

Wiltshire Families and Children's Practice Standards

OUR VISION

We work with children and their families, to keep them safe and together, with the right support in place at the right time.

OUR PRIORITIES

- **Children centred**
- **Staff wellbeing**
- **Working well together**
- **Outstanding assessments and planning**

What are practice standards?

Practice standards are an agreed set of expectations which are carried out by our families and children's services staff. Many standards are set through Government guidance and legislation and are informed by research. Practice standards are a guide to outstanding practice and ensure a quality service to our children and families. Relationship based practices and working together with our families, children and professional colleagues are at the heart of our practice culture.

Our standards are applied in conjunction with our policies and procedures. Links to procedures and processes are in each standard section and up to date relevant legislation is an appendix at the end to assist us.

Hover over the section you want to see in the contents below and ctrl+click to take you there

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Definitions of Wiltshire Timelines

Timeliness Term	Time between activities
X working days	no more than x working days
X calendar days	no more than x calendar days
Weekly	no more the 7 calendar days
Fortnightly	no more than 14 calendar days
Every 4 weeks	no more than 28 calendar days
Monthly	no more than 45 calendar days Audit board agreed up to 45 days' time between one month and another, e.g. for supervision
Every 3 months	no more than 91 calendar days
Every 6 months	no more than 183 calendar days
Annually	no more than 365 calendar days

1. Standards for Visiting

Type	Cohort	MINIMUM requirement
CIN	Aged over 1 and under 18	4 weekly (20 working days)
CIN	Aged under 1	2 weekly (10 working days)
Complex CIN with CYPDT	Complex cases (multiple/changing needs)	8 weekly (45 working days)
Active CIN with CYPDT	Monitoring or adjustment required	3 monthly/12 weekly (4 per year)
Stable CIN with CYPDT	Low level/unchanged support required	6 monthly (2 per year)
Adults with CYPDT	Aged 18-25	12 monthly (1 per year)
CP	All	2 weekly (every 10 working days)
CLA starts placement	All	Within 7 days of placement start
CLA Day 8 of placement start to end of first year	All	6 weekly
CLA 1 year or more	All	6 weekly. This can be 3 monthly once confirmed as a long-term placement
CLA 1 year or more AND placement intended to age 18	All	12 weekly (4 per year)
CLA 1 year or more, long term placed and YP agrees	All	6 monthly (2 per year)

TYPE	COHORT	MINIMUM requirement
CLA starts placement with parent under an ICO	All	Within 7 days of Care Order Visits must take place once a week until the first LAC review and then a minimum of 4 weekly thereafter.
CLA after Day 8 placement with parent under an ICO	All	6 weekly
CYP after working day 5 of adoption placement and until first Review	All	Weekly (5 working days)
CYP placed for adoption and after first Review and until adoption finalised	All	Monthly
CYP begins overnight stay subject to short break regulations	All	Within 3 months of placement start
CYP after 3 months in overnight stays under short break regs	All	6 monthly (2 per year)

2. Case Recording

See Wiltshire Practice Procedures Children's Social Care, Section 1.4 Case Recording
https://wiltshirechildcare.proceduresonline.com/p_case_rec.html

2.1	General case recording relating to a child's file/chronology is recorded in 5 working days. More significant events should be recorded within 2 working days. Urgent safeguarding matters should be written up on the same day.
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3 Supervision

See Wiltshire Practice Procedures Children's Social Care under Section 1 All Children, 1.1.5 - Operational Children's Services Supervision Policy
https://wiltshirechildcare.proceduresonline.com/p_operat_cs_supervis.html

For supervision resources, agreements and approaches, see learning and development site: [Adults and children's virtual learning environment \(sharepoint.com\)](#)

3.1	Children/young people subject to a CP plan are discussed in supervision monthly (within 45 days) and a record is made.
3.2	Children/young people who are in CLA teams, are discussed in supervision at least every three months. However if young people become unsettled during this period there will be ongoing social worker/supervisor discussion throughout that period, and a manager comment will be recorded.
3.3	Children/young people who CLA, but not in CLA teams are discussed in supervision monthly.
3.4	Children/young people who are CIN and Support are discussed in supervision 3-monthly minimum and a record is made unless under ones or unborns who are discussed monthly.
3.5	Supervisor should prepare for each supervision by reviewing at a glance and other audit measuring as preparation for monthly supervision (within 45 days). This includes checking timescales for visiting, meetings, assessments in accordance with the practice standards. Performance should be regularly discussed, and performance issues need to be discussed so support can be provided and there are no surprises for supervisees.
3.6	Supervision takes place consistently with staff monthly (within 45 days).

3.7	A supervision agreement is completed by supervisor and supervisee at the start of their supervisory relationship, annually. https://wiltshirechildcare.proceduresonline.com/files/supervis_agreement.pdf
3.8	The supervision agreement is reviewed annually.
3.9	Supervisee completes supervision feedback tool annually to support their supervisory relationship and shared with supervisor for learning. https://wiltshirechildcare.proceduresonline.com/files/supervision_feedback.pdf
3.10	Supervisors should familiarise themselves with supervision guidance for part A and part B of supervision. Wellbeing of staff is considered in every supervision monthly part A (within 45 days) and should include using tools to combat the risks of vicarious trauma or compassion fatigue.
3.11	Every supervision will consider CPD opportunities/development needs and workload.
3.12	Any managers involved in the recruitment and selection of staff process will need to complete equality and diversity training and unconscious bias training prior to being involved in recruitment.

4. Chronology

4.1	<ul style="list-style-type: none"> • All children and families receiving support will have a chronology. The chronology is started within the Integrated Front Door prior to any service starting in a team. • Chronologies will be updated when significant events occur, clearly outline the impact on the child and/or prior to any child's review, plan, as well as any safeguarding involvement and case closures. • Managers have responsibility to ensure that the chronology is up to date by checking when authorising assessments, plans or in supervision.
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5. Referral and Initial Response

5.1	All referrals made into the integrated front door are RAG rated Red, Amber, Green or Blue within 24 hours. See Wiltshire Practice Procedures Children's Social Care Section 1, Assessment and Planning 1.3 under 1.3.1 https://wiltshirechildcare.proceduresonline.com/p_contacts_referral.html
5.2	Red and Amber contacts are authorised by a manager within 24 hours (1 working day). Green and Blue's (Early Support level) within 72 hours (3 working days).
5.3	The referrer is informed of the outcome of the referral and a case note/letter is added to the child/young person's record within 72 hours/3 working days - (all colour categories).
5.4	Integrated Front Door start a chronology at the start of the referral process.

6 Early Support (Children's Social Care Quality Standards)

See Wiltshire Practice Procedures Children's Social Care Section 1 All children, 1.2

6.1	Early Support Assessment is added to the child's Early Help Module record within 48 hours/2 working days of opening following authorisation of contact.
6.2	The lead professional and plan will be identified and the next TAC date (6-8 weeks) will be agreed.
6.3	Where additional support is not required following an Early Support assessment, contact will be made with the lead professional after 6 weeks.
6.4	All new Early Support Assessments completed in the community will be sent via post or email along with consent by the lead professional to Mash or CAF@wiltshire.gov.uk. These will be recorded in EHM under 'Active Early Support Episode' within 48 hours/2 working days of the documents being received.
6.5	Meeting minutes will be completed by a member of the Team Around the Child (TAC) member. TAC meeting minutes will be sent via post or email and added to EHM under 'Early Support Review' within 14 working days by the lead professional.
6.6	Where an Early Intervention Advisor (EIA) is concerned for a child, they should contact their Assistant Team Manager for further discussion. Discussions will be recorded within the child's EHM record within 24 hours evidencing robust management oversight and decision making.

6.7	<p>Mind of My Own apps are introduced to all children and young people who are receiving early help support. The apps should be used to help capture the child's views in:</p> <ul style="list-style-type: none"> • Early Support Assessments • Early Support plans • Team Around the Family Meetings • Early Support visits • Family Group Conferences
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7. Support Service

7.1	<p>Assessment</p> <p>See Wiltshire practice procedures Children's social care, Section 1 All Children, Assessment and Planning 1.3.2 and 1.3.3 https://wiltshirechildcare.proceduresonline.com/p_assessment.html IG Managements Framework for GDPR</p>
7.2	<p>On the first visit to the child/family within 10 working days consent to share information is obtained by the family. GDPR link is above. Leaflets given to the family include:</p> <ul style="list-style-type: none"> • The compliments comments and complaints leaflet • The Access to Records leaflet
7.2	<p>The assessment will be completed within 25 working days and sent to the manager with sufficient time for authorisation on the 25th day.</p>
7.3	<p>The Line Manager will review the progress of a Support Assessment with the allocated Family Key Worker (FKW) at the 15th working day.</p>
7.4	<p>The child/YP and parent/carer are informed of the outcome of the Support Assessment and provided with a copy by working day 35 of the assessment.</p>
7.5	<p>The plan is completed within 10 working days of the support assessment being completed.</p>
7.6	<p>The support plan will state the minimum visiting frequency required of the FKW.</p> <ul style="list-style-type: none"> • visiting frequency to be determined at the first support meeting and reviewed in supervision. • a minimum of 4 weekly/28 working days.

7.7.	Support assessment review meetings take place every 4 – 6 weeks/28-42 calendar days.
7.8	The child/young person, parent/carer and all relevant professionals are provided with a copy of the plan within 5 working days of the first support meeting.
7.9	A date is set for a review of the plan and the maximum life of a plan is 6 months/183 calendar days.

8. Child In Need (S17) Single Assessment

See Wiltshire Practice Procedures Children's social care in Section 1 Children in Need, 1.4
https://wiltshirechildcare.proceduresonline.com/p_cin_plans_rev.html

8.1	The child and family should be seen within 5 working days or earlier as necessary from the referral decision.
8.2	The timescale for the assessment 10, 25 or 40 working days – this is determined by the allocating manager.
8.3	A Child In Need review is held by 20 working days where a Single Assessment deadline exceeds 10 working days.
8.4	The Line Manager will review the progress of a single assessment with the Social Worker by 7 working days and record their review within the assessment, ensuring this is appropriately recorded for the family to read.
8.5	From the 7 th working day, the social worker will update the chronology.
8.6	On the first visit to the family the family will be given: <ul style="list-style-type: none"> • The consent to share information leaflet and signed • Consent obtained via GDPR form • The Complaints leaflet • The Access to Records leaflet
8.7	The child/young person and their parent/carer are given the outcome of the assessment and a copy within 5 working days.
8.8	The assessment is authorised by the duty manager within assessment timescales as above.
8.9	A Single Assessment/18-25 Adult Assessment is completed every 12 months as a minimum. A new Single Assessment should be completed following a significant event i.e. a S47 enquiry or a placement move.

8.10	<p>Mind Of My Own apps are introduced to all children and young people (including those who are disabled) who are receiving services as a child in need (CIN) as part of the start of practitioner relationship. The apps should be used to help capture the child's views in:</p> <ul style="list-style-type: none"> • Assessments • CIN Meetings • Family Group Conferences • Family network meetings • Social Work visits
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9 CIN Planning

See Wiltshire Practice Procedures Children's Social Care Section 3, in 1.4.1, Reviews of child plans. For LASC see Wiltshire procedures children's social care 1.4.1 https://wiltshirechildcare.proceduresonline.com/p_cin_plans_rev.html

9.1	A plan will be completed within 20 working days of the opening of the assessment.
9.2	The child/young person, their parent/carer and relevant professionals will receive a copy of the plan within 5 working days of the first CIN Meeting.
9.3	If objectives have not been achieved within 9 months, the plan must be reviewed by an ATM and consideration given to an updating assessment being completed to review need and risk.
9.4	For overnight short breaks (under s17 respite) an initial placement planning meeting takes place prior to the first overnight.

10. CIN Plan Review

See Wiltshire Practice Procedures Children's Social Care in Section 3 in 1.4.1 Reviews of child plans https://wiltshirechildcare.proceduresonline.com/p_cin_plans_rev.html

10.1	A child in need planning meeting will be held by 20 working days for all cases where the assessment identifies the child/young person is in need or where the assessment will take 25 - 40 working days.
10.2	The second CIN review should take place 3 months after the first and every 6 months as a minimum.

10.3	Disability Social Worker will visit child/young person in respite setting twice a year – around each 6-month review period.
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11. Pre-Birth Assessment

See Wiltshire Practice Procedures Children's social care in SVPP [Pre-Birth \(Safeguarding Unborn Babies\) \(proceduresonline.com\)](https://proceduresonline.com/pre-birth-safeguarding-unborn-babies)

11.1	A Pre-birth assessment should be undertaken as soon as the team is made aware of the pregnancy (this will go through the IFD for progression of a contact and referral initially) and written in line with the pre-birth protocol.
11.2	Pre-birth and under ones will be reviewed monthly by Team Managers to ensure appropriate plans are in place.
11.3	All Pre-Birth Single and under 1 years Assessments will be signed off by the Team Manager working. It is important the timescale of the assessment is reviewed at day 7 to ensure it remains appropriate. There will be a need for timely planning with such cases.
11.4	All newly born children allocated to Family Key Workers and Social Workers will remain as open cases <u>post-birth</u> for a minimum of 12 weeks.
11.5	Reviews take place up to 3 months at the latest.

12 S47 Strategy Meeting/Discussion

See Wiltshire Practice Procedures Children's Social Care Assessment and planning under 1.3.4
https://wiltshirechildcare.proceduresonline.com/p_sec_47_enq.html

12.1	Where a decision is made that strategy discussion is needed, that meeting will take place within 24 hours. If a Strategy Discussion is considered with partners but does not take place, a clear rationale needs to be recorded.
12.2	For care 1208leavers and post 18 CYPDT young people, a CLA/CYPDT Social Worker (either allocated worker or duty worker) will make a referral to Advice and Contact Team where referral is screened within 24 hours, risk assessed and prioritised according to risks presented.
12.3	The strategy discussion is minuted and actions sent to respective team within 24 hours by admin minute taker.

13 Section 47 Enquiry

See Wiltshire Practice Procedures Children's Social Care Assessment and planning under 1.3.4

https://wiltshirechildcare.proceduresonline.com/p_sec_47_enq.html

13.1	The section 47 enquiry/single assessment is completed and signed off by the Team Manager within 5 working days, ideally by a joint Investigation-trained Social Worker. It can be completed by a non JI trained SW if this is needed but ABE's interviews can only be undertaken by JI trained workers.
13.2	A Single Assessment is automatically commenced the same time as a section 47 enquiry is initiated.

14. Child Subject to a Child Protection Plan

See Wiltshire Practice Procedures Children's Social Care Assessment and planning under 1.3.4

https://wiltshirechildcare.proceduresonline.com/p_sec_47_enq.html

14.1	An Initial Child Protection Conference (ICPC) is to be requested by the allocated social worker, by working day 5 of the S47 inquiry if appropriate.
14.2	An Initial Child Protection Conference is convened within 15 working days of the of the strategy meeting/discussion.
14.3	Referral to advocacy service should be made for all children over 5 years old by working day 5 of the strategy discussion.
14.4	They also should consider whether the parents would benefit from advocacy support and discuss this with them if they are likely to have substantial difficulty in engaging in the conference because as defined by the Care Act 2014 they experience difficulty in: <ul style="list-style-type: none">• Understanding relevant information• Retaining information• Using or weighing up information• Communicating views, wishes and feelings
14.5	The CP Chair will contact the family prior to the CPC to prepare them for the meeting and ensure they understand the reasons for the conference and that reports have been shared.
14.6	The Single Assessment is the document prepared and shared with the child/young person (where appropriate) and parents/carers at least 2 working days prior to the conference.

14.7	The outcome of the ICPC is recorded on the system and circulated within 24 hours to the respective team.
14.8	The CP plan is recorded within 3 days and circulated within 5 working days to family/child/young person where appropriate and relevant professionals within 5 working days.
14.9	The CP Chair's Report of the ICPC are circulated within 15 days.
14.10	The child protection plan is formally signed-off by the core group members at the first core group meeting within 10 working days of the conference. All subsequent core group meetings take place 4 weekly and are chaired by the allocated social worker.
14.11	The review child protection (RCPC) conference must be held within 3 months of the initial conference, then 6 months thereafter.
14.12	If the plan requires a specialist assessment, contact and assessment social workers complete an assessment within pre proceedings or Court required deadlines. Any specialist assessments will be agreed via the Edge Of Care Panel.
14.13	The Social Worker's report to the RCPC is prepared, signed off by manager and shared with child/young person/parents/carers 5 working days before conference.
14.14	Where a child protection plan is discontinued, the child/young person may still require a child/young person in need plan. The CIN plan will be completed within 10 working days of the conference.
14.15	Social Workers will inform child protection chairs if a child under child protection is going out of area. CP chairs will send notification to the LA where the family are moving to within 24 hours of receiving the information. The CP chair will inform the LA where the child is going to even if for a holiday.
14.16	When social worker is aware of child/family moving, the social worker will inform CRS who will start the process of referring the family to another local authority.
14.17	Once the outgoing LA has accepted the referral a transferring conference is arranged within 15 working days.
14.18	A child/young person who steps down from a child protection plan to CIN will not close before 12 weeks.

14.19	<p>Mind of my Own apps should be used to help the child/young person to share their wishes and feelings in:</p> <ul style="list-style-type: none"> • S47 Assessments • Core Group Meetings • Child Protection Reviews • Family Group Conferences • Social Work visits
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15 Pre-Proceedings

Timescale	Wiltshire Pre-Proceedings Timeline - Actions
2 Weeks before LPM	<p>Request form for a Legal Planning Meeting (LPM) completed by social worker, audited by Team Manager (TM) and then onto Head of Service Safeguarding and Assessment (HOS) for authorisation for Legal Planning Meeting to take place. (In the absence of HOS the Service Manager S&A will authorise)</p> <p>HOS if agreeing LPM will send copy to legal services, TM, (TM to ensure copy placed in the documents section of Liquid Logic), Care Proceedings Case Manager (CPCM) and OCSSMT@wiltshire.gov.uk (OCSSMT to add decision to Edge of Care Spreadsheet for tracking)</p> <p>No LPM will take place without a form being completed and submitted to legal services unless urgent legal advice is required for an Emergency Protection Order.</p> <p>On receipt of authorised LPM form, Social Work team send an electronic legal bundle to Kate Furnival (cc to socialcareparalegal) for a solicitor to be allocated the case. Legal services to advice of name of allocated solicitor.</p> <p>Legal Services and TM to arrange LPM within 3/5 working days from authorisation being received.</p>
1 week before LPM	<p>Legal Planning Meeting Held</p> <p>If outcome of LPM is to progress to pre-proceedings, seek specialist assessment, or Instigate Proceedings TM to email OCSSMT on day of LPM for a slot on agenda of next Edge of Care Panel (EOC). LPM request form, genogram and most recent single assessment to be sent to OCSSMT as relevant papers for EOC Panel. (<i>Where possible LPM minutes available at EoC panel for chair only.</i>)</p>

	<p>LPM minutes to be completed by team administrator (using template)</p> <p>Within 2 working days team administrator will send minutes of LPM to TM for approval and to Legal Services. Legal Services will provide any amendments within 2 working days. Within a further 2 working days TM will finalise minutes, with copies sent to legal services, team administrator (place in child's document section of Liquid Logic) and care proceedings case manager. Where possible LPM minutes available at EoC panel for chair only.</p> <p>Teams to book a week 20 LPM at the initial meeting.</p> <p>Where the outcome of the LPM is that the case should not progress into pre-proceedings, CPCM will highlight the case to the relevant Service Manager for review.</p>
Week 0	<p>Day 1- Edge of Care Panel ratifies LPM recommendations. (<i>edge of care ratifying LPM recommendations is start of pre-proceedings</i>) .</p> <p>By working day 3 Social Worker will prepare draft pre-proceedings letter and draft Pre-Proceedings plan and send to Legal Services for suggested amendments before sharing with parents. (See template PPM letter).</p> <p>By working day 4 Social Worker to hand deliver pre-proceedings letter and pre-proceedings plan to parents (include a list of children's panel approved solicitors, leaflet re family group conference service). Social Worker to explain the letter to parents if there are concerns about literacy or level of understanding.</p>
Week 2	<p>Initial Pre–Proceedings Meeting to take place. PPM to be chaired by TM. The parents and Social Care will be represented by solicitors.</p> <p>Team administrator to minute meeting (see template).</p>
Week 3	<p>Minutes of the pre-proceedings meeting and pre-proceedings plan to be completed by Social Worker, approved by TM and sent to legal services for comment. Once finalised, minutes and pre-proceedings plan will be sent to parent's solicitor by legal services and a signed version will be obtained and returned to social worker. (A copy to be placed on child's file in Liquid Logic.) Minutes also to be sent to Care Proceedings Case Manager.</p> <p>Any initial viability screens to be completed by Social Worker and sent to Kinship Duty.</p> <p>Family Group Conference referral to be sent to Daybreak FGC service. (with parent's consent)</p>

	<p>Requests for expert assessments to be sent to contactandassessmentreferrals@wiltshire.gov.uk. Any letters of instruction for assessments to be prepared and solicitors for parents invited to comment.</p> <p>Medical records (with parent's consent) and police disclosures to be applied for by legal services.</p> <p>Tests (hair strand, DNA, learning capacity) to be applied for by legal services.</p>
Week 7 – 8	<p>Planning discussion (meeting or telephone) to take place between Care Proceedings Case Manager, Assistant Team Manager and Social Worker to discuss progress and check all is on track. (This discussion could include Contact & Assessment Team Manager if relevant).</p> <p>CPCM to remind team to set a date for Week 20 LPM if one not already set.</p>
Week 12 – 13	<p>Further LPM to be held chaired by TM/ATM. To check progress and consider outcomes/agreed actions for review PPM.</p> <p>To include consideration of long-term fostering/adoption/instigating proceedings/closing case/continuing in PPM.</p> <p>If permission is required to issue care proceedings, this is to be gained prior to the review pre-proceedings meeting by attending EOC Panel.</p>
Week 14 – 15	<p>Review pre-proceedings meetings to be held and chaired by TM.</p> <p>Assessments of family members and expert reports to be available and discussed.</p> <p>Decisions from LPM held in week 12/13 shared with family.</p> <p>Minutes to be prepared and circulated as per previous PPM.</p>
Week 20	<p>LPM to be held and chaired by Team Manager as above, to determine final decision (<i>close case, instigate care proceedings, seek permission to extend Pre-Proceedings beyond 26 weeks</i>). The team are expected to have sent relevant assessments/documents to their legal advisor in advance of this meeting.</p> <p>Case returns to EOC Panel for a 20 week update, unless the decision has been made that the case is likely to step out of pre-proceedings.</p> <p>Adoption team to provide consultation prior to the meeting where relevant.</p>

	<p>If final decision is to instigate care proceedings or to extend beyond the 26 weeks in pre-proceedings, TM to contact OCSSMT for a slot on the next immediate EOC Panel. Expert reports and assessments and PPM minutes to be provided as documentation for panel.</p> <p>Where the case is being stepped down from the pre-proceedings process, the case will be reviewed by the relevant Service Manager to ensure further oversight and approve the plan for once it is stepped down.</p> <p>Once the Service Manager has approved the plan for stepping down, a Review Pre-Proceedings Meeting to be held and the parents to be advised of the decision to end pre-proceedings.</p> <p>Where cases are stepped down, the social worker will send out a formal letter advising that the pre-proceedings process has now ended.</p>
Week 22	<p>Final Pre-Proceedings meeting to be held, chaired by TM/ATM.</p> <p>Family to be advised of LA's final plan.</p> <p>Minutes to be prepared and circulated as per previous PPM.</p> <p>At the point at which it has been agreed to issue care proceedings, all necessary court documentation to be provided to the solicitor within two weeks, unless needing to be issued more urgently, and to have already been checked by Assistant Team Manager and care plan agreed by Team Manager.</p>
Week 23	Case to be presented at Edge of Care Panel for extension to pre proceedings if required.
Week 26	Proceedings issued or case closed. If case extended beyond 26 weeks in pre-proceedings this will only be with permission of HOS via EOC at week 23 and timescales will be set from EOC for review PPM. Case will be kept under review by CPCM at a frequency directed by HOS.

16 Children Looked After Plan

See Wiltshire Practice Procedures Children's Social Care under Section 4, 4.1.2 Children Looked After (CLA)

https://wiltshirechildcare.proceduresonline.com/p_dec_look_aft.html - 2.-the-care-plan

16.1	A Placement Plan should be in place for any child/young person prior to spending their first night in placement. (In emergency placements it must be completed within 5 days from the start of the placement). Delegated Authority tool (the fostering network tool) is to be completed at placement planning meeting at the start of a placement. Decisions of delegated authority should be re-considered at every review of the care plan by the allocated social worker. The link to the tool is here: DELEGATED RESPONSIBILITY (thefosteringnetwork.org.uk)
16.2	The child/young person is allocated an Independent Reviewing Officer within 24 hours.
16.3	The Care Plan is completed within 10 working days of the placement starting.
16.4	An Initial Health Assessment is completed within 28 days of coming into care. Virgin Care should be notified and receive medical consents within 3 days of children becoming CLA in order that the medical can take place.
16.5	The child is subject to an annual health review every 12 months (every 6 months for under 5s).
16.6	The child or young person has an annual dental/ eye check and is the responsibility of the corporate parent/IRO/foster carers to ensure this is regular.
16.7	A Personal Education Plan is initiated as part of the Care Plan before the placement is made (or within 10 days in the case of new emergency placement).
16.8	A Permanence Plan should be clear by the child/young person's second CLA review.
16.9	A permanency options meeting should take place at the earliest opportunity and by the second review at the latest.
16.10	If a child/young person's permanence is not achieved by the third review, Permanence Panel tracks the progress.
16.11	As part of the reception into care procedures, all looked after children receive information about Mind of My Own apps at the point they become looked after. The apps should be used to help children to share their wishes and feelings in: <ul style="list-style-type: none">• Assessments

	<ul style="list-style-type: none"> • Statutory social work visits • Statutory Looked After Reviews • Personal Education Planning • Health planning • Placement choices <p>Life Story work: Life story book/memory box should be started by the allocated child's social worker or foster carer or whoever is deemed to be the most suitable as soon as the child comes into care.</p> <ul style="list-style-type: none"> • Personal Advisor (PA) visits • Pathway Planning for Care Leavers
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17. Looked After Reviews

See Wiltshire Practice Procedures Children's Social Care under Section 4 looked after under monitoring reviews 4.3

https://wiltshirechildcare.proceduresonline.com/p_look_aft_rev.html

17.1	The social worker's report to the Looked After Review is completed and available to the child/young person, family and IRO 2 working days prior to the review.
17.2	The first review is held within 20 working days of the child/young person becoming looked after, the second within a further 3 months/60 working days and subsequent reviews are held at intervals of not more than 6 months.
17.3	The IRO will produce a written record of the recommendations of the review within 5 working days and a full record of the review within 17 working days and circulated within 20 working days.
17.4	The care plan should be updated within 10 working days of the CLA review with the recommendations that have been agreed as decisions.
17.5	If the manager does not agree with the recommendations, the manager will in from the IRO team within 5 working days of receiving these.
17.6	If a CLA ceases to be LAC or going to semi supported accommodation a LAC review must be held 5 working days before the placement comes to an end.

17.7	The second review must take place within 4 months and thereafter at intervals of not more than 6 months until the adoption order is made.
17.8	Every review should consider the child's life narrative/identity. The review should identify what is the child's current understanding of their reasons for which they are in care and their journey up until now. The IRO will ensure who is the best person involved with the child to complete life story work and how and the team around each child/young person will consider when is the right time therapeutically. Expertise to assist children's social workers will sit within the fostering service and advice/training where needed.
17.9	The Independent Reviewing Officer (IRO) speaks with the child/young person in private prior to the first review and before every subsequent review. This includes discussing the Mind of My Own app to the child, as a means of capturing the child's voice to inform decisions about their future. If the IRO is unable to do this within the timescale then they should request that the child's social worker carries this out.
17.10	Prior to the Statutory Review. At least 10 days prior to a review an invitation to make a statement for the review is sent to the child and family together with other consultation paperwork. Templates and resources are available on the Mind of My Own Resource Library.
17.11	At least 10 days prior to a review, the IRO must check that the child or young person's views have been evidenced through a statement and should take action if they haven't.
17.12	A copy of the child / young person's statement is taken to the meeting by the IRO or social worker who received it.
17.13	At the statutory review the IRO is responsible for asking whether the child has been introduced to Mind Of My Own apps. This should be recorded in the minutes of the meeting.
17.14	If the child has not been given information before their Looked After review the child's IRO will ask the allocated social worker to ensure that this happens during the next statutory visit.
17.15	Every child over the age of 5 will be referred to the independent opt-out advocacy service at their 2 nd review, and when they become subject to pathway planning.

18 Leaving Care

See Wiltshire Practice Procedures Children's Social Care under Section 4 Children Looked After (CLA), 4.8

https://wiltshirechildcare.proceduresonline.com/p_leaving_care.html

18.1	A Personal Advisor is allocated when the young person is 15 half years old and is an absolute duty to accommodate young people as well as provide PA support up until the age of 18.
18.2	A Pathway Plan is in place for the first review following the young person's 16th birthday.
18.3	Pathway Plan Reviews are held 6 monthly. If there is significant change, a review can be brought forward.
18.4	The Pathway Plan is updated following the review within 5 working days.
18.5	<p>Support under The Leaving Care Act 2017 introduces a new duty on Local Authorities to provide a PA to support all care leavers up to the age of 25 if they want this support This includes young people who return to the local authority at any point after the age of 21 and up to the age of 25 and request PA support.</p> <p>For care leavers aged 18-20, there is a proactive duty on LA to keep in touch with care leavers.</p> <p>For care leavers aged 21 or over the LA has a duty to assess care leavers' needs, develop and keep under review a pathway plan – only when the young person requests support.</p>
18.6	<p>In addition, where accommodation is provided to a relevant child or former relevant child by the responsible authority under section 23B or section 24B of the Leaving Care Act, the personal adviser must visit the relevant child or former relevant child at that accommodation:</p> <ul style="list-style-type: none">(a) within 7 days of the accommodation first being provided.(b) subsequently, before the pathway plan is reviewed under regulation 7(3), and(c) at subsequent intervals of not more than two months
18.8	The PA will have contact with young person at intervals of not more than two months.
18.9	Every Young Person who become subject to a pathway plan will be referred to the opt-out independent advocacy service.

19. Adoption or Long Term Looked After

See Wiltshire Practice Procedures Children's Social Care under Section 5 Fostering and Adoption of 5.1.10

Practice Standards for transitions of children from foster care to adopters

19.1	The child permanence report should be updated prior to a match being presented to permanence panel for a long term match Team Managers are responsible for quality assuring all CPRs prior to them being sent to Placement Service Panels.
19.2	The allocated children's social worker should offer the adoption counselling service to birth parents when there is a plan for adoption.
19.3	For children to be placed for adoption, an adoption support plan must be prepared as part of the placement report by the Adoption West social worker and the children's social worker which is prepared for the matching panel and should be reviewed at reviews.
19.4	An adoption review will take place within 4 weeks of the date the child/young person is placed for adoption.
19.5	The second review must take place within 4 months and thereafter at intervals of not more than 6 months until the adoption order is made.
19.6	The later life letter should be should be provided to adopters within 2 working weeks of the celebration hearing at the latest.
19.7	The foster carer puts together the memory box and the child's social worker ensures this is completed for the adoption.

20 Fostering

See Wiltshire Practice Procedures Children's Social Care under Section 5 Fostering and Adoption

- 20.1 Recruitment and Assessment of Foster Carers, including Connected Person Carers
- 20.2 A first response to Initial Enquiries about Fostering will be made within 1 working day.
- 20.2 An initial home visit is offered within 5 working days when further information is gained and provided about the assessment process and next steps.
- 20.3 The decision whether to proceed with the assessment is made by the Team Manager within 10 working days of the receipt of all required information.
- 20.4 A written assessment is completed and contains a recommendation about the applicants' suitability to foster. We aim to complete this assessment within 4 months although statutory guidance allows 8 months.
- 20.5 The final assessment must be signed off by a Manager in the Fostering Service.
- 20.6 The assessment and required supporting information will be provided to Panel members 5 working days before panel.
- 20.7 Agency Support to Panel. Supervising Social Workers (SSW) for foster carers and children's Social Workers will provide assessments, reports and attend panel as required. Social Workers are invited to attend panel for a variety of reasons, which include: long term matching, carer's annual review, approval to foster, following significant concerns/complaints or allegations. Any required report must be provided by the social worker to fostering panel administration 8 working days prior to the panel date.
- 20.8 The minutes of fostering panel are produced within 7 working days of the Panel meeting.

20.9 **The Agency Decision Maker (ADM)** will make their decision within 10 working days of the receipt of the fostering panel minutes.

20.10 **Complaints and Representation and the Independent Review Mechanism (IRM)**

If the ADM gives a Qualifying Determination not to approve applicants as foster carers, they have 28 days from the date of the written notice to make representation. If they are dissatisfied with the outcome of panel, the applicant or foster carer may make a complaint, make representation to the ADM or the Independent Review Mechanism (as applicable):

20.1.1 When the decision has been made to approve a new foster carer, they will be allocated a Supervising Social Worker within 5 working days if it has not already happened.

20.1.2 **Temporary Approval**

In exceptional circumstances (including immediate and planned placements), where a child/young person is looked after or is about to become so, temporary approval as a foster carer can be approved by the appropriate Head of Service.

The Regulation 24 assessment is usually led by the Fostering Social Worker with the support of the child/young person's Social Worker. It must be approved by the appropriate Head of Service. Temporary approval lasts for 16 weeks by which time:

- A full fostering assessment should be completed and presented to Foster Panel for approval.
- in exceptional circumstances, a Regulation 25 extension, lasting a further 8 weeks if agreed by Foster Panel.
- A full assessment is completed and presented to Court who may award a Special Guardianship Order.

20.3 **Exemption and Variations**

20.3.1 Exemptions to the usual fostering limit of 3 and variations to the terms of approval must be assessed, recorded and authorised within LCS in accordance with process and guidance within 5 working days of the arrangement starting.

Permission for the Variation or Exemption should be sought, via the Team Manager, from the appropriate Head of Service (this may be delegated to the responsible Service Manager) before the arrangement begins.

Where Exemptions continue, they must be reviewed and authorised by Team Manager and senior manager at minimum three-month intervals.

Where Variations need to continue beyond 7 days, an ADM can give approval directly themselves or request that the matter goes to foster panel before returning to ADM. In the latter, the ADM may choose to give temporary approval of the Variation request.

Exemptions will be reported to Foster Panel on a minimum quarterly basis.

20.4 [Supervision and Support](#)

20.4.1 Supervision with the primary foster carer occurs on a regular basis as agreed by Fostering Manager in line with Kinship and Fostering visiting standards. Supervision discussion will be recorded on LCS and provide the foster carer with a copy of the record within 5 working days of the meeting.

Supervision with the secondary foster carer occurs minimum four times a year, recording the meeting, as above.

Where appropriate meet the foster carers' own children at least three times a year, recording the outcome.
Supervising Social Worker will see fostered child(ren) four times per year, recording the outcome.

In agreement with the Team Manager, reduce supervision to every three months when a foster carer is on hold or has not cared for a looked after child for a period of three months or more, in line with fostering visiting standards.

20.4.2 Training

All foster carers will have a Personal Development Plan (PDP) reviewed at least annually and signed by the Fostering Training and Development Coordinator.

The Mind of My Own app forms part of all foster carers' training.

Foster carers are encouraged to support a child/ young person in their care to share their wishes and feelings and to contribute to care processes, such as meetings with their social worker, reviews, PEP meetings etc.

20.4.3 Unannounced Visits

In accordance with Minimum Standards and Regulations, the SSW or another social worker will carry out an unannounced home visit to the fostering household at least twice in a twelve-month period.

20.4.4 Annual Reviews

Every fostering household must have an annual review within a twelve-month period. Reviews may be held more frequently.

20.4.5 Long Term Match and Staying Put

When a child/young person is to be long term matched with a foster carer as a means of achieving permanence, the carer must agree to the plan.

A match with inhouse foster carers must be agreed at Foster Panel.

A match with IFA foster carers must be agreed at Permanence Panel before Foster Panel.

When a child/young person is to Stay Put after the age of 18 with a foster carer, the SSW and the young person's PA or SW, will ensure that the foster carer agrees and understands the implications in terms of fostering. A Staying Put agreement will be completed before the arrangement commences.

20.4.6 Termination of approval

Where a foster carer resigns, or retires from fostering, the SSW should ask for written confirmation of intent. This will become effective 28 days after receipt.

These ending should be reported to Foster Panel, by the SSW, to be noted.

Where an annual review has been presented to Foster Panel and a recommendation and decision has been made to deregister the foster carer, they have 28 days to make representation on the matter. In turn, the carer will then be notified within 7 working days of the date when the matter will be reconsidered by Foster Panel.

When a carer is deregistered following a serious complaint or allegation, the ADM or their representative will decide whether the matter should be referred to the Designated Person for Allegations or the Disclosure and Barring Service.

When a foster carer resigns, and there are serious complaints or allegations, the matter should proceed to Panel to gain a recommendation as if the foster carers had not resigned.

Where appropriate, referral will be made to the Disclosure and barring Service or HCPC within 28 working days of the decision to terminate approval.

20.5. [Fostering Allowances and Expenses](#)

20.5.1 Payments of Allowances and Fees

For details of payments made to Wiltshire approved foster carers, please see Section 3 of the foster Carer Handbook.

Payments are made fortnightly in arrears.

The SSW is responsible for ensuring that the foster carer receives the correct payment through discussion and supervision, supporting the foster carer with the correction of any errors if required.

The Fostering Service and the child/young person's team must ensure that all necessary steps are taken, within LCS, in a timely way including the completion of the Placement Plan which, in turn, triggers payment to the foster carer.

- 20.5.2** Assessments of those wishing to obtain Special Guardianship Orders are carried out within the Kinship and Fostering Team. This includes private applications and those ordered by the Court as part of care proceedings.

It is anticipated that the usual court direction will be for SGO reports to be submitted in 12 weeks of being ordered.

They will complete reports and ensure submission within agreed timescales as indicated by the court, recognising that deadlines may be changed by court as the matter progresses.

20.5.3 Support and SGO Support Plans

All SGO assessments require an accompanying SGO support plan which indicates the assessed needs of the child/young person now and in the future (where possible) and the services and support that may be required to be submitted along with the SGO assessment for approval by Head of Service.

20.5.4 Recruitment and Assessment

Although considered unregulated settings, broadly, the recruitment and assessment process for Supported Lodgings carers in Wiltshire follows best practice as indicated by Fostering Regulation and mirrors the process for approval for foster carers.

20.5.5 Review, Support and Supervision

As above, the support, supervision and annual review arrangements for Supported Lodgings carers follows the same process and measure as for fostering and it is the responsibility of the SSW to ensure that actions are completed in a timely way.

Supervision is provided monthly for Supported Lodgings and HMO carers, and it must be recorded in LCS.

21 DOFA Practice Standards

[Children's services: who to contact - Wiltshire Council](#)

- 21.1** Any concern regarding a professional working with children must be reported to DOFA within 24 hours.
- 21.2** All contacts will be acknowledged within 24 hours.
- 21.3** The DOFA will oversight all consultations within 72 hours/3 working days and provide advice and guidance as necessary. The DOFA will respond to consultations within 72 hours/3 working days.
- 21.4** The practice standard for a consultation is 10 working days. However, there are some circumstances where it is not clear whether threshold may be met and/or where further information or action is needed before a decision has been made a consultation will remain open with clear actions. In these circumstances there will be a clear management oversight providing rationale about why the consultation needs to remain open. Practice standard for completion is 45 working days.
- 21.5** Where an initial evaluation meeting is needed, this will be convened within 5 working days (unless recorded exception).
- 21.6** Timescales for response:
- | | |
|-------------------------------|-----------------|
| DBS Barring Arm Request | 15 Working Days |
| Subject Access Request | 15 Working Days |
| Ofsted Pre Inspection Request | 05 Working Days |
| ISI Pre Inspection Request | 05 Working Days |
| Freedom Of Information | 15 Working Days |
| Other Query Request | 15 Working Days |
- 21.7** **Formal Allegation Management Process**
- An Initial Evaluation Meeting (IEM) should be convened within 5 working days unless there is a recorded exception.
- 21.8** When an IEM concludes that the case should remain open and subject to investigation, the Subject should be notified about DOFA process within 7 working days (unless recorded exception) in writing with the inclusion DOFA Guidance Leaflet.
- 21.9** Minutes from IEM's should be distributed within 5 working days and Actions within 2 hours.
- 21.10** Multi-Agency Allegations Management Meeting (MAMM)

Keeping Children Safe in Education provides targets for the resolution of allegations which 'should be achieved in all but truly exceptional cases.' Targets for resolution:

- 80 per cent of cases should be resolved within one month
- 90 per cent within three months
- All but the most exceptional cases should be completed within 12 months

MAMM's are held at regular intervals, with the time taken to investigate and resolve cases depending on a variety of factors including the nature, seriousness and complexity of the allegation.

Minutes from MAMM's should be distributed within 5 working days and Actions within 2 hours.

Reviews of ongoing cases where there has been a MAMM should be conducted by the DOFA at fortnightly or monthly intervals, depending on the complexity of the case with further MAMM's convened necessary.

Following the conclusion of the DOFA process, those subject to allegations should be written to with the outcome and a brief case summary within 5 working days of the meeting where this was agreed.

22 Missing Children

MISSING CHILDREN NOTIFICATIONS

- 22.1 Police missing incident reports are recorded on Families and Children's Services case recording system by Wiltshire Missing Children Coordinators within Young People's Services within 24hrs of receipt.
- 22.2 Missing return interviews are offered and undertaken within 72hrs of return.
- 22.3 A case note needs to be recorded on the system outlining date of visit and whether missing return interview was completed within 48 hours.
- 22.4 Missing return interview assessment is written up on case management system within 5 working days of the visit to child/young person.
- 22.5 A contact is opened when a Police missing incident report is received in relation to a child not open to Families and Children's Services. To be completed within 72 hours.

- 22.6** For a child/young person residing in Wiltshire (from another local authority) or not open to Wiltshire Families and Children's Services, the above standards are followed however Wiltshire are not required to complete the return from missing report.
- 22.7** Receipt of Missing Return Interview Assessment for any Missing Child (whether they are a Wiltshire child or from another local Authority) to be processed and finalised within 5 working days.
- 22.8** For a CLA missing longer than 24 hours a strategy discussion should be held every 24 hours. If children are missing and open to social care, there is an escalation process which involves the Team Manager informing the HOS who informs the Director and Director of People's Services within 24 hours. Senior managers will assist with risk management.

23 Stronger Families

- 23.1** Referrals will be completed in one working day.
- 23.2** An allocated worker will make initial contact with child/young person and parent / carers to introduce themselves and arrange first visit within 3 working days from point of allocation.
- 23.3** Initial visit to be undertaken within 5 working days – it would be beneficial for the referring professional to be present to assist with introductions.
- 23.4** From this meeting a contract between all professionals working with the family will be drawn up and signed by the Lead professional and sent to the whole team around the family.
- 23.5** The SFT workers will complete the Wiltshire Wheel for both the child/young person and the parent which is completed alongside the assessment and sent to ATM/Manager by 17th working day.
- 23.6** The assessment of parents and YP to be undertaken using the information gathered from the Wiltshire Wheel from point of allocation.
- 23.7** Intervention plan for the family is drawn up by 15 working days and shared with line manager.
- 23.9** Final sign off by 20 working days.
- 23.10** Every 8 weeks/10 working days a review of the SFT Wheel and assessment is undertaken.

- 23.11** Up to 5 working days a professionals meeting is held with relevant professionals. If the Lead Professional is not available, then it is expected that their line manager will attend on their behalf.
- 23.12** Professional discussions take place up to 10 working days during the initial assessment period. These are more frequent depending on the level of crisis the young person and family are at.
- Following completion of the assessment, the professional meetings can be reduced to 3-weekly.
- 23.13** Following assessment by allocated worker, a profs meeting takes place up to 3 weeks/15 working days from assessment deadline to make sure the intervention plan is reviewed and updated. These meetings are chaired by the SFT worker.
- 23.14** A multi-agency review with the YP and family takes place with the lead professional chairing. This could be a CIN, Core Group, or a CIC or YOT led a Team around the young person. Statutory reviews are stated above in the general standards however the intensive nature of this work warrants regular review as a minimum of every 8 weeks/20 working days.
- 23.15** Allocated lead professional will incorporate SFT plans into the overall plan as per general children's standards.
- 23.16** From allocation, contact between SF allocated worker and YP/family is 3 times per week. One of these is face to face.
- 23.17** Following the completion of the assessment, contacts are no less than twice week.
- 23.18** If an updating assessment and recommended plan is for SFT to step away the contact frequency should be a no less than 3 in any one 10 working day period. One of these contacts should be face to face.
- 23.19** As most allocations in Stronger Families are co worked with another team member an additional joint supervision will take place once every 3 months by the team manager.
- 23.20** At the point of receiving a referral the ATM or TM reviewing the case will add a management decision to Liquid Logic or IYSS setting out if the referral has been accepted or not with their rational to accept the referral or not.

24. Emerald Practice Standards

See Emerald Practice Standards, [2.02 C Emerald Practice Standards and ROTH CP pilot guidance.docx](#)

25. Child Voice – Mind of My Own Practice Standards

25.1	Practice Standard 1: Access for children		
	STANDARD	OWNER	TIMESCALE
25.1	All children using our services are made aware of the Mind of My Own app and helped to download the One app to use independently if they are able to.	All frontline workers	When first working with a child or young person.
25.2	Where children cannot use the app independently, workers use their own accounts to set up a profile for the child to have regular access to the app.	All frontline workers	When working with a child.
25.3	The One app is offered to all children who are unhappy or dissatisfied with a service, as a constructive approach to resolving the issue via the scenario 'sort a problem'.	Participation, Children's Rights officer, Advocate, Allocated worker, all workers in contact with child.	When a child expresses dissatisfaction.
25.2	Practice Standard 2: Using the App in all relevant services		
25.3.	Everyone working with or supporting children and young people who are using our services is responsible for knowing about and promoting Mind Of My Own apps with each young person they work with. This applies to the following: Social workers, supervising social workers, support workers, personal advisers, family key-workers and foster carers.	All frontline workers	When working with a child.

25.4	Practice Standard 3: Assigning Statements		
	STANDARD	OWNER	TIMESCALE
25.4.1	Assigning Statements The Service portal is monitored by an administrator throughout the working day. Statements are assigned to the workers for whom they are intended within 3 working hours of being sent by the young person or the next working day if sent outside of working hours.	Service Portal Administrator	Within 3 working hours
25.4.2	Assigning: Complaints Officer Any statements regarding a complaint are assigned to the Complaints Team within 3 working hours.	Service Portal Administrator	Within 3 working hours
25.4.3	Assigning when a worker is away If a worker is away from work, the administrator assigns the statement to either the named person providing cover or the worker's manager.	Service Portal Administrator	A maximum of 24 hours
25.4.4	Assigning when there is no allocated worker Any statements from children who do not have an allocated worker within the team are assigned to the relevant team manager.	Service Portal Administrator	Within 3 working hours
25.4.5	Assigning a child is no longer worked with Where statements are received from children who are no longer worked with, they will be allocated to MASH for a response.	Service Portal Administrator	Within 3 working hours

25.5	Practice Standard 4: Receiving Statements		
	STANDARD	OWNER	TIMESCALE
25.5.1	Response Times When the child's statement is assigned to the correct person, they will receive an email from Mind Of My Own with the PDF statement. It must be downloaded, read and an acknowledgement sent to the child within 6 working hours.	Recipient (social worker, IRO, Team Manager etc.)	Within 6 working hours
25.5.2	Saving Statement The statement must be saved, by the worker receiving the statement, onto the child/young person's electronic case file on LCS. A case note should state that a child / young person's statement has been received.	Recipient (social worker, IRO, Team Manager etc.)	Immediately upon receipt
25.5.3	Unopened Statements / Re-assigned Statements If the statement has not been opened within 24 working hours (1 working day) the statement will be reassigned by the service portal administrator to the worker's line manager ,who will decide on the best course of action.	Service Portal Administrator	Within 24 hours (1 working day)

25.6	Practice Standard 5: Safety Link Actions		
	STANDARD	OWNER	TIMESCALE
25.6.1	If a statement appears in the 'Safety Link' list then it means a child is feeling unsafe, unhappy, or scared. These statements must be downloaded and sent to the social worker and their line manager immediately.	Service Portal Administrator	Immediate
25.6.2	Managers receiving a statement where the safety link has been triggered should have a conversation with the allocated worker to decide if safeguarding procedures apply and whether urgent action is required.	Manager	Immediate

26.7	Practice Standard 6: Early Help, Children in Need, Child Protection		
	STANDARD	OWNER	TIMESCALE
26.7.1	Early Help Mind Of My Own apps are introduced to all children and young people who are receiving early help support from the local authority. The apps should be used to help capture the child's views in: <ul style="list-style-type: none"> • Early Help Assessments • Early Help plans • Team Around the Family Meetings • Early Help visits • Family Group Conferences 	Early Help Workers	In the introductory meeting with the child
26.7.2	Child in Need Mind Of My Own apps are introduced to all children and young people (including those who are disabled) who are receiving services as a child in need (CIN). The apps should be used to help capture the child's views in: <ul style="list-style-type: none"> • Assessments • CIN Meetings • Family Group Conferences • Family network meetings • Social Work visits 	Allocated Social Worker	In the introductory meeting with the child.
26.7.3	Child Protection Where appropriate Mind Of My Own apps are introduced to the child / young people to help them understand and contribute to the initial child protection conference and all subsequent review conferences.	Allocated Social Worker The CP Chair	Within one week of the case being allocated. Checked a minimum of 7 days prior to the ICPC A minimum of 20 working days prior to 6 monthly RCPCs

	STANDARD	OWNER	TIMESCALE
26.7.4	<p>Mind Of My Own apps should be used to help the child / young person to share their wishes and feelings in:</p> <ul style="list-style-type: none"> • S47 Assessments • Core Group Meetings • Child Protection Reviews • Family Group Conferences • Social Work Visits 	Allocated worker	Before a meeting
27.7	Practice Standard 7: Children Looked After and Care leavers		
27.7.1	<p>As part of the reception into care procedures, all looked after children receive information about Mind Of My Own apps at the point they become looked after. The apps should be used to help children to share their wishes and feelings in:</p> <ul style="list-style-type: none"> • Assessments • Statutory social work visits • Statutory Looked After Reviews • Personal Education Planning • Health planning • Placement choices • Life story work • Personal Advisor (PA) visits • Pathway Planning for Care Leavers 	Social Worker PA	Within one week of becoming looked after
27.7.2	The Independent Reviewing Officer (IRO) speaks with the child/young person in private prior to the first review and before every subsequent review. This includes discussing the Mind of My Own app to the child, as a means of capturing the child's voice to inform decisions about their future. If the IRO is unable to do this within the timescale, then they should request that the child's social workers	IRO	<p>A minimum of 5 working days before the first statutory review.</p> <p>A minimum of 15 working days prior to 6mthly statutory reviews</p>

	STANDARD	OWNER	TIMESCLAES
27.7.3	Prior to the Statutory Review An invitation to make a statement for the review is sent to the child and family together with other consultation paperwork. Templates and resources are available on the Mind of My Own Resource Library.	Business Support	At least 10 working days prior to the review
27.7.4	The IRO must check that the child or young person's views have been evidenced through a statement, and should take action if they haven't.	IRO	At least 10 working days prior to the review
27.7.5	During the Review A copy of the child / young person's statement is taken to the meeting by the IRO or social worker who received it.	Recipient e.g. IRO, social worker, advocate	At the review
27.7.6	At the statutory review the IRO is responsible for asking whether the child has been introduced to Mind Of My Own apps. This should be recorded in the minutes of the meeting.	IRO	At the review
27.7.7	If the child has not been given information before their Looked After review the child's IRO will ask the allocated social worker to ensure that this happens during the next statutory visit.	IRO Social worker	Next statutory visit.

	STANDARDS	OWNER	TIMESCALES
27.7.8	Foster Carers The Mind of My Own apps form part of all foster carers' training. Foster carers are encouraged to support a child/ young person in their care to use the app to share their wishes and feelings and to contribute to care processes such as meetings with their social worker, reviews, PEP meetings etc.	Foster Carers	xxxxxxx
28.8	Practice Standard 8: Managers		
28.8.1	Managers are responsible for knowing about and promoting Mind Of My Own apps with members of their team. Managers should therefore ensure that they and their staff have received relevant training.	Line Managers	Ongoing
28.8.2	Managers should ensure that all new staff receive a Mind of My Own workers account when they join the team. Mind of My Own training should also be part of the new staff member's induction process.	Line Managers	When new staff are appointed
28.8.3	Managers should discuss the use of the Mind of My Own app in supervision with staff: Where appropriate use of the app might be an agreed action, recorded in supervision and the child's records. Managers should also ensure that children are receiving appropriate responses to their statements.	Line Managers	Monthly as appropriate

	STANDARDS	OWNER	TIMESCALES
28.8.4	When workers are away, statements may be re-assigned to managers for action. It is important that managers respond appropriately to children if they receive one of these statements, even if it is just to explain that the worker is away and will get back to them on their return.	Line Managers	When receiving a statement from a child or young person.
28.8.5	See other relevant sections. In particular 2.1 (promoting the app); 6.1 (The Safety Link); and 10.2 (Auditing).	XXXX	XXXXXX
28.9	Practice Standard 9: Quality Assurance/Participation		
28.9.1	Participation The Mind of My Own app is a fundamental component of our participation strategy. Usage is regularly monitored by the Operational Lead for Child and Youth Voice and Lead Voice Worker to inform senior managers of uptake and children's views.	Operational lead for Children and Youth Voice and Lead Worker	Quarterly Reports
28.9.2	Quality Assurance / Auditing As part of the auditing procedures Mind of My Own statements and responses to children are assessed by auditors in all case file audits. These are used to establish the extent to which the child's voice is heard and to ensure that the child has a say in the decisions impacting on their lives.	Auditors	Monthly

29. Useful Links:

- **SW England – our national social work body**
- <https://www.socialworkengland.org.uk/standards/guidance/professional-standards-guidance/>
- <https://www.socialworkengland.org.uk/standards/>
- **British Association of Social Worker**
- <https://www.basw.co.uk/about-basw/code-ethics>
- **The local Government social work standards for employees**
- <https://www.local.gov.uk/standards-employers-social-workers-england-0>
- **Knowledge and Skills statement**
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/338718/140730_Knowledge_and_skills_statement_final_version_AS_RH_Checked.pdf
- **United Nations convention on the rights of the child**
- https://downloads.unicef.org.uk/wp-content/uploads/2010/05/UNCRC_united_nations_convention_on_the_rights_of_the_child.pdf?_ga=2.21918011.1054875264.1539938719-441005593.1539938719
- **Human Rights Act, 1998**
- <https://equalityhumanrights.com/en/human-rights/human-rights-act>
- **The Children Act, 1989**
- <https://www.legislation.gov.uk/ukpga/1989/41/contents>
- **Working Together, 2018**
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf
- **The Children and Social Work Act, 2017**
- <https://www.legislation.gov.uk/ukpga/2017/16/contents/enacted>
- **The Children and Families Act, 2014**
- <https://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

- **The Children, Leaving Care Act, 2000**
- <https://www.legislation.gov.uk/ukpga/2000/35/contents>
- **The Care standards Act, 2000**
- <https://www.legislation.gov.uk/ukpga/2000/14/contents>

- **Wiltshire policy and procedures** full link: <https://wiltshirechildcare.proceduresonline.com/#>

To support our practice standards, we have:

- **Social Care Resources, direct work templates, exemplars, via our Academy site:**
https://wiltshire.sabacloud.com/Saba/Web_spf/SPCTNT62Site/app/shared;spf-url=pages%2Fpagelistview%2Fpgcnt000000000043951
- **Social Care Learning and Development Hub**
<https://wiltshirecouncil.sharepoint.com/sites/HRDirect/SitePages/Development%20for%20adult%20and%20children's%20services.aspx>