

### Recommendations and Action Plan from Audit of Early Help Cases Closed Due to Disengagement

	<b>Recommendations from LSCB Audit of Early Help Cases Closed Due to Disengagement.</b>	<b>Action</b>	<b>Changes We Will See</b>	<b>By When</b>	<b>By Whom</b>
1	Where teams are considering closing cases due to disengagement, the views of parents and the views of children and young people about the closure of the case will be sought, and recorded on Profile.	<p>Promotion of the importance of gathering views with workers at team meetings.</p> <p>Periodic auditing of recordings on cases closed due to disengagement.</p>	Children, young people and parents are consulted before a case is closed and their views about closure will be recorded on profile.	April 2018	Early Help Managers. LSCB PA
2	Workers will liaise with and seek the views of key professionals including the assessor in cases before closure. These views will be recorded on Profile.	<p>To discuss with workers at team meetings.</p> <p>All managers and practice leads to undertake discussion of this with workers as part of supervision and management oversight.</p> <p>Periodic auditing of supervision records and management oversight recordings.</p>	<p>Increased communication with other professionals including the original assessor if disengagement is suspected.</p> <p>Recordings on Profile will show that other professionals working on the case including the original assessor have been consulted.</p>	April 2018	Service Managers, Practice Managers, CC Managers and Practice Leads. LSCB PA.
3	New case closure forms must be used for all cases and the old case closure form should be deleted from use.	<p>Reminders to be given to all workers regarding the completion of the new case closure form.</p> <p>Old case closure form deleted from all team folders.</p>	New case closure forms will be comprehensively completed. No older versions to be used.	April; 2018	Early Help Managers

4	The flowchart and engagement guidance will be followed for all cases closing due to disengagement.	Workers to be reminded of engagement guidance and flowchart at team meetings.	A clear trail of communication that has taken place between the worker and family will be seen on recordings. We will be able to see dates when the family were contacted, what contact activity took place, the reasons for the contact and course of action taken if no contact established.	April 2018	Early Help FSPs and CC staff and Early Help Managers.
5	Time from case opening to first face to face contact needs to improve. Recommendation is that first contact with the family is no later than 14 days from case allocation.	Periodic checking of time taken from case opening to face to face contact on cases that have closed due to disengagement.  Give consideration to a new performance indicator.	The first face to face contact with families will be no later than two weeks from case allocation.	April 2018	Early Help Managers, FSPs and CC FSPs.
6	Management oversight/supervision recordings should show how outstanding risks in cases that are being considered for closure due to disengagement are being managed currently and in the future if the case is no longer open in Early Help. An assessment and analysis of the risks should be recorded and the recordings should be clear about who will work to reduce the risks and worries.	Periodic auditing of management oversight/supervision recordings on cases closed due to disengagement.  Profile recordings to detail the steps being taken to address all outstanding risks before the case is closed.  Refresher training on how to record should be offered to all workers and operational managers.	All cases will show how outstanding risks have been addressed and managed in management oversight recordings before a case is closed.	April 2018	LSCB PA.  Early Help Managers
7	Management oversight/supervision recordings must show the reflective discussion, analysis and rationale that has taken place with the worker before considering closure.	As above in No. 6 for periodic auditing.	Reflective discussion with the worker, analysis and rationale will be evident in supervision recordings.	April 2018	Early Help Managers.  LSCB PA.

8	Recordings must clearly show reasons why a case is transferring to another worker or team e.g. SFF, CC, EWO and must state who the new team/worker is and what the new worker/team must address and must state the outstanding risks and worries as part of this.	To discuss the importance of this with workers at team meetings. Periodic auditing of cases closed due to disengagement.	Clear reasons recorded on profile as to why cases are transferring to another worker or team.		Early Help Managers. LSCB PA.
9	If disengagement is suspected, all recordings should clearly show the dates and details regarding what actions have been taken, the views of the child/young person/parents/family, the dialogue that's taken place with the family about suspected disengagement and about the remaining risks and worries and what should happen about these.	Periodic auditing of cases closed due to disengagement. All recommendations will be monitored in case recordings on a regular basis by Service Managers. This will involve spot checking an agreed number of cases a month, reviewing the practice within their teams and demonstrating that practice and recordings are improving.	Recordings that are clear and show dates, interactions, work undertaken, management of risk, actions to be taken throughout.	April 2018	FSPs and CC FSPs. LSCB PA. Service Managers.