**Single Unified Safeguarding Review (SUSR)**

**Toolkit**

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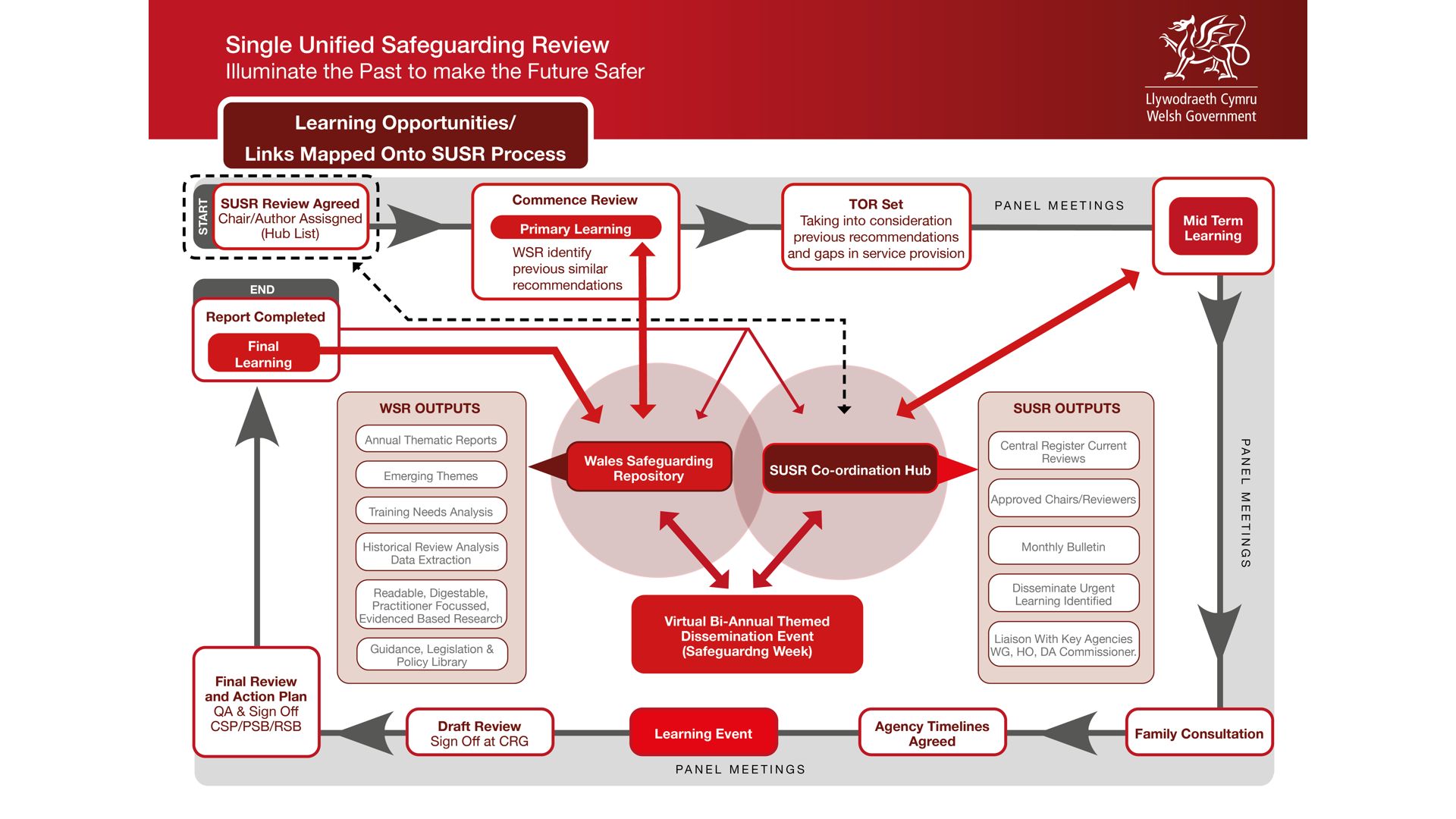
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# **Introduction and Background**

The Single Unified Safeguarding Review (SUSR) has been created to combine Child and Adult Practice Reviews, Domestic Homicide Reviews, Mental Health Homicide Reviews and Offensive Weapons Homicide Reviews. It is a cross agency framework that encompasses all elements which would usually require multiple reviews. This review will keep the impacted family at the heart of the review process but will ensure that they are safeguarded against further harm.

The overarching aim of a Single Unified Safeguarding Review (SUSR) process which is used by both devolved and non-devolved agencies is to ensure a pan Wales approach to reviews. This will eliminate the need for multiple reviews to be carried out, therefore alleviating some of the pressure on agencies and the families of the deceased. The Welsh Safeguarding Repository (WSR) will then store all safeguarding reviews in one central database. This will enable data to be drawn from the reviews to be used by practitioners going forward. The WSR has the capacity to produce thematic explorations of this data due to its unique inclusion of both social science and computer science perspectives. This learning will be disseminated across Wales to ensure that lessons are learned from past incidents to help prevent similar cases in the future. This is a vital step towards properly utilising safeguarding reports to protect Welsh communities in the most appropriate and effective way.

Please consider the diagram on the next page to see how the whole SUSR process works and where the review sits within this in practice.



**Single Unified Safeguarding Review (SUSR)**

# **Recommendation to Chair of Board from Review Sub-group**

**From:** Chair of the Review Sub-group – Name and Designation

**To:** Chair of the Board – Name and Designation

**Re:** Insert numerical case identifier (to be used in all future correspondence)

|  |
| --- |
| **Brief outline of case/incident:**  Click or tap here to enter text. |
| **Recommendation:**  Single Unified Safeguarding Review  **If the criteria are not met for the above review, what alternative review process will be undertaken:**  Referred to multi-agency professional forum  No review  Alternative review process  Please give detail: Click or tap here to enter text. |
| **Decision:**  Unanimous  Majority |
| **Rationale for Decision/Recommendation:**  This should include: -   * Guidance criteria. * Range of reviews considered. * Alternative types of review considered to meet the case needs. * How the needs of any other review will be incorporated into the terms of reference. * If majority decision – explanation and outcome.   Click or tap here to enter text. |

## **Proposed initial Outline of Review**

(This is an initial outline which will need to be updated as the review proceeds.)

|  |
| --- |
| **Time period to be covered by the review in line with guidance:**  Click or tap here to enter text. |
| **Rationale for time period:**  Click or tap here to enter text. |

**Agencies involved in the case being reviewed**

(Include name and designation if known)

|  |  |
| --- | --- |
| Care Provider | Police |
| Housing | Probation |
| Local Health Board | Public Health Wales |
| NHS Trust | Social Services |
| Other Safeguarding Board | Third Sector |
| Other:  Please specify if known or yet to be identified:  Click or tap here to enter text. |  |

**Agency identified to Chair Review Panel**

(Include name and designation if known)

|  |  |
| --- | --- |
| Care Provider | Police |
| Housing | Probation |
| Local Health Board | Public Health Wales |
| NHS Trust | Social Services |
| Other Safeguarding Board | Third Sector |
| Other:  Please specify if known or yet to be identified:  Click or tap here to enter text. |  |

|  |
| --- |
| Is the Chair independent in that they have were not involved/oversight of the case?  Yes  No |
| **Rationale for choice of Chair:**  Click or tap here to enter text. |

|  |
| --- |
| **Core issues to be addressed in the terms of reference of the review will include:**   * To examine inter-agency working and service provision for individual x through defined terms of reference. * To seek contributions to the review from the individual/individuals and appropriate family members and keep them informed of key aspects of progress. * To identify issues for further clarification. (List issues relevant to case here.) * To produce a report for publication and an action plan.   Click or tap here to enter text. |
| **Indicative Roles and responsibilities**   * The Board Co-ordinator will be responsible for maintaining links with all relevant agencies, families, and other interests. * The Review Panel Chair will inform the Chair of the Board and the Board subgroup of significant changes in the scope of the review and the terms of reference will be updated accordingly * The Chair of the Board will be responsible for making all public comment, and responses to media interest concerning the review until the process is completed. It is anticipated that there will be no public disclosure of information other than the Final Board Report. * The Board and Review Panel will seek legal advice on all matters relating to the review. This will include advice on:   + terms of reference;   + disclosure of information;   + guidance to the Review Panel on issues relating to interviewing individual members of staff. |

|  |
| --- |
| **Approximate cost (if known) of independent reviewer and how this will be met:**  Click or tap here to enter text. |
| **Additional costs identified (if known):**  Click or tap here to enter text. |
| **Date of First Review Panel meeting:**  Click or tap here to enter text. |
| **Will the report be completed within the Guidance timeframe?**  Yes  No |
| **Please identify any issues that may impact on the timeframe and how these will be managed: -** Include issues such as: - Criminal prosecution / Coroner’s decision  Click or tap here to enter text. |
| **Anticipated completed report date**:  Click or tap to enter a date. |

**To be completed by Review Sub-Group Chair**

**Signature**: Click or tap here to enter text.

**Title**: Click or tap here to enter text.

**Date**: Click or tap to enter a date.

**Telephone number**: Click or tap here to enter text.

**Decision of the Chair of Safeguarding Board (add another instance for the Community Safety Partnership where the case involves a domestic homicide)**

|  |
| --- |
| I agree with the recommendation |
| I agree with the recommendation with the following amendments  Click or tap here to enter text. |
| I disagree with the recommendation  Reasons why and proposed action: Click or tap here to enter text. |

**Signature**: Click or tap here to enter text.

**Title**: Click or tap here to enter text.

**Date**: Click or tap to enter a date.

**Telephone number**: Click or tap here to enter text.

**In discussion with Chair of Sub-group**

**Date information to be presented to the Board**: Click or tap to enter a date.

**Date information sent to Welsh Government**: Click or tap to enter a date.

**For Welsh Government use only**

**Date information received:** Click or tap to enter a date.

**Date acknowledgment letter sent to Board Chair:** Click or tap to enter a date.

**Date circulated to relevant Inspectorates / Policy Leads:** Click or tap to enter a date.

|  |  |  |  |
| --- | --- | --- | --- |
| **Agencies** | **Yes** | **No** | **Reason** |
| CSSIW |  |  | Click or tap here to enter text. |
| Estyn |  |  | Click or tap here to enter text. |
| HIW |  |  | Click or tap here to enter text. |
| HMI Constabulary |  |  | Click or tap here to enter text. |
| HMI Probation |  |  | Click or tap here to enter text. |

If the case involves an Offensive Weapons Homicide, then a notification form must be sent to the Secretary of State for the Home Office. A template for this can be found in Annex 2 of the Offensive Weapons Homicide Reviews statutory guidance.

**Single Unified Safeguarding Review (SUSR)**

# **Role Profile - Reviewer**

**1. The Reviewer(s) is/are appointed by the Review Panel.** They will have responsibility for examining how the statutory duties of all relevant agencies were fulfilled and presenting the analysis on this to the Review Panel and the Board.

1.1 Extended Reviews must always be completed by two reviewers. One should have knowledge of the local context and the other will contribute external professional challenge and relevant experience.

1.2 The Reviewer should be independent in that they will have had no previous involvement or oversight of the case. The Reviewer should not have any preconceived views of the case or potential outcomes.

**2. Experience, Knowledge and Skills:** The Reviewer will;

2.1 Have relevant practice & managerial experience, this will differ depending on the circumstances of the case being reviewed.

2.2 Have completed the required SUSR training to undertake reviews.

2.3 Have experience as a Reviewer or Chair of a review and if not previously undertaken the role, the individual will have shadowed an accomplished Reviewer.

2.4 Have a comprehensive understanding of review processes.

2.5 Will understand the context in which services are delivered and the professional backgrounds of those involved.

2.6 Will have the ability to map out, interpret and analyse complex multi-agency processes and information and, will be able to identify when additional specialist knowledge is required by the panel.

2.7 Will have an ability to enquire and communicate about practice with professionals, children, adults, and family members.

2.8 Will have skills in facilitating and managing group processes and learning events effectively.

**3. Responsibilities:** The Reviewer will;

3.1 Commit to the schedule of the review.

3.2 Examine the individual agency timelines and analyses and have access to relevant documentary evidence identified from the agencies involved.

3.3 Work with the Review Panel to review the merged Agency Timeline, genogram, and brief agency analyses to develop questions and ideas about what happened in the case.

3.4 Work with the Review Panel to agree on how the engagement of the child, adult or family members will be incorporated within the review process.

3.5 Identify single and inter-agency learning points and collate and synthesise all early learning for consideration of panel.

3.6 Work with the Review Panel to plan the learning event(s), bringing together key relevant staff from different agencies who would be currently involved in the handling and management of the multi-agency response to such concerns and in subsequent decisions and action that would have to be taken.

3.7 Ensure the analysis and learning identified by panel members is actively reflected in learning events and reports.

3.8 Meet the child, adult, and family members shortly before the learning event, if appropriate and if the family so wishes, carrying their messages into the event.

4. **The Learning Event**

4.1 Ensure that the learning event is child or adult focused throughout.

4.2 At the conclusion of the learning event, identify single and inter-agency issues and practice learning points in conjunction with the practitioners attending the event.

4.3 Following the learning event, collate and synthesise the learning to date for discussion with the Review Panel in the form of a draft report.

5. **Report**

5.1 Take a reflective, analytical, and strategic outlook to the development of the report to ensure practice and organisational learning can be identified.

5.2 Work with the panel to prepare an outline action plan to accompany the report for presentation and discussion by the Safeguarding Board.

5.3 Present the draft report and an outline action plan to the Regional Safeguarding Board or appropriate subgroup of the Regional Safeguarding Board, taking them through the detail of the timeline as well as practice and organisational issues arising from the review.

5.4 Work with the panel to prepare the final report and action plan reflecting discussion by the Safeguarding Board within 4 weeks of consideration at Board Meeting.

5.5 If required, feedback to the child, adult, and family members on the conclusion of the review and sharing the findings of the report.

Please sign this document to confirm that you understand your role as a **Reviewer:**

|  |
| --- |
| **Name**:  Click or tap here to enter name. |
| **Signature**:  Click or tap here to enter signature.  **Date**:  Click or tap to enter a date. |

**Single Unified Safeguarding Review**

# **Role Profile - Review Panel Chair**

**1. The Review Panel Chair should be independent in that they will have had no previous involvement or oversight of the case. The Chair should not have any preconceived views of the case or potential outcomes.**

**2. Experience, Knowledge and Skills:** The Chair will;

2.1 Have relevant practice & managerial experience, this will differ depending on the circumstances of the case being reviewed.

2.2 Have completed the required SUSR training to undertake reviews.

2.3 Have experience as a Reviewer or Chair of a review and if not previously undertaken the role, the individual will have shadowed an accomplished Chair/Reviewer on a review.

2.4 Have a comprehensive understanding of review processes.

2.5 Understand the context in which services are delivered, the professional backgrounds of those involved and the expertise and value of having all sectors represented on the panel

2.6 Have the ability to map out, interpret and analyse complex multi-agency processes and information and, will be able to identify when and where to seek additional specialist knowledge required by the panel.

**3. Responsibilities:** The Chair will;

3.1 Work with the review panel to develop the panel’s Terms of Reference.

3.2 Ensure that each review panel meeting is conducted appropriately and in accordance with the Terms of Reference and the statutory guidance, allowing each agency to participate fully in discussions.

3.3 Set and commit to the schedule of the review.

3.4 Confirm that the Reviewer(s) and Panel Members have attended the required training and are committed to dedicating the time required to undertake the review

3.5 Maintain the momentum of the process, ensuring that the review is completed within the specified timescales and be aware of when to escalate issues to the Regional Safeguarding Board.

3.6 Offer professional constructive challenge to Panel Members and Reviewer (s) as appropriate

3.7 Ensure accuracy of records of panel meetings and ensuring the completion of actions

3.8 Work with the Reviewer(s) and Panel Members to ensure meaningful engagement of adults, children, and family members throughout the process where appropriate.

3.9 Ensure advocacy is offered to the adults, children and family members in the process and ensuring that they are at the heart of the process.

3.10 Work with the Reviewer(s) to support the learning event(s), the Chair will attend the learning event(s) on behalf of the review panel to ensure that the questions and issues identified by the panel are fully addressed.

3.11 Ensure learning from other reviews are incorporated when relevant. The Wales repository will assist with this vital element of a Review.

**4. Communication and updates as required by the Regional Safeguarding Board.**

4.1 Ensure robust panel scrutiny of draft reports including recommendations and attend the Regional Safeguarding Board alongside the Reviewer(s) to present the final report and outline action plan.

4.2 Ensure the findings are shared with the child, adult and/or family members in the most appropriate way.

4.3 Assist with any media enquiries as considered appropriate and by prior agreement with the Regional Safeguarding Board.

Please sign this document to confirm that you understand your role as the **Review Panel Chair**:

|  |
| --- |
| **Name**:  Click or tap here to enter name. |
| **Signature**:  Click or tap here to enter signature.  **Date**:  Click or tap to enter a date. |

**Single Unified Safeguarding Review**

# **Role Profile - Review Panel Member**

**1**. Representatives should be appointed to the review panel from those agencies involved in the case or to provide a specific specialist expertise. They should be of a sufficient level of seniority and should not have a direct involvement in the case management.

**2. Experience, Knowledge and Skills:** The Panel Member will;

2.1 Have a good working knowledge of the services they are representing.

2.2 Have completed the required SUSR training to undertake reviews.

2.3 Have an ability to enquire and communicate about practice with professionals.

2.4 Have a good understanding of review processes.

2.5 Understand the context in which services are delivered and the professional backgrounds of those involved.

**3. Responsibilities:** The Panel Member will;

3.1 Agree the Terms of Reference and the timeframe for the review.

3.2 Prepare for and attend all panel meetings. In the event of this not being possible, identify another practitioner to deputise although this should only be in exceptional circumstances. Any deputy should be fully briefed and meet the criteria of this role profile.

3.3 Contribute and commit to all deadlines scheduled in review.

3.4 Offer professional constructive challenge to other Panel Members and Reviewer(s) as appropriate

3.5 Be accountable for agency information required by the review, scope out their agency's involvement in the case & be responsible for the development and content of their agency timeline including comprehensive analysis of the action taken.

3.6 Obtain, within their agencies, information about action already taken or recommendations by staff for future improvements in systems or practice. This can be included in the analysis column in the timeline of significant events.

3.7 Respond to issues of clarification on behalf of their agency, share documents within their own governance structure and take responsibility for ensuring signing off any documents within their own agency.

3.8 Contribute to identifying the most effective way of engaging with children, adults, and family members within the review process and, if selected to do so, take responsibility for reporting back the findings to them.

3.9 Support the Reviewer in carrying out an effective learning event and attendance may be required to support attendees at virtual events.

3.10 Identify relevant learning event attendees within their agency and prepare them prior to the event, working through own agencies timeline as agreed by the Panel with attendees.

3.11 Provide support, advice and mentoring to agency attendees throughout and following the learning event process and keep agency attendees informed of progress of the review, in particular plans and dates of publication.

3.12 Provide professional challenge and quality assurance in relation to the draft review report and outline action plan. Contribute to the final report and action plan.

3.13 Escalate any concerns to the Review Panel Chair. If unresolved, initiate the Protocol for Resolving Professional Concerns.

Please sign this document to confirm that you understand your role as a **Review Panel Member**:

|  |
| --- |
| **Name**:  Click or tap here to enter name. |
| **Signature**:  Click or tap here to enter signature.  **Date**:  Click or tap to enter a date. |

**Single Unified Safeguarding Review (SUSR)**

# **Template for Multi-Agency Professional Forums (MAPFs) to be included in the Wales Safeguarding Repository (WSR)**

If a case does not meet the criteria for a SUSR to be carried out, then a MAPF may be conducted instead.

When appropriate learning can be extracted from a MAPF, this form should be utilised to ensure that the learning can be stored within the Wales Safeguarding Repository and disseminated via the SUSR structure so that agencies across Wales can implement any necessary changes.

|  |  |
| --- | --- |
| **Name of Regional Safeguarding Board** | Choose an item. |
| **Case reference number** | Click or tap here to enter text. |
| **Child or adult’s pseudonym** | Click or tap here to enter text. |
| **Date of incident** | Click or tap to enter a date. |
| **Date of this report** | Click or tap to enter a date. |

|  |
| --- |
| **Brief Outline of circumstances resulting in the MAPF**  Include the background of the case and anything deemed significant or the learning outcomes  Click or tap here to enter text. |
| **Practice and organisational learning**  Include each individual learning point arising in this case. Please incorporate as much detail as is necessary for learning.  Click or tap here to enter text. |
| **Improving Systems and Practice (National, Regional and Local)**  To promote learning from this case, identify any recommendations or actions below. Please incorporate as much detail as is necessary for learning.  Click or tap here to enter text. |

**Single Unified Safeguarding Review (SUSR)**

# **Timetable**

|  |  |  |
| --- | --- | --- |
| Key Event | Date, time, and venue | Agreed actions |
| Initial Panel Meeting |  | * Panel Membership * Terms of Reference * Confirm deadline for submission of agencies’ chronologies/summary reports * Confirm timetable dates * Agree protocols of meeting with family * Learning Event |
| Deadline for Agency  Timelines |  |  |
| 2nd Panel Meeting |  |  |
| 3rd Panel Meeting |  |  |
| 4th Panel Meeting  (If needed) |  |  |
| Learning Events |  |  |
| 5th Panel Meeting |  |  |
| 6th Panel Meeting |  |  |
| Report and Action Plan to be submitted to RSB |  |  |

**Single Unified Safeguarding Review (SUSR)**

# **Agenda for First Panel Meeting**

**Date:** Click or tap to enter a date.

**Venue:** Click or tap here to enter text.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Item | Lead | Papers | Purpose |
| 1. | Welcome, Introductions and Apologies | Chair |  |  |
| 2. | Confirmation of:   * Chairing Arrangements * Independent Reviewer(s) * Panel Members | Chair | Verbal | For agreement |
| 3. | Role Profiles | Business Manager | Attached | For agreement |
| 4. | SUSR Review Referral and Recommendation to Welsh Government (and Home Office if applicable) | Referring Agency/ Business Manager | Attached | For information |
| 5. | Draft Panel Terms of Reference | Chair | Attached | For agreement |
| 6. | Agree engagement process with child, adult, family | Chair | Verbal | For discussion |
| 7. | Timescales, timelines, and key milestones | Chair | Verbal | For discussion |
| 8. | Next Steps and Actions | Chair | Verbal | For agreement |

|  |
| --- |
| **Date of Next Meeting:** Click or tap to enter a date. |

**Single Unified Safeguarding Review (SUSR)**

# **Multi Agency Timeline Guidance to support the QA and Case Review Process**

**Introduction**

This guidance has been developed to support all those involved in completing Agency Timelines in relation to multi-agencies.

This guidance specifically relates to the completion of multi-agency timelines in relation to Single Unified Safeguarding Reviews (SUSRs).

**What is an Agency Timeline?**

An Agency Timeline is not a list of everything recorded on a person’s file. It is important that a Agency Timeline is not a repeat of the records you hold for this child/adult/family. It should include **significant events** only.

An Agency Timeline should provide a clear account of all significant events within the agreed time frame of the review that are of key importance in understanding the case. This involves drawing on the knowledge and information held by each agency involved with the child/adult and family.

To summarise, the Agency Timeline must only include significant events that are in the agreed time frame of the audit or review. It should be succinct and should not replicate existing case notes or records.

**Principles**

An Agency Timeline:

* is based on a study of recorded information;
* Provides a concise, factual record of significant events/information in the subject’s life;
* Summarises actions and outcomes relating to significant events;
* Provides an analysis of the actions taken in order to generate learning;
* Helps to understand the impact of events on the person

**What is a Significant Event?**

A significant event is anything that has a significantly positive or negative impact on the person, their safety, circumstances, or home environment.

Each event should have an action or an outcome that has had a significant impact on the person. It is not sufficient only to record dates of meetings, visits etc. When reading an Agency Timeline, there should be no apparent gaps in information.

It is important to note that what might be a key event in one person’s life, such as a period of good health or good school attendance after a long period of absence or exclusion, will not even be relevant to another person. In this respect agencies are asked to use their professional judgement in completing the Agency Timeline.

**How to complete an Agency Timeline**

To assist the compiling of different agencies information, the attached template has been developed and partially completed to demonstrate what an effective Agency Timeline should contain.

**The format explained:**

**Column 1:** Date (and time if relevant) in DD/MM/YYYY format

**Column 2:** Source – the name of the agency or department involved

**Column 3:** Significant event – as defined above, clearly, but succinctly, explain the event that took place

**Column 4:** Action Taken – clearly explain what action was taken in response to the significant event and what the outcomes were.

**Column 5:** Analysis - a brief summary of the agency's view on whether there was any good practice, missed opportunities, whether the voice of the person was considered

**Hints and Tips**

* Be mindful of the reader, therefore limit the use of acronyms
* When entries mention individual members of staff it is good practice to use job titles rather than names
* When entries mention individuals, it is good practice to use initials rather than ‘mum’ or ‘dad’

## **Single Unified Safeguarding Review Agency Timeline Example**

**Subject Name:**

**Time Period:**

**Covered:**

**Completed by:**

**Date:**

**Version:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date & Time | Source | Significant Event | Action Taken | Analysis |
| *1/1/22* | *South Wales Police* | *A drugs search warrant was executed at (address). The officers found the house to be in a poor state of repair and waste was visible throughout the house.* | *The officers concluded that it was not a safe place for the children to live and therefore took out a PPP and removed the children.*  *The Social Services Emergency Duty Team was contacted, and a PPD/1 was submitted.* | *Positive action was taken in respect of the obtaining a PPP and removing the children.* |
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**Single Unified Safeguarding Review (SUSR)**

# **Termination Report**

At any point in the course of conducting a Review, the Review Panel and/or the Reviewer(s) may reach the conclusion that, from the analysis of Timelines or other sources, the case does not meet the criteria for a Single Unified Safeguarding Review or cannot be conducted as laid out in the guidance.

Please complete this form to indicate that a Single Unified Safeguarding Review will no longer be carried out as previously indicated. On completion, please present this to the Regional Safeguarding Board for sign off by the Chair of the Board.

|  |  |
| --- | --- |
| **Single Unified Safeguarding Review Reference Number**  This can be obtained from the SUSR Co-ordination Hub | Click or tap here to enter text. |
| Please set out the reasons for termination of the Review. Indicate how the case does not meet the criteria for a Single Unified Safeguarding Review. | Click or tap here to enter text. |
| What alternative action is proposed to enable learning from this case to be captured? | Click or tap here to enter text. |
| Any other comments | Click or tap here to enter text. |

|  |  |
| --- | --- |
| Signature of the Review Panel Chair | Date:  Click or tap to enter a date. |
| Signature of the Reviewer | Date:  Click or tap to enter a date. |

After presentation to the Regional Safeguarding Board, the Chair of the Board must sign to below to indicate their approval of this termination.

|  |  |
| --- | --- |
| Signature of the Regional Safeguarding Board Chair | Date:  Click or tap to enter a date. |

If the Single Unified Safeguarding Review includes a Domestic Homicide, the relevant Community Safety Partnership must also sign below to indicate their approval of this termination.

|  |  |
| --- | --- |
| Signature of the Community Safety Partnership lead | Date:  Click or tap to enter a date. |

**Single Unified Safeguarding Review (SUSR)**

# **Summary Report for Historical Information**

This report should be completed to set the context or background and to highlight any information (significant events / risk issues / safeguarding concerns) which is known to your agency for the period outside of the review time period.

All of the information provided in this report should fall outside of the scope of the Single Unified Safeguarding Review (SUSR).

|  |
| --- |
| **Please include any information regarding significant events / risk issues / safeguarding concerns which your agency was aware of either before or after the period of review:**  Click or tap here to enter text. |
| **Please provide an analysis of the events and information highlighted in the previous box. Please draw out what themes might be reflected within this information:**  Click or tap here to enter text. |
| **Please add any further comments or conclusions which may help the planning team or reviewers in examining this case:**  Click or tap here to enter text. |

**Agency:** Click or tap here to enter text.

**Reviewer Name:** Click or tap here to enter text.

**Date:** Click or tap to enter a date.

**Single Unified Safeguarding Review (SUSR)**

# **Initial Letter to Family, Friends and Others**

[Please add the appropriate relationship of the letter recipient to the victim throughout the template – it currently refers to ‘family’]

Dear [INSERT NAME],

**RE:** **Review of agencies to identify learning and improve practice in the future**

We are writing to you in relation to a Single Unified Safeguarding Review that is being carried out by the [INSERT RSB and/or CSP] in relation to your [INSERT RELATIONSHIP].

Firstly, we would like to say that we understand that you and your family may find this a difficult letter to receive and that we appreciate and understand that it may raise feelings linked to the [loss of your/circumstances surrounding the injuring sustained by your] [INSERT RELATIONSHIP].

The Single Unified Safeguarding Review will be carried out to enable all of the agencies involved in your [INSERT RELATIONSHIP]’s care to come together. They will review their work and identify learning opportunities to determine what can be changed to improve their practices going forward.

To do this, we have been appointed as independent Reviewers to write a report to summarise the findings of the review. We would welcome the opportunity to meet with you personally so that we can make sure that the review considers the family’s experience of the way things were done to support your [INSERT RELATIONSHIP] and you. Your insight is invaluable to the Reviewers and will greatly enrich the Review process should you choose to discuss your experience with us.

If you would like an opportunity to meet, please contact us on [INSERT PHONE NUMBER] or [INSERT EMAIL ADDRESS] to arrange a time and venue convenient to yourself.

Yours sincerely,

[INSERT NAME]

[PLEASE INCLUDE ANY RELEVANT SERVICES TO THE CASE/AREA]

Information sheet including Support Services you can reach out to:



If you’re struggling with your mental health, Mind offers support and bereavement services which can help you going forward. They have lots of helpful information on their website.

Call [0300 123 3393](tel:+44-300-1233-393) or email [info@mind.org.uk](mailto:info@mind.org.uk)



The Cruse Bereavement Care Freephone National Helpline offers emotional support to anyone affected by bereavement. You can also find helpful information on their website

National free helpline 0808 808 1677



For support when the unexpected death of a child/young person occurs.

Phone support provided/phone counselling and memory boxes supplied.

Call 01443 853125 or email [info@2wishuponastar.org](mailto:info@2wishuponastar.org)

**Single Unified Safeguarding Review (SUSR)**

# **Information Leaflet for Families**

Please click on the embedded document to access/print the Leaflet for Families:

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**Single Unified Safeguarding Review (SUSR)**

# **Final Letter to Family**

Dear [INSERT NAME],

**RE: Single Unified Safeguarding Review (SUSR)**

I am writing to you to let you know that the [INSERT RSB and/or CSP] has completed the report for the Single Unified Safeguarding Review in respect to your [INSERT RELATIONSHIP AND NAME].

The reviewer/s, [INSERT REVIEWER NAME/S] would like to arrange a meeting with you at a time and venue convenient to yourself on [INSERT DATE]. At this meeting [INSERT REVIEWER NAME/S] will discuss the report with you before it is published. [INSERT REVIEWER NAME/S] will be in touch in the near future to confirm this meeting with you. You may of course bring someone with you such as a family member or friend to support you.

Should you decide that you do not wish to meet or if this is not convenient in any way, then please do let us know by contacting the Safeguarding Business Unit on [INSERT PHONE NUMBER] or by e-mail [INSERT EMAIL ADDRESS].

Yours sincerely,

[INSERT NAME]

Chair of Single Unified Safeguarding Review Panel

Cc.

[INSERT NAME]

Independent Reviewer

[INSERT NAME]

Independent Reviewer

**Single Unified Safeguarding Review (SUSR)**

# **Learning Event Information Sheet**

**What is a Single Unified Safeguarding Review (SUSR)?**

SUSRs are multi-agency reviews which are carried out by the Regional Safeguarding Board (and sometimes the local Community Safety Partnership), in circumstances where abuse/neglect of a child/adult is known or suspected and either a child/adult has died, or there has been a significant incident resulting in a child/adult sustaining serious impairment of health or development. The review also includes instances where a child/adult has died or has been seriously injured in a domestic setting, with an offensive weapon or where the perpetrator is a mental health service user.

The framework ensures that agencies, staff, and families review in a collaborative way to reflect and learn from what has happened.

**What is the process for undertaking the SUSR?**

A multi-agency panel is established consisting of senior staff from all relevant agencies. This panel collects all the information in order to develop a timeline of significant events. This is usually done by interrogating agency records.

Another key component of the process is a facilitated practitioner focused learning event which is led by independent reviewers. This event brings together all practitioners who have been involved with the case so that they can share their understanding of what has happened and identify key learning points.

**How do I prepare for a Learning Event?**

You should be prepared to share your experiences, highlight good practice, and identify any learning points for future practice.

You should also be aware; when there are Criminal Proceedings running parallel to the SUSR Process, the general principles around criminal disclosure rules are applicable, i.e., if information is shared that could support or undermine the prosecution case, there is a duty on the police to disclose that information to the Crown Prosecution Service. In each case, if any information falling into these criteria was to be established, there would be liaison with the agency that provided the information.

Prior to the event, you are advised to review case records (where available) and to familiarise yourself with the case. Your Panel Member is responsible for providing support and advice before and after the Learning Event. They should also make themselves available to discuss anxieties with you.

**What happens in the Learning Event?**

Reviewing cases can raise anxiety in individuals and organisations and in turn anxiety can block learning and lead to defensiveness and an inability to reflect. The Learning Event is facilitated by experienced facilitators whose role it is to develop a safe environment so that you are best able to reflect, participate and learn.

Each Learning Event is different, but they are likely to involve tabletop discussions, virtual discussions, group work and feedback sessions, which will draw from practitioners’ experience, knowledge, and reflections of the case.

The reviewers will facilitate/enable practitioners in considering organisational or other factors that may have impacted on the case.

**What happens next?**

The Reviewers have the responsibility for collating and analysing all the learning identified by the Learning Event, merged agency timelines and what the family have said in order to complete a report. This will then be submitted to the Regional Safeguarding Board for agreement and consideration and to agree actions to improve future practice. A copy is also sent to Welsh Government (and the Home Office in cases that the incident was a Domestic Homicide).

The report is published on the Safeguarding Board website and will be stored within the Welsh Safeguarding Repository (WSR). The WSR enables the learning to be disseminated across Wales, facilitating the improvement of practices to prevent further tragedy. Your Panel Member will notify you of publication details.

**Single Unified Safeguarding Review (SUSR)**

# **Checklist for Panel members prior to the Learning Event**

If it is agreed that the Learning Event will take place online, then points 1-4 can be skipped. Instead, the Business Unit will need to create a video call link and distribute it to the relevant parties ahead of the event.

|  |  |  |
| --- | --- | --- |
| **Action/Event** | **Responsibility** | **Comments** |
| 1. Venue booked | BU | * Consider neutrality of venue, i.e., unaffiliated to any one agency. |
| 1. Room(s) | BU | * Ensure confidentiality of room. * Consider breakout room requirements. * Ensure appropriate PowerPoint, flipchart paper facilities etc. are available. |
| 1. Refreshments/lunch booked | BU | * Tea/coffee on arrival. * Tea/coffee on arrival. * Lunch. * Tea/coffee on arrival. |
| 1. Car-parking booked | BU |  |
| 1. Panel advised, but do not attend the Learning Event. |  | * Panel Chair represents Panel at the Learning Event. |
| 1. Learning Event attendees advised. |  | * Briefed by their respective Panel member. * Details included in Outlook invitation and formal invitation. |

**Single Unified Safeguarding Review (SUSR)**

# **Letter inviting nominations to Learning Event**

Dear [INSERT NAME],

**RE: Learning Event in respect of Child/Adult … [INSERT INTIALS]**

**Date:** Click or tap to enter a date.

**Venue:**

One of the features of a Single Unified Safeguarding Review (SUSR) is that they involve agencies, staff, and families in a collective endeavour to reflect and learn from what has happened in order to improve practice in the future.

In line with this a SUSR report is being undertaken with regard to Child/Adult [INSERT INITIALS]. The review process uses systems approach whereby the focus is on multi-agency professional practice with the aim of identifying underlying issues that are influencing practice more generally.

As part of this review, Terms of Reference have been constructed and timelines prepared, but at the heart of the review is a learning event. It is this event to which you are invited as you were involved in work with the child/young person and their family and consequently you have something to contribute to the overall learning.

**It is expected that you will attend this event.**

**The Learning Event**

The event is to be held at [INSERT VENUE] on [INSERT DATE] at [INSERT START/FINISH TIME]

Lunch will be provided.

The event will identify key single and inter-agency issues, learning points and issues for consideration by the LSCB. The event will be facilitated by the reviewer for the SUSR who will adopt a systems approach and structure the day to help participants reflect, think, and learn together in a safe environment.

The family are to be approached to see if they would like to meet with the reviewer before the event, in which case any comments and observations they might wish to make can be woven into the discussions and reflections on the day.

**Preparation for the event**

It would be helpful if you could give some thought to your involvement with Child/Adult [INSERT INITIALS] and their family. Give specific consideration to the following:

* Assessments.
* Decision making.
* Action
* Interaction with other professionals and services.
* Areas of good practice.
* Areas where there could be some improvements.

To help you with your preparation you will also receive the following documents:

* The Terms of Reference of this concise/extended review.
* A copy of the Welsh Government’s guidance, Arrangements for Multi-Agency Child Practice Reviews.

We very much look forward to working with you at the learning event and hope you find this approach constructive and helpful. In the meantime, if you have any queries or need further clarification, please do not hesitate to contact us.

Kind regards,

[INSERT NAME]

Chair of Single Unified Safeguarding Review Panel

**Single Unified Safeguarding Review (SUSR)**

# **Learning Event Feedback Form**

Please complete this feedback form so that we can evaluate the effectiveness of the event you have attended.

**Name:**

**Event:** Learning Event [INSERT REFERENCE]

**Date:**

**Agency:**

The ratings are: 1 = not at all; 2 = not very; 3 = quite; 4 = very; 5 = completely

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | 1 | 2 | 3 | 4 | 5 | Comments |
| 1. | Did the event meet your expectations? |  |  |  |  |  | Click or tap here to enter text. |
| 2. | Were the aims clearly explained? |  |  |  |  |  | Click or tap here to enter text. |
| 3. | Was the content relevant to your needs? |  |  |  |  |  | Click or tap here to enter text. |
| 4. | Was the event well structured? |  |  |  |  |  | Click or tap here to enter text. |
| 5. | Was the event clearly presented? |  |  |  |  |  | Click or tap here to enter text. |
| 6. | Did the event involve the family/victim appropriately? Were they at the heart of the process? |  |  |  |  |  | Click or tap here to enter text. |
| 7. | Were you satisfied overall with the event? |  |  |  |  |  | Click or tap here to enter text. |

|  |  |
| --- | --- |
| 8. | What was the most useful part of the event?  Click or tap here to enter text. |
| 9. | What was the least useful part of the event?  Click or tap here to enter text. |
| 10. | Is there anything you would like to have seen included?  Click or tap here to enter text. |
| 11. | Any additional comments/recommendations:  Click or tap here to enter text. |

**Single Unified Safeguarding Review (SUSR)**

# **Action Plan Template and Guidance**

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**Single Unified Safeguarding Review (SUSR)**

# **Single Unified Safeguarding Review Reflections Form**

Completing a retrospective is a helpful way to learn from this experience. It will help to analyse the effectiveness of the SUSR process so that changes can be made if necessary.

To assist with this process, this form should be completed as a peer review. Peer review methods help to identify strong points and areas which can be improved going forward. It is important to keep evolving the SUSR process in order to keep up with the changing landscape of safeguarding in Welsh communities.

The Reviewer and Chair should meet with a Peer who is external to the review that has been undertaken. This is an opportunity to make observations and discuss the process and the documents created throughout the review process. After considering how the process has gone, please make note of any actions that can be taken forward to improve the SUSR process.

|  |  |
| --- | --- |
| **Case Reference Number** | Click or tap here to enter text. |
| **Name of Reviewer/Chair** | Click or tap here to enter text. |
| **Name of Peer** (external to the process) | Click or tap here to enter text. |
| **Date** | Click or tap to enter a date. |

Considering the whole SUSR process (including the report itself), please give examples to answer the following questions.

|  |  |
| --- | --- |
| **What went well?** | Click or tap here to enter text. |
| **What could be improved?**  Please suggest how these improvements could be made. | Click or tap here to enter text. |
| **What did not work?**  Please suggest how this can be adapted. | Click or tap here to enter text. |
| **Any other comments or suggestions** | Click or tap here to enter text. |
| **Additional welfare support needs** | Click or tap here to enter text. |

Where relevant, please include any comments or feedback from the **family or community** involved in the review. This can be completed during any debrief sessions held with the family or community. Add as many entries from different individuals as appropriate.

|  |  |
| --- | --- |
| **What went well?** | Click or tap here to enter text. |
| **What could be improved?**  Please suggest how these improvements could be made. | Click or tap here to enter text. |
| **What did not work?**  Please suggest how this can be adapted. | Click or tap here to enter text. |
| **Any other comments or suggestions** | Click or tap here to enter text. |
| **Additional welfare support needs** | Click or tap here to enter text. |

In this section, please consider the learning points that need to be taken forward after the review process.

|  |  |
| --- | --- |
| **Continuing Professional Development (CPD) Actions** | Click or tap here to enter text. |
| **Actions for the Regional Safeguarding Board and/or Community Safety Partnership** | Click or tap here to enter text. |
| **Actions for the Coordination Hub**  Consider points which may strengthen processes and inform training. | Click or tap here to enter text. |

**Single Unified Safeguarding Review (SUSR)**

# **Update Report**

To ensure that learning is disseminated, and Action Plans implemented, the Regional Safeguarding Board Business Unit in partnership with the Co-ordination Hub need to produce Update Reports. These will summarise the learning achieved and any areas requiring further escalation.

The Update Reports will be presented to the Regional Safeguarding Boards, and where necessary, the SUSR Strategy Group and the Ministerial Board for escalation where barriers are identified.

|  |  |
| --- | --- |
| **Case Reference Number** | Click or tap here to enter text. |
| **Name** | Click or tap here to enter text. |
| **Date** | Click or tap to enter a date. |

|  |
| --- |
| **Please summarise the learning achieved as a result of this review process**  Click or tap here to enter text. |

|  |
| --- |
| **Please indicate any points which should be considered for escalation by the SUSR Strategy Group and Ministerial Board.**  Include any barriers for completion of this point that you have identified. Make any suggestions as to how the SUSR Strategy Group or the Ministerial Board can help to overcome these barriers.  Click or tap here to enter text. |