

Appendix 1

SP Jersey – Stage One to Four Solution Finding Process

Goal – find solutions to different professional views quickly and keep clients safe

Stage One - Practitioners	<p>Aim - complete within five working days.</p> <ul style="list-style-type: none">● Practitioners - within one working day:<ul style="list-style-type: none">– Discuss the issues directly and try to agree on a solution.– If resolved, record it in the client’s file.– If not resolved, practitioner to bring to the attention of First Line Manager (Same Day.)● First Line Managers:<ul style="list-style-type: none">– The Manager of the Practitioner disagrees with the decisions to contact the appropriate -First Line Manager to discuss and aim to find solutions within one working day.– If resolved, inform practitioners and record as Stage One Resolution.● Method – Phone, Face to Face or via Virtual Platform (e.g., Microsoft Teams.)● Helpful Tools – Single-Agency Supervision, Continuum of Children’s needs, Chronologies <p>Principles: -</p> <ul style="list-style-type: none">– All voices are of equal importance.– Listen with respect.– Explain intention of wish to reach solutions.– Be open to reframing views (including the person raising their concern).– Be willing to make changes where required and in light of a new perspective or new information.
Stage Two – Senior Managers	<p>If Stage One fails move to Stage Two (Senior Management). Aim: complete within five working days.</p> <ul style="list-style-type: none">● First Line Managers inform Senior Managers (Designated Safeguarding Leads, Registered Managers (or Heads of Service or equivalent roles depending on organisations structure) - bringing chronologies, timelines to understand why Stage One failed to find solutions.● Senior Manager-to-Senior Manager discussions - Senior Managers may or may not decide to include frontline practitioners in discussions at this point, to enable them to find the root cause of their agencies inabilities to find solutions. <p>Method - Phone, face to face, via virtual platform (e.g., Microsoft Teams), multi-agency meeting.</p> <p>Helpful tools:</p>

- Multi-Agency Reflective Supervision
- Multi-Disciplinary (MDT's) Team Meetings

Principles: -

- Understand **why Stage One** did not find solutions.
- Review timelines and relationships.
- Be open to change.

Resolution: record **Stage Two** resolution in the persons records.

Data Collection:

- Agencies should collect data on the use of this process at Stage Two.
- and**
- Share this data twice a year with their most appropriate SP Jersey Quality Assurance Sub-Group.

Stage Three – If Stage Two fails move to Stage 3 (Professional Lead). Aim: Complete within five working days.

Professional Leads

- Senior managers inform Professional Leads within **one** working day, including case history, relevant chronological factors, and reasons why solutions have not been found at Stage one and two.
- It may be important to include independent Professional Leads for objectivity at multi-agency meetings as in smaller organisations the same heads of service may struggle to meet resolution without this added oversight.

Method - Multi-Agency Professional Meeting

Helpful Tools - Fresh Look Meeting

Principles

- Identify the reasons why Stage Two failed.
- Consider legal, resource and financial issues.
- Swift Resolution over continued Stalemate.

Resolution – Record Stage Three Resolution.

Data Collection – Collect Data and share twice yearly with the SP Jersey Quality Assurance Sub-Group.

If Stage Three fails move to Stage Four – Aim: Complete within five working days.

Stage Four - Safeguarding Partners - Professional Leads (or Heads of Service in smaller organisations) inform Safeguarding Partners via the SP Jersey Business Team Manager within **one** working day.

Safeguarding Partners take responsibility for finding solutions.

Resolution – Solutions must be found at Stage Four.

Data Collection

- All Agencies should consider methods of collecting data at Stage Four.
- This data should be shared twice yearly with the appropriate SP Jersey Quality Assurance Sub-Group.