

Serious Case Review Process

Swindon Local Safeguarding Children Board

January 2008

(Taster Pack)



Compiled and Developed for Swindon LSCB by
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To be read in conjunction with:-

- *Policy and Framework for the Management of Serious Case Reviews*, South West Regional Child Protection Procedures at www.swcpp.org.uk (Further Guidance)
- *Working Together to Safeguard Children 2006*, HM Government

Introduction

This document brings together and updates Swindon's existing Serious Case Review process information from a number of different sources.

It is not intended to be read 'cover to cover' but rather to be used as appropriate to the specific needs and role of each individual involved in a Serious Case Review. We are aware that there is duplication of some information within these pages and have provided cross-referencing accordingly.

Part 1 is a revised version of Swindon ACPC's *Practice Guidance on the Completion of Serious Case Reviews*. It provides a good overview of the process and much of the key information required to carry out the review.

Part 2 breaks the process down by the various roles, effectively providing checklists for those involved in the review, from LSCB Chair to Overview Panel to LSCB Business Manager.

Part 3 brings together guidance on completing the various document used by Swindon in following the process through, including formats for chronologies and action plans.

Part 4 is aimed at the LSCB Business Manager and others involved in the administration of Serious Case Reviews and is based on notes developed during the last three Serious Case Reviews carried out in Swindon. It is much more detailed than the description of the Business Manager's role in Part 2 and includes practical tips, for example, on manipulating the data included in merged chronologies in MSWord tables.

Appendices – all the documents included in the appendices have been used in Swindon, though they have been updated for inclusion within this document and will continue to be updated and improved as we work with them. They are available in their original formats electronically for adaptation to the needs of other LSCBs.

Part 1 – Practice Guidance on Serious Case Reviews

Introduction

The aim of this guidance is to ensure clarity, high quality and consistency in our practice in carrying out Serious Case Reviews under Chapter 8 of *Working Together to Safeguard Children* (HM Government, 2006), including meeting the requirement to work to timescales as laid down in *Working Together*, or as negotiated with the Office for Standards in Education, Children's Services and Skills (Ofsted); and to ensure appropriate information is available for interim reporting to Ofsted.

To this end, it provides detailed practice guidance to sit behind the *Policy & Framework for the Management of Serious Case Reviews* adopted in the *Supplementary Guidance* section of the South West Child Protection Procedures. The *Policy & Framework for the Management of Serious Case Reviews* should always be read first.

Meeting of the Serious Case Review (SCR) Sub-group

Decision to refer to Serious Case Review Sub-group (standing panel)

Any agency can refer a case to the **Chair of LSCB**, requesting that consideration be given to holding a Serious Case Review (SCR). The Chair of LSCB will refer these cases to the Serious Case Review Sub-group for consideration, and will notify Ofsted of the incident that prompted the referral.

Quoracy

For the Serious Case Review Sub-group to be quorate, four members must attend. The meeting can be achieved by tele-conferencing to ensure it is held urgently so that a decision can be made by the LSCB Chair within one month of the case coming to their attention.

Information

All agencies are to bring initial information relevant to the case to the meeting to ensure adequately informed decision-making. This requires an initial check of their records to that any key concerns may be noted.

Serious Case Review Sub-group membership

The core group consists of:

- Head of Safeguarding, Swindon Borough Council (Chair)
- Superintendent Operations, Swindon, Wiltshire Constabulary
- Designated Doctor
- Designated Nurse
- Area Children's Services Manager, NSPCC

- Assistant Chief Officer (Specialist Services), Probation
- Safeguarding and Quality Assurance Manager, Swindon Borough Council
- Swindon & Marlborough NHS Trust Representative (the Designated Doctor or Nurse may also serve in this capacity)

YOT - although not standing members of the Serious Case Review Sub-group the YOT should be invited to attend when involved with the case.

Role of Serious Case Review Sub-group

- To make a recommendation to the Chair of LSCB about whether a Serious Case Review should be carried out based on the criteria identified in *Working Together 2006*. [Sections 8.5 -8.9 – see also the *Policy and Framework for the Management of Serious Case Reviews*]
- To recommend who should be appointed as the independent chair of the Overview Panel and author of the review report.
- To identify as far as possible which agencies should be involved.
- To scope the review as far as possible, including setting terms of reference, depending on information available. The Overview Panel will later ratify and, if necessary add to the terms of reference. [see Section 8.12 of *Working Together to Safeguard Children 2006* and the *Policy and Framework for the Management of Serious Case Reviews*]
- If at this stage it is clear that the case is very complex or involves a very lengthy history, the Serious Case Review Sub-group should recommend to the Chair of LSCB that extended timescales may need to be negotiated with Ofsted.
- If the recommendation is that a Serious Case Review is not required, to recommend whether a less comprehensive review or audit should be undertaken. This might be for a review by the LSCB's Quality Assurance Sub-group or for a single agency management review of the case.

Initiating the Review

Letter to agencies confirming decision

The Chair of LSCB will write to **Designated Senior Managers** in all statutory agencies, and any other agencies known to have involvement, clarifying whether a Serious Case Review is to take place. These Senior Managers are responsible for ensuring that the process within their agency is rigorously managed.

- | | |
|-----------------------------------|-----------------|
| • Children & Families | Jean Pollard |
| • Education | Geoff Hogg |
| • PCT | Adina Grace |
| • Swindon & Marlborough NHS Trust | Sue Rowley |
| • Police | Marion Deegan |
| • NSPCC | Trish O'Donnell |
| • Probation | Alison Minch |
| • CAFCASS | Claire McConnel |

The letter will provide timescales and formats for the provision of an Agency Chronology and Management Review Report, together with guidance on their

Part 2 – Actions By Role

LSCB Chair

Following the referral of a case for consideration for Serious Case Review, the LSCB Chair:

- refers the case to the convenor of the Serious Case Review Sub-group (Head of Safeguarding), also informing the LSCB Business Manager.
- reviews the recommendation of the Serious Case Review Sub-group as to whether a Serious Case Review is needed and makes the final decision.

If a Serious Case Review is to be undertaken, the LSCB Chair

- asks the LSCB Business Manager to send out letters to Designated Senior Managers in all agencies and to other organisations identified by the Serious Case Review Sub-group as to be asked to complete management reports.
- Notifies Ofsted's National Business Unit (NBU) – Tel: 08456 40 40 40 – that a Serious Case Review is to take place and informs them if there are any immediate reasons why the review may take longer than the prescribed time-scales.
- if necessary, should consider who else needs to be informed e.g. DfCSF, Strategic Health Authorities, as appropriate.
 - DfCSF Children's Safeguarding Unit should be informed immediately of all deaths of looked after children
 - DfCSF Early Years Unit and Ofsted should be informed if children's day care or childminding is involved.
 - DfCSF should also be informed if a school is involved.
 - Strategic Health Authorities may need to be informed if there are significant health issues
- with the Chair of the Overview Panel, ensures that the family is informed that a review is taking place.
- monitors the progress of the review and negotiates extensions with Ofsted if necessary.
- updates Ofsted and the Children's Board about progress of Serious Case Reviews.
- ensures that the Overview Report, all Management Reports, the Integrated Chronology and, when available, Executive Summary are sent (by the LSCB Business Manager) to Ofsted and to the DfCSF Children's Safeguarding Unit (CSU).
- takes the Executive Summary to the Children's Board.
- with the Chair of the Overview Panel, ensures that the family is informed of findings of the review.

- takes a key role in any press conferences or other media activity arising from the Serious Case Review following consultation with LSCB member agencies and communications departments.
- writes to the Senior Designated Managers in contributing agencies requesting the completion of their action plan.
- with the LSCB, monitors the progress of agency action plans.
- 'signs off' the Serious Case Review as complete.

Investigating Manager

The Serious Case Review Sub-group (standing panel) initially determines the agencies contributing to a Serious Case Review, although additional involvement may be identified as the review progresses.

The Senior Designated Manager from each contributing agency identifies their Investigating Manager, who should not have been directly concerned with the child or family.

It is the intention of the LSCB that there should be a briefing session for Investigating Managers in all Serious Case Reviews at the start of that review.

The Investigating Manager should

- with the Review Team, determine the interview strategy for their agency and the methods to be used.
- complete their agency's chronology using the standard form and according to the guidance documents (see *Chronology Format and Guidelines*, page 30)
- maintain awareness of timescales and alert the Senior Designated Manager and the LSCB Business Manager to any difficulties as soon as these are identified.
- pass the completed chronology to the Senior Designated Manager to be checked.
- send the completed chronology to the LSCB Business Manager in electronic format (protected by the case password) by the due date unless otherwise agreed.
- identify staff to be interviewed during the review and carry out interviews.
- write the management report using the standard form and according to the guidance documents (see *Management Review Format*, page 32). A form customised for the case will be supplied by the LSCB Business Manager.
- pass the finished report to the Senior Designated Manager to be checked and signed off.
- send the completed management report to the LSCB Business Manager in electronic format (protected by the case password) by the due date unless otherwise agreed.
- send the signed hard copy of the management report to the LSCB Business Manager.
- make a list of all staff identified as having significant involvement in the case during the period covered by the review who should be invited to the multi-agency debrief session following the publication of the Executive Summary. This should be passed to the Senior Designated Manager and to the LSCB Business Manager.

Please remember to ensure that all documents show the name of the agency clearly and the revision date.

LSCB Business Manager

Deciding whether a Serious Case Review is needed

The LSCB Business Manager

- establishes a date for the Serious Case Review Sub-group (standing panel) to meet as soon as the LSCB Chair indicates that a case has been referred for consideration. A minimum of four members of the Sub-group must be present for the meeting to be quorate. **This meeting must take place within four weeks of the date of initial referral of the case to the LSCB Chair.**
- asks Serious Case Review Sub-group members to carry out an initial check within their organisation of records relating to the potential subject of the review prior to this meeting.
- attends and minutes the meeting of the Serious Case Review Sub-group.
- ensures that a password is chosen for the case.
- types up the minutes urgently so that the convenor (Head of Safeguarding) can pass these to the Chair of the LSCB indicating the Sub-group's recommendation.

Once a Serious Case Review has been confirmed

When the LSCB Chair has confirmed that a Serious Case Review is to be undertaken, the LSCB Business Manager

- customises the documents required for information gathering — timescales (see *Serious Case Review Timescale Guide*, page 28 – this is available as a self calculating Excel Sheet), chronology form, management review format.
- prepares a Genogram (see *Appendix 1 - Example of Genogram*, page 40) to be included within the management review format, as well as to be circulated to the Overview Panel.
- prepares a letter from the LSCB chair to the Designated Senior Managers of all agencies (see *Letter informing LSCB agencies that a Serious Case Review is to be undertaken*, page 46 for details of content and accompanying documents).
- prepares a similar letter for other organisations identified by the Serious Case Review Sub-group as to be asked to complete management reports (see *Letter requesting supplementary information from non-LSCB organisations*, page 49).
- informs SBC Communications that a Serious Case Review is to take place (in case of media interest and so that this can be monitored).
- prepares a letter to Ofsted and passes this to the Chair for signature (see *Letter informing Ofsted that a Serious Case Review is to be undertaken*, page 54).
- prepares letters to the CPS and Coroner where the case involves criminal proceedings or a death, liaising with the police as necessary (see *Letter informing the Coroner that a Serious Case Review is to be undertaken*, page 53).

Part 3 - Serious Case Review Documents

Serious Case Review Timescale Guide

Case: *Example*

	Date	Key Actions	Additional Actions
Day 0	01-Jan-07	Case referred by agency to LSCB Chair for consideration of SCR.	
1 week	08-Jan-07	LSCB Chair refers to <u>SCR Sub-group</u> .	<u>LSCB Business Manager</u> sets up meeting.
End week 4	29-Jan-07	<u>SCR Sub-group</u> makes recommendation, determines agency involvement and scope of review, recommends who will Chair the Overview Panel and agrees password. LSCB Chair informs Ofsted.	
End week 5	05-Feb-07	LSCB Chair informs all agencies & requests identification of panel members (if applicable) & investigating manager, as well as completion of reports and chronologies. <u>Designated Senior Managers</u> secure case records promptly. They identify an <u>Investigating Manager</u> to prepare their report according to timescales and guidelines provided.	Copy to <u>SBC Communications Department</u> - and <u>CPS</u> and <u>Coroner</u> where criminal proceedings or death. Family informed of SCR by worker or <u>Chair of Overview Panel</u> as identified by LSCB Chair . Agency staff involved in case informed of SCR by <u>Senior Designated Managers</u> .
End week 6	12-Feb-07	The <u>LSCB Business Manager</u> arranges a series of <u>Overview Panel</u> meetings, liaising with the <u>Chair of the Overview Panel</u> . The 1st meeting will confirm the terms of reference. Subsequent meetings will review first the chronologies then the management reports.	A briefing meeting will be held for <u>Investigating Managers</u> .
End week 9	07-Mar-07	All agency chronologies should have been e-mailed to the <u>LSCB Business Manager</u> . Via the <u>LSCB Business Manager</u> , the <u>Chair of the Overview Panel</u> seeks any chronologies not received.	<u>LSCB Business Manager</u> prepares merged chronology.
End week 11	18-Mar-07	All agency Management Reports should have been e-mailed to the <u>LSCB Business Manager</u> , with a signed hard-copy to follow. Via the <u>LSCB Business Manager</u> , the <u>Chair of the Overview Panel</u> seeks any Management Reports not received.	The <u>Senior Designated Manager</u> signs off the Management Report on behalf of their agency.
End week 14	08-Apr-07	1st draft of Overview Report to LSCB Chair .	

Case: *Example*

	Date	Key Actions	Additional Actions
End week 20	20-May-07	LSCB Chair takes draft Overview Report to <u>LSCB</u> for agreement.	Special LSCB meeting called if necessary.
End week 22	03-Jun-07	Executive Summary urgently extracted from the Overview Report and circulated to <u>LSCB</u> for final approval. Final report sent by <u>Overview Panel Chair</u> to LSCB Chair and circulated to <u>LSCB Members</u> . Overview Report, Executive Summary, Integrated Chronology, Agency Management Reports to Ofsted. Overview Report and Executive Summary to DfCSF Safeguarding Unit. LSCB Chair requests agency Action Plans (via <u>LSCB Business Manager</u>).	Executive Summary shared with the family, usually by the same person as informed them of the review (see week 5) LSCB Agencies debrief their own staff.
End week 28	15-Jul-07	<u>LSCB Management Group</u> draws up draft LSCB Action Plan. <u>Overview Panel</u> meets to review agency & LSCB Action Plans. Action Plans sent to Ofsted. <u>Overview Panel Chair</u> , with support from other Panel member(s), holds multi-agency debrief.	
End week 40	07-Oct-07	<u>LSCB Management Group</u> checks progress of Action Plans, reporting to <u>LSCB</u> . This process is continued until all actions have been completed, with any concerns or barriers to completion being referred to the LSCB.	Positive outcomes for children and families and for multi-agency staff resulting from the actions taken in response to the SCR are recorded.
		LSCB Chair signs off SCR.	

Chronology Format and Guidelines

Please refer to Part 1 – Practice Guidance on Serious Case Reviews, Single Agency Management Reviews (page 8) and to Part 2 – Actions By Role, (page 13).

From: Agency

Subject	Date	Time	Agency	Form of Contact	Text	Action Taken	Family Members Present

When completing your chronology, you may find it helpful to be aware that it will be merged into an INTEGRATED CHRONOLOGY. **All data must include full details for each line and be identifiable in the final document.** Facts should be recorded as they became known to your agency, not as they occurred (e.g. ‘we were informed on 1 September that the family had moved on 12 June’ – entry dated 1 September, NOT 12 June)

Subject – The person who is the subject of the entry - please use initials as indicated in the Genogram (see the customised Management Review format), e.g. JB for Jill Bloggs, AB for Andrew Bloggs, etc. This may be the main subject of the Serious Case Review, a sibling, parent, etc. and should be entered for every row in the table (to identify information in the integrated chronology)

Date – Date of event recorded. Please use the format dd/mm/yy, e.g. 12/11/04. Please do not put a carriage return before the date as this makes it impossible to sort in date order. Please put something in this column, even if it is something like ‘June 04 approx’ – Word will still manage to sort this in date order. If you do not, the undated data has to be re-sorted manually after the chronologies have been merged, a very slow process!

Time – Where an exact time is noted, please give this in the 24 hr format, e.g. 14:20. If you know the time of day, please indicate am or pm. If you do not have a record of the time, please leave blank.

Agency – Your agency/service – please note this at the top of the front sheet of your chronology and in the ‘Agency’ column for every line so that your information remains clearly identifiable when the chronologies are merged. You may wish to add further detail within this column, such as a particular part of your service or the names of staff (see Note 4, below).

Form of Contact – e.g. visit, letter, telephone call.

Text – Narrative record of the event (please use initials when relating to the subject as indicated above).

Action Taken – The action taken, e.g. referral to another agency

Family Members Present – please use initials as in subject or N/K for ‘not known’.

NOTES:

1. The table has been made as large as possible, therefore the pro-forma has been designed with both left and right margins set to 1.5 cm – you may find you need to re-set this on your machine due to the way Word treats documents prepared elsewhere.
2. Please add extra rows to the grid as necessary (Table, Insert, Rows), but do not add blank rows between entries.
3. Please remember that family names should be suitably anonymised throughout (e.g. JB for Jill Bloggs, AB for Andrew Bloggs, etc.).
4. Please give the role and name of all professionals - do not anonymise staff names at this stage – this will be done in the Overview Report.
5. Please password-protect the file (Tools, Options, Save) with the password agreed for the specific Serious Case Review (if in doubt, please check!).
6. Please provide a key for any acronyms used in your Chronology/Management Reports.
7. Please send reports commissioned from third-party reviewers to the commissioning agency before passing them to the LSCB Business Manager.

Please see *Appendix 3 – Chronology Format*, page 43, for a copy of the Chronology Format (pro-forma).

Part 4 – Serious Case Review Process Administration – Practical Tips

When a Serious Case Review Is Set in Motion:

Letter to Designated Senior Managers

A letter is sent to the **Designated Senior Managers**, and any other agencies identified by Sub-committee as involved (see *Letter informing LSCB agencies that a Serious Case Review is to be undertaken*, page 46). This may be best done via e-mail, though there is an issue about confidentiality and advice should be sought from the Chair.

The following should be sent with this letter:

- A copy of this document, *The Swindon Serious Case Review Process*,
- A list of the agencies who have been contacted – this is to make it easier for all participants to identify additional organisations that may need to be contacted.

In addition, the following should be sent electronically for completion:

- Format for *Chronology*, customised with the reference for the specific Serious Case Review, e.g. 'JB' (see *Chronology Format and Guidelines*, page 30 and *Appendix 3 – Chronology Format*, page 43).
- Format for *Management Review Report*, customised with the detail for items 1, 2 and 3 as well as heading for the specific review. This includes a genogram (see *Management Review Format*, page 32 and *Appendix 2 - Example of Use of Management Review Pro Forma*, page 41).

Chronologies

These should be returned by secure/password-protected e-mail. (This remains a concern as MS Word passwords are not particularly secure, but as yet we do not have a better system – the postal system has given us even more issues with security than this option and would require the submission of data on disc.)

Receipt of Chronologies

All chronologies should be **checked on receipt** against the guidelines and, if not correctly completed, an amended copy should be requested or amendments should be done (always keep an original copy for reference and a re-formatted copy if you have to do this). The date of receipt should be **noted on the *Serious Case Review Overview*** (see *Appendix 8 - Swindon LSCB -Serious Case Review Overview*, page 62).

Merging the Chronologies

The chronologies will need to be **integrated** (merged) into a single document. If the integrated chronology is more than 70 pages or so, it will be necessary to split it into sections. MS Word tables are not designed to handle this much data and grind

Appendix 6 – Standard Letters

Letter informing LSCB agencies that a Serious Case Review is to be undertaken

CONFIDENTIAL

13 June 2007

Dear

Re: *XX*, d.o.b. 13-7-1992, died 26-4-2007

In accordance with 'Working Together To Safeguard Children' (2006) I am writing to inform you I have decided that a Serious Case Review under the Multi-Agency Child Protection Procedures should be undertaken on the above case.

The family details are as follows:

Name	Position	DOB	Ethnicity	Address

Issues to be addressed:

- *XX's* death gives rise to concerns about the degree to which neglect, by her parents and/or by services, may have been a factor.
- The case gives rise to concerns about inter-agency working to protect children.

Criteria for undertaking a Serious Case Review:

Working Together To Safeguard Children (2006) identifies a number of factors, which should be taken into account when deciding whether a case review should be undertaken. The following are relevant in this case:

- Swindon is the responsible authority – we are not aware of any other LSCB involvement.
- A case review should always be undertaken when a child dies and abuse or neglect is known or suspected to be a factor in the child's death.

Working Together also states that the purpose of such Reviews should be threefold:

- to establish whether there are lessons to be learned from the case about the way in which local professionals and agencies work together to safeguard children;
- to identify clearly what these lessons are, how they will be acted upon, and what is expected to change as a result;
- to improve inter-agency working and to better safeguard children.

Scope of Review

As a minimum, the review should cover the period from **date**.

Time Framework

A document indicating the time framework for this case, as laid down by *Working Together 2006*, is attached. The aim should be to complete the review according to this schedule.

Investigating Manager

Will all agencies that have had any involvement in this case please appoint an appropriate Investigating Manager to undertake a management review? This should be someone of sufficient experience in safeguarding who is independent of the line management of the case and is not reviewing his or her peers.

In nominating this person you are committing them to attend a briefing meeting for all Investigating Managers on **day date at time**. They will need adequate time set aside to undertake this work within the very tight timescales required by Serious Case Reviews.

Please urgently advise **Contact (Tel, e-mail)** as to who will be undertaking the review as Investigating Manager on your behalf (by **Day date**). If your agency was not involved with the family I would ask you to inform **Contact** of this to complete our records.

Agency Representation on the Overview Panel:

The purpose of the Overview Panel is to offer expertise and independence rather than representation. Its task is to give an independent overview of how agencies work together. For this review, representation was suggested by the SERIOUS CASE REVIEW Sub-group from:

- **list agencies/roles**

Please will these agencies also advise **Contact** who will be representing them on the Overview Panel by **day date** to enable meetings to be scheduled. Please be aware that membership of the Overview Panel involves a significant time commitment. As suggested by the Serious Case Review Sub-group, I can confirm that **details**, will be chairing the Overview Panel for this case.

Chronologies and Management Reports

Please submit your Chronology to **Contact** by **day date** and your Management Report no later than **day date**. Management Reports should be submitted

electronically, but a copy duly signed off by the Designated Senior Manager will also be required. If delays are unavoidable, please alert **Contact** as soon as possible.

Please note the need for the Management Report to provide the overview panel with information about your agency's involvement in this case and to consider learning points that should be reflected in the recommendations made. Staff involved in the case should be interviewed to assist you in completing the Management Report.

Serious Case Review Information Pack

Enclosed is a Serious Case Review Information Pack, giving full details of the process and a checklist of actions by role. An electronic version of this will also be sent to you by **Contact**. Please will you ensure that this information is passed on to your Investigating Manager and that information is provided in the required format and according to the guidelines.

If you have any questions or require any help in completing the management review then please contact **Contact** (Tel 01793 xxxxxx), and she will be pleased to offer guidance on completing the required documents.

Password

The password for this case has been agreed as: **password**. Please ensure that any confidential documents transmitted electronically are protected using this.

Thank you for your co-operation.

Yours sincerely

Name
Chair, Swindon LSCB
Any Other Title

Appendix 7 – Serious Case Review File Front Sheet

SWINDON LSCB

SERIOUS CASE REVIEW FILE FRONT SHEET

Name of Case: _____

Action	Date
Critical Incident	
Critical Incident Form to Ofsted	
Overview Panel Members:	
Chair of Overview Panel:	

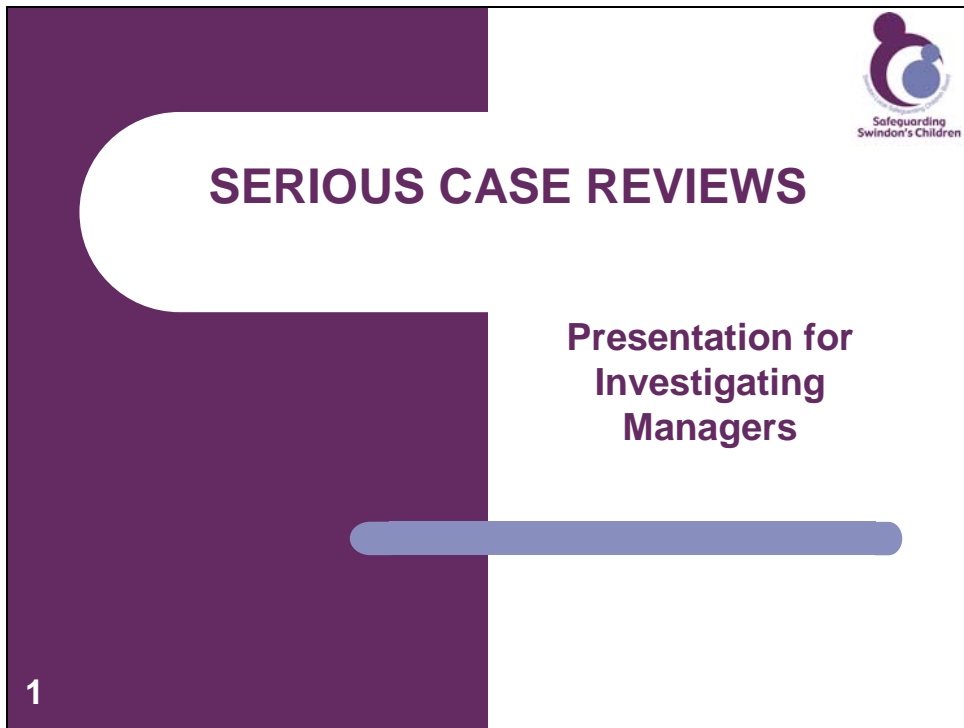
Chronologies & Management Reports		
Integrated Chronology Completed (Date)	Integrated Chronology to Ofsted (Date)	Management Reports to Ofsted (Date)

Report					
Draft Considered by Overview Panel (Date)	Report to LSCB Meeting (Date)	Final Report Circulated to LSCB Members (Date)	Executive Summary Approved by LSCB (Date)	Report & Executive Summary to Ofsted (Date)	Report & Executive Summary to CSU (Date)


Action Plans				
LSCB Action Plan Drawn Up by Management Group (Date)	To Overview Panel Meeting (Date)	Action Plans Signed Off as Fully Complete by LSCB Chair (Date)	Action Plans Circulated to LSCB (Date)	Action Plans to Ofsted (Date)

Appendix 9 – Presentation for Investigating Managers

Slide 1



1

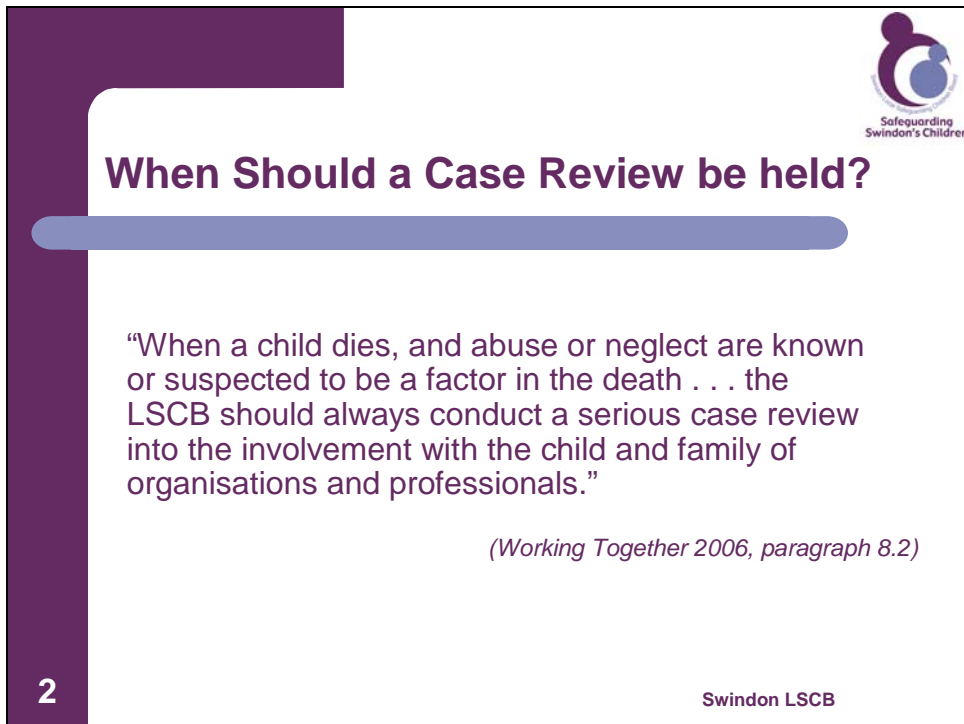


SERIOUS CASE REVIEWS


Presentation for Investigating Managers

1

Slide 2



2




When Should a Case Review be held?

“When a child dies, and abuse or neglect are known or suspected to be a factor in the death . . . the LSCB should always conduct a serious case review into the involvement with the child and family of organisations and professionals.”


(Working Together 2006, paragraph 8.2)

Swindon LSCB




General Principles for Case Reviews

- Urgency
- Impartiality
- Thoroughness
- Openness
- Confidentiality
- Co-operation
- Resolution



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Swindon LSCB




Conducting a Case Review: Timing

- Within one month of the case coming to the attention of the LSCB Chair, there should be a SCR sub group discussion to advise on whether a SCR should take place.
- If SCR is recommended, SCR sub group draw up initial terms of reference.
- Individual agencies should secure case records, and
- begin work to draw up a chronology of involvement with the child and their family.

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Individual Management Reviews: The Management Report (contd.)

What can be learned from this case?

- Are there lessons from this case for the way in which the agency works to safeguard children and promote their welfare?
- Is there good practice to highlight as well as ways in which practice can be improved?

 You may wish to highlight good or poor quality multi-agency practice to the Overview Panel as well as issues around your own agency's practice.

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Individual Management Reviews: The Management Report (contd.)

What can be learned from this case? Are there implications for:

- Ways of working?
- Training (single and inter-agency)?
- Management and supervision?
- Working relationships with other agencies?
- Resources?

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Appendix 10 – Information Leaflet for Families

In this leaflet we have answered some of the most frequently asked questions families have about Serious Case Reviews. Of course, each case is different and you may have other questions you would like to ask. If so, you can contact the Chair or your personal contact.

Chair:

☎ 01793 46_____

Your personal contact:

☎ 01793 46_____

Other contacts you may find useful:

*If you want to know more about the rules and regulations covering Serious Case Reviews, you could look at **Working Together to Safeguard Children, 2006 – Chapter 8**. A link to this document can be found in the 'Links' section of our web site: <http://www.swindonlscb.org.uk>*

Swindon Local Safeguarding Children Board
C/o Children's Services, Swindon Borough Council, Civic
Offices, Euclid Street, Swindon SN1 2JH
☎ 01793 463803 e-mail: lscb@swindon.gov.uk



Serious Case Reviews: Information for Families

If you require this information in another format, please contact the LSCB Business Manager on: 01793 463816

What is Swindon Local Safeguarding Children Board (LSCB)?

The **LSCB** brings together all the main organisations who work with children and families in Swindon, with the aim of ensuring that we work together effectively to keep children safe.

What is a Serious Case Review?

A Serious Case Review looks at how local professionals and organisations worked together to look after the child or young person at the centre of the Review. It may also look at how they are working with other children in the immediate family.

The Review considers what was done, what lessons can be learned for the future and what changes may need to be made. It is not a Criminal Investigation or Public Enquiry and its aim is not to blame but to learn.

Why Are You Carrying Out A Serious Case Review?

Swindon Local Safeguarding Children Board (LSCB) has to carry out a Serious Case Review when a child has been seriously harmed or has died and abuse or neglect is suspected or confirmed.

Who Will Carry Out the Review?

A panel of professionals from Children's Services, Housing, the Health Service, the Police and sometimes other organisations such as the NSPCC are led by an expert in child protection (the 'Chair'). They will meet to review information presented to them and prepare a report.

What Will I / We Have To Do?

You do not have to do anything. However, you will have the opportunity to give your views if you would like to. We will make sure that there is someone who can help you to do this (see back page).

Who Will See the Report?

Normally the **Report** will be kept confidential to those people who represent their organisations on the LSCB or have contributed to the review and the staff within those organisations who worked with the child and their family. However, sometimes the Coroner has asked to see the report and to use parts of it during an inquest.

Your personal contact and/or the Chair of the Review will meet with you and tell you what is in the report.

The **Executive Summary** outlines the key findings and recommendations of the review without giving personal details. It is available to anyone who wants to read it and will be on our web site. We will give you a copy of this summary.

How Long Will the Review Take?

In practice, we have found that it usually takes six to nine months from the event that triggers the Review to publication of the Executive Summary.

Feedback

No process is ever perfect or complete. There has to be an ability to adapt elements that are unclear or don't seem to work as they should in practice. There is also a need to be responsive to new legislation or practice guidance.

If you use all or part of the Swindon Serious Case Review Process and find a better way to do something or even just add a small refinement we'd love to hear from you.

Please send comments, suggestions for improvement and other feedback to:

Gina Dennis
LSCB Business Manager
Swindon LSCB
Room 1.6, Civic Annexe
Civic Offices
Euclid Street
Swindon
SN1 4JU