B&NES LSAB & LSCB Electronic Case Review (ECR) Agency Guidance for SCRs/SARs

This document gives you a high-level overview of recording a notification and agency involvement from the point of view of an agency professional.

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Contents

Introduction to ECR system

The ECR system is an electronic case review system, to request a case review to be considered by the appropriate case review group, for both children and adults. In urgent cases, you should first of all telephone the Council Safeguarding and QA Team, before also completing and returning the notification form.

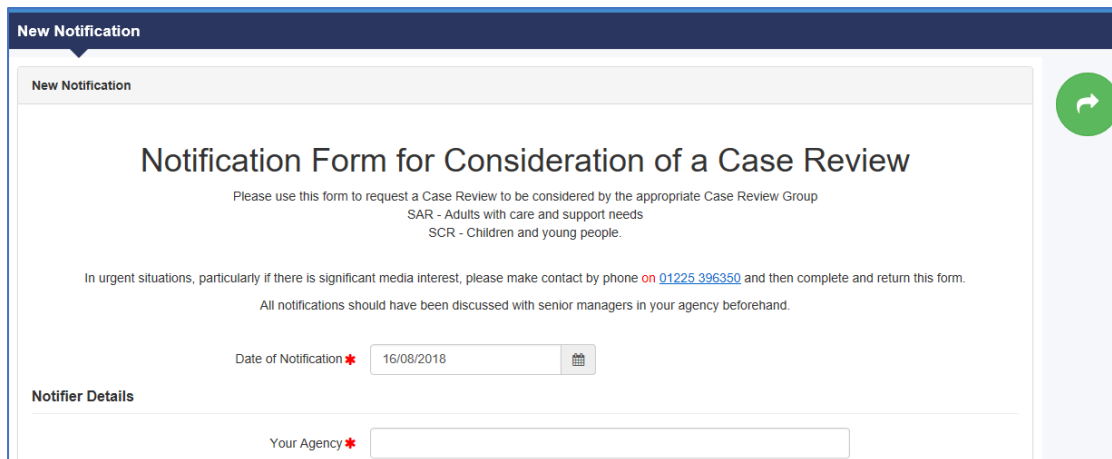This system is for notifying of four review types and these are:

1. Serious Case Review (SCR) for children
2. Local Case Review/Learning Lessons Review
3. Best Practice Review
4. Safeguarding Adult Review (SAR)

Notification Form for Consideration of a Case Review

If you need to submit a notification form for consideration of a case review:

→ Locate the hyperlink provided to you by the council and click on it
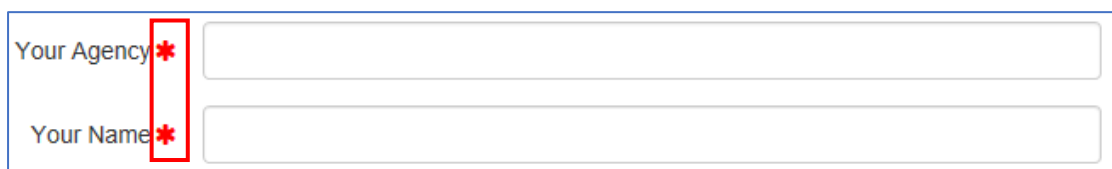https://www.qes-online.com/BATHNES/ECR/Live/m/ecr/public/newnotification

This will navigate you to the **New Notification** screen seen in the following screenshot:

New Notification

New Notification

Notification Form for Consideration of a Case Review

Please use this form to request a Case Review to be considered by the appropriate Case Review Group
SAR - Adults with care and support needs
SCR - Children and young people.

In urgent situations, particularly if there is significant media interest, please make contact by phone on 01225 396350 and then complete and return this form.

All notifications should have been discussed with senior managers in your agency beforehand.

Date of Notification ✱   16/08/2018

Notifier Details

Your Agency ✱

This screen is made up of the following sections:

1. New Notification
2. Notifier Details
3. Person's Details
4. Person's Address
5. Family Members/Significant Others
6. Case Outline
7. Other Notifications
8. Review Types

All mandatory fields can be identified with a red asterisk * and examples of mandatory fields can be seen in the following screenshot:

Your Agency ✱

Your Name ✱

New Notification

The Date of Notification field is prepopulated with the present date. If you require to change this:

→ Click on the **Date of Notification** field and you will be presented with a date picker
→ Select the required date.

New Notification

Notification Form for Consideration of a Case Review

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| Date of Notification ✱ | 16/08/2018 | 🗓 |

Notifier Details

→ Enter your notifier details information into each of the fields

Notifier Details

Your Agency ✱	
Your Name ✱	
Your Role ✱	
Your E-mail address ✱	
Your Phone Number ✱	

Person's details

→ Enter person details for which this notification is being raised

Person's details

Last name *

Forename(s) *

Other/Preferred name used

Date of birth *   (years old)

Age if DoB unknown

Gender

NHS Number if known

Whenever postcode is available, it is advisable to use the postcode search engine, instead of manually entering the address. If the postcode is not available, then manual entry is possible by:

→ Click the **Manual Entry** button
→ Enter the address into each of the fields

To search for an address using the postcode:

→ Enter the postcode in the **Search Postcode** field
→ Click the search symbol button

Person's Address

Search Postcode   ✏ Manual Entry

Line 1

Line 2

Line 3

Post town

County

Postcode

Providing it is a valid postcode, you will be presented with a choice of addresses as seen in the following screenshot.

→ Select the required address

Search Postcode   BA126DE   🔍

--- 3 addresses found ---
Greyridge Sherbro Place
Jasmine Sherbro Place
Lynfield Sherbro Place

Line 1

This will then populate the address fields as seen in the next screenshot:

Person's Address

Search Postcode	BA126DE 🔍	Jasmine Sherbro Place ⌄	✎ Manual Entry
Line 1	Jasmine	
Line 2	Sherbro Place	
Line 3	Mere	
Post town	Warminster	
County	Wiltshire	
Postcode	BA12 6DE	

Family Members/Significant Others

If the person is under 18, you are required to enter details regarding siblings, if applicable.

→ Click the **Add Family Member/Significant Other** button

Family Members/Significant Others

If the person is under 18 please provide the name and DOB of any siblings.

⊕ Add Family Member/Significant Other

This presents you with these additional fields to populate.

→ Enter sibling information
→ If required click **Add Family Member/Significant Other** button again, to enter additional sibling information.

Family Members/Significant Others

If the person is under 18 please provide the name and DOB of any siblings.

Name	DOB	Relationship	Address	Telephone/Email	
	▦ (years old)	⌄			✕

⊕ Add Family Member/Significant Other

Case Outline

It is important to take care whilst completing the following section, to ensure that you enter quality and complete data.

→ Enter details and select answers for each of the fields

Case Outline

Please include a brief summary of the circumstances   *

Is the person in care? [▼]

Is the person subject to a Protection Plan? [▼]

Is/are the significant others subject to a Protection [▼]

Other Notifications

→ Enter information regarding other notifications

→ Select if there are on-going criminal proceeding.

Other notifications

Has a notification been made to Ofsted / Department for Education / other ? Please specify.

Are there on-going criminal proceedings? [▼]

Review Types

There are four types of review types and these are:

1. Serious Case Review (SCR)
2. Local Case Review/Learning Lessons Review
3. Best Practice Review
4. Safeguarding Adult Review (SAR)

Descriptions of each of these review types are provided on the new notification screen. Ultimately, the final decision is made by the conducting Authority.

→ Scroll down the screen to see the whole section

Review Types

Serious Case Review (SCR)

Regulation 5 (2) of the Local Safeguarding Children Boards Regulations 2006 defines a Serious Case Review as one where:

- abuse or neglect of a child is known or suspected; and
- either
  - the child has died; or
  - the child has been seriously harmed and there is cause for concern as to the way in which the authority, their Board partners or other relevant persons have worked together to safeguard the child

Local Case Review / Learning Lessons Review

Criteria for an SCR not met, however, it is felt by agencies, that due to the circumstances, an alternative multi-agency review should be undertaken.

Best Practice Review

There cannot be any tight criteria for this type of review. Where an agency feels that there are examples of good multi-agency practice demonstrated in a particular case which

→ Select **Type of Review** from the drop down

→ Enter details to explain why you feel this case requires a review

→ Double check all information entered is complete and when ready Click **Submit Notification for Review**.

You will be presented with the following message:

That is the end of the process for creating new notifications.

Next Steps

Next the administrator at the council shall receive an email notification, to review the notification submitted and decide the course of action. This may include changing the case type if required. They may create a New Agency Involvement Form.

Agency Involvement Form

When an electronic case review has been raised, once the administrator has reviewed the case, they may generate an agency involvement form in order to gather further information. Once generated, you will receive an email notification if information is required from you. This email will look similar to the following screenshot. This email may contain a message for you and completion date. To navigate to the form:

→ Click **Please click here to review**

This will navigate you to the following screen which is made up of the following sections:

1. Establishing multi-agency involvement for a Case Review
2. Person's Details
3. Person's Address
4. Family Members/Significant Others
5. Agency Involvement (as identified in your agency's records)

The top part of the screen contains information about the case review person.

Establishing multi-agency involvement for a Case Review

→ Enter your agency details into each of the fields

Person's Details

→ Enter the Person's Details into each of the fields

Person's Details

First Name *	
Last Name *	
DOB	🗓 (years old)
Gender *	▼
Ethnicity *	▼
Language (if known)	
GP (if known)	

📖 It is advisable to click the '**Save as Draft**' button throughout data entry.

Person's Address

→ Conduct a search for the Person's address and select it
→ Alternatively, manually enter the address if the postcode is unknown.

Person's Address

Search Postcode [ ] 🔍 [▼] ✎ Manual Entry

Line 1	
Line 2	
Line 3	
Post town	
County	
Postcode	

Family Members/Significant Others

→ Click the **Add Family Member/Significant Others** button

Family Members/Significant Others

ⓘ

⊕ Add Family Members/Significant Others

You will be presented with these additional fields to complete.

→ Enter details of the family member/significant other

→ To add additional family members, repeat this process.

Family Members/Significant Others

Name	DOB	Relationship	Address	Telephone/Email
	🗓			✕
	(years old)			

➕ Add Family Members/Significant Others

Agency Involvement (as identified in your agency's records)

Agency Involvement (as identified in your agency's records)

→ Enter quality and complete information regarding your agency's involvement with the named person

Agency Involvement (as identified in your agency's records)

A brief overview of your agency's involvement with the named person and family(ies)/carer. (Include details of any records reviewed)

Summary *

What do you feel are the key issues relating to this case that you have identified from your agency's involvement and this summary?

Key Issues *

If this information is regarding an adult;

Once you have entered all information and checked it carefully, you may either **save as draft** or **save as final**. If you require to come back enter more information:

→ Click **Save as draft** button

You will be presented with a message saying form saved successfully.

If all information is final and ready to be submitted:

→ Click **Save as Final** button

You will be presented with a message saying form saved successfully and it is no longer possible to edit the information. That is the end of the process regarding agency involvement forms.

Logging into the System

When you need to login to the system for the first time, your username, temporary password and URL will be provided to you. The login screen shall look like the screenshot provided below.

→ Enter your username and password
→ Click **Login**

When you log in for the first time you will be asked to accept the User Agreement.

→ Click **Accept**

When you log in for the first time you will be asked to reset your password, as seen in the following screenshot.

→ Please enter a new secure password
→ Re-enter your new password
→ Click **Change Password**.

You will be navigated to the ECR home screen which may look a little different to the following screenshot dependent on your permissions: