People in Warwickshire are safeguarded from harm, receiving the services they need, at the right time, effectively and efficiently.

Children's Recording Practice Guidance

Warwickshire Multi-agency Safeguarding Hub (MASH)

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Contents

1.   Purpose of this guidance

1.1   This practice guidance has been developed for staff within the Multi-agency Safeguarding Hub (MASH), other professionals and partner agencies to:

- Enable staff within the MASH, other professionals and partner agencies to understand what to expect from the MASH in regards to recording.
- Describe the MASH roles and structures that will support the working of agencies within the MASH.
- Facilitate an effective and efficient sharing of information within existing legal powers and constraints concerning safeguarding children.
- Promote co-operation between the MASH partners at an operational level.

1.2   This practice guidance should be read in conjunction with the MASH Standard Operating Procedures and the Practice Guidance for Children, Domestic Abuse & Adults.

2.   IT Systems

2.1   All staff within the MASH will have access to their own agency database and systems to allow them to access information and share this within the MASH.

2.2   The MASH will continue to seek opportunities for integration of IT systems to increase efficiencies and ensure information sharing occurs easily across agencies.

2.3   Each agency within the MASH use their own systems to record information and the MASH uses a system called PAM to track referrals as they progress through the team, to track RAG rating and record the time referrals take to go through the MASH process.

2.4   The Business Support Team within the MASH will have access to Mosaic (including read only access to the child protection screens). They will also have access to the education system (Synergy) and the children's centre system (Soft Smart). This will aid the staff within the MASH and the MASH process.

2.5   Social workers within the MASH alongside will record information on Mosaic.

3. Recording referrals made to the MASH.

3.1 The primary record system for referrals into the MASH will be Mosaic, which will be administered by children's social care teams and the Business Support Team. If a referral relates to a specific child the MASH will load only against that child. If it relates to all children in a household, the MASH will always record on the eldest child under 18 years of age and will ensure all the siblings are networked and a sibling group is created on Mosaic. This will enable duplication of the record on all children and will add to the chronology.

3.2 When colleagues from the police, probation, health, Youth Justice Service, adult social care and early help discuss children within the MASH they will note on their own computer system that information has been shared through the MASH triage process; detailing the reason for the sharing of information and detailing as appropriate the outcome from the triage or MASH meeting. The MASH will share information and records held, such as the contact/referrals records, triage information record and strategy discussion(s)/MASH meetings minutes with agencies within the MASH for them to load on their computer system and distribute as appropriate. The sharing of information can occur via secure email or by uploading and downloading of information via PAM. This must however exclude information which remains restricted within the MASH environment.

3.3 All initial communications with the MASH will be loaded onto Mosaic and will be classed in one of two categories as either a "contact record" or a "referral record."

4. Contact records on Mosaic

4.1 Contacts records on Mosaic are used for recording an incident, concern or information received by the MASH where no further involvement is required. "Contact records" will be used where referrals do not move beyond initial screening within the MASH process.

4.2 Where appropriate social workers/social care workers together with other professionals in the MASH will initially screen Multi Agency Referral Forms (MARF). If it is felt the threshold is not met for the referral to go through to triage and that information, advice or signposting can occur the "contact record" will be used.

4.3 "Contact records" will also be used for all information sharing requests received via secure email, unless information indicates that it will be helpful or

appropriate for the information request to go to triage and seek information from across agencies.

4.4   The Police staff based within the MASH will initially screen all standard domestic abuse referrals that have been received by Police Harm Assessment Unit (HAU) or those received from the police as incidents.   In these situations the police and social care will initially check if there have been any previous concerns, check if the family are known or allocated to a social worker or early help worker and consider the risk informed by the DASH risk level.   (See MASH Children's Practice Guidance for further information). When the decision is made that an incident has occurred but that the threshold is not met for referral through to triage and MASH, that information, advice or signposting can be completed by HAU via PAM to another agency within the MASH e.g. early help or through notification and action pathways within the MASH. Each agency is responsible for making a record of actions taken.

4.5   "Contact records" do not need case recording but the contact must make it clear what action was taken and why. Any relevant documents such as the MARF or the police incident details (if it's a domestic abuse incident) should be attached to the "contact record" through the ESCR linked to Mosaic.

4.6   Ethnicity, language and religion should be recorded, as should any professional or personal relationships in the network.

4.7   The "contact record" will then appear on Mosaic which the social care team managers will authorise.

5.   Referral records

5.1   All referrals which are going to go beyond the initial screening stage in the MASH and go into triage must be recorded as a "referral record".

5.2   Where the MASH receives a referral about a family but it primarily focuses upon one child, the MASH will always record on the eldest child under 18 years of age and will ensure all the siblings are networked and a sibling group will be created on Mosaic. This will enable duplication of the record on all children and will add to the chronology.

5.3   The "referral record" will not be the place to record all details collated in triage, (see below in the triage section for more details). At the end of the "referral record" the MASH staff should summarise very briefly the information received during triage and the decision taken at the end of triage.

5.4   Ethnicity, language and religion should be recorded, as should any professional or personal relationships in the network.

5.5   The "referral record" will then appear on Mosaic which the social care team managers will authorise.

6.   Recording the information gathered through triage

6.1   The information gathered through triage will be loaded on Mosaic in the triage form.

6.2   The professionals within the MASH will discuss the referral with colleagues within the MASH and where needed, their manager. This will help determine which other agencies should be contacted during triage. At the end of triage when they have all the information a discussion should be held with a MASH Manager to determine the right course of action. MASH staff will write a brief analysis of the information received through triage in the referral record and make a recommendation of action to be taken.

6.3   A summary of the information, e.g. who supplied the information from and a brief analysis of the information gathered together with the recommendation for action to be taken must be recorded in the "referral record" and triage.

6.4   The outcome of triage must be shared with those with parental responsibility, referrer and other professionals/agencies who contributed to or were asked for information during triage.

7.   Recording the strategy discussion and MASH meeting

7.1   A strategy discussion or MASH meeting usually takes places where there are safeguarding concerns relating to children/young people. The MASH will use the strategy meeting template on Mosaic to record minutes of the MASH meeting and to set out the management of risk plan agreed at the meeting.

7.2   The minutes will usually be completed by business support within the MASH and will be authorised by a social care manager.

7.3   The outcome of MASH meetings must be shared with those with parental responsibility (only where appropriate), referrer and other

professionals/agencies who contributed to/or were asked for information during triage or who attended the MASH Meeting.

8. Initiating Section 47 investigation

8.1 The decision to initiate a section 47 child protection investigation must be made by a social care manager, who will then arrange a strategy discussion/MASH meeting. Following this meeting the social care manager should contact the duty team manager in assessment and intervention team to complete a transfer of the case as appropriate.

8.2 A Child Protection Section 47 form is initiated by the MASH on the child for the district team to complete. MASH will ensure all checks are completed within the MASH onto the MASH triage form. In child protection investigations the triage process will act as the process for completing lateral enquires with all relevant professionals and agencies.

8.3 The MASH will then email the Mosaic number via secure email to the assessment and intervention team or where appropriate CS&S children's team.

9. Recording other information

9.1 All other information such as further telephone calls to parents or referrers should be loaded in the triage and within the contact or referral record.

9.2 In the event, the case has transferred to the district team then any further contact can be loaded within "case records" and email sent to the secure team inbox advising of further contact with the MASH.

9.3 If the concerns were of an immediate nature, the MASH will call the team to ensure handover of this occurs and follow up by secure email.

10. Recording information received through the Early Help duty line.

10.1 Professionals calling the Early Help duty line based within the MASH will be recorded upon the child's file within Mosaic. The record will detail the concern and record the advice and actions agreed. If the advice is to make a referral to the MASH, the professional should be either transferred to a member of staff within social care or the information is loaded onto PAM and highlighted

to a manager to enable the reallocation of the PAM track for a social care team member to follow up.

11. Recording MASH consultations

11.1 MASH consultations with professionals are to be recorded as a "contact" upon the child's file. The information must be loaded upon all relevant children. The contact record will detail the concern and record the advice and actions agreed. The advice given is to be confirmed in writing or by secure email. A copy of this letter must be placed on the ESCR.

11.2 If the advice is to make a referral to the MASH, this should be reflected within the Mosaic referral record that it was a consultation which led to a referral record which should be completed by the Social Worker. A MARF would be requested if a referral was being advised.

12. Recording restricted information

12.1 All restricted information should be recorded with particular care, considering who else may have access to information.

12.2 If the information is restricted but it is agreed information can be shared outside the MASH, the information can be loaded under "restricted" within case records on Mosaic.

12.3 If the information is intelligence and is to remain within the MASH; the information should be recorded on triage and MASH meeting/strategy discussion to highlight that there is restricted information held by police, contact the Protecting Vulnerable Persons (PVP) Team for more information. In this situation, the information will always be shared with the MASH Service Manager who will discuss with professionals in the MASH to ensure the information remains restricted. Where necessary the service manager will consider and challenge to ensure information that maybe relevant is shared with those who need to know, without it impacting on any police operation as outlined in the Standard Operating Procedures.

13. Loading information on ESCR

13.1 It is vital that key information is loaded on the ESCR, this will usually include:

- Multi-Agency Referral Form (MARF);
- Other documents sent by the referrer such as incident forms, domestic abuse referral forms;

- Information received through triage such as reports, summary of information etc.;
- Written confirmation (email or letter) to the referrer of the outcome of the referral;
- Written advice or signposting sent to the parents of the child.

All the above information is to be shared across agencies as appropriate for their records.

14. Sharing the information across agencies

14.1 All information recorded in "contact" or "referral" records as well as on the ESCR should be shared and distributed via secure email or by uploading/downloading on PAM to professionals within the MASH.

14.2 Where appropriate agencies with Single Point of Contact (SPOC) agreements with the MASH may also be sent such information but the purpose for sharing must be recorded.

14.3 Recording completed during the police & social care initial screening of domestic abuse incidents.
- The police will initially screen all domestic abuse incidents to determine the need for referrals to be made to social care and other agencies. During these discussions if the decision is made that the incident does not need to be referred to social care, there will be brief details of the discussion recorded by the police system.

14.4 Warwickshire police recording process
- The police will record their information on the police computer system, upon the investigation on Athena, detailing a summary of the discussions held and outcome of incidents. The record will be updated following the outcome of triage or MASH meeting process.

14.5 Early Help Recording Process
- Early help will use Mosaic to record all information, this will include whether any early help provision has been suggested such as an Early Help Single Assessment, Family Information Service etc.

14.6 Youth Justice Service recording process
- Youth Justice Service staff will follow their recording process which is detailed in Warwickshire youth justice service practice guidance for the delivery of prevention and out of court disposal interventions

14.7 Probation service recording process

- Probation will record on N-Delius when sharing of information has occurred, detailing that the MASH completed information sharing, ensuring the purpose and outcome are recorded.

15 MASH – tracking referrals and recording timescales

15.1 Tracking referrals and recording timescales- opening an item

- MASH will use PAM to track the RAG ratings applied to referrals and the time taken by the MASH to process all referrals received.

- Upon receipt of a Multi-Agency Referral Form (MARF), every referral received will be created on to the PAM track for a manager to review and allocate to a member of staff to progress. The referral will be loaded, using the Mosaic number and the police incident number and the initials of the eldest child e.g. 12345 JC or 123/020416 JC.
- Where a member of staff has received a referral or consultation via telephone, this will also be loaded onto the PAM track and above process followed.
- The MASH manager will review the PAM track and add a category, which will be a RAG rating (red, amber and green). Staff can add whether the referral is related to a child or an adult.
- The MASH manager will add the timescale for completion in line with the RAG rating and timescales policy detailed in the MASH Children's Practice Guidance Section 12.4. The MASH professional will need to ensure that working hours are kept in mind when loading the time and date for completion.
- The MASH manager will assign the referral to a MASH team member who will be responsible for updating the MASH tracker and ensuring that referral is complete within its allocated deadline.

15.2 Initial screening

- Every referral received by the MASH will be loaded on to the PAM system, with the exception of the initial screening completed by police. This would include all telephone calls for social worker or early help consultations, information requests and MARF referrals.
- If after initial screening by police; incidents which do not require intervention by MASH **do not** need to be loaded onto PAM. Police will

only load referrals onto PAM if it is decided the referral will need to be further assessed by the MASH.

- Once a record has been created onto the tracker it will appear on the "to do list" on PAM. The MASH manager will then review the record, apply a RAG rating and an agreed threshold before allocating to an appropriately skilled worker to address the concern. If the referral is leaving the MASH at initial screening, the responsible worker will load a contact record and will then move the record on PAM into "awaiting authorisation" for a manager to review and authorise. The completed referral will then be recorded as resolved.

- If the referral is moving to triage then the MASH staff responsible for the referral can move the referral to the triage list.

15.3 Early Help telephone line and MASH consultations

- The tracker will be used by Early Help Team within the MASH on the early help telephone line to demonstrate enquiries. These will be loaded against the child's Mosaic number as set out above and an outcome applied.

- Social Workers will load MASH consultations onto the tracker. Indicating the outcome of the consultation. If the outcome is that a referral to the MASH is required (to prevent double counting the track item) the same record will move to triage and a RAG rating will be applied; it will be clearly recorded that the referral started as a consultation in the referral record.

15.4 Triage and MASH meetings

- Upon the completion of triage the RAG rating applied at the initial screening may change. MASH staff should add the new RAG rating and use the description box detailing briefly any changes and why the RAG rating was amended. The associated time for completion should also be amended. The same process is applied at the MASH meeting, where the RAG rating should be reviewed and updated as appropriate.

- If the referral is leaving the MASH at triage or strategy discussion/MASH meeting the record can be moved to completion, by going into the referral and indicating the referral outcome and noting its completion. The completed referral will then leave the track.

15.5 Tracking timescales

- The tracker will highlight in red when referrals are overdue for completion. The track will be checked regularly by MASH managers who will particularly identify those who are close to/or have gone over the completion date/time to ensure resolution occurs urgently.

15.6 Data collection and reporting information from PAM

- The track will allow reporting upon the RAG ratings and timescales. In particular data will be extracted by the MASH manager regarding the following:
  - How many referrals received/created;
  - The average time taken through the MASH to complete the referral process;
  - How many referrals were resolved in timescale and how many were not;
  - The outcome of the referrals and how many referrals left at initial screening, triage and MASH meeting;
  - Provide a breakdown of how many referrals by RAG rating.

15.7 Developing recording process and future IT systems

- The Warwickshire MASH is committed to identifying ways in which agencies within the MASH can view, amend and contribute information together on one IT system regarding each referral. Future development opportunities to enable this will continue to be sought, to achieve even greater efficiencies.