

Conflict Resolution

Good Practice Case Studies

Below are 2 cases studies adapted from cases reported to the Business Office that demonstrate the successful use of the Conflict Resolution Procedure and how conflicts should be managed in Northamptonshire. As stated in the procedure please ensure that you submit reporting forms as detailed below and the conclusion of a case so more case studies can be developed and practitioners are able to continually learn from other cases.

Case 1

Agencies involved:

School, Police and MASH

The incident / conflict:

A disagreement occurred between the head teacher of a secondary school and police at the decision not to carry out a welfare check on a set of vulnerable children when requested by the head teacher.

The school contacted the Police requesting that a welfare check was carried out on a family as the children had not attended school in the morning. The school had been notified there was a domestic abuse incident the previous night and a family friend had disclosed in the morning that a firearm was in the property. School were concerned for the children's welfare, upon receiving the request the Police advised that the welfare check would not be undertaken as there was no immediate risk.

Concerned of this outcome the School contacted MASH for assistance in requesting the welfare check to be carried out. Following a referral to MASH a strategy discussion was held where information was shared between all agencies including school who expressed concern that the children had now not been seen for 2 days. Following the strategy discussion an immediate welfare check was requested and carried out.

Following this the safety of the children was established and they attended school the next day.

Outcome:

The safety of the children was confirmed and they attended school who were able to monitor their needs moving forward.

The school completed the conflict resolution reporting form and sent to the Business Office. The completed form can be found below.

NSCP Case / Conflict Resolution Reporting Form

***This form should NOT be used to escalate a conflict to the Business Office and only completed forms should be submitted. Using the form in this way will result in delay of the conflict being resolved and the form returned to sender.**

The below form should be used to inform the NSCP of the resolution for any professional disagreement that reach Stage 2 or above of the NSCP Case / Conflict Resolution Procedure.

As detailed in the procedures at all stages of the process actions and decisions must be recorded in writing and shared with relevant personnel, to include the worker who raised the initial concern. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued.

Details of the resolution should be sent by the manager who raised the conflict to the NSCP Business Office using this form to NSCP@northamptonshire.gov.uk

Date the Disagreement Occurred:

Organisations involved in the Disagreement:

Job Title / Role of Professionals involved:

Details of the Disagreement and the steps taken to resolve it:

Please enter details of the disagreement including the stage reached and the steps taken at all stages of the procedure to resolve the disagreement here:

School disagreed with the Polices decision not to undertake welfare check on a family following a request by the school who had been informed that a domestic incident had occurred the previous evening, the children did not attend school in the morning and school were informed there was potentially a firearm in the house. Following Polices decision not to undertake a welfare visit the school held a discussion and agreed to contact MASH to escalate the case and take advice on next steps. Following discussion with a MASH manager, they agreed to resolve the conflict through a Strategy Discussion where information from all partners could be heard and a decision regarding the case could be reached. We believe this case to have reached stage 2 of the procedure.

Manager resolving Disagreement including agency:

Date Resolution made:

Details of Resolution:

Please enter details of the resolution and how this was reached here:

Following referral and discussion with the DSL at school a Strategy Discussion was held where all agencies shared information they had about the family. Following the strategy discussion all agencies agreed that an immediate welfare check should be carried out to ascertain the safety of the children.

This was immediately carried out and the children confirmed as safe. The children attended school the next day and school will continue to monitor any concerns and raise with MASH as appropriate.

SignedA. Smith.....Date.....3rd May 2020.....

Case Study 2

Agencies Involved:

NHFT and MASH

The Incident / Conflict:

During a health check on a 2 year old it noted that the child had missed a number of key milestones in their development and had failed to gain the expected weight from the previous visit made by the Health Visitor. During the visit the Health Visitor observed the house to be cluttered but said it was noticeable the lack of child friendly toys despite the houses cluttered appearance. The kitchen was also observed to contain little food although a tub of formula milk was observed on the side of the kitchen.

Mum stated the child's father had recently left the family home leaving them with no money and had not been in contact since leaving. As a result mum said she has had to give up her job as a cleaner as she has no childcare for her child and did not know what to do. The health visitor agreed to carry out a follow up visit in couple of weeks.

At the follow up visit the house appeared to have not been cleaned since the first visit and the tub of formula was no longer in the kitchen, again the child did not seem to have progressed or put on any weight, the child's weight had actually reduced by 2lb. The Health Visitor explained that she would like to carry out an Early Help Assessment to try and give her some support but the mother refused to give her consent.

Following discussion with her manager the Health Visitor decided to make a referral to MASH for Neglect. The initial referral was rejected with an explanation the cases should be managed by the Health Visitor through universal services.

After further discussion with her manager, the Health Visitors manager agreed to escalate on behalf of NHFT to a MASH Manager. The NHFT Manager contacted a MASH Manager to explain the cases and that NHFT disagreed with the outcome that had been reached. Following discussion between the 2 managers it was agreed that the case did in fact reach the threshold for an Initial Assessment to be carried out.

Outcome:

Following the Initial Assessment it was found that although the case did not reach the Threshold for tier 4 intervention. During a joint visit the Social Worker and Health Visitor had engaged with mum and discussed the benefits of the Early Help Assessment to assess her needs and get the support she needs to care effectively for her child. Following this discussion mother agreed for an Early Help Assessment to be carried out led by the Health Visitor.

This Assessment led to the use of the Graded Care Profile by the Health Visitor to effectively offer mum a clear progress map in the various areas of care she was giving to her child identifying where she was exceeding and where she needed help. The assessment also enabled mum to gain knowledge of local support services that could help, this included accessing the local food bank and support through a Childrens Centre and Library.

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NHFT disagreed with the decision by MASH to take no further action on a case referred involving a suspected case of neglect stating the case could be managed through universal services despite the mother in the case refusing to give permission for an Early Help Assessment. This case reached stage 2 of the procedure and was resolved following manager to manager discussion.

Manager resolving Disagreement including agency:

Date Resolution made:

Details of Resolution:

Please enter details of the resolution and how this was reached here:

Following discussion between MASH Manager and Manager within NHFT it was agreed to carry out an initial assessment to include a joint Health Visitor and Social Worker visit.

SignedA. Smith.....Date.....3rd May 2020.....