

Re-think guidance - This guidance is to be read alongside PSCP Guidance to support effective use of the HIPS Protocol for the resolution of disagreements

Giving and receiving honest challenge can be difficult and taking time to 'slow down' and consider how to go about hearing challenge is vital to ensure children and their families are kept at the centre of all conversations. Resolving concerns should be seen as an integral part of how we advocate for children and their families in Portsmouth.

In many circumstances concerns can be resolved by simply have the right conversation with the right person at the right time, leading to action which is recorded and undertaken in a timely way. If there is a need for further exploration, '**Re-think**' can be a helpful strategy to bring professionals together. However, in circumstances where professional disagreements cannot be resolved through Re-think strategies the [HIPS Escalation Protocol](#) should be initiated.

'**Re-think**' is a strategy whereby professionals reflect on the case either virtually, on the telephone or face to face to explore the current concerns and find resolution. The model for this conversations is the 5 step framework for restorative practice:

- The current concerns - sharing perspective - acknowledging there will be different perspectives
- How the professional network thinks and feels about the situation - individually and collectively
- How the professional network see the impact and who / how they are affected
- Together find ways forward to resolve the challenges
- Record all agreed actions

Strategy 1 You have concerns and the desired progress is not being made. There may be some professional disagreement e.g. in terms of tier of need, step up / step across / step down. If you are the Lead Professional go to strategy 2. **Options:**

- A restorative conversation with the Lead Professional to 'unpick' concerns - one to one '**RE-THINK**'
- LP to call a meeting of professionals with the family to discuss concerns. If you are following statutory processes those processes need to be followed, e.g. call an early review meeting.
- If the LP does not agree with concerns raised - consult the HIPS escalation Policy

Strategy 2 You have raised your concerns with the Lead Professional and a meeting with the family has not resolved the concerns / progress has not been made. Or you are the Lead Professional and there continues to be limited progress. **Options:**

- A multi-agency (professionals only) '**RE-THINK**' reflection time is arranged, facilitated by the Lead professional or their line manager. and / or
- A senior member of the team to attend the next review meeting to support different actions being agreed

Strategy 3 You have undertaken strategy 1 and / or 2 and there are still concerns regarding progress, it feels stuck, there is limited progress and more help is needed.

Request for an independent person to facilitate a multi-agency (professionals only) 'RE-THINK**' 3 session complete the on-line form:**

[Request an Independent Facilitator for Re-think 3](#)

Re-think spaces are:

- A **safe space** to take a step back and reflect on a child and family
- A **creative space** to think differently about our analysis and formulation of risks, needs and strengths
- A **non-judgemental space** to coproduce strategies that can help keep children and families safe
- A **learning space** to develop our professional practice, service culture and multi-agency working
- A **restorative space** to build, maintain and repair professional relationships

Re-think spaces are not:

- A place to criticise practice, services, professional or decisions
- A scary place to be
- A place for blame

How to facilitate a re-think space - This is intended for those who are facilitating Re-think strategy 2 and / or 3

The role of the facilitator:

- To set clear boundaries (see list below) to ensure a safe, honest and productive space for reflection
- To help everyone to be heard
- To invite equal contributions from the group
- To manage the time to ensure that there is enough space for reflection and to agree actions for moving forward
- To agree how actions will be recorded and reviewed.

Suggestions for an effective and productive reflective process:

1. Introduction to Re-think - what is it and how it will work
2. Everyone to introduce themselves and the role they have in the case - this is **only an introduction -at this point what we want to do is know who each other are and the role we all have in this case. Once we have set some parameters for group agreement then there will be an opportunity for everyone to express / raise their particular issues / concerns.**
3. To share group agreement / contract for working in a Re-think space
4. Go round - individuals to give more information on the perspective they are bringing and the problems they see at play
5. Go round - Reflections on what has been shared - what do you think / feel & what is the impact
6. Agreement - What actions needs to be taken forward?
7. Agreement - Who is going to undertake the actions and by when?
8. Agreement - Who, what and where will actions be recorded?
9. Facilitator to wrap up the session and summarise actions to be recorded.
*If the facilitator is independent to the case there will be NO notes recorded - it is the responsibility of the network and Lead Professional to record actions and review dates.

Group agreement:

- A commitment to the spirit of partnership working - the relationship between the professionals and with the family is central to this process
- Everyone has an equal voice - step up and into the reflection and step back when you have had time to share your perspective and reflections
- Truly listen to one another's perspective, reflections and ideas for action - for this to be a productive space we all need to commit to being open to others perspective and listening carefully to different ideas and ways forward
- Everyone takes responsibilities to be open, honest and transparent regarding concerns
- The Re-think space is confidential:
 - Only the details of the focus family can be shared
 - If there are any concerns regarding practice agreement is sought with regards to how this will be addressed / escalated
 - All those present are accountable to record actions agreed on the individual child's file by the individual agency
- This is a child and family focused process which means that the focus child / family must be central to all decisions made
- A commitment to asking curious questions of each other and be open to respectful challenge - being open to both of these aspects will help us to find a way forward
- A commitment to undertaken the agreed actions and reporting in at the agreed review time