-practice-reviews--guide-for-organising-and-facilitating-learning-events.pdf)

[**reviews--guide-for-organising-and-facilitating-learning-events.pdf**](https://gov.wales/sites/default/files/publications/2019-11/child-practice-reviews--guide-for-organising-and-facilitating-learning-events.pdf)[**https://gov.wales/safeguarding-adults-guidance-adult-practice-reviews**](https://gov.wales/safeguarding-adults-guidance-adult-practice-reviews)[**www.ctmsb.co.uk**](http://www.ctmsb.co.uk/)

The link below is a video animation, created by the police, outlining the learning event process:

[SWP Practice Reviews final 3 - YouTube](https://www.youtube.com/watch?v=HCUvt6suDdE&feature=youtu.be)

## Letter inviting nominations to learning event

Dear

## Learning Event in respect of Child/Adult ….. (initials)

**Date:**

**Venue:**

One of the features of child/adult practice reviews is that they involve agencies, staff and families in a collective endeavour to reflect and learn from what has happened in order to improve practice in the future.

In line with this a concise/extended review is being undertaken with regard to Child

……. (initials). The review process uses a systems approach whereby the focus is on multi-agency professional practice with the aim of identifying underlying issues that are influencing practice more generally.

As part of this concise/extended review, terms of reference have been constructed and time-lines prepared, but at the heart of the review is a learning event. It is this event to which you are invited as you were involved in work with the child/young person and his/her family and consequently you have something to contribute to the overall learning. It is expected that you will attend this event.

### The Learning Event

The event is to be held at ………. on …………. starting at ……… and finishing at Lunch will be provided.

The event will identify key single and inter-agency issues, learning points and issues for consideration by the LSCB. The event will be facilitated by the reviewer for the child practice review, who will adopt a systems approach and

structure the day to help participants reflect, think and learn together in a safe environment.

The family are to be approached to see if they would like to meet with the reviewer before the event, in which case any comments and observations they might wish to make can be woven into the discussions and reflections on the day.

### Preparation for the event

It would be helpful if you could give some thought to your involvement with Child …..

(initials) and his/her family thinking specifically about:

* Assessments.
* Decision making.
* Actions.
* Interaction with other professionals and services.
* Areas of good practice.
* Areas where there could be some improvements.

To help you with your preparation you will also receive the following documents:

* The terms of reference of this concise/extended review.
* A copy of the Welsh Government’s guidance, *Arrangements for Multi-Agency Child Practice Reviews.*

We very much look forward to working with you at the learning event and hope you find this approach constructive and helpful. In the meantime if you have any queries or need further clarification, please do not hesitate to contact us.

Kind regards

Chair of the *Review Panel*

**PRACTICE REVIEW LEARNING EVENT FEEDBACK FORM**

Can you please complete this feedback form so that we can evaluate the effectiveness of the event you have attended?

Name:

Event: **Learning Event \*insert reference\***

Date:

Agency:

The box ratings are: 1 = not at all; 2 = not very; 3 = quite; 4 = very; 5 = completely

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **1** | **2** | **3** | **4** | **5** | **Comments** |
| 1. | Did the event meet your expectations? |  |  |  |  |  |  |
| 2. | Were the aims clearly explained? |  |  |  |  |  |  |
| 3. | Was the content relevant to your needs? |  |  |  |  |  |  |
| 4. | Was the event well structured? |  |  |  |  |  |  |
| 5. | Was the event clearly presented? |  |  |  |  |  |  |
| 6. | Were you satisfied overall with the event? |  |  |  |  |  |  |
| 7. | What was the most useful part of the event? | | | | | | |
| 8. | What was the least useful part of the event? | | | | | | |
| 9. | Is there anything you would like to have seen included? | | | | | | |
| 10. | Any additional comments/recommendations: | | | | | | |



**Template 2. Adult/Child Practice Review Report**

**Adult/Child Practice Review Report Cwm Taf Morgannwg Safeguarding Board**

**Concise/ Extended** *(delete as appropriate****)* Adult/Child Practice Review**

**Re:** *insert numerical case identifier****1***

|  |
| --- |
| **Brief outline of circumstances resulting in the Review**  *To include here: -*   * *Legal context from guidance in relation to which review is being undertaken* * *Circumstances resulting in the review* * *Time period reviewed and why* * *Summary timeline of significant events to be added as an annex* |
| An *X* review was commissioned by *X CTMSB* on the recommendation of the Adult/Child Practice Review Sub-Group in accordance with the Guidance for Multi Agency Adult/Child Practice Reviews. The criteria for this review are met under *x:*  (a succinct anonymised account of the circumstances which required a review to be held by the CTMSB) |

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| **Practice and organisational learning**  *Identify each individual learning point arising in this case (including highlighting effective practice) accompanied by a brief outline of the relevant circumstances* |
| (Relevant circumstances supporting each learning point may be informed by what was learned from the family’s contact with different services, the perspective of practitioners and their assessments and action taken, family members’ perspectives, evidence about practice and its impact, contextual factors and challenges) |

|  |
| --- |
| **Improving Systems and Practice**  *In order to promote the learning from this case the review identified the following actions for the SAB and its member agencies and anticipated improvement outcomes*:- |
| (what needs to be done differently in the future and how this will improve future practice and systems to support practice) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Statement by Reviewer(s)** | | | | |
| **REVIEWER 1** | |  | **REVIEWER 2**  ***(as appropriate)*** |  |
| **Statement of independence from the case**  *Quality Assurance statement of qualification* | | | **Statement of independence from the case**  *Quality Assurance statement of qualification* | |
| I make the following statement that  prior to my involvement with this learning review:-   * I have not been directly concerned with the individual or family, or have given professional advice on the case * I have had no immediate line management of the practitioner(s) involved. * I have the appropriate recognised qualifications, knowledge and experience and training to undertake the review * The review was conducted appropriately and was rigorous in its analysis and evaluation of the issues as set out in the Terms of Reference | | | I make the following statement that  prior to my involvement with this learning review:-   * I have not been directly concerned with the individual or family, or have given professional advice on the case * I have had no immediate line management of the practitioner(s) involved. * I have the appropriate recognised qualifications, knowledge and experience and training to undertake the review * The review was conducted appropriately and was rigorous in its analysis and evaluation of the issues as set out in the Terms of Reference | |
| **Reviewer 1**  *(Signature)* | …………………. | | **Reviewer 2**  *(Signature)* | …………………… |
| **Name**  *(Print)* | …………………. | | **Name**  *(Print)* | …………………… |
| **Date** | …………………. | | **Date** | …………………… |

|  |  |
| --- | --- |
| *Chair of Review Panel (Signature)* | …………………. |

|  |  |
| --- | --- |
| **Name**  *(Print)* | …………………. |
| **Date** | …………………. |

**Appendix 1**: Terms of reference

**Appendix 2:** Summary timeline

|  |
| --- |
| **Adult/Child Practice Review process**  *To include here in brief:*   * *The process followed by the SAB and the services represented on the Review Panel* * *A learning event was held and the services that attended* * *Family members had been informed, their views sought and represented throughout the learning event and feedback had been provided to them.* |
|  |
| Family declined involvement |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **For Welsh Government use only**  Date information received ………………………..  Date acknowledgment letter sent to SAB Chair …………………………  Date circulated to relevant inspectorates/Policy Leads …………………………. | | | | | |
|  | **Agencies** | **Yes** | **No** | **Reason** |  |
| CSSIW |  |  |  |  |
| Estyn |  |  |  |  |
| HIW |  |  |  |  |
| HMI Constabulary |  |  |  |  |
| HMI Probation |  |  |  |  |



**Review Action Plan**

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| --- | --- | --- | --- | --- | --- |
| **RECOMMENDATION:** | | | | | |
| **RATIONALE:** | | | | | |
| **ACTION** | **TIMESCALE** | **RESPONSIBLE** | **INTENDED OUTCOME** | **HOW WILL WE MEASURE THE OUTCOME?** | **PROGRESS** |
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**2)**

**4)**

**3)**

**5)**

**2)**

**1)**

**7)**

**6)**

*Adapted from 7 minute briefing created by Hywel Dda University Health Board*

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# Appendix A: Terms of reference for an Extended Adult Practice Review

**Core tasks**

* + Determine whether decisions and actions in the case comply with the policy and procedures of named services and Board.
  + Examine inter-agency working and service provision for the individual and family.
  + Determine the extent to which decisions and actions were individual focused.
  + Seek contributions to the review from appropriate family members and keep them informed of key aspects of progress.
  + Take account of any parallel investigations or proceedings related to the case.
  + Hold a learning event for practitioners and identify required resources.

# In addition to the review process, to have particular regard to the following:

* + Whether previous relevant information or history about the adult at risk and/or family members was known and taken into account in professionals' assessment, planning and decision-making in respect of the adult at risk, the family and their circumstances. How that knowledge contributed to the outcome for the adult at risk.
  + Whether the actions identified to safeguard the adult at risk were robust, and appropriate for that adult and their circumstances.
  + Whether the actions were implemented effectively, monitored and reviewed and whether all agencies contributed appropriately to the development and delivery of the multi- agency actions.
  + The aspects of the actions that worked well and those that did not work well and why. The degree to which agencies challenged each other regarding the effectiveness of the actions, including progress against agreed outcomes for the adult at risk. Whether the protocol for professional disagreement was invoked.
  + Whether the respective statutory duties of agencies working with the adult at risk and family were fulfilled.
  + Whether there were obstacles or difficulties in this case that prevented agencies from fulfilling their duties (this should include consideration of both organisational issues and other contextual issues).

# Specific tasks of the Review Panel

* + Identify and commission a reviewer/s to work with the *Review Panel* in accordance with guidance for extended reviews.
  + Agree the time frame.
  + Identify agencies, relevant services and professionals to contribute to the review, produce a timeline and an initial case summary and identify any immediate action already taken.
  + Produce a merged timeline, initial analysis and hypotheses.
  + Plan with the reviewer/s a learning event for practitioners, to include identifying attendees and arrangements for preparing and supporting them pre and post event, and arrangements for feedback.
  + Plan with the reviewer/s contact arrangements with the individual and family members prior to the event.
  + Receive and consider the draft adult practice review report to ensure that the terms of reference have been met, the initial hypotheses addressed and any additional learning is identified and included in the final report.
  + Agree conclusions from the review and an outline action plan, and make arrangements for presentation to the Board for consideration and agreement.
  + Plan arrangements to give feedback to family members and share the contents of the report following the conclusion of the review and before publication.

# Tasks of the Safeguarding Adults Board

* + Consider and agree any Board learning points to be incorporated into the final report or the action plan.
  + *Review Panel* completes the report and action plan.
  + Board sends to relevant agencies for final comment before sign-off and submission to Welsh Government.
  + Confirm arrangements for the management of the multi-agency action plan by the Review Sub-Group, including how anticipated service improvements will be identified, monitored and reviewed.
  + Plan publication on Board website.
  + Agree dissemination to agencies, relevant services and professionals.
  + The Chair of the Board will be responsible for making all public comment and responses to media interest concerning the review until the process is completed.

# Appendix B: Terms of reference for a Concise Adult Practice Review

**Core tasks**

* + Determine whether decisions and actions in the case comply with the policy and procedures of named services and Board.
  + Examine inter-agency working and service provision for the individual and family.
  + Determine the extent to which decisions and actions were individual focused.
  + Seek contributions to the review from appropriate family members and keep them informed of key aspects of progress.
  + Take account of any parallel investigations or proceedings related to the case.
  + Hold a learning event for practitioners and identify required resources.

# Specific tasks of the Review Panel

* + Identify and commission a reviewer/s to work with the *Review Panel* in accordance with guidance for concise reviews.
  + Agree the time frame.
  + Identify agencies, relevant services and professionals to contribute to the review, produce a timeline and an initial case summary and identify any immediate action already taken.
  + Produce a merged timeline, initial analysis and hypotheses.
  + Plan with the reviewer/s a learning event for practitioners, to include identifying attendees and arrangements for preparing and supporting them pre and post event, and arrangements for feedback.
  + Plan with the reviewer/s contact arrangements with the individual and family members prior to the event.
  + Receive and consider the draft adult practice review report to ensure that the terms of reference have been met, the initial hypotheses addressed and any additional learning is identified and included in the final report.
  + Agree conclusions from the review and an outline action plan, and make arrangements for presentation to the Board for consideration and agreement.
  + Plan arrangements to give feedback to family members and share the contents of the report following the conclusion of the review and before publication.

# Tasks of the Safeguarding Adults Board

* + Consider and agree any Board learning points to be incorporated into the final report or the action plan.
  + *Review Panel* completes the report and action plan.
  + Board sends to relevant agencies for final comment before sign-off and submission to Welsh Government.
  + Confirm arrangements for the management of the multi-agency action plan by the Review Sub-Group, including how anticipated service improvements will be identified, monitored and reviewed.
  + Plan publication on Board website.
  + Agree dissemination to agencies, relevant services and professionals.
  + The Chair of the Board will be responsible for making all public comment and responses to media interest concerning the review until the process is completed.

# Appendix C: Terms of Reference for an Extended Child Practice Review

**Core tasks**

* Determine whether decisions and actions in the case comply with the policy and procedures of named services and Board.
* Examine inter-agency working and service provision for the child and family.
* Determine the extent to which decisions and actions were individual focused.
* Seek contributions to the review from appropriate family members and keep them informed of key aspects of progress.
* Take account of any parallel investigations or proceedings related to the case.
* Hold a learning event for practitioners and identify required resources.

**In addition to the review process, to have particular regard to the following**:

* Was previous relevant information or history about the child and/or family members known and taken into account in professionals’ assessment, planning and decision-making in respect of the child the family and their circumstances? How did that knowledge contribute to the outcome for the child?
* Was the child protection plan (and/or the looked after child plan or pathway plan) robust, and appropriate for that child, the family and their circumstances?
* Was the plan effectively implemented, monitored and reviewed? Did all agencies contribute appropriately to the development and delivery of the multi-agency plan?
* What aspects of the plan worked well, what did not work well and why? To what degree did agencies challenge each other regarding the effectiveness of the plan, including progress against agreed outcomes for the child? Was the protocol for professional disagreement invoked? Were the respective statutory duties of agencies working with the child and family fulfilled?
* Were there obstacles or difficulties in this case that prevented agencies from fulfilling their duties? This should include consideration of both organisational issues and other contextual issues?
* Were the statutory duties of all agencies fulfilled?

# Specific tasks of the Review Panel

* Identify and commission a reviewer/s to work with the review panel in accordance with guidance for extended reviews.
* Agree the time frame.
* Identify agencies, relevant services and professionals to contribute to the review, produce a timeline and an initial case summary and identify any immediate action already taken.
* Produce a merged timeline, initial analysis and hypotheses.
* Plan with the reviewer/s a learning event for practitioners, to include identifying attendees and arrangements for preparing and supporting them pre and post event, and arrangements for feedback.
* Plan with the reviewer/s contact arrangements with the individual and family members prior to the event.
* Receive and consider the draft child practice review report to ensure that the terms of reference have been met, the initial hypotheses addressed and any additional learning is identified and included in the final report.
* Agree conclusions from the review and an outline action plan, and make arrangements for presentation to the Board for consideration and agreement.
* Plan arrangements to give feedback to family members and share the contents of the report following the conclusion of the review and before publication.

# Tasks of the Safeguarding Children Board

* Consider and agree any Board learning points to be incorporated into the final report or the action plan.
* *Review Pane*l complete the report and action plan.
* Board send to relevant agencies for final comment before sign-off and submission to Welsh Government.
* Confirm arrangements for the management of the multi-agency action plan by the Review Sub-Group, including how anticipated service improvements will be identified, monitored and reviewed.
* Plan publication on Board website.
* Agree dissemination to agencies, relevant services and professionals.
* The Chair of the Board will be responsible for making all public comment and responses to media interest concerning the review until the process is completed.

# Appendix D: Terms of reference for a Concise Child Practice Review

**Core tasks**

* Determine whether decisions and actions in the case comply with the policy and procedures of named services and Board.
* Examine inter-agency working and service provision for the child and family.
* Determine the extent to which decisions and actions were individual focused.
* Seek contributions to the review from appropriate family members and keep them informed of key aspects of progress.
* Take account of any parallel investigations or proceedings related to the case.
* Hold a learning event for practitioners and identify required resources.

# Specific tasks of the Review Panel

* Identify and commission a reviewer/s to work with the review panel in accordance with guidance for concise reviews.
* Agree the time frame.
* Identify agencies, relevant services and professionals to contribute to the review, produce a timeline and an initial case summary and identify any immediate action already taken.
* Produce a merged timeline, initial analysis and hypotheses.
* Plan with the reviewer/s a learning event for practitioners, to include identifying attendees and arrangements for preparing and supporting them pre and post event, and arrangements for feedback.
* Plan with the reviewer/s contact arrangements with the individual and family members prior to the event.
* Receive and consider the draft child practice review report to ensure that the terms of reference have been met, the initial hypotheses addressed and any additional learning is identified and included in the final report.
* Agree conclusions from the review and an outline action plan, and make arrangements for presentation to the Board for consideration and agreement.
* Plan arrangements to give feedback to family members and share the contents of the report following the conclusion of the review and before publication.

# Tasks of the Safeguarding Children Board

* Consider and agree any Board learning points to be incorporated into the final report or the action plan.
* *Review Pane*l complete the report and action plan.
* Board sends to relevant agencies for final comment before sign-off and submission to Welsh Government.
* Confirm arrangements for the management of the multi-agency action plan by the Review Sub-Group, including how anticipated service improvements will be identified, monitored and reviewed.
* Plan publication on Board website.
* Agree dissemination to agencies, relevant services and professionals.
* The Chair of the Board will be responsible for making all public comment and responses to media interest concerning the review until the process is completed.

**Appendix E: Multi Agency Professional Forum (MAPF) (Reflective Session) Leaflet for practitioners**

**What is a Multi-Agency Professional Forum (MAPF)?**

* It gathers together all agencies who worked with a particular case to look at practices and processes.
* It enables us to see what worked well, and why it did.
* It enables us to see what might have been done differently, within cases chosen for this process.
* It allows practitioners from all involved agencies to come together, to discuss and reflect on the decisions, practice and inter-agency working relating to that particular case.

**What is the purpose of a Multi-Agency Professional Forum?**

* It helps us to identify examples of effective practice which could be extended across other parts of Gwent.
* It can highlight learning points and areas which could be improved or where progress has already been made.
* It enables other agencies’ perspectives to be better understood and for relationships to be built between agencies.

**How do I prepare for a MAPF?**

* Practitioners should be prepared to share their experiences, highlight good practice and identify any learning points for future practice, policy or service delivery.
* MAPFs are facilitated events, undertaken in a way that provides a safe learning environment.
* Practitioners are welcome to bring along their case notes, if they wish, to refer to throughout the session.
* Confidentiality of any case material should be respected.
* Practitioners can expect assessments, decision-making and practice to be explored openly, discussed in depth and shared with everyone who attends. Your Agency Safeguarding Lead will be able to explain more about this.

**What happens next?**

Following the MAPF any identified effective working or learning points will be reported to the Case Review Group. Anonymised learning may be more widely disseminated to staff where appropriate through the relevant standing sub-groups of the Boards or staff briefing sessions.