

Title/Status-	Building Relationships through Writing our Records to the Child
New document or revised	Revised
Date legal review	
Date approved SMT	November 2020
Responsible Head of Service	Kay Fletcher
Date review due	November 2021

Leicestershire Procedure for Building Relationships through Writing our Records to the Child

Applies to- All children



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Building Relationships through Writing our Records to the child

Why it's important

- Case records document the day to day life of children and young people.
- It tells their individual story, including the strengths within their family, the areas where support is required, and any concerns raised.
- Case recording evidences the child's wishes and feelings and the views of their parents and carers.
- It is essential for hypothesising, analysing and planning, forming the basis for the child's chronology, assessments and any formal reports written.
- Case recording assists in making sense of the available information, ultimately impacting on decision making, asking what is going on within this family? Have we got the right plan for the child?

Ultimately, the child may wish to access their information in the future. What would they read? Would it tell an accurate, clear and coherent story?

For some children in care, reading their case records gives them information they may not otherwise have had, it can help them understand and piece together their life experiences.

Some of our Personal Advisors have been speaking to their young people gathering their views about writing their pathway plan to them. Here is what they said'

- It's better because we are relating it to them rather than just telling them things
- It feels like it's written more to us with us in mind, rather than something you just write.
- When we read our plan, it feels like our personal advisor is talking to us
- It makes the plan feel real and personal to us
- Think about what you write as sometimes it can sound patronising. Pathway plans are too long they often repeat the same information.



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Jenny Molloy (aka 'Hackney Child') spent many years in local authority care as a child and has spoken about reading her file as an adult.

Doing so, she found out that her own parents had spent time in the care system and had themselves experienced neglect.

Jenny has said that finding out about her parents' history helped her make sense of what happened to her as a child.

Even when our intervention is not as serious as to involve care proceedings or a deprivation of liberty, what we write about the children and families we work with matters. It matters to them, as it would matter to us.

Good record keeping is an integral part of our professional activity and is central to providing good care.

Practice principles and standards

Child at the centre

The child should always be at the centre of your case recording.

- Record the child's wishes and feelings explicitly and say how these views were obtained.
- Record the child's own words or upload their pictures, photographs or written documents where possible.
- Ensure observations for younger children, or those children without verbal communication.

Ask yourself would someone reading the child's file get a sense of their personality, opinions, likes and dislikes? Would the child recognise themselves in your recordings? Would they understand how their views were used to inform decision making.



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Clarity of recording

- A good case record is focused and written clearly, concisely and in neutral straightforward language to communicate the meaningful “story” and decision-making about a child or young person.
- It enables the reader to quickly understand the child’s full circumstances, needs and possible risk factors and the basis for decisions made with the reasons and the outcomes intended.
- Writing to the child does not mean that the concerns for their safety are watered down they need to be clearly set out along with the strengths and safety within the family.

Ask yourself would the child understand why important decisions were made, who made them and when?

Language

Forming relationships with children and families can ultimately be enhanced by good quality, reflective case recording and open conversations

- Language should be straightforward without jargon or acronyms or where they are used will be explained in full at the first use in each report. This will aid understanding for anyone else who needs to read it and enable the child to understand it at a later date.
- Language can of course, change over time a child accessing their case records in 10 to 20 years, may not fully understand key events in their life or why decisions have been made, as language evolves.
- Names and job roles where relevant should be written in full so that all individuals and their actions can be easily identified at any time.

Ask yourself - How would I feel if this information had been written about me or my family?

Transparency and accuracy

Share your case recordings with children and families on a regular basis. Sharing information should not only happen when a formal assessment or report for a meeting is completed.

- Check the accuracy of your day to day recordings throughout the work.
- Give families an opportunity to know what you are recording and understand why you have formed this view



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- Be clear what is fact and opinion
- Have you interpreted the information accurately?
- What does the child or family member think about this specific recording?
- Are you open to challenge and capturing other points of view of both families, the child and other professionals?

Families may not always agree with your viewpoint, but this method will ensure open conversations are had, disagreements are logged, and there are no surprises. You will empower families and makes them feel valued.

For example, at the start of each home visit, you could share your record of the previous visit. This approach makes it more likely that any opinions you record will be substantiated but can also help in the development of a more transparent relationship between you and the family.

Ask yourself – are you confident that your recording reflects views that have been shared with the child and their family. Have you given opportunities for challenge? Are basic facts about the child recorded in the file and reports accurate? What does it mean to the parent and child if you have not spelled names correctly or key dates?

The table below sets out the key documents that are to be written to the child

In full	In Part	Not Used
Case Record	S47 Managers analysis	Chronology
CIN/CP/Care Plan/Pathway plan	Child and Family Assessment (SAF) analysis and management oversight	Court Statement
3-month update	IVA- managers analysis	Fostering Records
Record of the ROA	CPC Record – IRO analysis for decision written to child	
	KDD – Impact statement written to the child	
	CDM – Management oversight written to the child	
	Quality Assurance Alert – Impact Statement written to the child	
	Overview of contact	



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Examples of how this might look in practice

Three-month update- involve the child and family what are important things they think should be captured.

'Since I last wrote your three-monthly update you have started taking swimming lessons, you told me at first you didn't like going but now you love it.

Sandy your foster carer has told me that you did really well in your spelling test and got a certificate which is brilliant.

You have been seeing your mum and dad every week at the contact centre where you played tennis and drew lots of pictures which Sandy has put on her fridge door.

You told me you made a new friend at school his name is Denny and you have been to tea at his house and you had fish fingers. Denny has a dog called Benji and now you keep telling Sandy you want a dog'

Home visits

'I visited you at home on the 16th May, also there was your mum, sister Sally and GiGi.

I came to see you because your mum had turned up at school shouting and falling about, School were worried that your mum had been drinking alcohol and had come to pick you up.

I spoke with your mum and GiGi who told me it had been your mum's birthday and she'd gone out with friends for lunch and had drank too much alcohol. Mum was really sorry and had forgotten that she'd already asked GiGi to pick you up.

Mum said I could talk with you and we sat in your bedroom you showed me your favourite teddy Frankie. We talked about what happened you said you said it was embarrassing when mum had shouted at your teacher Mr Townley and were worried what your friends might say.

Mum has said she was really sorry and apologised to Mr Townley. We arranged that I would visit you again on the 1st June'



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S47 Managers comments

My name is Sammy Knowles I am the Team Manager in First Response and today the Police called us after your mum got into an argument with your dad and threw a vase at him which hit you in the head and you needed 5 stitches. When the police arrived, your mum went to hit one of the officers and was arrested. Both you mum and dad had been drinking and it was felt they would be unable to take you to the hospital and your Aunty Beth took you and you have stayed in her care. Because you got hurt we had a strategy discussion with the police and your school nurse. We talked about our worries for you, what safety you have around you and what needed to happen. From reading your case file I can see that the police have been to your house three times in the last 3 months because of arguments between your mum and dad and 1 year ago you had a Child Protection plan because of the arguments you were seeing and hearing at home. Due to what happened it was agreed that you were at risk of significant harm, your mum and dad agreed that you would continue to stay with Aunty Beth whilst we carried out our enquiries

Summary of a Core Group meeting

'Today we (your mum, dad, teacher Mr Simms, mum's drug worker Cherry King,) all got together and had a meeting called a core group.

At the meeting we talked about your child protection plan to see how it's working. Mum has been going to her weekly appointments at Turning Point with Cherry and her drug tests have been negative meaning she has not taken any drugs.

Mr Simms told us how you have been to school every day on time, have been wearing your uniform and have done your homework. You stay at your dad's house every weekend which you enjoy. We all agreed things are going well and would meet again in 6 weeks' time.'



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Key Decision Discussion

What needs to happen/Analysis of Risk

My name is Leon Townley I am a Service Manager in Children's Social Care and today I met with Danny Dire your Social Worker and Danny's manager Kundai Madinah to talk about the worries we have for you Dexter and your brother Amos. We are worried because your mum is saying that you both have toileting issues that you struggle to open your bowels and because of this you need to take Laxatives and we are not sure if you really need this medication.

We have spoken to Doctors who know you both very well who said that you Amos have some underlying health needs that mean you do see health professionals and sometimes need to go to Hospital to help keep you safe and healthy because when you are poorly your blood sugars can get low.

However, we are worried because Mummy only tells the Doctors about your very low blood sugars after she has visited them and despite sharing these worries sometimes takes up the three days to take you hospital by which time your blood sugars are ok. This makes people worried that either mummy is not looking after your health by making sure you are taken to the hospital straight away (which would be very dangerous for you) or Mummy is 'fabricating' the worries (making them worse than what they are or making them up). If this were the case, we would need to understand why Mummy is doing this so that we can ensure she gets the help she needs not do this.

If nothing changes you might have lots of admissions to hospital and have tests that you don't need. We also worry that if your Mummy is poorly with her mental health and knows that we are all trying to stop her fabricating your illness she may start to say you are even more poorly or worse still give you things to make you poorly. We call this inducing your illness and sadly sometimes children can become very poorly or even die as a result.

Whilst we are worried about you and your brother there are lots of things that are going well. School and Nursery talk about what lovely children you are, they have no worries about your health, you play with other children and are growing and learning as other children your age do.

We have been involved with your family before and your previous social worker, Hussain Nazim spoke positively about your Daddy and that he understands some of the worries. We are hoping we can speak to both your Mummy and Daddy together about your safety plan which will reduce the worries we have and help Mummy manage your health safely so that you only get the help that you need, when you need it.

You and Dexter have a child protection plan. This means all professionals that know you and your family will work with you all to help keep you safe and look into the



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worries about fabricated illness to understand if this is happening and what we can do to help Mummy (and Daddy) to stop this from happening.

If we do not see any changes or if Mummy makes things worse (by making you ill) we will speak to our legal team to see if we need to go to court in order for a Judge to hear all the worries and make a decision about how unsafe things are for you and perhaps even for you Dexter. After hearing what everyone has to say including your Mummy and Daddy the Judge could decide that it is not safe for you and Dexter to live with Mummy and Daddy or that you are not to be left alone in Mummy's care until we think Mummy's care is safe.

In order to stop this from happening we would need to see both Mummy and Daddy always working to the agreed safety plan and child protection plan. We would also need there to be no further incidents of you being poorly because Mummy has hurt you or Mummy saying you are so poorly that you end up going to hospital and having tests you didn't need.

Contact and referral

Managers analysis

Today your head of year Mr Hayes contacted us as he was worried about the level of care you might be providing for your mum who has multiple sclerosis. Mr Hayes said in the last three weeks you have been absent from school on 6 occasions, often turn up late in unclean clothes and appear really tired. Mr Hayes said he tried to talk with you about what is happening in your life, but you became tearful and refused to talk, which is unusual behaviour for you that you are usually talkative and open. It's clear that something has changed over the last few weeks which is having an impact on your wellbeing and schooling. It's important we understand what's happening in your life therefore I am going to ask a service advisor to ring your mum to share Mr Hayes worries and talk about what is happening.

Social Work Managers Decision and Rationale Actions

Disha Petal our service adviser called your mum to talk about what is happening in your life and the worries Mr Hayes shared. Your mum told us that that she and your dad had recently separated and that this had really impacted on her health. Being new to the area your mum has not had the time to make friends and therefore has no support close by and as a result you have been taking on extra care tasks. Your mum was really sorry about how this is impacting on you and your schooling and has agreed to us conducting a carers assessment to help us understand the level of care you are providing and what support could be offered to you and your mum. Your mum has also agreed to us making a referral to adult services to ensure she gets the support she needs



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IRO Oversight of a CPC record:

Today Vishal, we had your review child protection conference. This is the big meeting that your mum and dad come to, with your teacher Mrs Neill, your social worker Emma and Dad's worker Tina from Turning Point. Today we talked about how well Dad has been doing with not drinking as much beer as he used to, and how you told Emma that you felt really good about this because Dad has been playing with you more. We are more worried that there was a big argument between Mum and Dad three weeks ago, and this seems to be because Dad is finding it hard not drinking beer and it makes him irritable. It has been decided that he will work with Tina about how to keep calm when he feels angry with you or your Mum so that we don't get any more arguments like that. Mrs Neill told us how well you have done coming back to school, we all agreed it must be hard when you have been off for so long, but you seem to have really enjoyed it and have made some new friends too!

We have agreed that although Mum and Dad are doing a really good job of looking after you, Dad is still finding it hard not to drink beer and this has caused arguments which isn't good for you to hear and could be frightening for you, so we felt it was the right decision for the Child Protection plan to carry on. This means that Emma will keep seeing you every two weeks and there will be another meeting like the conference in 6 months' time. Emma, Mrs Neill and Tina are going to carry on working with you, Mum and Dad to help Dad stop drinking, to help him stay calm when he feels angry and do some work with you and Mum about what to do if you both feel scared of Dad if he gets angry and can't stay calm. Emma is going to have a family meeting with your Mum, Dad, Auntie Meena, Uncle Sanjeev and your Grandma so that they all know how to help if you need it. Mrs Neill is also going to get you a special safety toy for you to use at school so if you feel worried about something, you can pop it on your desk, so she knows you want to talk. If you have any questions about this, you can always talk to Emma when she comes to see you, Mrs Neill or you can ask to speak to me as well.



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Manager oversight of IVA

Riley, your social worker Georgina has completed an assessment about your auntie Sally to see if she would be able to look after you as you grow up, if you aren't able to go back to live with Mummy and Daddy. Georgina found that auntie Sally knows you really well, because she has looked after you lots of times since you were little, and she knows your routine very well too. Sally was a bit worried about how she would manage the times when you see your Mummy and Daddy, but she has thought about it a lot and feels that she will be able to manage this if you are in a public place like the park. Sally has talked to her bosses at work and they have said that if you go to live with her she can drop her hours so that she only works when you are at school, so she could drop you off and pick you up. Georgina has talked to me about the work she has done with you and how you have told her you would like to live with Sally, and we think that this would be a really good idea if the Judge decides you can't go back to Mummy and Daddy's house.

Contact

My name is Misa Turnbull and I am a contact worker at Larkdale's Children Centre. Today I supervised your contact with your mummy. Your foster carers Bobbi and Tanveer dropped you off you ran straight up to your mummy and threw your hands around her. You and mummy sat on the floor and played with the toys you liked the bobo doll the best. Mummy sang nursery rhymes and gave you your dinner, macaroni cheese today, you ate every bit! Mummy helped you prepare for the end of contact saying she had to leave in 10 minutes and that you would see each other again in two sleeps. Mummy wrote in your book to Boobi and Tanveer telling them what you ate and how you were. When it was time for mummy to go you cried at first and clung to mummy, mummy calmed you down explaining that she had to go, that you would see each other soon. You stood with me and we waved goodbye to mummy.



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Person Case Notes – Master Callum Samuel Wright (123456)

Title:
IRO Quality Assurance Alert (For IRO use only): IRO quality assurance alert

Contact date:|

09/09/2020 at 11:51

IRO QUALITY ASSURANCE ALERT (1st September 2016)

FAO	James Blunt and Kayleigh Proust
IRO	Jo Nguyen

Name of Child	FWI	LAC	CP
Callum Wright	123456	x	

SW	Team Manager	Team
James Blunt	Kayleigh Proust	West Team D

Reason for Notification		
Good practice feedback		<i>See Area of Good Practice & Brief Summary section below</i>
Concern	x	<i>See Area of Concern(s) & Brief Summary section below</i>

Area(s) for Concern (x as relevant to this alert)		PRIMARY	SECONDARY
		Choose one (x)	Select as many as applies (x)
	Timeliness of SW reports (includes assessments and plans required)	x	
	Quality of report/assessment/plan		
	Statutory visits/visiting requirements		
	Missing/outstanding health/dental assessment or check		
	SDQ not completed		
	Timeliness/effectiveness of Core Groups		
	IRO not consulted/notified as required		
	No Permanence Plan in place		
	Suitability of plan for child/young person	x	
	Drift/delay		
	Life story work not completed in timescale		
	Actions/decisions/recommendations not completed		
	Other (specify below in summary section)	x	



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		PRIMARY Choose one (x)	SECONDARY Select as many as applies (x)
Area(s) of Good Practice (x as relevant to this alert)	Timeliness of SW reports (positive)		
	Good Quality report/assessment/plan		
	Excellent practice identified e.g. expertise, competence etc.		
	Co-working / Joint working		
	Professionalism of worker		
	Preparation for conference		
	Other		

Brief Summary

We would want you Callum to have an up to date care plan that shows how you are going to be cared for whilst we work with your mum Jennifer. Unfortunately, at your Child in Care Review today it was clear that this was not in place and so we could not check what progress had been made. We also needed a report to tell us what had happened over the past 3 months since we last all got together, so we could see what has been achieved and where things had not moved forward as well as expected.

Callum you need to know that everyone is making the best decisions for you and that these decisions are being reviewed regularly to ensure that the agreed plan keeps you safe, happy and healthy both now and in the future.

From the conversation I had with James your social worker it seems that he was unaware that your meeting was to take place today and he only found out about it yesterday. This meant that those supporting you were had not been invited to the meeting and therefore did not come and James was also not fully prepared. This led to some tensions between James and your mum, that were not helpful to you. There seemed to be some confusion between your social worker and mum regarding the actions that had been taken or needed to be taken. This meant that you were unclear if the things decided at your last meeting were either completed or moving forward. In addition, an agreed family network meeting had not taken place so a rehabilitation safety plan for you to return home to you mum has not been developed, tried or tested.

Action Required

Callum you need the following actions to be completed

1. Please ensure that a care plan is completed for you and put onto [your case](#) record by 23/09/2020
2. Please ensure that the outstanding actions on Callum's care plan are completed by the dates set at the Review of Arrangements (ROA) meeting held today.

Stage	Responsible Officer	Date Sent	Response due
1	Team Manager	09/09/2020	16/09/2020
2	Service Manager		
3	Head of Strategy		
4	Assistant Director		
5	Director		
External	CAFCASS		



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