

Information for professionals

Local protocol for assessment



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Introduction

We know that navigating Children's Services can be complex therefore this protocol has been developed to aid practitioners understanding of:

- What happens when a child is referred into Children's Services
- The 'Building Brighter Futures' Practice Model and communication with children and their families
- Lead Practitioners
- Responses to specific needs
- Communication with children and their families
- How children and their families can make a complaint

This protocol should be read alongside the Continuum of Need document, City of York Safeguarding Partnership Procedures, Working Together to Safeguard Children (2026), Families First Partnership Guidance and the Children's Social Care National Framework. The Families First national reforms will reorganise local services into an integrated multi-disciplinary Family Help Teams and create a Multi-Agency Child Protection Team. There is an ongoing emphasis on Family Group Decision Making supporting belonging.

Working Together to Safeguard Children (2026) and the Children's Social Care National Framework

Working Together to Safeguard Children (2026) sets out a shared responsibility which sees successful outcomes being dependent on strong multi-agency partnership working and child centred practice which focuses on us taking a whole family approach.

Working Together to Safeguard Children (2026) aims to strengthen our work with children and their families. The focus is to keep safeguarding at the centre of practice while working in partnership with families. We do this through embedding the principles for working with parents and carers, shared decision making and outlining the importance and role of the family network.

The Children's Social Care National Framework has laid out in statutory guidance the purpose, principles for practice and expected outcomes of Children's Social Care. The guidance recognises that to achieve the right outcomes for children and young people partnership vision and working needs to be at the centre:

"Helping whole families to bring about change can be motivating and inspiring, but the work that practitioners do everyday is complex, nuanced and demanding. In this environment, where decisions can have significant consequences, everyone needs a shared vision for what children's social care should achieve, as well as common view about what is needed to make it happen...Multi-agency working is included in the National Framework as the first enabler, and partner agencies should recognise their role in achieving good outcomes for children, young people and their families."

The National Framework puts the voices of children, young people and families at the heart of practice, so they can have a say in how they are supported. A version of the National Framework has been developed for children, young people and their families and should be shared with them.

The outcomes within the Framework reflect the core purpose of Children's Services. They align with those of the National Framework and we call these Meaningful Measures:

1

Outcome one:

Children, young people and their families stay together and get the help they need

2

Outcome two:

Children and young people are safe in and outside of their homes

3

Outcome three:

Children and young people are supported by their family network

4

Outcome four:

Children in care and care leavers have stable, loving homes

Children and their families will be informed on what they can expect through the sharing of the below:

- **An illustrated guide to the Children's Social Care National Framework** (publishing.service.gov.uk)
- **An animated guide to the Children's Social Care National Framework for children and young people** ([youtube.com](https://www.youtube.com))

■ Building Brighter Futures



Our Practice Model Building Brighter Futures sets out our framework for how we work with children and their families. The framework shares the vision and ethos of the Working Together to Safeguard Children (2026) and the National Framework in the way in which we want to work with children and their families and the outcomes we want to achieve for them. We will support all of our partners to understand our practice model with the aim of ensuring a common language and approach in the way which we work with children, young people and their families.

Every conversation and decision in York...

Starts with
the child

Considers the
long-term impact
of every decision

Ensures we develop resilient lifelong
foundations for children through
secure local family networks

Asks is it good enough
for my child or family

Building Brighter Futures Practice Framework

 Systemic practice	We build trusting relationships with children and their families, focusing on the whole family system. Everyone is unique in their experiences and an expert in their own situation. We work to understand each person within their context, their relationships and community. We challenge ourselves to understand what makes someone who they are and how we can best support them. We are committed to anti-racist, anti-discriminatory and anti-oppressive practice.
 Family Group decision making	We believe that every child has a family and a community who they should be connected to. We promote belonging, knowing that families and communities often have the best solutions to their challenges. Relationships are the foundation of resilience. We will see the family, engage them and their networks at the earliest opportunity, identify those important people in the child's life and work to build lifelong relationships.
 Signs of Safety	We work with children, their families and everyone naturally connected to them to understand well-being, risk and safety. We build on strengths and successes and support families and their network to develop plans for lasting safety and wellbeing before we offer or impose ours. We keep children and young people at the centre of our work through understanding their lived experience, wishes and feelings. We use shared straight forward language focusing on 'What are we worried about?' 'What's working well?' 'What needs to happen?' to create long-lasting change over a child's lifetime.
 Safe and together	We will work to promote the well-being of children through understanding the impact of domestic abuse, partnering with survivors to support them alongside intervening and engaging with those who cause harm to reduce risk.

Our meaningful measures



Stay home



Come home



Safe and connected

■ What happens when a child is referred to Children's Services?

Early Help Consultation

Practitioners can access the Early Help Consultants who are a dedicated team to support partners as part of wider work to develop York's Family Hubs Network. Early Help consultants do not work directly with families but provide a contact point for help and guide partners in the city who are working with children, young people and families at an early help level. If you're working with a family and would welcome early help guidance, consultants offer:

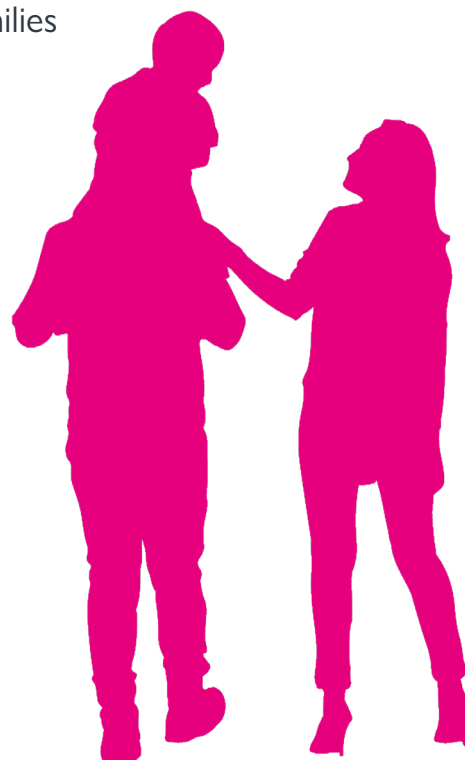
- Being a point of contact for agencies to discuss families in need of early help support, problem-solving with agencies and signposting to appropriate sources of support.
- Guidance, support and training about the Early Help Assessment and Plan Tool
- Coaching and modelling conversations with families and how best to use of the Tool. Please read Coaching and modelling for professionals to have conversations with families and how to best use the tool
- Advising workers about other agencies who may already, or potentially could, be involved in a Team Around the Child and Family;
- Coaching lead workers in early help practice e.g. holding Team Around the Child and Family meetings;
- Follow-up guidance when there has been a recommendation by MASH that you and your agency/setting offer early help.
- Guidance when early help plans become 'stuck'.
- Links to lead workers already co-ordinating support for families

Get in touch by:

Contact the Early Help consultants at:

Email: earlyhelpconsultants@york.gov.uk

please provide your phone number if you would prefer a call back.



Multi-Agency Safeguarding Hub

The Multi Agency Safeguarding Hub (MASH) is a multi-agency team consisting of representatives from a range of services, including Social Care, North Yorkshire Police, Healthy Child Service, Probation, Early Help Consultants and Education. Multi-Agency Safeguarding Hub is a single point of contact for concerns about children, reviewing information and making decisions.

This partnership approach makes it easier to get children, young people and families to get the right level of support as quickly as possible. Each contact is screened by a member of the Screening Team using the “Signs of Safety” approach. This approach explores what is working well, what the worries are, and any complicating issues for children and their families.

Screening decisions are based on the information which is sent in by the referrer, conversations with parents and their networks where appropriate and relevant and proportionate checks on electronic multi-agency systems including: Police, Health, and the wider Early Help system. Screening considers previous interventions and involvements, ensuring history informs current decision making.

Feedback will be given to the referrer on the outcome of their referral. Where appropriate, this feedback should include the reasons why children and their families may not meet statutory threshold for children’s social care intervention and support and offer change this sentence to offer suggestions to ensure children and their families receive the right help and support. Practitioners should always follow up their concerns if they are not satisfied with the response with a conversation with the practitioner in the first instance.

Contacting MASH:

Referrals on situations that are not immediately urgent should be made by completing the referral form, which can be returned by email to: mash@york.gov.uk. If you need advice on completing the **MASH Referral Form**, please speak with the Safeguarding Lead within your own organisation.

Office hours: 01904 551900

Outside office hours: 0300 131 2131

Email: mash@york.gov.uk

Address: MASH, West Offices, Station Rise, York, YO1 6GA

Continuum of need

Putting Families First by building on strengths and providing the right help at the right time to achieve meaningful outcomes that matter to families.

Universal For all children and families, including children with low level needs. Examples of support: • Schools and early years settings • GPs and health services • Community and voluntary groups • Libraries, leisure and sport • Online and digital resources • Best Start Family Hubs • York Family Information Service	Early help Children and families have support needs that can be met through a single or multi-agency co-ordinated community response. The Early Help Assessment and Plan tool (Our Family Support Needs and Plan) will be completed and may need to be co-ordinated by the lead worker: Key features: • Family voice and choice • Strengths-based • Lead worker coordinates support • Early intervention • Working together	Family help Children and families whose needs are multiple and/or complex and require a multi-agency response through targeted early help, child in need or child protection. Key features: • Multi-agency team around the family • Coordinated support • Clear plan & goals • Regular reviews • Improving outcomes and reducing risk	Multi-agency child protection Specialist multi-agency response to protect a child or young person led by a Lead Child Protection Practitioner. Key features: • Statutory assessment • Specialist intervention • Safety is paramount

Stay home

Come home

Safe and connected

Family Help Assessment

A Family Help assessment will be undertaken where a decision has been made that a family requires support at a family help level or where a Child Protection investigation is being carried out. All assessments are undertaken by a Family Help Lead Practitioner under Section 17. Family Help Lead Practitioners will be both social workers and alternatively qualified practitioners. The Family Help Lead Practitioner supporting the family will be supervised by a social worker and has access to multi-agency group supervision to ensure the best support for families. The Social Work Manager will ensure the Family Help Lead Practitioner has the skills, knowledge and experience to work effectively with the child and family.

Lead Child Protection Practitioners based in the Multi-Agency Child Protection Team will lead on Section 47 investigations, co-working with the allocated Family Help Lead Practitioner.

Purpose of Assessment

The purpose of assessment is to gather information, to analyse risk and need, identify support from within the network and determine next steps to address need, manage risk and improve outcomes for children and their families. Practitioners will always use the Signs of Safety Framework during the assessment process and work to understand what we are worried about, what is working well and what needs to happen.

Timescales

Timescales for an assessment will always be determined by the needs of the child, family and level of risk we deem they face however, this should always be completed within a 45-day timeframe as per statutory requirements. There will be regular reviews between the Family Help Lead Practitioner and a qualified Social Work Manager.



Maximum for 45 days

Starting point

- The practitioner will have supervision at the point of allocation. This will include discussing the reason for the referral, what we know about any particular needs of the family and consideration of the Danger Statement developed by the Multi-Agency Safeguarding Hub.
- Contact the referrer to discuss the referral and next steps.
- Develop an understanding of any previous involvement with services and the family history.
- Contact the family and arrange an initial visit which will be in a timeframe dependent on need but within 5 days of the referral.
- Plan direct work.
- Decide on which agencies should be involved and what information you may need to help understand the child/family holistically.

Review of the assessment

- A review discussion takes place between the practitioner and manager and considers what information we know and what further information is needed.
- Review discussions will take place on day 10 and day 30.
- The review considers the views of the child, the direct work undertaken, information and views of partners, history of the family, the network, the interim safety.
- What do we need to do to make a difference for the child and family now.
- Next steps and timeline will be developed.
- Where an assessment is on-going beyond day 15 a network meeting will be held alongside bringing together the family and partners to further develop the plan.
- Throughout the assessment there will be on-going consideration as to whether the worries require additional support and help.

Ending the assessment

- The Family Help Lead Practitioner will submit an assessment with a recommendation around the next steps and a plan of support.
- The outcome of the assessment will be shared with partners.
- The assessment will be shared with the family and work with the child or young person to enable them to understand the outcome of the assessment, what will happen as a result and where appropriate how we will support them and their family.



Multi-Agency Child Protection Team

The purpose of the Multi-Agency Child Protection Team (MACPT) is to provide a timely, coordinated, and expert safeguarding response for children in the City of York who are at risk of significant harm whether that be inside or risk outside of the home (ROTH). Multi-Agency Child Protection Team brings together key safeguarding partners—including Children's Social Care - Lead Child Protection Practitioner, North Yorkshire Police, health services, education, and other relevant agencies—to enable real-time information sharing, joint decision-making, and consistent safety planning. By embedding child protection expertise within the wider Family Help model, the Multi-Agency Child Protection Team ensures that statutory safeguarding functions are integrated into a whole-family, trauma-informed approach. This supports continuity for families and reduces unnecessary handovers or duplication across services.

Specific roles of the MACPT include:

- convene strategy meetings
- lead section 47 enquiries
- convene child protection conferences and forums
- oversee the development and delivery of child protection plans
- keep child protection plans under review
- provide case consultation for practitioners who need MACPT expertise
- maintain an understanding of patterns of significant harm in the local area and agency responses

The Lead Child Protection Practitioner based in the Multi-Agency Child Protection Team plays a critical role in supporting Family Help Lead practitioners to identify and respond to escalating risk, while maintaining a relationship-based model of care. It enables earlier identification of harm, more robust multi-agency planning, and improved outcomes for vulnerable children. In addition, the MACPT aligns with Families First model, meeting the expectation for a unified safeguarding system that spans early help and child protection. Overall, the Multi-Agency Child Protection Team ensures that the City of York delivers a child protection system that is responsive, collaborative, and centred on the needs and experiences of children and their families.

Child Protection Investigations

Lead Child Protection Practitioners based in the Multi-Agency Child Protection Team will lead on Section 47 investigations, co-working with the allocated Family Help Lead Practitioner with case management decisions made by the Family Help Manager. Section 47 investigations are undertaken when a child is suspected to be suffering, or likely to suffer significant harm.

The investigation will:

- Identify worries and risks people have in regard to a child or young person
- Identify what is working well in the family
- Through the initial strategy meeting develop an interim safety plan in partnership with the family
- Trigger an assessment
- Be undertaken using a whole family approach
- Determine whether the investigation is for children's social care or with undertaken jointly with multi-agency partners
- Determine whether a child or young person is at on-going risk of significant harm, which for a small number of children results in an Initial Child Protection Conference

Analysis

Information gathering is extremely important to understand the family history and functioning however, it is also important to have a focus throughout on analysis, family participation and moving into action.

The assessment triangle is at the core of our practice along with the Signs of Safety approach which enables us to gather information on various perspectives and analyse through 3 domains and 7 categories:

Thinking about the child/young person and the family situation in this child protection case:

What we are worried about?

Harm Danger Statement
Complicating Factors

What is working well?

Existing Strengths
Existing Safety

What needs to happen?

Safety Goals
Next Steps

On a scale of 0-10, where 10 means the child is safe enough and 0 means things are really bad for the young person and they must be removed from the situation immediately, where do you rate this situation today?

Put different judgment numbers on scale for different people, e.g. different professionals, child, parents, etc.

Signs of Safety

1

Harm: Past hurt, injury or abuse to the child (likely) caused by adults. Also includes risk-taking behaviour by the child that indicates harm and/or is harmful to them.

2

Danger Statement: The harm or hurt that is believed likely to happen to the child if nothing in the family's situation changes.

3

Complicating Factors: Actions and behaviours in and around the family, the child and by professionals that make the situation more difficult to deal with.

4

Existing Strengths: People, plans and actions that contribute to a child's wellbeing.

5

Existing Safety: Actions taken by parents, caring adults and children to make sure the child is safe when danger is present.

6

Safety Goals: The behaviours and actions that Tusla needs to see to be satisfied the child will be safe enough to close the case.

7

Next Steps: The immediate next actions that will be taken to build future safety and keep the child safe as possible.

Practice tools

Central to the Signs of Safety approach is the use of specific practice tools that let professionals and family members work together to address the worries about harm to the child. Please refer to **Practice and Learning Methods** document for more information.

Communication with children, parents/carers and their families

Speaking with children, listening to what they say, observing their behaviour and working closely with families and the people who know them well when deciding how to support is at the heart of what we do. We use specific tools such as: My Three Houses, Mind of My of My Own, Words and Pictures to engage with children to bring the child's voice into the assessment and develop understanding:

My Three Houses

My Three Houses takes the three key assessment questions – what are we worried about, what's working well and what needs to happen – and places them in three houses to make the issues more accessible for the child.



Words and Pictures Explanation

Words and Pictures is an agreed story, prepared in partnership with the family, to enable the parents to explain to their child why they are working with us, what happened and what will change in the future. Words and Pictures is also a way of explaining the situation to other professionals and the wider safety network.

Working with parents and carers

As outlined in Working Together to Safeguard Children (2026) parents and carers need to understand what is happening, what they can expect from the help and support provided, what is expected of them and be supported to say what they think. We know that working collaboratively with parents and carers means they have the best chance of making changes.

Signs of Safety is a partnership approach which gives us a shared language which is clear and understandable to families. The approach enables use to drive the principles for working with parents and carers as set out in the statutory guidance:

- 1) Effective partnership working with parents and carers happens when practitioners build strong, positive, trusting, and co-operative relationships.
- 2) Verbal and non-verbal communication should be respectful, non-blaming, clear, inclusive, and adapted to parents and carers needs. Practitioners should ensure that all materials provided to children, parents, carers, and families are jargon free, developmentally appropriate and in a format that is easily understood.
- 3) Practitioners empower parents and carers to participate in decision-making to help, support and protect children by creating a culture of “no surprises”, helping parents and carers to understand what the issues are and how these impact on the child, what decisions could be made, what changes need to be made, why and how, timescales and possible outcomes and signposting to support.
- 4) Practitioners involve parents, carers, families, and local communities in designing processes that affect them, including those focused on safeguarding children.

Working with wider family and network

From the first contact the practitioner will be working to understand the child or young person’s wider family and network. It is likely that some of this work has been done as part of the Early Help process, the aim is to keep building on this as we know ‘It takes a village to raise a child’. A child who is connected to many people that care and are involved with them will almost always have better outcomes and be safer.

The best outcomes and most effective safety arise when we involve the network. Practitioners will work to develop a safety network. A safety network is a group people, who are connected to the child and the family. It consists of family and community members who commit to working with us and the family to create a plan that shows everyone how the worries about the child will be managed.

The network is a critical element of the safety planning process within Signs of Safety. Every safety goal developed with a family must identifying a safety network.

“No Network = No Safety”

Information sharing

We recognise it is important to work alongside children and their families and all organisations adopt a 'working with' and not 'doing to' approach. The importance of engaging children, young people and families from the outset and securing their consent to work with them is crucial to ensure long term improved outcomes for children.

Consent means that the family is fully informed about the services they are being referred to, agree with a referral being made and understand what information professionals are sharing and why.

There are some exceptions when there is a need to protect children and young people. For example, if having a conversation with the family would place the child, or another child, or someone else, or you the referrer, at increased risk of suffering harm you do not need consent.

You also don't need consent if it might undermine the investigation of a serious crime or where a delay in getting consent may mean the child or young person is put at further risk of harm.

In circumstances where information is being shared without consent the practitioner should respond in line with safeguarding guidance and or procedures, such as; Children who are at risk of exploitation, fabricated and induced illness (FII), unborn and non-mobile baby protocol.

Refer to **CYSCP City of York Safeguarding Children Partnership** for further information.



Seven golden rules of information sharing

1

Remember that the Data Protection Act 2018 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately.

2

Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

3

Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.

4

Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be certain of the basis upon which you are doing so. Where you have consent, be mindful that an individual might not expect information to be shared.

5

Consider safety and well-being: Make your information sharing decision after considering the safety and well-being of the individual and others who may be affected by their actions.

6

Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see principles).

7

Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Response and arrangements to specific needs

Need	Response
Young carers	A young carer is a person under 18 who provides or intends to provide care for another person. A young carer is a child or young person up to the age of 18 whose life is affected by being a carer for someone with a: • disability • long-term illness • mental health problem • problem with drugs or alcohol When the need for a young carers assessment has been identified, a decision should be made about the most appropriate person to lead an assessment. York Carers Centre support young people aged 5-18 and alongside assessment offer youth clubs, trips, school drop in sessions, one to one support and resources on the website. Young carers may come to attention through any assessments described in this document. For further information visit: york.gov.uk/YoungCarers
Children with special educational needs and or disabilities (including to inform or be informed by EHC Plans	Some disabled children and young people with more complex needs may require a higher level of support via the Disabled Children's Team. This will be determined at the point of referral. The Disabled Children's Service undertakes assessment as outlined in this document. The SEND Local Offer sets out services and activities available to children and young people with special educational needs and disabilities. Where a Education, Health and Care Needs assessment is being undertaken Social Care will contribute to this assessment.
Unborn children where there are concerns	Where a referral is received for an unborn child the Multi-Agency Safeguarding Hub will determine the next best steps and whether this should progress to a Social Care Assessment. Please see saferchildrenyork.org.uk/resources.

Need	Response
Children in mental health inpatient settings	Where a child or young person is admitted to a mental health facility a referral should be made to Children's Social Care. Children's Social Care will undertake an assessment under Section 17 as outlined in this document unless it is determined as assessment is required under Section 47.
Asylum seeking children	When unaccompanied asylum seeking young people are referred to Children's Social Care either because they have arrived in York or through the National Transfer Scheme they will be automatically be determined as children in our care. The Children In Our Care Service will undertaken a needs assessment and the first review will take place within 20 working days and chaired by an Independent Reviewing Officer.
Children considered at risk of exploitation and harm outside the home	Where children and young people are referred to the service and there is an identified contextual risk or exploitation, an Exploitation Risk Assessment will be completed alongside an assessment under Section 17 or Section 47. Where the overarching concern is that of exploitation the Multi-Agency Safeguarding Hub will determine whether the support and intervention will be provided by an Exploitation Team.
Children at risk of Female Genital Mutilation (FGM)	The World Health Organisation defines FGM as "...all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons". Professionals have a duty to report to the police 'known' cases of FGM in under 18s which they identify in the course of their professional work. When a referral is received, the Multi-Agency Safeguarding Hub will determine the next steps under Section 47. Please see the Safeguarding Children Partnership Female Genital Mutilation Practice Guidance.
Children in the Youth Justice System	The Youth Justice Service is a multi-agency team who work with children and young people with the aim of reducing the number of children and young people entering the criminal justice system, reducing offending and re-offending. The Youth Justice Service is responsible for the supervision of children and young people subject to pre-Court interventions and Court Orders however, preventative work is a priority. The Youth Justice Service will work alongside Children's Social Care in the assessments outlined in this document.

Need	Response
Children returning home	Where the decision is made for a child or young person to return home from care a social work assessment will be undertaken as part of the care planning process. We will always work towards successful reunification for children through the following steps: 1) Assessment of risk and protective factors. 2) Robust decision making around potential plan for reunification. 3) Views of parents and their network, voice of the child, goal setting, support plans and safety planning. 4) Planning for reunification and returning home. 5) Ongoing support to maintain a successful transition. The Independent Reviewing Officer will be notified of the outcome of the assessment in relation to the above and a review will be convened to consider the plan. The Director of Children's Services must approve any young person leaving care aged 16/17 years in line with Placement Planning Regulations.

Making a complaint

Information about how families make complaints to Children's Services

We aim to promote a culture of partnership working, whereby all agencies working with children, young people and their families feel confident, able and supported to address concerns in situations where there are differences in professional judgements around the response to the well-being and safety of children and young people.

As a partnership we are keen to foster a culture of conversation that aims to promote healthy, collaborative relationships between practitioners. We know that when we have strong partnerships between professionals and with families' outcomes for children are better.

These conversations should take place as soon as possible with the aim of achieving a shared understanding and resolving any differences at the earliest opportunity.

Successful outcomes for children depend on strong partnership working between parents/carers and the practitioners working with them (Working Together 2026).

Effective working together relies on good information sharing resolving disagreements to the satisfaction of workers and agencies, and a belief in a genuine partnership and joint working to safeguard children.

Decisions should be reached together through constructive conversation however, at times there may be disagreement. If this is the case:

Stage 1: Direct Professional to Professional Conversation: conversations should take place as soon as possible between practitioners to resolve any differences at the earliest opportunities. This fosters a culture of conversation that aims to promote healthy, collaborative relationships between practitioners. We know that when we have strong partnerships between professionals and with families' outcomes for children are better.

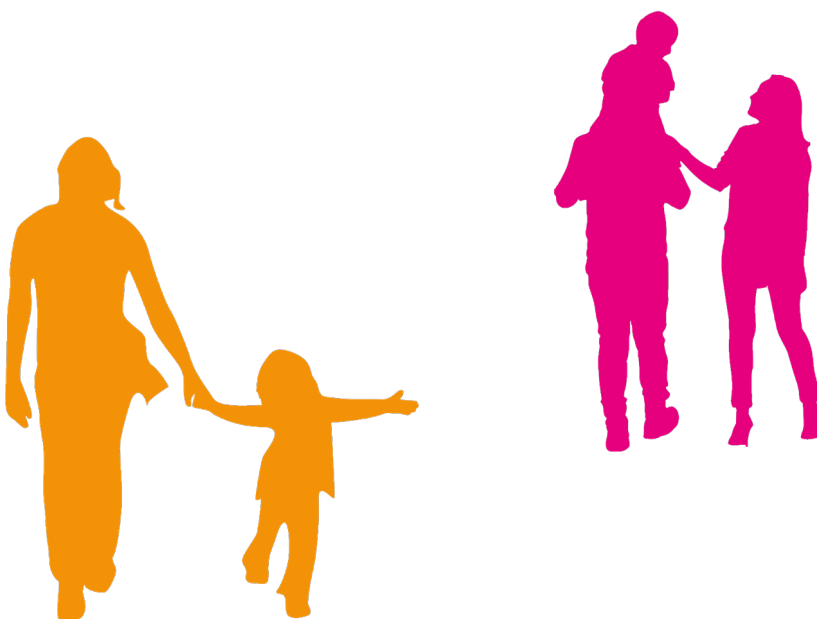
Stage 2: Direct Line Manager to Line Manager Conversation: where resolution is not reached between practitioners, their respected line managers should have a conversation with the aim to reach a resolution.

Stage 3: Senior Manager to Senior Manager Conversation: Escalation should take place to senior management if resolution is not reached through conversation with practitioners and their respective line managers in the previous stages. The aim of Senior Management involvement is to create a space where practitioners and their respective line managers work through differences with the aim of achieving a shared understanding and resolving any differences at the earliest opportunity.

Stage 4: Support from the CYSCP to resolve the matter:

In the unlikely event that resolution has not been achieved through the previous actions, the CYSCP has a role to support and assist agencies in achieving a resolution.

For further information regarding the Dispute Resolution Policy please visit the [City of York Safeguarding Children Partnership](#).



Alternative formats

To ask for reasonable adjustments or this document in an alternative language or format such as large print, braille, audio, Easy Read or BSL you can:

Email us at: cycacessteam@york.gov.uk

Call us: **01904 551550** and customer services will pass your request onto the Access Team.

Use our BSL Video Relay Service:

www.york.gov.uk/BSLInterpretingService

Select 'Switchboard' from the menu.

We can also translate into the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja moze być dostarczona w twoim (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)