

Jersey Care Commission
Care Standards
Children and Young People Social Care
Service

Independent Monitoring and Review Service
in respect of
Children's Safeguarding Arrangements

Respect
Voice
Safety
Choice
Quality

Contents

The Jersey Care Commission	3
Introduction to the Standards	3
Scope	4
Guiding Principles	4
Definitions	5

Standards

1	Recruitment	8
2	Allocation of Independent Reviewing Officer	10
3	Children's Voice	11
4	Children in Care Case Planning & Review	15
5	Monitoring and Review Escalation	21
6	Records	25
7	Data Protection	27

Appendices

1	Children's Social Care Service Timescales for Best Practice	31
2	Jersey Children's Social Care Service Practice Standards Young Persons Summary from Office of the Children's Commissioner	40
3	Requirements for policies	47
4	Requirements for employment checks	48
5	Requirements for induction programmes	53
6	Requirements for statutory and mandatory training	54
7	Notifiable incidents or events	55
8	Requirements for records for inspection	58

The Jersey Care Commission

The Jersey Care Commission's purpose is to:

- provide the people of Jersey with independent assurance about the quality, safety and effectiveness of regulated services
- promote and support best practice in the delivery of regulated services by setting high standards and challenging poor performance
- work with service users and their families and carers to improve their experience of regulated services and achieve better outcomes.

The Jersey Care Commission's work is based upon these core values:

- **A person-centred approach** – we put the needs and the voices of people using regulated services at the heart of everything we do
- **Integrity** – we will be objective and impartial in our dealings with people and organisations
- **Openness and accountability** – we will act fairly and transparently, and will be responsible for our actions
- **Efficiency and excellence** – we strive to continually improve and provide the best possible quality and value from our work
- **Engagement** – we will work together with, and seek the views of, those using, providing, funding, and planning regulated services in developing all aspects of our work.

Introduction to the Standards

The Jersey Care Commission Standards are statements which set clear expectations about how regulated services should be provided.

The Standards for Independent Monitoring and Review Service have been developed in consultation with children, young people, and professionals, and are intended to:

- Show what children, young people, and their families, should expect from the services they access.
- Set out what the people who provide supported contact centres must do to meet the expectations of children, young people, and their families.
- Provide a structure that can be used to inspect the service provided.

Scope

These Standards apply to organisations which provide a social care service to children and young people who either receive a service from:

- an independent monitoring and review service in respect of looked after children's cases

Under the Regulations of Care (Standards and Requirements) Law, Part 8, this service is classed as regulated activity alongside the requirements in respect of the provision of social work services for children and young people.

The Standards covered within this document are based upon the Government of Jersey Children's Social Care Services Practice Standards (2021) and the Children's Social Care Service Timescales for Best Practice (2021). These have been developed into child friendly Standards by the Office of the Children's Commissioner for Jersey.

The Standards for the Independent Monitoring and Review Service should be considered alongside States of Jersey Children's Social Care Services Independent Reviewing Officer Handbook (2012) and the suite of Standards produced by the Jersey Care Commission for social care services for children and young people including:

- Jersey Care Commission Children's Social Care Services Children's Social Care Services including Management, Assessments, Recording and Data Protection.
- Jersey Care Commission Children's Homes Standards
- Jersey Care Commission Fostering Services Standards
- Jersey Care Commission Adoption Service Standards

In developing the Standards, these have been formulated based on discussions with Children's Social Care Services staff, existing practice Standards and timescales and reference to research and good practice.

Role of the Independent Reviewing Officer

The duties of the IRO are to:

- Monitor the performance of Children's Services in their functions in relation to the child or young person's case
- Participate in any review of the child or young person's case
- Ensure that any ascertained wishes and feelings of the child or young person concerning the case are given due consideration by Children's Social Care Services, and
- Perform any other function which may be prescribed.

Whilst the role of Independent Reviewing Officer in Jersey also provides independent facilitation of children protection conferences and child protection plans, the current legislation under the Regulation of Care (Standards and Regulations) 2022, only allows for the inspection of the independent reviewing officer role in relation to looked after children. Social workers and those working under the direction or supervision of social workers who provide independent facilitation of children protection conferences and child protection plans, are still regulated, however this will be through the registration as part of a social work service for children and young people under paragraph 9 of Schedule 1.

Guiding Principles

Guiding principles are the basic values which influence all of the Standards. They reflect people's rights which are central to any care or support given.

Respect	Your right to care that is respectful, compassionate, and dignified.
Voice	Your right to be listened to and communicated with, in an open and honest way.
Safety	Your right to be safe and cared for by people who are trustworthy and competent.
Choice	Your right to be informed and supported to make real choices and decisions that will be respected.
Quality	Your right to the highest standard of care which will promote your independence and decision making.

Definitions

Children is a person aged 0-14 years.

Young people/person is someone aged between 14 and 25 years. This has been chosen as the term to represent people who are in care or have left care and are entitled to a service.

Care leaver an individual aged 16 up to (but not including) the age of 25 who has been looked after by the Minister for a minimum period of 13 weeks, whether in aggregate or consecutively, from the age of 14 up to (but not including) the age of 18; or an individual who is of such description as the Minister may by Order specify, and who at any time before the age of 18 was looked after by the Minister but ceased to be so looked after before that age.

Social Worker is a protected profession through registration via Social Work England or other UK regulatory equivalent. The role provides advice, support, empowerment, guidance and protection to vulnerable persons within the community. Within the context of these Standards, the team of use refers to registered social workers working on behalf of Jersey Children's Social Care Services. The existing practice Standards in place, refer to those employed in a social worker role adhering to Social Work England's framework of registration and associated codes of conduct.

Independent Reviewing Officer (IRO) a social worker who has sufficient relevant social work experience with children and families to perform the functions of an independent reviewing officer. This encompasses having independent oversight and ensuring plans provide safeguarding and wellbeing to children and young people in need. The independent reviewing office will have regard to the best interests of children in care. The Independent Reviewing Officers chair child protection conferences, children looked after reviews, provide independent oversight and scrutiny of wellbeing plans including care plans, permanency plans and in regard to care leavers, the pathway plan. The independent reviewing officer holds oversight and reviews progress of the plan and provides support and challenge to children's social care and other services supporting the child, young person, and their family.

Personal advisor is a person who provides advice and support to young people who are care leavers from the age of 14 through to the age of 21, but potentially up to the age of (but not including) 25. Personal Advisors will continue to support the child alongside the social worker whilst the child is in care or up to the age of 18.

Care/support worker relates to any person employed, volunteering or on work placement including health/social care professionals who provide care or support to people receiving care services which are registered under the Regulation of Care (Jersey) 2014 Law.

Health/social care professional is a person who registered with a professional regulatory body in the United Kingdom and where required is registered under the Health Care (Registration) (Jersey) Law 1995 (e.g., nurse/social worker/doctor).

Article 42 Assessment An assessment led by Children's social care where a child protection enquiry has been raised suggesting that a child/ children or young person may have experienced or is at risk of experiencing significant harm.

Looked After Child A child under the age of 18 years of age who is in the care of the Minister, through being in need of care and protection and through an interim care order or care order issued by the court under Article 24 or 30, or through a voluntary arrangement with the child/ young person's parent under Article 17 of the Children (Jersey) Law 2002 or a child who has been or authorised as being placed with prospective adopters under Article 17.

Care Plan Government of Jersey Children's Social Care Services is legally obliged to ensure that all children and young people in the care of the Minister have a care plan which ensures that arrangements for the child/ young person are in place. This will require social workers to engage and communicate with anyone adults important to the child, including those providing care, advice, and support. The plan will include day-to-day arrangements, arrangements for school, arrangements for health including emergencies, arrangements for family time, the child's wishes and feelings, life story and hobbies and outline the plans for the future. This plan is updated and reviewed when there is a significant change and at regular intervals.

Permanence Plan This is a plan that is considered where children are in the care of the Minister. A permanency plan will consider the types of arrangements that can be considered for children and young people. This includes a potential return to parents, the child/ young person being cared for by connected persons or extended family, the child/ young person being adopted, living in foster care with an identified family or within a children's home. Permanence plans will always consider long term planning arrangements to allow children and young people to build and maintain relationships and provide stability.

Pathway Plan The pathway plan is a wellbeing plan that is completed with children and young people after their 16th birthday where they are eligible for a leaving care service. This plan replaces the care plan, outlining the young person's current circumstances and planning for the time when they leave care, outlining their goals and aspirations and what advice and support will be required to ensure children and young people reach their potential.

Personal Education Plan All looked after children have a care plan, the personal education plan is part of the care plan. This plan outlines actions to help a child or young person reach their full academic and life potential.

Health Assessment completed by a medical professional that outlines the health needs of a child/ young person in the care of the Minister. The health assessment forms part of the care plan for a looked after child. Additionally, the plan outlines any health service, medication, advice, or support that may be required to ensure that the child/ young person experiences good health, including good emotional health.

Standard 1. Recruitment

What this means to children and young people receiving care:

The Government of Jersey, (Department for Children, Young People, Education and Skills), will ensure that Independent Reviewing Officers have the right knowledge, skills, and experience to ensure that you receive the best possible care and support.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity
- 6. Openness and Transparency
- 7. Respect and Involvement
- 8. Person Centred Planning
- 10. Health and Safety
- 11. Safeguarding
- 17. Workers
- 19. Reviewing quality of service
- 23. Service records
- 77. Requirement in respect of provision of a social work service for children and young people

1.1 Children's Social Care Services will ensure that all Independent Reviewing Officers employed will have the relevant expertise and experience to hold the role as a knowledgeable, authoritative professional.

The Independent Reviewing Officer role is a specialist role within Children's Social Care Services. Postholders should have sufficient, relevant social work experience (at least five years' experience) working within Children's Social Care Services, and ideally had experience of providing supervision and support to social care staff.

The role involves safeguarding, monitoring and potential challenge to managers, including senior managers. This requires officers to be clear, concise, assertive and to work confidently to offer perspective, accountability and challenge to social workers and their managers. Independent Reviewing Officers need excellent communication skills and an ability to work with children and adults, including professionals.

1.2 Independent Reviewing Officers will hold a relevant recognised social work qualification and are registered with the relevant body.

Independent Reviewing Officers are usually experienced senior social workers or team managers. Taking this into account and the regulatory requirements, all Independent Reviewing Officers are qualified social workers and hold relevant registration to a relevant professional body such as Social Work England or its equivalent.

1.3 Independent Reviewing Officers have a thorough understanding of legislative frameworks and legal processes.

Independent Reviewing Officers will have a thorough understanding of the Children (Jersey) Law 2002 and relevant childcare legislation. Having relevant knowledge and experience, Independent Reviewing Officers will have a working knowledge of legislative and regulatory requirements, the Standards for social work practice, related policy and procedure and an understanding and knowledge of childcare research and good social work practice.

Independent Reviewing Officers need to have a thorough understanding of the legal process where Children's Social Care Services makes an application for a care order and the responsibility of the Minister, for children in care and young people leaving care. Additionally, where concerns have been raised, Independent Reviewing Officers understand their responsibilities for escalation where they are significantly concerned about a child's safety or protection or where there has been a potential breach of the child's rights and all complaints channels have been exhausted.

Standard 2. Allocation of Independent Reviewing Officer

What this means to people receiving care:

All children and young people in care will always have an independent reviewing officer and will know who they are and how to contact them.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity
- 6. Openness and Transparency
- 7. Respect and Involvement
- 8. Person Centred Care
- 9a. Need for Consent
- 11. Safeguarding
- 15. Shared Responsibility
- 17. Workers
- 19. Reviewing quality of service
- 23. Service records
- 77. Requirement in respect of provision of a social work service for children and young people

2.1. Children in care will always have an allocated Independent Reviewing Officer.

The Independent Reviewing Officer handbook advises that Children's Social Care Services teams should alert the Independent Monitoring and Review Service Manager of a child becoming looked after within two days. An independent reviewing officer will be allocated to a child/ young person within five days of them becoming looked after. Children and young people in care will continue to have an independent reviewing officer for as long as they remain looked after, or until they reach 18 years of age.

2.2 The Independent Reviewing Officer will be responsible for monitoring and reviewing the care plan and will not be involved in case management or day to day decisions regarding the child or young person.

The Independent Reviewing Officer Handbook clearly outlines that the postholder does not hold case responsibility for the child, young person and family and has no supervisory responsibility for the social worker or manager. The responsibility of the independent reviewing officer is to monitor and consider the impact of Children's Social Care Services to meet the needs of the child or young person, to participate in and chair reviews the child or young person's care plan, ensure that the child or young person's wishes, and feelings are known and considered as part of care planning and to perform any other function.

Standard 3. Children's Voice

What this means to people receiving care:

All children and young people will meet with their Independent Reviewing Officer regularly. Children and young people will be able to share their wishes and feelings and the independent reviewing officer will make sure this is considered as part of your plan.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity
- 6. Openness and Transparency
- 7. Respect and Involvement
- 8. Person Centred Care
- 9a. Need for Consent
- 11. Safeguarding
- 15. Shared Responsibility
- 17. Workers
- 19. Reviewing quality of service
- 21. Notifications of incidents, accidents, or other events
- 22. Complaints and representation
- 23. Service records
- 77. Requirement in respect of provision of a social work service for children and young people

3.1 The Independent Reviewing Officer will always take account of the wishes & feelings of children and young people.

The Independent Reviewing Officer is in a unique position to speak to the child or young person in private before their first and subsequent looked after child reviews. The meetings should discuss with the child or young person, their experiences. This should be an opportunity to share children and young people's wishes and feelings or any worries they may have. These regular meetings will support the child or young person to form a relationship with their Independent Reviewing Officer and understand their role to ensure everyone is doing what they need to support the child or young person when they need too.

3.2 The Independent Reviewing Officer will ensure they keep in touch with children and young people where they are responsible for their reviews, including speaking to the child before each review.

The Independent Reviewing Officer should be in touch with the child or young person before each looked after child review meeting. This discussion allows children and young people to share their wishes and feelings. Social workers will encourage the use of different technologies to support children and young people to share their views.

These should be discussed as part of the visits to children and young people, to celebrate success and achievements in addition to discussions around the review meeting, whether the child or young person needs an advocate and has any worries or complaints.

Where looked after children reviews are being held for babies, children or young people who are unable to share their wishes and feelings, the independent reviewing officer should ensure they visit the child or young person and observe them with their carers, considering their feelings and developmental and emotional needs. As relationships develop with older children, it may be that a formal meeting/visit does not take place, but this could be done via telephone call or using technology. It is envisaged the visits should take place at least 15 working days before the review meeting.

3.3 The Independent Reviewing Officer will ensure that reviews for the child/ young person are child centred.

Children and young people will be consulted taking into account their age, development and understanding about their review including:

- The day, time and venue. (This includes avoiding any times that a child or young person would miss school or important appointments and take place in a venue where the child or young person felt comfortable).
- Invitations (so only necessary people attend such as carers, parents, social worker, and professionals).
- The agenda will include issues that are important to the child or young person. (There are issues that IRO's are required to consider as part of the review, but agenda's will be as child centred as possible)
- The child or young person's wishes and feelings.
- Whether a series of meetings are required to make sure everyone can contribute.

Children and young people may decide with their Independent Reviewing Officer that they would like to chair and lead on discussions as part of the meeting. This would be encouraged to support the confidence of children and young people, support accountability and allow the reviews to be truly young person-focused and led.

The key aim of the review is to ensure that the child or young person's plan outlines how they are safeguarded and provided with love and care.

The key decisions to be taken in a child or young person's review are whether to confirm or suggest changes to the plan, consider what actions need to be taken to make sure the actions happen, identify who is responsible and in what timescales.

3.4 The Independent Reviewing Officer will ensure that children and young people in care are aware of their rights.

As part of the regular meetings between the Independent Reviewing Officer and the child, children and young people will be informed of their rights and entitlements considering their age and level of development. When considering the rights of children and young people this includes:

- their right to apply for the discharge of the care order
- their right to make a complaint and
- to request the support of an advocate

In situations where children want to consider legal proceedings, the independent reviewing officer will need to assess whether there is an appropriate adult who is able and willing to support the child or young person to obtain legal advice or bring proceedings on the child or young person's behalf. If there is no such person, the Independent Reviewing Officer may assist the child to obtain such advice.

3.5 The independent Reviewing Officer will ensure and revisit with the child or young person that they have received information about the advocacy service and how to request an advocate if they would like one.

The Independent Reviewing Officer is responsible for making sure that children and young people understand what an advocate is and how they can support and help them. Independent Reviewing Officers will advise children and young people of their entitlement to an advocate before each review. Advocates should not only be discussed when concerns are raised or when making complains as advocates provide a crucial role to support children and young people during meetings and share their wishes and feelings and voice.

Children's Social Care Services have a clear system and process in place to ensure that information is shared with children and young people about the advocacy service and how to request an advocate. Independent Reviewing Officers can play a crucial role in supporting children and young people to access an advocate.

3.6 The Independent Reviewing Officer will ensure that the child or young person is aware of the Government of Jersey Children's Social Care Services Complaints procedure and how to complain if they are unhappy with the support or service they receive.

Independent Reviewing Officers will ensure as part of regular visits and reviews that children and young people understand their right to make a complaint and how to request an advocate to support them with their complaint. If concerns are raised and the child or young person lacks understanding or is unable to make the complaint, another person may do this on the child's behalf. This includes parents, carers, anyone with a sufficient interest in the child or young person, including the independent reviewing officer.

3.7 The Independent reviewing officer encourages and ensures the participation of children and young people to improve service provision.

Information is shared with all children and young people in the care of the Minister about how to share their wishes and feelings and support Children's Social Care Services to improve their services to children in care. Information will be shared with children and young people about how to share their views.

Standard 4. Children In Care Planning and Review

What this means to people receiving care:

All children and young people in care have arrangements in place to meet their needs and support them in the right way. Care plans and regular reviews are about making sure you have everything you need and that plans in place meet your needs and take into account your wishes and feelings and will help you reach your ambitions.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity
- 6. Openness and Transparency
- 7. Respect and Involvement
- 8. Person Centred Care
- 9a Need for Consent
- 11. Safeguarding
- 15. Shared Responsibility
- 17. Workers
- 19. Reviewing quality of service
- 21. Notifications of incidents, accidents or other events
- 22. Complaints and representation
- 23. Service records
- 77. Requirement in respect of provision of a social work service for children and young people

4.1 The Independent Reviewing Officer will coordinate and participate in the review of children in care plans.

The States of Jersey Independent Safeguarding and Standards IRO handbook (2012) states, *“The IROs primary focus is to quality assure the care planning and review process for each child and to ensure that his/her current wishes and feelings are given full consideration”*.

The Independent Reviewing Officer is responsible for chairing the review and ensuring that reviews are as meaningful and flexible as possible to ensure that all information is available to ensure the best possible planning for the child or young person.

In being flexible to the needs of the child or young person, this may mean that rather than just one meeting taking place that a series of meetings take place to ensure consultation of all adults in the child's life are considered.

It may be that if the child or young person is of an age and understanding where they wish to attend or attend part of the meeting.

The process of managing review meetings will focus on the needs of the child or young person and the things that matter most to them.

The purpose of the review is to consider the quality of the child or young person's care plan, based on the assessment undertaken by Children's Social Care Services of their needs. The care plan for each individual child or young person must specify how Children's Social Care Services proposes to respond to the full range of their needs, taking into account their wishes and feelings. The recommendations made at the review will be to either endorse or suggest amendments the care plan based upon the information shared and the child or young person's circumstances.

4.2 The Independent Reviewing Officer will consider the quality of the child or young person's assessment and the care plan, ensuring this is based on information from all those involved in supporting the child or young person and is based on a holistic, up to date assessment of the child or young person's needs, ensuring that decisions are appropriate and that the right support is available at the right time.

In preparing for the looked after children's review and the monitoring of child or young person's care plans, Independent Reviewing Officers will consider the assessments which have taken place and inform the plan. This includes whether the assessments are holistic, involving adults involved in the child or young person's life, outline the child or young person's current circumstances, and wishes and feelings and provide an evidence base. Plans should be bespoke, and relevant to the child or young person and their experiences and be ambitious and aspirational to ensure that the right support is always available to children and young people.

Where assessments have been completed, details should be shared with the Independent Reviewing Officer and other adults in the child or young person's life as required. Where Children's Social Care Services proposes a change to the care plan, assessments and evidence should be shared with the Independent Reviewing Officer prior to the review. Additionally, parents have a right to be informed of changes to care plans prior to the review. The review meeting itself should not present any surprises.

In instances where the Independent Reviewing Officer has questions or concerns around the change of care plan, they will liaise with the child's social worker. If, following the review, the concerns have not been addressed, the Independent Reviewing Officer will attempt to resolve the issues with the child's social worker and team manager. If this is unsuccessful, the Independent Reviewing Officer can instigate the dispute resolution process.

4.3 The Independent Reviewing Officer will consult with the child or young person and their allocated social worker to ensure that children, young people, their family, carers and professionals all actively participate in reviewing the child/ young person’s plan on a regular basis.

Where children and young people based on their age and understanding, want to attend the review, this should be discussed with the Independent Reviewing Officer.

The timescales within the Independent Reviewing Officer Handbook state that the independent reviewing officer will have a discussion with the child’s social worker and the child or young person at least 15 days prior to the review meeting taking place.

Carers, parents, and professionals would normally be invited to attend a review meeting; however, this will also depend on individual circumstances. Where it may not be in the best interests for a child, young person, or parents to participate in all or part of the review, arrangements can be made for a series of meetings.

Regardless of whether the review is a single meeting or a series of meetings, there should be clear evidence of consultation of the child, young person, parents, and carers, including wishes, feelings, and their views. The Independent Reviewing Officer will ensure that these views are shared and considered at the review. Views will be shared within the meeting records unless this is felt that it may create distress to the child or young person. Where parents are excluded from review meetings due to safeguarding concerns or any Orders which are in place, the Independent Reviewing Officer will offer to meet with the parents and record their views. In circumstances where a child, young person or parents are excluded from a review for any reason, this should be considered again prior to the next and each subsequent review and any decision making recorded within the records.

In circumstances where the independent reviewing officer is not satisfied Children’s Social Care Services has adequately prepared for the review including:

- potential lack of consultation with the child, young person, their parents, and others before making decisions.
- not sharing appropriate plans or paperwork.
- child or young person is not prepared for the meeting.

In these instances, the Independent Reviewing Officer can consider adjourning the review from the date the meeting was originally scheduled, considering the potential detrimental impact on the child or young person. In situations where the review is adjourned, it must be held within 20 days of the original review date.

4.4 The Independent Reviewing Officer will ensure that all relevant information is available and ensure that reviews focus on the things that matter most to children and young people.

Prior to the child or young person's review meeting, the Independent Reviewing Officer should have access to the current care plan, any current health plan, medical assessment, and the current personal education plan. The child or young person's social worker should share a review report at least five working days prior to the review. Consultation documents and discussions should be sent or have taken place at least 10 days prior to the review meeting.

As part of the agenda for the review meeting, the Independent Reviewing Officer will ensure that following issues are discussed:

- Any change in the child or young person's circumstances since the last review.
- Whether decisions taken at the last review have been successfully implemented and if not, why not.
- The legal status of the child or young person and whether it remains appropriate, considering relationships and permanence.
- Whether the child or young person's plan includes a plan for permanence within viable timescales that are meaningful for the child or young person – this must include consideration of plans for permanency from the second review onwards (usually four months from date of being admitted into care).
- The arrangements for family time with parents, siblings and other family members or significant others, whether these consider the child or young person's current wishes and feelings and whether any changes are needed to these arrangements.
- Whether the placement is meeting the child or young person's needs – this should include consideration of the attachment between the child or young person and those who are caring for them, how Children's Social Care Services are ensuring that the placement provides the quality of care that the child or young person needs and whether any change to the arrangements is necessary or likely to become necessary before the next review.
- The child or young person's educational needs, progress, and development and whether any actions need to be taken or are likely to become necessary before the next review, in order to ensure that the child or young person's educational needs are met, and not neglected.
- The hobbies and leisure activities in which the child or young person is engaging and whether these are meeting the child or young person's needs and current expressed interests.
- The report of the most recent assessment of the child or young person's health and whether any change to the arrangements for the child or young person's health are necessary or likely to become necessary before the next review, to ensure that the child or young person's health needs are met and are not neglected.
- The identity needs of the child or young person and how these are being met.

- Whether the arrangement to provide advice, support and assistance to the child or young person continues to be appropriate and understood by the child or young person.
- Whether any arrangements need to be made for the time when the child or young person will no longer be looked after, so the child or young person will be properly prepared and ready to make this significant move.
- Whether the child or young person's social worker has taken steps to establish the child or young person's wishes and feelings, that the care plan takes these into consideration and that the care plan demonstrates this.
- Whether the child or young person is being visited by the social worker at least at the minimum statutory intervals and when the child or young person requests a visit; and that plans and decisions to advance the overall planning for the child or young person's care have been taken and were acted upon in a timely way.

4.5 The Independent Reviewing Officer will ensure that plans are considered at regular intervals as outlined in policy, when a child or young person requests this or when there is a significant change to the care plan.

When a child or young person first becomes looked after, the first looked after children's review will take place within the first 28 days. The second looked after children's review takes place no more than four months from the date of the child or young person becoming looked after. This second review should ensure evidence-based plans for permanency are in place for children or young people, considering the following:

- A return to parents
- A move to extended family members
- Long term care outside of parental or birth family care
- A plan of adoption

At subsequent reviews, these will take place at least every six months after the last review. Additionally, reviews should take place when:

- Where the child, young person, or independent reviewing officer requests this.
- There is a proposal for a child or young person to leave care before the age of 18 years.
- Wherever there is a proposal for the child or young person to move from foster care, a children's home, or other placement, to supported lodgings, or to other kinds of 'semi-independent' or 'independent living' before the age of 18 years.
- Prior to children or young person's subject to care orders being discharged from custody.
- Wherever any unplanned change is proposed to a child or young person's accommodation that would have the effect of disrupting their education or training.
- Where a change of placement is proposed that would interrupt the arrangements for the education of a young person in Key Stage 4.

- Where a change of placement is proposed for a child or young person who has remained settled and established with the same carer for a significant period.

4.6 The Independent Reviewing Officer will ensure that children and young people in care are aware of their entitlements and ensure that children and young people receive the right support at the right time. This will ensure that Corporate Parents are meeting their responsibilities to children in care.

Independent Reviewing Officers should ensure that the child or young person's voice is considered and heard. Independent Reviewing Officers will check and ensure that children and young people understand their entitlements, what is expected of adults as part of their care plans to help them grow and flourish, and how to request an advocate or make a complaint. As corporate parents for children and young people, the importance of relationships, keeping in touch, encouraging, and supporting children and young people to be ambitious is key and will be outlined and evidenced in plans.

Due to the level of oversight that Independent Reviewing Officers have of children and young people's lives, they are able to form a view of the effectiveness of corporate parents to fulfil their role to children and young people in their care on both on an individual level but also collectively.

Whilst there is a clear escalation policy where Independent Reviewing Officers have concerns regarding poor planning or practice, the Independent Reviewing Officer is in a unique position consider themes around practice and to influence policy, procedure and good practice by sharing information with the Principal Social Worker/ Head of Standards and Quality Assurance and by a representative of the Independent Monitoring and Review Service being an active member of the Corporate Parenting Board.

Standard 5.

Monitoring and Review Escalation

What this means to people receiving care:

Independent Reviewing Officers can speak to your social worker and their manager if you are not being supported in line with your plan or you are concerned about the care you are receiving. Your independent reviewing officer can challenge Children's Social Care Services and others to make sure you get the right support, so that things get better.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity
- 6. Openness and Transparency
- 7. Respect and Involvement
- 8. Person Centred Care
- 9a. Need for Consent
- 10. Health & Safety
- 11. Safeguarding
- 15. Shared Responsibility
- 17. Workers
- 19. Reviewing quality of service
- 21. Notifications of incidents, accidents, or other events
- 22. Complaints and representation
- 23. Service records
- 77. Requirement in respect of provision of a social work service for children and young people

5.1 Independent Reviewing Officers will take an interest in the progress and implementation of the child or young persons' plan.

In addition to the chairing of the reviews of children or young people, the Independent Reviewing Officer will take an interest in the progress of the implementation of the child or young person's plan. This may include reviewing case notes, reading and reviewing assessments where decisions are being made about the child or young person. This will allow Independent Reviewing Officers to make sure recommendations and actions are being implemented and to consider the impact on the experiences of children and young people.

There is an expectation that the Independent Reviewing Officer completes regular midpoint reviews with the social worker and reviewing the child or young person's records.

The Independent Reviewing Officer will make certain that a child or young person's care plan at four-month review will ensure permanency planning is in place, and at each subsequent review, at least six-monthly.

If there is a significant event in the child or young person's life, the children's social worker should communicate with the Independent Reviewing Officer. Examples include:

- proposed change of care plan for example arising at short notice during proceedings following on directions from the court.
- where agreed decisions from review are not carried out within the specified timescale; major change to contact arrangements.
- changes of allocated social worker.
- any safeguarding concerns involving the child or young person, which may lead to enquiries being made under Article 42 of the Children (Jersey) Law 2002 ('child protection enquiries').
- outcomes of child protection conferences, or other meetings not attended by the Independent Reviewing Officer.
- complaints from or on behalf of child or young person, parent or carer.
- unexpected changes in the child or young person's placement provision which may significantly impact on placement stability or safeguarding arrangements.
- significant changes in birth family circumstances for example births, marriages or deaths which may have a particular impact on the child or young person.
- where the child or young person is charged with any offence, any pending criminal proceedings and any convictions or sentences because of such proceedings.
- where the child or young person is excluded from school.
- where the child or young person is running away or missing from the approved placement; significant health, medical events, diagnoses, illnesses, hospitalisations, serious accidents; and
- panel decisions, in relation to permanence.

5.2 Independent Reviewing Officers will monitor the Minister's responsibilities to looked after children as a corporate parent.

The primary task of the Independent Reviewing Officers is to ensure that the care plan for the child or young person fully reflects their current needs and sets out the actions in the plan to ensure that the child or young person reaches their potential and can grow and flourish. The Minister holds ultimate responsibility for children and young people in the care of Government of Jersey Children's Social Care Services. As such, the Minister should act for the looked after children in the same way as a responsible and conscientious parent would act towards their child.

As part of this monitoring function, the Independent Reviewing Officer will be aware of the Minister's legislative requirements, and the entitlements of children and young people in their care. They will understand the role of a corporate parent and encourage and other corporate parents of their responsibilities towards children and young people and ensure that the pledge is meaningful and making a positive difference.

All ministers and senior managers of other departments across the Government of Jersey hold corporate parenting responsibilities: this does not solely rest with Children's Social Care Services and where issues surrounding health, education, housing, or other services are raised, the expectation would be that corporate parents also advocate on the behalf of children and young people.

Independent Reviewing Officers have an obligation to monitor the Minister's responsibilities for looked after children and to identify any areas of poor practice. This should include identifying patterns of concerns emerging, not just around individual children or young people, but considering the collective experiences of looked after children and care leavers and the services they receive. Where Independent Reviewing Officers identify more general concerns about the quality of services to looked after children, the Independent Reviewing Officer should immediately alert senior managers about these. Additionally, there will be a process for a representative of the Independent Monitoring and Review Service to share findings with the Corporate Parenting Board.

5.3 Independent Reviewing Officers are able to identify and share good practice examples where practice has had a positive impact on the child or young person and family.

As a social worker with experience of working with children, young people and their families, Independent Reviewing Officers will be able to identify areas of good social work practice that has made a positive difference to the lives of children and young people. There will be a process in place within the Independent Monitoring and Review Service to share good practice with social workers and their managers and to collate this information for sharing and consideration with the Principal Social Worker/ Head of Standards and Quality Assurance to improve practice and policy.

5.4 The Government of Jersey Independent Monitoring and Review Service has a clear escalation process in place to ensure that poor practice is identified, challenged, and rectified.

The Independent Monitoring and Review Service has a clear escalation process in place where practice issues and concerns are identified as part of a child or young person's review. Initially, the Independent Reviewing Officer will liaise minor issues with the social worker or practitioner to resolve this informally. Where there are significant issues or a series of minor issues or themes developing, the Independent Reviewing Officer will complete a Dispute Resolution notice to the team manager. This form outlines the concerns and requests a response and action plan to be completed and returned within 10 days.

There will always be a discussion between the social worker, the Independent Reviewing Officer, and the Team Manager around the issues and how to reach a resolution. If the matter cannot be resolved in this way, the independent reviewing officer can escalate the matter to the Group Director and utilise the complaints process of the organisation.

Independent Reviewing Officers can make a referral to the office of the Childrens Commission of Jersey to seek advice on Children rights. This action would normally only be taken in exceptional circumstances where earlier steps within the dispute resolution process have been exhausted and where there may have been a breach of the child or young person's human rights.

Where concerns and practice issues identified involve partner agencies who play a key role in the care and support of looked after children, the informal and initial dispute process outlined above should be followed. States of Jersey Independent Reviewing Officer Handbook (2012) establishes that partner agencies comply with the objectives and demands of the agreed dispute resolution process. "In the event that intervention of the relevant Children's Social Care Head of Service is required, they should be able to call on their counterparts in partner agencies to seek a resolution within the child or young person's timescale and to address wider organisational issues that may be creating the obstacles". Where patterns or emerging themes develop, there may be scope for the Jersey Safeguarding Partnership Board to consider practice and processes in place.

Standard 6.

Records

What this means to people receiving care:

All children and young people have records that are accurate, up to date and clear. This is about keeping information up to date.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity
- 6. Openness and Transparency
- 7. Respect and Involvement
- 8. Person Centred Care
- 9a. Need for Consent
- 11. Safeguarding
- 15. Shared Responsibility
- 17. Workers
- 19. Reviewing quality of service
- 21. Notifications of incidents, accidents or other events
- 22. Complaints and representation
- 23. Service records
- 77. Requirement in respect of provision of a social work service for children and young people

All children and young people should have records that include an accurate chronology, genogram, plan and reviews with up-to-date recordings case notes, visits and evidence of management oversight, reflective supervision, and key decisions.

6.1 Independent Reviewing Officers will provide monitoring and oversight to ensure that records are in place which accurately capture the journey of the child or young person.

During midpoint reviews and in preparation for reviews for children and young people, the Independent Reviewing Officer will consider the child or young person's records, ensuring that there is clear evidence that the social worker has visited the child or young person, completed direct work, ascertained their wishes and feelings and additionally spoken with other carers, parents and other important people around their child or young person for their views and plans to support the child or young person. Independent Reviewing Officers will review the work of children's social work services and partners in meeting the needs of the child or young person.

This monitoring work is recorded within the system, outlining how monitoring took place, any gaps in recording, any matters arising and any recommendations or actions that are required the social worker. This will be shared with the child or young person's social worker.

6.2. The child or young person's views are clearly identified in their record.

There is evidence of a range of tools being used to engage children, young people, and families in sharing their views, wishes and feelings. These are clearly recorded and shared within the case notes. This includes uploading of any pieces of direct work complete by the child or young person, examples include children and young people's own words pictures/ drawings, feedback from the Mind of My Own App and other means of consultation.

Independent Reviewing Officers are in a unique position to form long term, consistent relationships with children and young people in care, allowing children and young people to feel comfortable to share their wishes and feelings.

6.3 Independent Reviewing Officers will ensure that recording on the child or young person's record is respectful to the child, young person, and their family.

Recording should be respectful and non-judgemental. Records ensure accountability and are a record of the social workers perspective of the lived experiences of children, young people, and their families.

6.4 The Independent Reviewing Officer will ensure that looked after children's review meeting minutes are recorded in a timely, child centred way, outlining the needs of the child or young person and recommendations made at the review. The minutes are shared with key people in the child or young person's life and are accessible on the child/ or young person's records.

The review record is an important document to assist in supporting any required change to the care plan by the social worker. The record will detail all the elements of the care plan, with an outline of the discussion, including achievements and the child or young person's experiences, whether the care plan is meeting the needs of the child or young person, based on recent assessment and needs, any decisions made about the plan and key recommendations and proposed actions.

The recommendations from the meeting will be shared with the child or young person's social worker and team manager within five days of the meeting.

The Independent Reviewing Officer will be responsible for completing the record of the meeting including those who attended or were consulted as part of the process and copies of the minutes will be shared with carers, family, other partners and the child and young person within 20 days of the review. Where the social worker and their manager and do not respond within five days the proposed recommendations, it is assumed these are agreed.

If the Team Manager feels they are unable to agree the recommendations, they will advise the Independent Reviewing Officer and all those who attended the review in writing. In the first instance the Team Manager and Independent Reviewing Officer should attempt to resolve the issue informally. If this is unsuccessful, the Independent Reviewing Officer can utilise the local dispute resolution process.

Standard 7.

Data Protection

What this means to people receiving care:

All children and young people have their information protected. This is about keeping you safe.

Relevant regulatory requirements:

- 5. Conduct of Regulated Activity**
- 6. Openness and Transparency**
- 7. Respect and Involvement**
- 8. Person Centred Care**
- 9a. Need for Consent**
- 11. Safeguarding**
- 15. Shared Responsibility**
- 17. Workers**
- 19. Reviewing quality of service**
- 21. Notifications of incidents, accidents or other events**
- 22. Complaints and representation**
- 23. Service records**
- 77. Requirement in respect of provision of a social work service for children and young people**

Information sharing is essential for effective safeguarding and promoting the welfare of children and young people. Data protection and human rights law should not be barriers to justified information sharing but provide a framework to ensure that personal information is shared appropriately.

7.1. Independent Reviewing Officers will be open and honest with children, young people and other individuals (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

Social work staff clearly explain to children, young people and families their role and their rights regarding consent and sharing of information. There is evidence that children, young people, and carers are aware that where there is a serious safeguarding risk information may be shared without consent in order to safeguard the child or young person.

7.2 Where possible, Independent Reviewing Officers will share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared.

There will be occasions and circumstances where information must be shared despite consent not having been provided. In such situations, Independent Reviewing Officers must be clear of the legal basis upon which they are sharing information (for example, that information may be legitimately shared because of the level of risk/ need to ensure safety of the child or young person. In all circumstances, decisions regarding the sharing of information will be based on the facts of the case.

It will always be evident that information is only shared on a need-to-know basis, taking into account, risks, safety, and the support requirements for individuals. In circumstances where information is shared, this is recorded in case records and the individuals will be advised of the social worker's duty and obligations to share information.

7.3 Independent Reviewing Officers will ensure that the information shared is necessary for the purpose for which they are sharing it, is shared only with those individuals who need to have it, is accurate and up to-date, is shared in a timely fashion, and is shared securely.

There is clear evidence recorded that relevant information is shared considering risk assessments and protective factors.

7.4. Independent Reviewing Officers will keep a record of decision making and the reasons for it in relation to whether it is to share information or not. If information is shared, records will reflect with whom information was shared and for what purpose.

There is clear recording and decision making recorded where information needs to be shared on a need-to-know basis and in a safe and secure way, taking into account evidence, risk and wellbeing of children and young people.

Where there has been any data breach, this is shared with the data protection lead in the organisation, with appropriate manager and plans put in place to advise the child, young person, or carer.

There are wider processes in place across the organisation to consider breaches of data, including investigation and subsequent learning which is shared across service.

All children and families are aware of process to raise concerns or complain if they are unhappy with the service they are receiving or have concerns.

Appendix 1

(Taken from [ID CSCS Timescales for Best Practice 20210920MO.pdf \(gov.ie\)](#) on the 15/7/2022)

Children's Social Care Service Timescales for Best Practice

Activity	Lead	Timescales	Procedures
Children and Family Hub (including the MASH)			
Decision on a contact	Children and Family Hub Decision Maker	1 working day	Mash Procedures
Decision on a referral	MASH Decision Maker	1 working day including MASH Screening	Mash Procedures
Child and Family Assessment allocation	Team Manager	1 working day	Child and Family Assessment Procedures
	Social Worker	Within 35 days	Child and Family Assessment Procedures
Chronology	Social Worker	Started within 24 hours	Chronology Procedures
	Social Worker	Reviewed minimum weekly and whenever there is a significant event	Chronology Procedures
	Team Manager	Check in monthly supervision	Chronology Audit Tool
Informed consent	Social Worker	Consent form to be signed at first contact with family	Consent Form
	Social Worker	Review consent form when starting an assessment	Consent Form
	Social Worker	Review when placing a child under article 17 of the Children (Jersey) Law 2002	Obtaining Consent for Article 17 Procedures
		Evidence of parental/carer awareness that this can be rescinded	
	Social Worker	Review at point Child in Need plan completed	Obtaining Consent for Article 17 Procedures
	Social Worker	When change of worker	Obtaining Consent for Article 17 Procedures
Complex Needs Team - Referral for Short Breaks only			
First visit	Social Worker	10 working days	Short Breaks Procedure
Subsequent visits	Social Worker	Minimum of 12 weekly visits	

First review of care plan	Social Worker. Independent Reviewing Officer.	Within 28 working days of child becoming looked after	Children in Care guidance
Second review of care plan	Social Worker. Independent Reviewing Officer.	Within three months of the first review.	Children in Care Guidance
Subsequent review of care plan	Social Worker, Independent Reviewing Officer.	Within six months of previous meeting	Children in Care Guidance
Present at Single Referral Panel	Social Worker	Every 6 months	

Present costs to Team Manager if Autism Jersey is provider	Social Worker	Every 6 months	
Preparing for adulthood assessment and pathway	Social Worker	From 14 th birthday	
Referral to Single Point of Referral	Social Worker	From 14 th birthday	
Child in Need			
First visit to the child from allocation	Social Worker	1 working day if child is under 3 years old	Practice Standards and Child in need Procedures
	Social Worker	5 working days if child above 3 years	Practice Standards and Child in Need Procedures
	Social Worker	Earlier if directed by a Team Manager	Practice Standards and Child in Need Procedures
Referral to Family Group Conferencing Coordinator	Social Worker	If this has not happened before, at the point child becomes Child in Need, Child Protection, Child Looked After, legal advice, Pre-birth Assessment where parents are in agreement	Family Group Conferencing Procedures
Child in Need meeting	Social Worker	Within 10 days of completion of child and family assessment. Subsequent meetings up to 6 weekly. Minutes to be sent out within 5 working days.	Practice Standards and Child in Need Procedures

Child in Need visits	Social Worker	Minimum, every 4 weeks	Practice Standards and Child in Need Procedures
Child Protection			
Strategy Discussions	Team Manager or Senior Practitioner	Same day if a child may be at risk of significant harm	Strategy Discussion Procedures and Article 42 Procedures
		Within 72 hours if the meeting is planned	
Decisions to be approved and shared with those invited	Team Manager	Within 24 hours	Strategy Discussion Procedures and Article 42 Procedures
Minutes checked	Team Manager	No later than 5 working days to allow minutes to be circulated in timescales	Strategy Discussion Procedures and Article 42 Procedures
Distribution	Business Support	Within 5 working days	

Child protection investigation completed and sent to manager	Social Worker	Within 3 working days	Strategy Discussion Procedures and Article 42 Procedures
Sign off Article 42 investigation	Team Manager	Within two working days.	Strategy Discussion Procedures and Article 42 Procedures
Initial Child Protection Conference Request (ICPC)	Social Worker	At start of child protection investigation (Article 42)	Child Protection Procedures
If conference not needed – notify SSQ B.E	Social Worker/Senior Practitioner/Team Manager	Within 3 days of initial notification	Child Protection Procedures
From Strategy to Initial Child Protection Conference	Business Support	Within 15 working days of the strategy meeting	Child Protection Procedures
Invitation grid must be sent to SSQ business support	Social Worker	When investigation is completed (3 working days)	Child Protection Procedures
Sign off Initial Child Protection Conference Report	Team Manager	No later than two working days before the conference	Child Protection Procedures
Share Child Protection Report in person and in the families first language	Social Worker	2 working days prior to conference	Child Protection Procedures
Sign off decisions from conference	Independent Reviewing Officer.	No later than 1 working day	Child Protection Procedures

Sign off minutes	Independent Reviewing Officer.	No later than five working days	Child Protection procedures
Circulate initial Child Protection Conference minutes	Business Support	Five working days	Child Protection procedures
Chair 1st Core Group Meeting (CGM)	Team Manager	Within 10 working days of the ICPC	Child Protection procedures
Decisions from Core Group to be shared	Business Support	1 working day	
Sign off minutes	Team Manager	No later than 5 working days	
Minutes to be circulated	Business Support	5 working days	
Chair subsequent Core Group Meetings	Social Worker	4 weekly	Child Protection Procedures
Minutes to be reviewed	Team Manager	No later than 5 working days	
Minutes to be circulated	Business Support	Within 5 working days	
Child Protection visit frequency	Social Worker	No longer than 10 working days	Child Protection Procedures
Alternative visiting frequency reviewed, and decision recorded.	Team Manager	At supervision	

Visit recorded	Social Worker	Within 1 working day and sent to TM	
Visit signed off	Team Manager	1 working day	
Invitation grid must be sent to SSQ business support	Social Worker	3 weeks before RCPC	Child Protection Procedure
Arrange 1st Child Protection Review Conference (RCPC)	Business Support	1 st review within 3 months	Child Protection Procedure
Arrange subsequent RCPC's		Within 6 months	
Arrange first conference following birth of unborn		Within 1 month after birth	
Mid-point review for Child Protection Cases	Child Protection Adviser. Social Worker	6 weeks following ICPC. 12 weeks following RCPC	Child Protection Procedure
Review Child Protection Conference report signed off	Team Manager	No later than 5 working days	Child Protection Procedure

Share Review Child Protection Conference Reports in person in families first language	Social Worker	No later than 5 working days	
CPA to sign off and decisions of conference shared	Business Support. Child Protection Adviser.	Within 1 working day	
CPA to sign off and minutes of conference circulated.	Business Support. Child Protection Adviser.	No later than 5 working days	
Children in Care			
Placing Child	Social Worker	Start of placement	
Placement Planning Meeting	Social Worker. Business Support.	Pre entry to care or within 1 working day for all settings	Permanency Procedure
Circulate decisions to carers	B.E / SW / SSW	Within 1 working day	
Send notification of change	Social Worker. Business Support.	Within 1 working day	
Delegation of authority tool shared with carers	Social Worker	Within 1 working day	
Care Plan drafted	Social Worker	Within 1 working day	Permanency Procedure
First care planning meeting	Team Manager. Social Worker.	5 working days	
Completed care plan shared	Social Worker	Within 5 working days in advance of the first review	
Care Planning Meeting review	Team Manager	Prior to each Child in Care review and when significant event occurs	Permanency Procedure
Permission to place a child	Head of Service	Before placement is sought	Child in Care Procedure

Present at Resource Panel	Social Worker	Prior to placement if planned or in an emergency at the first panel after placement.	Child in Care Procedure
Visiting frequency for first month of child being looked after	Social Worker	Weekly	Child in Care Procedure
Subsequent visits	Social Worker	Minimum 6 weekly or when a child requests it	
Visits recorded	Social Worker	Within 1 working day	
First Child Looked After Review	Independent Reviewing Officer. Social Worker.	Within 28 days of placement.	Child in care Procedure
Second review	Independent Reviewing Officer. Social Worker.	Within 3 months	IRO Handbook

Decisions to be sent to Manager	Independent Reviewing Officer.	Within 5 working days.	
Circulate minutes	Independent Reviewing Officer.	Within 20 working days of review	
First Mid-point Review	Independent Reviewing Officer. Social Worker.	Within 6 weeks of first meeting	Child in care Procedure
Second and subsequent Midpoint review	Independent Reviewing Officer. Social Worker.	Within 12 weeks of the previous review	
Recording	Independent Reviewing Officer.	To be recorded with 24 hours	
Personal Education Plan (PEP)	Social Worker	Requested within 5 working days of the young person becoming a Child in Care	Child in Care Procedures
		Reviewed every term	Practice Standards
	Social Worker Designated Officer at School	To be recorded and available for the first review	Education for children in care Procedures
Health Assessment	Social Worker. Designated nurse for Children in Care	To be requested within 5 working days of the child entering care.	Practice Standards Child in Care Procedures
	Designated nurse for Children in Care	To be recorded and available for the first review	
	Social Worker. Designated Nurse for Children in Care	Reviewed every 6 months for children under 5	
	Social Worker. Designated Nurse for Children in Care.	Annually for children over 5	
	Social Worker. Designated Nurse for Children in Care.	If no consent is given by young person, recorded on Mosaic within 24 hours	

Dental check	Carer checked by Social Worker	Annually, or as frequently as directed by dentist	
Optician	Carer checked by Social Worker	Annually, or as frequently as directed by Optician	
Updated Child and Family Assessment	Social Worker	Annually or where there is a significant event	Practice Standards

		Within 35 working days, unless the significant event warrants a Strategy Meeting and Article 42	Child and Family assessment Procedures
Permanence Plan	Team Manager. Social Worker	By the 4-month Child in Care Review	Permanence Procedures
Permanency Planning meeting	Team Manager	Initial within 2 weeks of first child in care review	Permanence Procedures
Care Leavers			
Allocation of Personal Adviser	Social Worker	At the point the young person reaches 15 3/4	Child in Care Procedures
Pathway Plan	Social Worker	Must be completed and available for the first review held after the young person reaches the age of 16. This plan replaces the care plan	
Pathway Plan Review	Social Worker. Personal Adviser.	Every 6 months until young person reaches 18	
Post 18 Pathway Plan	Personal Adviser	As frequent as young person requests it or any significant change	
Post 18 Pathway Plan Review	Independent Reviewing Officer. Young Person.	6 monthly as agreed with young person	Child in Care Procedures
Secure Accommodation Orders			
Visiting frequency, welfare and remand placements	Social Worker	Weekly	Secure Accommodation Order Procedures
Secure Review (Welfare Grounds)	Social Worker	Within 28 days of placement.	Secure Accommodation Order Procedures
Child in care review	Social Worker. Independent Reviewing Officer.	Within 28 days of being remanded	
Reports for panel	Social Worker	3 working days prior to review.	Secure Accommodation Order Procedures
Subsequent reviews (Welfare)	Social Worker	At intervals determined by the Panel, but within the period of the secure order and / or until order has expired	Secure Accommodation Order Procedures
Subsequent reviews (Remand)	Social Worker. Independent Reviewing Officer.	Follows schedule of children in care reviews	Child in Care Procedures

Legal Planning Meeting			
Request for Legal Planning Meeting	Social Worker	Immediately decision is made by line manager	Legal Pathway Procedures
Pre-Proceedings meeting	Social Worker	Within 2 weeks of the Legal Planning Meeting	Pre-Proceedings Flow Chart
Private Fostering			
Visits prior to completion of assessment	Social Worker	Weekly	Private Fostering Procedures
Visiting frequency after assessment completed	Social Worker	6 weekly	
Private fostering assessment starts	Social Worker. Supervising Social Worker.	No later than 7 working days after notification of arrangement	
Assessment completed	Social Worker. Supervising Social Worker.	42 days from assessment or sooner if DBS is received	
Adoption			
Adoption Reviews – First meeting	Social Worker. Independent	Within 1 month of child being placed with prospective adopter	Procedures to be developed
Second review	Reviewing Officer.	3 monthly	
Subsequent reviews		6 monthly	
Adoption Visits	Social Worker. Adoption Social Worker.	6 weekly	Procedures to be developed
ADM Decision (Best interests)	Director of Safeguarding and Care	To be made prior to the Final Hearing at permanency panel	Permanency Procedures
Life Story Book and Later Life Letter	Social Worker	To be provided within 5 working days of the Adoption Hearing.	Permanency Procedures
Adoption support	Adoption Social Worker	Transfers from child's social worker after three months if appropriate.	Procedures to be developed
Jersey Designated Officer			
JDO Referral	Referrer	Within 24 hours of information received.	Managing Allegations Procedures
JDO initial discussion	Jersey Designated Officer	Within 48 hours of receiving the referral	Managing Allegations Procedures
JDO Initial meeting	Jersey Designated Officer	Within 5 working days of the initial discussion	Managing Allegations Procedures
	Business Support	Minutes to be circulated within 5 working days	
JDO Review	Jersey Designated Officer	Monthly until process is concluded	Managing Allegations Procedures
Management Oversight and Reflective Supervision			

Management Oversight	By the Manager Making the Decision	To be recorded on the day of the management oversight and decision making. Management Oversight must be recorded on all case records on a 4-weekly basis.	Management Oversight Practice Guidance
Reflective Supervision	Supervisor	Within 2 days of reflective supervision taking place. Reflective supervision must take place for all workers monthly and more frequently for NQSW's, and where staff are being supported through a PIP.	Reflective Supervision and Appraisal Procedures.
Audit of Management Oversight and Reflective Supervision	Quality Assurance Team and Line Managers	Quarterly	Reflective Supervision and Appraisal Procedures.
Staff Appraisals	Line Managers	Yearly and reviewed and recorded each quarter	Reflective Supervision and Appraisal Procedure

Appendix 2

(Taken from [Big Education Conversation. A summary of the feedback \(gov.je\)](#) on the 15.7.2022)

Office of Children's Commissioner for Jersey – Child Friendly Children's Social Care Standards



Hello

In Jersey, there are lots of people working together to keep children and young people safe and healthy.

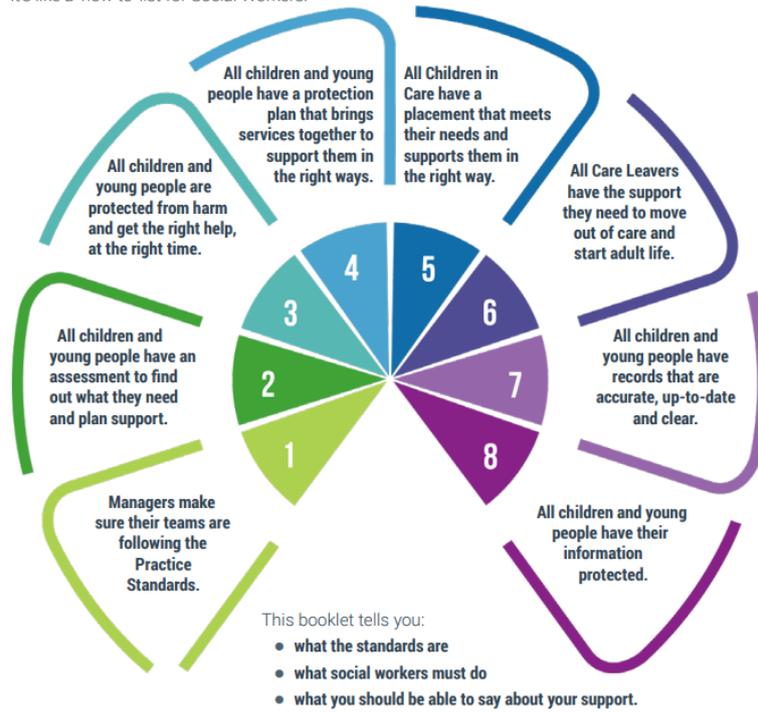
Social Workers are an important part of this. They:

- help families when they go through difficult times
- keep children safe from harm
- make sure children can grow and thrive.

Social Workers must know what to do, and how to do it. That's why there are Practice Standards for Children's Social Care Services.

There are 8 Practice Standards.

It's like a 'how to' list for Social Workers.



1 Managers make sure their teams are following the Practice Standards.

This is about supporting and leading staff in the right ways.

Managers must:

- promote the Standards
- let staff know where to go for advice and help
- give the right support when there are difficult decisions
- keep records and other information up-to-date
- have steps in place to deal with issues
- follow up on issues and take the right actions
- develop people's skills and they have training
- share good practice so staff can learn from each other.



2 All children and young people have an assessment to find out what they need and plan support.

This is about checking what you need.

Social workers must:

- put your needs first in everything they do
- involve you in plans and listen to your views
- keep a record of what you say, and what your family say
- look at issues that are making life difficult for your family
- tell you what could happen and why
- tell you if they are linking you to other services
- tell you how services will help you
- make it clear why services are involved
- respect who you are – your race, gender, religion
- set out clearly any decisions and plans
- give you and your family a copy of the assessment.

Your rights

All children and young people have rights. They are set out in the United Nations Convention on the Rights of a Child (UNCRC).

You have the right to be listened to and taken seriously (Article 12).



3 All children and young people are protected from harm and get the right help, at the right time.

This is about keeping you safe.

Social workers must:

- put you and your safety first
- visit you and get you support quickly
- spot any risks to you
- make sure any children who live with you are also safe
- work with other services including the Police
- share information with services that need to support you
- set out all the steps needed to keep you safe
- make sure the steps are put into action
- keep their Team Manager up-to-date on decisions
- complete the Initial Child Protection Conference report
- share information with you and your family.



4 All children and young people have a protection plan that brings services together to support them in the right ways.

This is about making plans that meet your needs.

Social workers must:

- put your needs at the centre of all decisions
- focus on keeping you safe and well
- visit you so they can understand what you need
- check you have your basic needs (food, clean clothes, bed and bedding)
- make sure you are part of meetings and involved in decisions
- make sure you know who is supporting you and how they will help you
- make sure you and your family have information about what is happening and why
- discuss any concerns with their manager
- work with other services to support you
- keep records of all the meetings.



5 All Children in Care have a placement that meets their needs and supports them in the right way.

This is about you having everything you need if you are in care.

Social workers must:

- talk with you and explain why you are going into care
- explain what will happen and who is going to support you
- listen to you and involve you in decisions about your life
- make sure you still have contact with family and friends if it's safe
- make sure you are connected to services that will help you
- make sure you have a Personal Education Plan
- meet with you regularly and check you're getting the support you need
- give you their contact details so you can contact them when you need to
- work with services so they can plan how to support you
- know all the rules and policies for placements, including Jersey Children in Care.



6 All Care Leavers have the support they need to move out of care and start adult life.

This is about supporting you in the right ways, so you have the best future.

Social workers must:

- start planning early – just before your 16th birthday
- connect you to a Leaving Care Personal Adviser
- tell you what help is available as you leave care
- work with you to plan your future – including checking your Pathway Plan
- talk to you about your accommodation options and where you'd like to live
- talk to you about your education, training or employment needs
- make sure you have support with any health needs
- let you know what financial help you can get like the Setting Up Home Allowance
- follow the rules and policies, including the Jersey Leaving Care Offer.



7 All children and young people have records that are accurate, up-to-date and clear.

This is about keeping information up-to-date.

Social workers must:

- make clear notes including the times and dates of meetings
- recorded information as they go along
- keep up-to-date contact details for you and your family
- keep notes about your family background and culture
- keep notes about what is happening and why
- keep notes about what services are involved and why
- keep notes of any support and plans put in place
- keep notes of what they see and what they think
- keep notes of any advocates, family or interpreters that helped communicate
- keep notes of any how they assessed your needs
- keep notes of what you say and your views on things.



When the time of the meeting changed – they contacted me quickly.

I didn't have to keep telling my story or giving my details over again.

They kept records of what I said in meetings so I felt like my opinions mattered.

My Social Worker changed but when I met my new one ...I felt like she knew about me and what was happening in my life.



8 All children and young people have their information protected.

This is about keeping you safe.

Social workers must:

- share information in the right ways and always keep you safe
- get your permission to share information when it's possible
- be open and honest about why information is being shared
- tell you who the information is being shared with and how it will be used
- make sure the information is up-to-date and accurate
- get advice if they have any doubts about sharing information
- keep records of who they shared your information with and why
- follow the data protection rules.



I knew my information was shared to help keep me safe and get me support.

My social worker kept me up-to-date so I knew when my information was shared.

I was told how my information would be used and who it was being shared with.

I always felt like my personal details were safe.



Thanks for reading this

Social workers make lots of difficult decisions. The **8 Practice Standards** are there to make sure all children and young people in Jersey get the best care possible.

If you don't think the standards are being met, or you have an issue, you can make a complaint.

Steps

1. Talk to your social worker so they have an opportunity to put things right.
2. If you don't feel listened to, or if there's still an issue, talk to their Manager.
3. If this doesn't work, you can make a complaint to the Government of Jersey: www.gov.je/Government/Comments/Pages/index.aspx
4. If you are still unhappy then you can ask the Children Commissioner of Jersey for help and advice: www.childcomjersey.org.je

Independent advocacy

If you feel that you are not being listened to you can have an Independent Advocate to speak up for you. An Advocate is someone you trust, who is there **for you** and will make sure you are listened to.



11

Appendix 3

List of Policies

Below is a list of policies and procedures associated with the Standards. It is not an exhaustive list and some may not be appropriate to all settings.

Absence of the manager
Access to personal files and other records
Accessibility
Accidents – reporting, recording and notification
Accounting and financial arrangements
Administration of finance (petty cash) and allowances
Admission, Discharge/transition from the service
Alcohol, drugs and misuse of substances
Anti-bullying
Assessment
Child Sexual Exploitation
Complaints and representations
Confidentiality
Countering racism and discrimination
Criminal Exploitation and gangs
E-Safety
Equality and diversity
Fire safety
First aid
Food Hygiene and nutrition
Gender, sexuality and personal relationships
Harassment
Health and safety
Infection control
Information sharing
Inspections
Insurance
Involving children/young people in decisions making
Managing allegations
Management of records
Managing behaviour, aggression, and violence
Medication guidance (dispensing)
Children missing from care
Notification of events
On-call arrangements
Placement planning and delegated authority
Preventing extremism and radicalisation
Promoting the health and wellbeing of children looked after
Quality improvement
Recording and record keeping
Responding to allegations or suspicions of abuse
Reviews
Risk management

Safe and healthy working practices
Safeguarding
Safe recruitment
Self-harm policy
Smoking
Staff absent from work
Staff contact with children/young people
Staff disciplinary/grievance procedures
Staff induction
Staffing the service
Staff meetings
Staff supervision and appraisal
Staff training and development
Supervision of staff
Visitors
Whistleblowing
Working with parents, family members and significant others
Young Person's guide

Appendix 4

Safer Recruitment Employment Checks

1. Identification and Right to Work in Jersey

Before employing a successful candidate, an employer will check photographic identification, proof of address and residential and employment status in line with the requirements of the Control of Housing and Work (Jersey) Law 2012.

Employers will:

- Check the candidates' Registration Card is in date
- Check photographic identification (i.e. passport/driving license)
- Take a photocopy of the Registration Card and photographic identification
- Return the Registration Card to the applicant.

2. References

Reference requests will seek objective and factual information which will be used to support appointment decisions.

Organisations will seek the necessary written references to validate a minimum period of three consecutive years of continuous employment or training immediately prior to the application being made. The number and type of references obtained for each candidate may vary slightly, depending on whether the individual has held employment or has studied for a consecutive period of three years and/or how many episodes of employment or training they may have had during this time.

In all cases a minimum of two references will be requested directly from referees and not through a third party or the candidate themselves; references addressed to 'whom it may concern' will not be accepted.

One of the references must be the candidate's current or most recent employer and there must be a reference from their last care role if they are not currently working in a care role but have done previously.

Organisations will need to satisfy themselves that both referee and organisation are genuine, and references are provided by someone in a more senior position to the candidate. Where there is any concern or discrepancy in a reference received, a follow up phone call to the referee should take place to verify the referee's identity and clarify the contents of the reference received. A record of the discussion should be kept.

There is no legal obligation to provide references, however, the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 states that "a registered person must share information with other registered persons, regulatory bodies and law enforcement agencies where to do so would assist in safeguarding care receivers from harm" (11(2)). It is expected that all registered persons recognise the importance of providing references and will as a minimum provide the information outlined in the example below:

Confirmation of employment request		
(To be used after a conditional offer of employment – sickness absence included)		
Name of applicant		
Date of birth		
Please confirm employment dates	From:	To:
Please confirm the applicant's current/most recent job title and grade if appropriate		
Please confirm the applicant's reason for leaving (if known)		
Please detail how many days sickness the applicant had over the past two years and in how many episodes	Number of days	Number of episodes
Are there any current warnings on the applicant's record?	Yes / No (please delete as necessary)	
If yes, please provide details		

Is the applicant currently under investigation for any matter under any of your employment policies?	Yes / No (please delete as necessary)	
If yes, please provide details:		
Are you aware of any allegations that were made against the applicant that relate to any safeguarding issues/referrals (including any referrals to DBS/professional or regulatory bodies)?	Yes / No (please delete as necessary)	
If yes, please provide details:		
The answers given above have been provided in good faith and are correct to the best of my knowledge and belief.		
Referee name (Please print):		
Referee job title:		
Organisation:		
Contact details:	Email:	Telephone:
Signature	Date:	

Failure to share information with other registered persons, regulatory bodies and law enforcement agencies where to do so would assist in safeguarding care receivers from harm will be an offence which if prosecuted and convicted, the registered person would be liable to a fine of up to £50,000.

The Jersey Care Commission recognises that there may be circumstances where gathering references may be difficult for example for school leavers or people returning to work after a long period away from the workplace. In these situations, the Jersey Care Commission will expect to see evidence that organisations have done all that they can to ensure that the applicant is fit and suitable for the role by other methods which may include a character reference from a professional person, evidence of a higher level of supervision prior to assessment of competence or other verification of what the person has been doing.

3. Verification of Qualifications and Professional Registration

The candidate should be asked to provide proof of qualifications at interview. Only original certificates should be accepted, and copies must be kept in personnel files. If there is any uncertainty about the validity of any documentation, then it should be checked with the awarding or registering body.

If a candidate has claimed that they are registered with a professional or regulatory body (i.e., Social Work England etc.) then their registration must be checked through the relevant local and national employer checking service. Registration checks must be undertaken, even if the registration is not required for the role.

4. Criminal Records and Barring Lists Checks

Candidates must not have any contact with people receiving care or support or have access to their personal information or data prior to the completion of all employment checks including receipt of the relevant criminal records and barring lists check. Unless the candidate has subscribed to the online DBS update service, then a new DBS check must be carried out by any new employer regardless of the date of any previous certificate applied for by another employer.

For candidates who have lived in or are from overseas, the application process for criminal record checks or 'Certificates of Good Character' varies from country to country. Further information is available from the UK Home Office website. www.gov.uk.

It is an offence under the Regulation of Care (Jersey) Law 2014 to employ a person who:

- Has been sentenced to a term of imprisonment (whether immediate or suspended), without the option of paying a fine; and is, in the reasonable opinion of the registered manager of the regulated activity unsuitable to work in that regulated activity or
- Appears on the barred list or has been convicted of an offence against a care receiver in any jurisdiction if the conduct would be an offence in Jersey.

If the DBS certificate reveals information that the applicant did not provide on their application, then the discrepancies should be raised with the person concerned to establish why it was not disclosed.

Information provided on a criminal record check is confidential and it is an offence for DBS information to be passed to anyone who does not need it in the course of their duties.

Where confirmation of a clear DBS check cannot be viewed online (from an online DBS checking service), copies of DBS certificates should be kept in a locked cabinet separately from personnel files for viewing by the Jersey Care Commission.

The Jersey Care Commission shall provide confirmation that the certificate has been viewed. This confirmation which will not detail any sensitive information may then be kept in the care/support worker's personnel file and the copy of the original DBS certificate can be returned or destroyed.

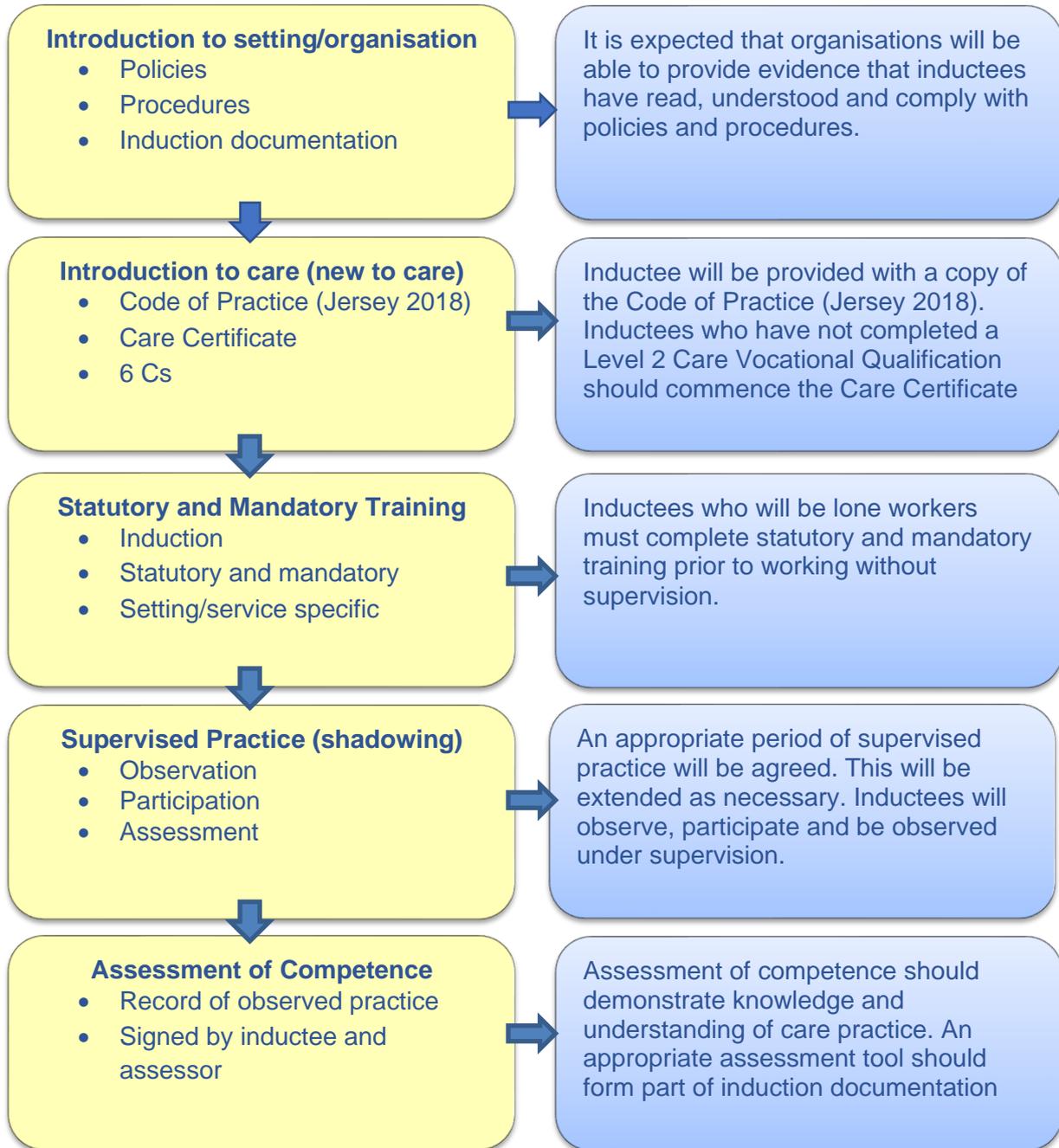
DBS checks should be undertaken at least every three years, or more frequently as part of an organisations or individual risk assessment.

Safer recruitment checks may highlight information which requires further scrutiny and consideration, for example criminal convictions or restrictions on an individual registration status (regulatory or professional body). Organisations should have established risk assessment processes in place to determine whether the applicant is suitable for the post.

Contracts of employment must include the employee's duty to declare any:

- Charges
- Convictions
- Professional registration changes or restrictions.

Appendix 5 Induction Program Requirements for Care/Support Workers



Appendix 6 Minimum Statutory and Mandatory Training Requirements

Registered persons will identify mandatory training requirements based upon the needs of the children/young people who are cared for. This will be in line with the written Statement of Purpose.

Statutory and mandatory training (All care/support workers)		Location/person/risk specific
Health and Safety	Moving and Handling	Learning disabilities
Communication	Fire safety	Mental Health
Equality, diversity and human rights	Emergency response	Capacity and Self Determination (age 16+)
Learning disabilities, mental health	Infection control	United Nations Convention on the Rights of the Child
Data Protection	Safeguarding	End of life care
Food Hygiene	Child development	Conflict resolution

Location/person/risk specific training requirements are dependent on the needs of the children/young people accommodated.

Whilst basic learning disabilities and mental health training is mandatory for all care/support workers in children's residential settings (and covered in the Care Certificate), additional specialised training is required for care/support workers who directly care or support children/young people with learning disabilities and/or mental health issues or end of life care.

This additional training should be at the appropriate level identified through local or national guidance (e.g., Gold Standards Framework, Skills for Health Core Skills Education and Training Frameworks).

Regulation 21 (Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018) requires that a registered person must notify the Jersey Care Commission of such accidents or other events that have posed or may pose a risk of harm to care receivers as the Commission may specify in such manner as the Commission may specify.

Below is a list of events/occurrences which will require notification (this list is not exhaustive). The term incident is used to refer to incidents, accidents and near misses.

- Any incident where harm has occurred.
- Any incident where medical attention was sought.
- Any incident which affects people's well-being e.g., fire, theft, burglary, interruption of power/heat etc.
- Safeguarding/child protection referrals/concerns
- Absconding
- Notification of termination of accommodation
- Infectious diseases
- All pressure ulcers grade 2 and above (please supply body map) and a separate notification of a deterioration of any previously notified pressure ulcer.
- Referral of employee/volunteer to police or Regulatory Body
- Restrictive physical intervention (The Jersey Care Commission will be notified of any use of restrictive physical intervention which was found to be unlawful or not in the best interest of the person or where harm occurred).
- Authorisation of Significant Restriction of Liberty
- Death

Notification of Incidents Form

Regulation 21: Notification of incidents, accidents and other events.

Please complete the form below and email to: notifications@carecommission.je within 2 working days of the incident.

Information about the Registered Care Service			
Registered Provider: (Name and Address)	Registered Manager: (Name and Address)	Location of incident: (Address)	
Information about the person(s) affected by the incident			
Name:	Address:	Telephone:	Email:
Care receiver	Care/support worker	Volunteer	Other (please state)
Information about the incident			
Date of incident:	Time of incident:	Location of incident:	
Description of the incident:			
Were there any witnesses to the incident? If yes provide names and contact details:			
Was the person injured? If so, describe the injury:			
Was medical treatment provided? Please state where and who by:			
Has any action been taken following incident: (if an investigation is taking place, please state so and send report when complete)?			
Name and role of person submitting notification:			
Signature:		Date completed:	

Notification of Death

Regulation 21: Notification of incidents, accidents and other events.

Please complete the form below and email to: notifications@carecommission.je within 2 working days of the death.

Information about the Registered Care Service		
Registered Provider: (Name and Address)	Registered Manager: (Name)	
Information about the person		
Name:	Date of birth:	Age:
Date of admission:	Date of death:	Time of death:
Was the death expected? Yes/No	Circumstances of death:	
Place of death:	Nursing care bed <input type="checkbox"/> Personal care bed <input type="checkbox"/> Personal support bed <input type="checkbox"/>	
Where death occurred in hospital, date of admission:		
Name and role of person submitting notification of death:		
Signature:	Date completed:	

Information and documents which must be made available at all times to the Jersey Care Commission:

General requirements:

- Statement of purpose
- Children's guide
- Policies and procedures
- Staff contingent
- Quality assurance/service reports.
- Feedback and complaints (including outcomes and actions taken).
- Insurance certificates.
- Meeting agendas and minutes (staff/care receivers/relatives etc.).
- Visitor's register
- Recordings of all referrals, initial assessments, support plans etc

Care receiver records

- Assessments (including risk assessments)
- Referral information including care plans and assessments from health and social care professionals.
- Personal plans (care plans, risk management plans etc.)
- Record sheets
- Written agreements/contracts
- Behaviour Management Incidents register

Staff records

- Application information
- Job descriptions/person specifications
- Interview records/candidate assessment
- Identification/social security registration information
- References
- Criminal records and barring lists checks
- Risk assessments
- Qualifications and training certificates
- File notes including any disciplinary or grievance information
- Competency assessments
- Supervision records
- Appraisal records
- Contract of employment
- Absence/sickness/leave

Health and safety records

- Incident/accident/near miss reports and investigations
- Safeguarding alerts/investigation/reports
- Risk assessments