



**PRACTICE STANDARDS
FOR CHILDREN'S
SOCIAL SERVICES
IN WANDSWORTH**

**Version 2
December 2006**

INTRODUCTION

These Practice Standards have been determined by the Divisional Management Team of Wandsworth Children and Families Social Services in consultation with staff.

They cover all aspects of our work with children and families.

The framework below sets out the key values and principles for the service: -

Child focused

- The child must be at the centre of the decision making, and they, their parents, and/or their advocate, must be involved in decisions about their lives, their care, and the opportunities that are available.
- All factors relevant to the welfare of the individual child must be taken into account in assessing the child's needs and making decisions about the best interests of the child – a balanced view must be taken of all the factors, no one factor should override all others.
- The care and support of children must help to maintain and develop attachments to their family and friends, and their sense of belonging to their school and their community.
- Where required the option of local family based care should be available for all children, but local residential care should be seen as a positive option for children, given their specific needs or age.

High Quality

- A high quality service is dependent on effective relationships with children and their families, the intensity of the relationship will vary according to circumstances. The ability to engage and sustain relationships is an essential component of all services.
- Children should have access to a highly skilled creative workforce delivering services consistently to agreed standards. Staff must have access to: management support; regular and effective supervision; appraisals; and access to ongoing professional development.
- Services must be developed in the light of monitoring, evaluation, review and research, and based on the best outcomes for children, informed by the views of children.

Inclusive

- Services for children should be based wherever possible in mainstream service provision.
- Services and placements must be delivered in a coherent way, integrated and cross agencies where appropriate, promoting the life chances of the child, particularly to those children in care and care leavers.

Supportive and respectful

- The decisions made and action taken must respond to the needs of each individual child, and take account of any disabilities, race and sexuality, and ensure services are locally available wherever possible.
- Policies and services should be delivered in a manner that is respectful and supportive of children and young people and ambitious for their future and promoting the life chances of the child.
- Children, parents and carers should be empowered not only in the decision making process about their own circumstances, but be involved in the development of services, through the commissioning processes.
- The role of foster carers in caring for children in their homes must be valued, supported and rewarded. Foster carers should be seen as equal partners in fulfilling the needs of the children in their care. Their development and training should reflect the need to respond effectively to the children they care for.

Anti-discriminatory practice and equal opportunities

- Certain groups within our society can be subject to unfair or discriminatory behaviour including institutionalised racism. Policies and practices within the Division will recognise the reality of discrimination for these groups and ensure that service users are supported in challenging unfair or discriminatory treatment.
- All staff within Children's Social Services have a personal and professional responsibility for challenging discriminatory policies or practices wherever they are encountered and they can expect to be fully supported in this by their line managers.
- All service areas will be subjected to periodic Equality Impact Assessments to ensure that all sections of the community receive effective and culturally appropriate services

These standards are designed to assist us to achieve this vision through setting clear expectations of all staff.

Children's Divisional Management Team
December 2006

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1. CUSTOMER CARE

- 1.1 We will respond to letters and emails within ten working days or send an acknowledgment within five working days if not able to make a full response.
- 1.2 We will answer all telephones within five rings, with courtesy, giving name and designation, including calls for colleagues who are unavailable.
- 1.3 We will respond to all customer complaints within the statutory timescales.
- 1.4 When staff are on leave the team administrator will forward any correspondence to the team manager for action.
- 1.5 Voicemail is available to a limited number of people in each team. We arrange for messages and voicemail activated phones to be checked a minimum twice daily. Every voicemail phone is updated and provides a standard message as follows:

“You have reached the voicemail of Name. I’m sorry I can’t take your call at the moment. If your call is urgent, please contact Name on telephone Number. Please leave a message and I will contact you on my return”.

If staff are on leave, the message will include: ‘I am on leave until Date and advise on who to contact.

- 1.6 All callers to the office are seen and spoken to immediately by reception and referred to the appropriate service.
- 1.7 Service users who come to reception are seen by a member of the team within 10 minutes.
- 1.8 A duty service is available in the Referral and Assessment, Disabled Children’s Team, Children in Need and Children Looked After Service from 9.00 a.m. to 5.00 p.m.
- 1.9 Staff on “duty” are present to answer phones and see callers to reception between 9.30 a.m. and 4.30 p.m.
- 1.10 All staff in contact with the public and with other agencies will conform to the department’s dress code.
http://socservweb/NIC6/department_wide_nic6/policyprocedure/_p_ersonnel/_codesofpractice/_dresscodefebrua/default.htm
- 1.11 Use of E-mail

When staff are absent from work they will use Office Assistant to notify others of their absence from the office and to outline alternative cover arrangements. They will also arrange, where

appropriate and based on service need, for their emails to be forwarded to an appropriate person normally their line manager. Details of this will be included in the out of office message.

The Council has issued a staff code of practice for the use of email. This guidance can be found using the following link:

<http://intranet/intranet/documents/staffguide.doc>

2. CONTACT, REFERRAL AND ASSESSMENT SERVICES

- 2.1** Callers to reception will be seen and spoken to immediately and referred onto an appropriate service.
- 2.2** Callers to the office who require an Initial Contact Worker service are seen as they arrive or will be offered an appointment on the same day if the service is busy.
- 2.3** All service users to be provided with a leaflet pack about the service.
- 2.4** Telephone access to the duty service in Referral and Assessment via extension 6622 is available from 9.00 a.m. to 5.00 p.m. Monday to Friday.
- 2.5** Written referrals will be acknowledged within one working day of receipt.
- 2.6** A decision on all referrals is made by Duty Manager within 24 hours of receipt and recorded on Framework.
- 2.7** Where a decision is made to take no further action following a referral, feedback will be provided to the referrer.
- 2.8** Initial Assessments will be completed within seven working days. Core Assessments will be completed within 35 working days.
- 2.9** When responding to referrals from members of the public rather than another professional, personal information about referrers, including identifying details, will only be disclosed to third parties (including the subject family) with the consent of the referrer.
- 2.10** Ethnicity is recorded for all referrals which have resulted in assessment.
- 2.11** The process of initial assessment will involve seeing and speaking to the child (according to age and understanding) and family members as appropriate.
- 2.12** Parents and where appropriate young people, will be provided with a copy of the assessment.

3. SERVICES TO CHILDREN IN NEED

- 3.1** All children assessed to be 'in need' (Children Act 1989 Part 3) following initial or core assessment, will have a child's plan which outlines services to be provided.
- 3.2** The child's plan will be approved by a manager in Social Services (Team Manager/Duty Manager or above depending on the level of service).
- 3.3** A copy of the child's plan will be given to the parents/carers/anyone holding parental responsibility (and young person where appropriate).
- 3.4** A copy of the child's plan will be given to other agencies involved in delivering the plan.
- 3.5** A Family Group Meeting will be considered for every child assessed to be in need.
- 3.6** A review of the child's plan will be conducted every six months.

4. CHILDREN WITH DISABILITIES

- 4.1** Disabled children and young people will receive child centred multi-agency co-ordinated services from the point of referral through identification and assessment of delivery.
- 4.2** Families will be offered a range of appropriate family support services which are flexible and responsive to their needs and which promote inclusion in their local community.
- 4.3** Disabled children and young people and their families will be actively involved and supported in making informed decisions about their treatment, care and support and in shaping services.
- 4.4** Multi-agency transition planning and services will focus on meeting the hopes, aspirations and potential of disabled young people, including maximising inclusive provision, education, training and employment opportunities.
- 4.5** Flexible and sensitive services will be available to support those affected by the death of a disabled child or a child with a life limiting illness.
- 4.6** Services to disabled children will be provided following an assessment of need as prescribed by the “Framework for the Assessment of Children in Need and their Families”.
- 4.7** The division will promote and set up direct payments to carers of disabled children.
- 4.8** Disabled children in receipt of respite care will be treated as if they are looked after. Such children will be allocated a social worker as a “keyworker”.
- 4.9** Such children will be subject of LAC reviews

5. SAFEGUARDING CHILDREN AND YOUNG PEOPLE

5.1 Section 47 Enquiries

The decision to undertake enquiries under Section 47 of the Children Act will be endorsed by team manager/duty manager and recorded in writing.

A strategy discussion to consider Section 47 enquiries may take place at a meeting or by other means (e.g. by telephone). Any information shared, all decisions reached and the basis for the decisions will be recorded. Decisions will be recorded by the chair or by a social worker delegated by the chair to undertake this task.

Strategy meetings will be chaired by managers/duty managers.

Decisions of strategy discussions will be circulated to all parties to the discussion within one working day.

Section 47 enquiries will be carried out by conducting a core assessment, and will always involve separate interviews with the child who is the subject of concern, interviews with parents/carers and observation of the interactions between parents and child.

All families who become the subject of Section 47 enquiries will be provided with the Departments leaflet "Safeguarding Children in Wandsworth" (to be produced)

The outcome of Section 47 enquiries will be recorded.

Parents, children (where appropriate) and other agencies will be informed of the outcome and provided with a copy of the record outlining the outcome.

5.2 Preparation for Conference

Families will be provided with a leaflet explaining the child protection conference process, if a child protection conference is convened.

The allocated social worker will provide a written report to every conference.

The written conference report will always be shared with parents/child at least 24 hours before the conference.

Where the first language of the family is not English, an interpreter will go through the report with the parents, preferably

before the conference. We will not rely on family members to interpret.

Families/young people will be prepared well in advance of the conference by the social worker:

- An explanation of the purpose and agenda of the meeting
- Provide written information (leaflet)
- Provide and explain content of social worker's report
- Make arrangements for attendance, including facilitating childcare, transport arrangements if necessary.

Social workers are responsible for constructing interim child protection plans in the form of child's plan to cover the period leading up to the conference.

Social workers are responsible for completing the invitation checklist fully (names/addresses/telephone numbers of all invitees) and for returning this to the Child Protection Unit within two working days. The invitation checklist should be approved by the social worker's manager before it is submitted to the Child Protection Unit. Where the social worker is absent from work this task must be undertaken by the social worker's manager.

5.3 Conference

An Initial Child Protection Conference will take place within 15 working days of the strategy discussion which led to a decision to convene a conference.

Allocation of a key social worker will be made at the point that this is agreed at a conference or before. The allocated key social worker will be present at the conference.

Young people will be encouraged to attend the conference or the key worker will ensure that their views are communicated to conference.

Decisions of the conference will be circulated within one working day. Minutes of conferences will be circulated within 15 working days of the conference.

In cases where English is not the first language of the child or parent, an interpreter will be arranged to be present at the conference.

In cases where the child or parent has a disability (physical/learning or sensory) consideration will always be given to issues of accessibility e.g. signers/advocates etc.

Team managers will attend all Child Protection Conferences (unless they are on leave or at court in which case this task may be delegated to a Principal Social Worker).

5.4 CP Plan

The Protection Plan will be placed on Electronic Social Care Record (ESCR) within one working day of the conference.

5.5 Visits

Every child on the CP Register will be visited by their key worker at least every six weeks. A “visit” is defined as the child being seen by the key worker – this does not need to be in the child’s home.

5.6 Core Group

Core group meetings will take place – within two weeks of registration and thereafter every six weeks.

The core group will develop the child protection plan as a detailed inter-agency working tool.

The parents will be provided with a copy of the child protection plan, translated if necessary into their preferred language.

The child will be given a copy of the plan written at a level appropriate to his or her age and understanding.

In addition, a written note recording the decisions taken and actions agreed at core group meetings will be circulated to all core group members and the chair of the conference by the key worker.

5.7 Review Conference

The first child protection review conference will be held within three months of the initial child protection conference and further reviews will be held at intervals of not more than six months.

The key worker will provide a report to every review conference, which has been shared with family and core group in advance.

5.8 Safeguarding Children Looked After

Section 47 enquiries in respect of children looked after will be conducted to the same standards as already outlined in this document.

Where children looked after are also subject to a child protection review conference, one meeting may be convened to follow on from the other.

Where a child living in a residential establishment is subject to Section 47 enquiries, the outcome should be reported to the relevant inspectorate.

5.9 Pre-birth Child Protection Conferences and Reviews

Section 47 enquiries may be conducted and child protection conferences convened in respect of unborn children. The same standards as outlined above will be applied in these cases.

5.10 Children Looked After

Section 47 duties and the child protection conference process may be applied when there are concerns about significant harm in respect of a child looked after by the local authority.

6. CHILDREN WHO ARE LOOKED AFTER

6.1 Visits

- 6.1.1 Every child looked after has an allocated social worker.
- 6.1.2 Every child looked after will be visited in placement:
- a. From time to time as circumstances may require
 - b. When reasonably requested by the child or the carer
 - c. In any event
 - i) In the first year of the placement, within one week from it's beginning, and then at intervals of not more than six weeks.
 - ii) Subsequently at intervals of not more than three months
- 6.1.3 Point (ii) above will only apply where the child has been in a stable long-term placement for a period of at least one year and where this pattern of visiting has been agreed at the LAC review.
- 6.1.4 Where a child has been placed under emergency regulations (Reg 38), visits will occur weekly for the first six weeks.
- 6.1.5 The child will be seen alone on visits, unless the child being of sufficient age and understanding to so do refuses.
- 6.1.6 Where a child or young person is in custody, visits should occur at a minimum of once every six weeks.
- 6.1.7 In reference to 6.1.6 if the child or young person is deemed to have mental health needs, visits should take place once every three weeks at a minimum. In the case of children being held in custody, consideration must always be given to appointing an advocate or independent visitor.
- 6.1.8 Some visits will be unannounced.

6.2 Care Plans

- 6.2.1 Every child looked after will have an up to date and fully completed Care Plan on Electronic Social Care Record (ESCR).
- 6.2.2 Every young person looked after over age 16 has a Pathway Plan. (see section 9 care leavers)

6.3 Reviews

- 6.3.1 The child care review meeting should take place outside teaching hours.
- 6.3.2 Children/young people will not be removed from school classes in order to attend a review.
- 6.3.3 Young people will be consulted about who is in attendance at the review meeting.

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- 6.3.4 Every child looked after is encouraged and assisted to participate in every Child Care Review.
 - 6.3.5 Parents will always be encouraged to participate in the Child Care Review process.
 - 6.3.6 The care plan of every child looked after will be reviewed within one month of the child first becoming looked after. The next review will take place within three months of the first. Thereafter reviews will take place at least every six months, except for children aged between 0 and 5 years and those placed for adoption (of any age) when reviews will take place at least every 3 months.
 - 6.3.7 All decisions/recommendations outlined at the previous review will be carried out within timescales agreed at the review.
 - 6.3.8 Written information about child care reviews, permanency planning and the complaints process will be given by the allocated social worker to children, young people, and their parents at the first review.
 - 6.3.9 Review meetings will not be cancelled unless the manager of the Independent Review Unit has agreed.

6.4 Report to Reviews

- 6.4.1 The allocated social worker and other relevant workers (key workers, residential workers, supervising social worker, foster carers) will provide a report for every review – sent to the Independent Reviewing Officer Chair, 24 hours in advance of the review.
- 6.4.2 The social worker's report will be shared and discussed with the family/young person in advance of the review.
- 6.4.3 All relevant consultation documents will be completed and provided for every review (young person/carer/parent)
- 6.4.4 Decisions of the review and the care plan will be provided and circulated to attendees within 10 days of the review. The full minutes of the review will be circulated within one month of the review.
- 6.4.5 Where the child or family's first language is not English, the care plan will be translated into their language. Consideration will be given to translating reports to reviews.

6.5 Attendance at Reviews

- 6.5.1 Team Managers will attend all initial reviews, the four month review, the review convened following any change of social worker, or change of team and any review dealing with a change to the care plan.
- 6.5.2 Interpreters will be invited to all reviews, where the child or family's first language is not English.

6.6 Health

- 6.6.1 Every child looked after will receive a dental check up at least twice a year from the age of 2.

- 6.6.2 Every child looked after for one month or more has a written Personal Health Plan (PHP) that clearly specifies goals and actions.
- 6.6.3 The PHP will be reviewed every six months for a child under five years; for all other children, yearly.
- 6.6.4 Every child looked after is up to date with immunisations.
- 6.6.5 Every child looked after under age 5 is up to date with developmental assessments.
- 6.6.6 Every child looked after over 5 will have a statutory health assessment every year; for every child looked after under 5, this will be every six months.
- 6.6.7 Every child looked after should have an eyesight check every year (from age 5).

6.7 Education

- 6.7.1 Every child looked after for one month or more has a Personal Education Plan (PEP) that clearly specifies goals and actions. PEP meetings are expected to be held every six months at a child/young person's school or when there has been a change of school.
- 6.7.2 The PEP will be reviewed every six months through the Child Care Review process and when a child/young person has changed school.
- 6.7.3 PEP should be in place for each child from the age of 3½.
- 6.7.4 Every child looked after should have less than 10 days absence from school per year.
- 6.7.5 Every child looked after at age 15 will be entered for at least one GCSE.

6.8 Other Issues

- 6.8.1 An Independent Visitor will be considered for every child looked after who is out of contact with family.
- 6.8.2 An advocate is appointed for every child looked after where the need is identified, where requested or where a complaint is being made.
- 6.8.3 Every child looked after is made aware of the Council's complaints policy and procedures and knows how to make a complaint. This message will be reinforced at reviews and by key staff including the social worker.
- 6.8.4 Every child looked after for more than six months will have a life storybook.
- 6.8.5 Every looked after child will have a "Red File", kept at the child's placement, and containing all appropriate documents and records.
- 6.8.6 CICA – The allocated social worker is responsible for co-ordinating a claim for Criminal Injuries Compensation for any looked after children who is entitled to make such a claim.
- 6.8.7 A Child Trust Fund is set up for every child looked after born after September 2002.
- 6.8.8 Every child looked after should have a savings account

- 6.8.9 Every child looked after should have a valid passport
- 6.8.10 An application for a National Insurance Number should be made for every child looked after aged 15½ and above.

7. PERMANENT PLACEMENT OF CHILDREN

- 7.1** Every child looked after has a permanency plan in place by the second child care review.
- 7.2** Every Permanency Plan will have considered extended family options and ensured that a Family Group Meeting (FGM) has been convened (wherever appropriate).
- 7.3** Team managers must read and sign reports to the Adoption Panel and the Permanency and Fostering Panel.
- 7.4** Progress of the Permanency Plan is regularly reviewed – every three months (through LAC reviews and in addition through Permanency Planning Meetings {PPM's})
- 7.5** All children identified as needing an adoptive placement will have an allocated Family Finder, who will attend the Initial Permanency Planning Meeting, or the PPM following the decision if this is later
- 7.6** All children identified, as needing an adoptive placement will be placed with prospective adopters within six months of the care order/placement order being made.
- 7.7** Appropriate life story work will be provided for all children who have been identified as needing to move to an adoptive placement.
- 7.8** There is an adoption support plan in place at point of placement for every child placed for adoption.
- 7.9** There is a special guardianship support plan in place at point of placement for every child where a Special Guardianship Order is being proposed.
- 7.10** There is a contact agreement in place at point of placement for every child placed for adoption.
- 7.11** In making decisions about permanent placements, careful consideration will always have been given to whether the proposed placement will meet the child's cultural, racial, religious and identity needs.
- 7.12** In making decisions about permanent placements an assessment will always be made of the attachment between siblings to inform the decision to place together or separately.

8. ADOPTERS

The service to applicants to adopt will meet the standards set by the Care Standards Act 2000 as inspected by the Commission for Social Care Inspection (CSCI). Inspection reports can be viewed on the CSCI website or on request to the department.

- 8.1** There will be a recruitment strategy which will select applications from those prospective adopters who fit the profile of the children for whom Wandsworth is seeking adoptive homes.
- 8.2** Information packs will be sent out to enquirers on the day of the enquiry.
- 8.3** We will run two Preparation Groups for adopters each year.
- 8.4** Applicants to adopt from abroad will be referred to the Preparation Groups run by the Intercountry Adoption Centre.
- 8.5** The target for completion of the assessment report (the Prospective Adopters Report) is 8 months from formal application to presentation at the Adoption Panel.
- 8.6** Applicants will always be invited to attend Panel.
- 8.7** The Agency's decision will be communicated in writing.
- 8.8** Approved adopters will be supported by an allocated social worker from the Permanency Team.

9. FOSTERING

The service will meet the maximum standards outlined in the Care Standards Act 2000.

The CSCI inspect the service annually and the services annual inspection report, the guide to Fostering, the statement of purpose and development plan are available to all staff and service users. For staff this can also be accessed through the Foster Carers Extranet Site. Hard copies are available for service users.

9.1 Potential applicants to Foster

The service will respond to all callers and requests for information within 24 hours.

Monthly information meetings for potential carers are held. Initial visits to interested and potential carers who have attended the monthly information meetings are held within 2 weeks.

Regular 'skills to foster courses' are held each year depending on need and potential candidates.

Applicants who successfully complete the course are considered for a full assessment.

Prospective applicants who are assessed are presented to the Fostering Panel within 6 months.

Approved Foster Carers are reviewed in their first year and this review is presented to the Fostering Panel.

9.2 Existing Foster Carers

Referrals to the service are made to the fostering duty service. The appropriate authorisation of a sector manager is required before a search is initiated. In line with the Department's Placement strategy all searches are undertaken locally 'in house' unless otherwise directed.

Each carer has a designated Supervising Worker.

The Supervising Workers will visit carers at least every 6 weeks.

The Supervising Workers will undertake at least one unannounced visit' each year.

All visits to carers and contacts are recorded on the carers file.

Foster carers have access to a tailored training programme, a support group and the Quarterly Foster Carers Forum.

The Fostering service has a 'support strategy' in place to offer varied support to Foster Carers, including an out of hours service via the waking night staff at the FRC's.

9.3 Supervising Social Worker

The Supervising Social Worker will ensure that relevant information is provided to Foster Carers and that this is maintained – this includes the referral information including the Risk Assessments.

Supervising Social Workers will meet the Foster Carers, the Carers family and the child/young person in placement during the course of their 6 weekly visits.

The Health and Safety checks and other checks on the family will be monitored by the Fostering Managers.

The Supervising Social Worker will support the Foster Carers to implement relevant sections of the Placement agreement meeting and the care plan. (Including meeting health, cultural, emotional, educational needs and the needs around contact).

Supervising Social Workers will support carers in their work with Social Workers and other professionals including Life story work, Life information book and the Red File.

Supervising Social Workers will liaise with the Placing Social worker around placement options and the match in all cases and especially where there are other children in placement.

In these cases the duty worker in the fostering team will also consult with the SW of the child already in placement.

10. ADOLESCENT RESOURCE CENTRES

The Resource Centre will respond to requests for placements depending on availability of placements and the potential match with existing residents.

All referrals of non looked after children in office hours need sector manager approval. The referral to the Resource Centre is then made through the Resource Centre and Family Placement manager. In line with the dept placement strategy the use of Fostering would be considered first before the residential option.

Each Resource Centre has an emergency bed which is available to the Emergency Duty Team.

Each Young Person placed in the Resource Centre will have a key worker and weekly reports and Educational attendance information will be made available to the child's social worker and the CLA Education Support Service a weekly basis.

The Resource Centre will also offer agreed outreach work to the young person and will complete an outreach contract with the child's social worker which will set out what work will be undertaken.

11. CARE LEAVERS/16+ SERVICE

- 11.1** Every Young Person has an allocated Social Worker or Personal Adviser.
- 11.2** Every Young Person who is the subject of a care order or in accommodation under Section 20 (Children Act 1989) will be visited within statutory guidelines, as outlined in Section 6.1 of these standards.
- 11.3** Every Young Person over age 15½ has a written Pathway Plan.
- 11.4** The Pathway Plan will be reviewed every 6 months.
- 11.5** Every young person will be registered with a doctor, dentist and optician.
- 11.6** Every young person will be encouraged and supported to live in suitable and safe accommodation.
- 11.7** Every Young Person will be encouraged and supported to engage in education, training and employment.
- 11.8** Every young person will be given opportunities to participate in positive activities.
- 11.9** Every Young person will be encouraged and supported to achieve their potential in employment.

12. STANDARDS FOR CASE FILES AND RECORDING

Extract from Recording Procedures and Guideline January 2006

1. Up to date Personal Details screen on ESCR
2. Referral episode fully complete on ESCR
3. Date of allocation (Service of Professional Social Worker) on ESCR
4. Names of allocated worker and responsible line manager on ESCR and if the child is accommodated the key worker at the resource centre, the foster carer and the supervising social worker.
5. The names of service users clear
6. Structure of file in line with policy
7. Records must be filed in appropriate section in line with policy
8. All records are filed in date order
9. As the author of a record, you should always add your name and the date of the recording
10. There is chronology of significant events on file
11. Initial or core assessment of need has been completed appropriately
12. The assessment has been endorsed by the Team Manager
13. The ESCR must contain an analysis of risks (risk assessment sheet) in documents
14. A care plan or child's plan is clearly identified
15. The assessments and care plans or child's plans have been copied for service user/parent/carers
16. There is appropriate recording in case notes
17. Records distinguish between facts and opinions
18. Managers' decisions are recorded and there is evidence on file that team managers and other managers have read records and recorded their decisions
19. All records identify race/ethnicity
20. All records identify gender
21. All records identify religion
22. All records identify language

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23. All records identify disability
 24. Action taken relates to agreed Care Plan or Child's Plan
 25. There is evidence of separate needs assessment or parent/carer
 26. Leaflets on Complaints and Access to records have been given to the service user

Additions for children looked after

1. All looked after children have their own records/files (separate from siblings)
2. Completed Essential Information Record Part 1 was done within the timescale
3. Completed Essential Information Record Part 2 was done within the timescale
4. Completed Placement Plan Part 1 was completed within the timescale
5. Completed Placement Plan Part 2 was completed within the timescale
6. Care Plan was completed within timescale
7. CC Review was completed within timescale
8. Assessment and Progress Record was completed within the timescale
9. Every looked after child will have their own "Red File", kept at their placement, and holding copies of relevant letters, reports, care plans, school reports, health reports etc.
10. Life information book.
11. Later life letter for children placed for adoption.

Additions for children in need of a Child Protection Plan

1. The child protection plan has a separate needs assessment with an analysis of risk.
 2. There is a written CP Conference/Review Report
 3. There is an updated Child Protection plan
 4. There is an updated Child Protection agreement
 5. Copies of the child protection plan/agreement are circulated to all agencies involved.
 6. CP plan is sent to parents/carers
 7. CP agreement is sent to parents/carers
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