

## Meeting Guidance for The Independent Safeguarding Unit

### A guide to; Child Protection Conference, CLA and Pathway Reviews and Designated Officer Referrals

#### 1.0 Introduction

1.1 This guidance is to support Children Service Staff, Partners and Children, Young People and Families understand how all Child Protection Conferences, Children Looked After and Pathway Plan Reviews will be taking place during the Covid 19 pandemic.

1.2 It is important to understand that due to the unprecedented circumstances that we all face, this guidance will be adapted and amended based upon Government policy and guidance.

1.3 To promote social distance and support those in self isolation we will be implementing virtual conferences and reviews. Any face to face conferences / reviews will only be in exceptional circumstances.

#### 2.0 Initial Child Protection Conference

2.1 Consultations with the Independent Safeguarding Unit will continue as normal along with the competition of ICPC request and professionals to be invited form. This must include emails addresses of all the attending partners. This is important to ensure that all professional receive a Skype for Business meeting request via a calendar invite. All invites for Health Partners from WWL Acute and Community should go to the following single point of contact;

[ALWCH.Child-Protection@nhs.net](mailto:ALWCH.Child-Protection@nhs.net)

2.2 The child(ren's) social worker will contact the family and confirm the time and date of the ICPC. If the family members have an email address, the social worker will forward the invite so that family's member can also access the Skype conference. If they do not have an email address don't worry, we can still invite them without this (FAQ's see below)

2.3 All reports must be completed and return to the [IRO.CP5@wigan.gov.uk](mailto:IRO.CP5@wigan.gov.uk) two day prior to conference. It is essential that all reports **must include a recommendation**. The recommendation must clearly state whether the child(ren) require/ remain subject to a Child Protection Plan and if so under what category.

2.4 For any professional who have not been part of the ongoing planning and information sharing (e.g. strategy meeting/CIN plan) it is their responsibility to make contact with the Key Social Worker prior to the meeting to ensure they have up to date information about the child and family, to be able to make a written recommendation. To support this social worker must make their contact details available – including email and mobile phone number.

2.5 On the date and time of conference click on the invite and you will join the skype conference. The conference will be chair by the Conference Chair as normal.

#### 3.0 Child Protection Review Conference

3.1 The date for a review conference will be agreed at the previous meeting and will again be sent via Skype calendar invite meeting request, as outlined in 2.1.

3.2 The report for a review conference must be completed and return to the [IRO.CP5@wigan.gov.uk](mailto:IRO.CP5@wigan.gov.uk) three day prior to conference. It is essential that all reports **must include**

**a recommendation.** The recommendation must clearly state whether the child(ren) require/ remain subject to a Child Protection Plan and if so under what category.

3.3 For any professional has not been part of the ongoing planning and information sharing (e.g. strategy meeting/CIN plan) it is their responsibility to make contact with the Key Social Worker prior to the meeting to ensure they have up to date information about the child and family, to be able to make a written recommendation.

3.4 On the date and time of conference click on the invite and you will join the skype conference. The conference will be chair by the Conference Chair as normal.

#### **4.0 Initial and Children Looked After Review**

4.1 When a child becomes Looked After their care plan must be completed before the child is place or before 10 working days of the first placement. The initial review will not take place without this. For reviews, update review report from child's social worker and statutory partners must be submitted at least 5 days before the review meeting to the IRO and Social Worker.

Following this the care plan will be updated and ratified. The IRO will coordinate all skype meetings and provide clear deadlines for reports to be completed. Invitations for CLA Nurse Team so go the following email address as a single points of contact [alwch.cicwigan@nhs.net](mailto:alwch.cicwigan@nhs.net)

1. A Skype meeting will be arranged to include the social worker, carer and child to an update on the Care Plan.
2. Speak on the phone or via Skype the child/young person (on their own).
3. Request written reports from school and health with clear timescales.
4. Request written reports from foster carer/ residential placement with clear timescales
5. The IRO will then send out recommendations following the review. This will be shared with the child, carers, social worker and other agencies that have provided a report.

#### **5.0 Pathway Plan Review**

5.1 The Pathway Plan Reviewing Officer will coordinate pathway plan reviews. In advance of a review an update review report from the young persons social worker / personal advisor and other active agencies must be submitted at least 5 days before the review meeting to IRO. Following this the pathway plan will be updated and ratified. The Pathway Reviewing Officer will coordinate all skype meetings and provide clear deadlines for reports to be completed.

1. A Skype meeting will be arranged to include the young person, social worker or personal advisor, and carer (if applicable) to provide an update on the Pathway Plan.
2. Speak on the phone or via Skype the young person (on their own).
3. Request written reports from school and health with clear timescales.
4. Request written reports from foster carer/ residential placement with clear timescales
5. The Reviewing Officer will then send out recommendations following the review. This will be shared with the young person, carers, social worker and other agencies that have provided a report.

#### **6.0 Designed Officer Referral formerly LADO**

6.1 During this period, the Designated Officer (Diane Kitcher) will be working remotely. The DOA can be contacted via telephone on 07909874489 below between 9.00 am – 5 pm.

6.2 You can make a written referral on the link below:-

And you will receive a response within 24 hours (1 working day).

6.3 With regard to any meetings that have to be arranged as part of the process; these will be arranged to be held remotely via SKYPE and/or Conference call. Decisions/Actions following the meeting will be circulated electronically.

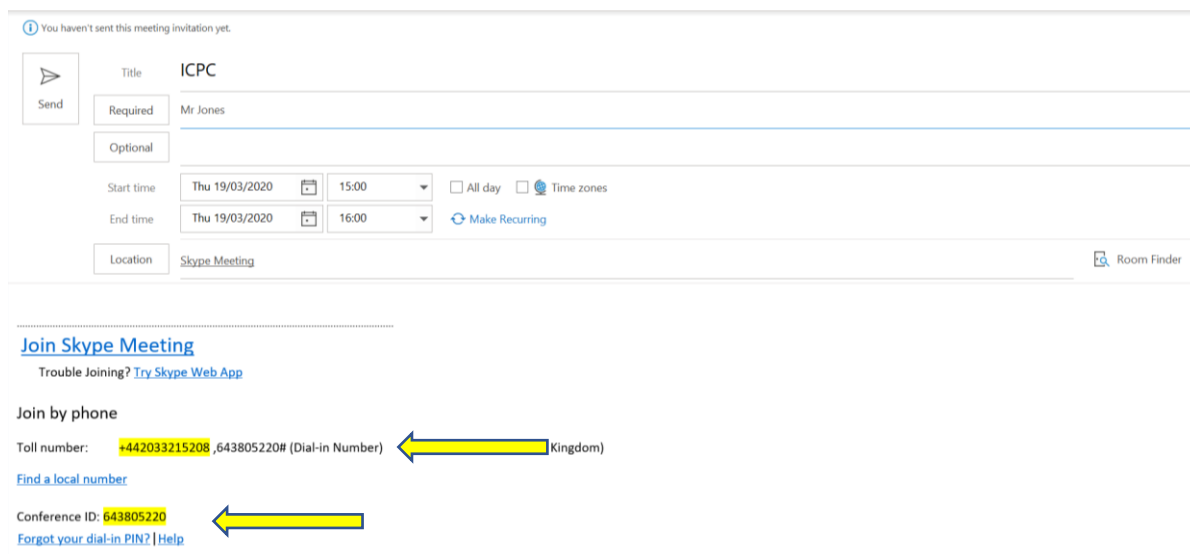
## 7. **Complaints**

- 7.1 During this period, the Complaints Manager (Claire Farrall) will be working remotely but is of course available for colleagues to contact via email or telephone (01942 486232 / 07768 500946 – the landline is transferred to the mobile number).
- 7.2 Automated response messages have been added to the Children's Complaint Mailbox/Web Form and a message added to the answerphone on the published/general complaint number, to apologise and explain that although we aim to respond within 3 working days, due to the availability of staff there may be some delay in responding to their contact, but that we will of course do so as soon as possible. Contact details have also been provided to advise people who they should contact if they have an immediate safeguarding concern or if they need to speak to someone urgently.
- 7.3 Given the continued high number of complaints/contacts received, there is currently a back log of complaints and Claire will continue to liaise with appropriate managers to agree action to be taken in responding. The current situation is acknowledged, however, complaints is a statutory function and whilst it is recognised that there may be some delay in responses being provided, it is important that we endeavour to respond with the agreed timescales to avoid escalation. As always Claire will support staff/managers wherever possible but would be grateful if colleagues could please respond to any enquiries in a timely manner, in order that she can ensure complainants are kept updated.

## Frequently Asked Questions

### What if I don't have Skype for Business?

You can download skype for business on all IT equipment including phone via the app or play store. If you are unable to do this, you can always phone into the Skype meeting. If you open the calendar invite you will see a phone number and conference ID which will give you the conference call access to the meeting.

A screenshot of a Skype meeting invitation form. At the top, it says "You haven't sent this meeting invitation yet." Below this is a "Send" button with a right-pointing arrow. The form fields include: Title: ICPC; Required: Mr Jones; Optional: (empty); Start time: Thu 19/03/2020 15:00; End time: Thu 19/03/2020 16:00; Location: Skype Meeting. There are checkboxes for "All day" and "Time zones", and a "Make Recurring" link. A "Room Finder" link is also present. Below the form, there is a "Join Skype Meeting" link, a "Trouble Joining? Try Skype Web App" link, and a "Join by phone" section. The "Join by phone" section shows a toll number: +442033215208,643805220# (Dial-in Number) Kingdom, with a yellow arrow pointing to the number. Below this is a "Find a local number" link. The "Conference ID: 643805220" is also shown, with a yellow arrow pointing to it. At the bottom of the "Join by phone" section, there are links for "Forgot your dial-in PIN?" and "Help".

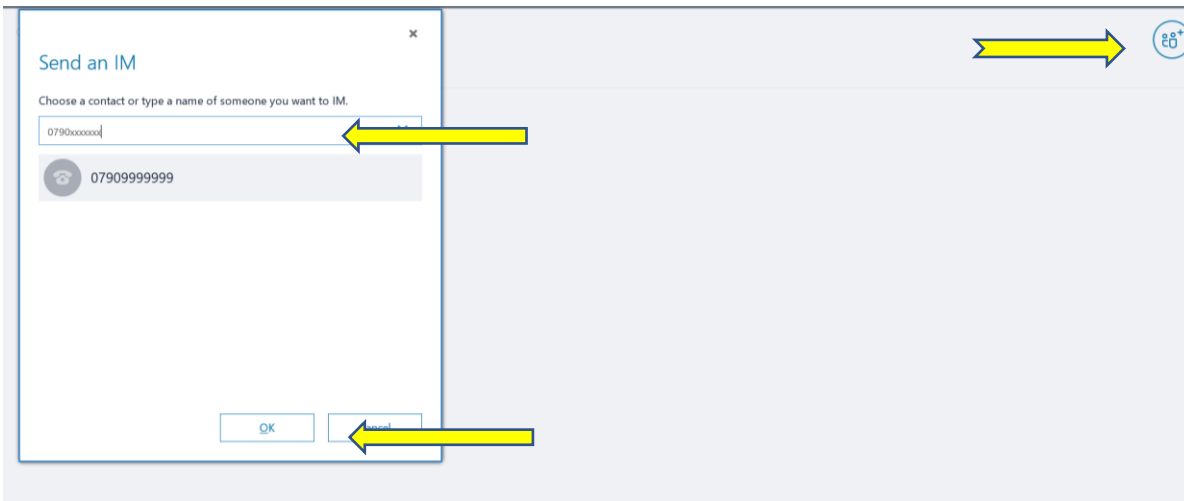
**Join Skype Meeting**  
Trouble Joining? [Try Skype Web App](#)

**Join by phone**  
Toll number: +442033215208,643805220# (Dial-in Number) Kingdom  
[Find a local number](#)  
Conference ID: 643805220  
[Forgot your dial-in PIN?](#) | [Help](#)

### What if I don't have an email address to receive a Skype meeting request invite?

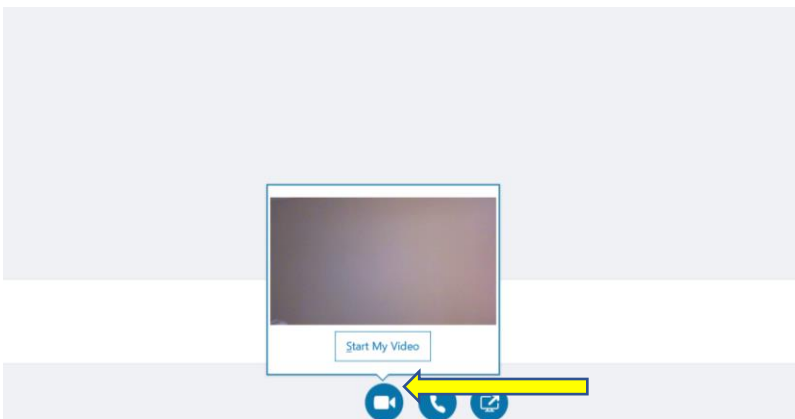
You can still access the Skype facilities without an email, as long as you have downloaded the app or have installed Skype onto your computer / laptop. Once you have done this the any member of

the Skype meeting can add someone by telephone. To do this just click the add person icon then type in the individual's phone number before pressing ok, to invite them to the meeting.



### How do I access the Skype call?

If you receive a calendar invite just like the link and press the video call button.



### What if the family cannot participate via Skpye?

If the family cannot participate via Skype (because they do not have a smartphone, wifi or data for example), the SW will contact them via telephone once the Skype call has commenced and use loudspeaker. That way, whilst the family member cannot see the other participants, they can contribute to the discussions.

In addition to this Chair of the conference and IRO will telephone to seek parent and child's views as far as possible to be included in the meeting process.

### What if a social worker, carer or child is on self-isolation or has had a confirmed case of Covid 19?

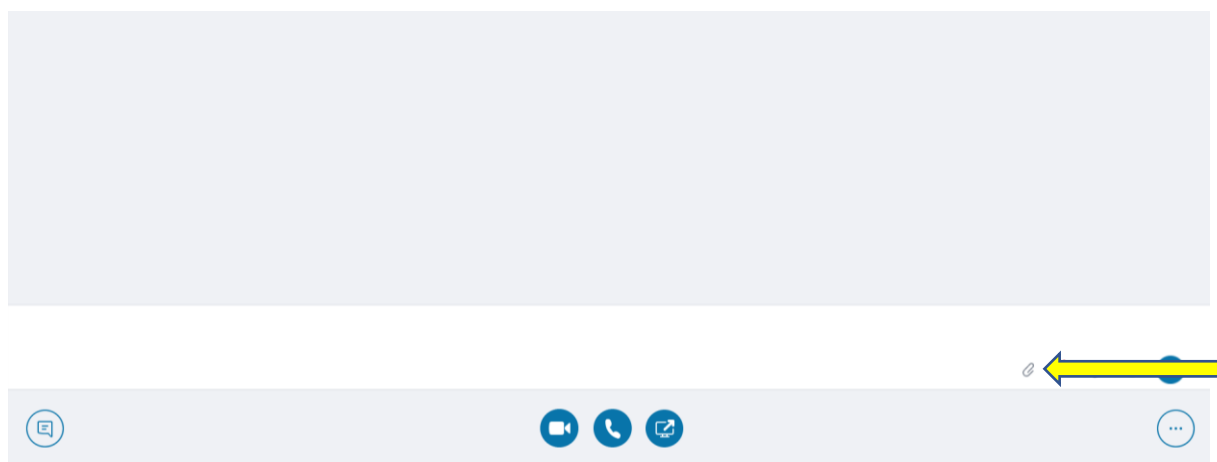
As long as an individual remains well enough to participate they will be able to do so without any risk. If a parent / carer or child is too unwell all efforts will be done to re arrange, however, in some circumstances a decision will be made to continue with the Child Protection Conference or CLA Review. In these circumstances the parent / carer / child will also be informed in advance and of the outcome. If the social worker becomes poorly, we will do our best to provide cover by a duty social worker, however, in some circumstances this may not be possible or appropriate. If a statutory partner such as a health visitor, teacher, probation officer is unable to join in a conference we would also expect all efforts to be made for another colleague to attend, however, in some circumstances this may not be possible. In these circumstances all professional must provide a report with recommendations, failure to do this will result in the conference being rescheduled.

### **What if someone records the Skype video or audio call?**

No one should record the meeting. If anyone does choose to do this, a recording message will come up on the screen, on seeing this the Chair / IRO will suspend the meeting until the recording has stopped.

### **Can I share reports and documents using Skype?**

Reports can be shared with all members of the meeting by attaching the document. Once attached all members can download the document to read.



### **How do I ensure confidentiality?**

When participating in a Skype / Conference video or call always consider where you are holding the meeting. If possible, do this in a room where you can close the door, especially when working from home. Using headphones will prevent other participants being heard. Continue to remind all involved about our requirements in relation to confidentiality. If you have any specific worries or concerns, please contact your manager for a further discussion.