Appendix 2 – Solution Finding Process Flow Chart

Stage 1 – Practitioners (aim: complete within 5 working days)
Within 1 day, practitioners discuss; their professionally different views with each other- if they find solutions they record this in the clients record. If they can't find solutions they, inform their First Line Manager within the same day. First Line Managers aim to find solutions within 1 day. **Methods:** phone, face-to-face, or virtual (e.g., Microsoft Teams). Principles: all voices matter; listen respectfully; be open to new views and changes to plans. **Resolution** - record as Stage 1 Resolution. **If solutions not found move to Stage Two.**

Stage 2 – Senior Managers (aim: complete within 5 working days)
Within 1 day, First Line Managers inform Senior Managers, of failure to find solutions. Senior Managers begin discussions. **Methods**: phone, face-to-face, or virtual. **Principles**: understand why Stage One failed; review chronologies, timelines and relationships; be open to change. **Resolution**: record as Stage 2 Resolution. **Data:** collect data and share twice yearly with the SP Jersey QA Sub-Group. **If solutions not found move to stage Three.**

Stage 3 – Professional Leads (aim: complete within 5 working days)
Senior Managers inform Professional Lead within 1 day of failure to find solutions. Professional Lead plan discussion via multi-agency meeting. **Principles**: identify reasons Stage 2 failed; consider legal, resource, and financial issues. **Resolution:** record as Stage 3 Resolution. **Data:** collect and share twice yearly with the SP Jersey QA Sub-Group. **If unresolved move to Stage Four.**

Stage 4 – Safeguarding Partners (aim: complete within 5 working days)
Professional Leads inform Safeguarding Partners within 1 day (via SP Jersey Business Team Manager). Safeguarding Partners take responsibility for finding solutions. **Resolution: solutions must be found at Stage 4**. **Data:** collect and share twice yearly with the SP Jersey QA Sub-Group.