



**SAFEGUARDING BOARD**  
**ISLE OF MAN**

**Safeguarding Board Serious Case Management  
Review Procedures**

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## Introduction

The Safeguarding Board is the multi-agency body responsible for advising the Isle of Man (IOM) on Safeguarding issues concerning children and vulnerable adults at risk. The Safeguarding Board ensures that arrangements are in place to enable services and professionals to work effectively together.

The Safeguarding Board has a number of specific roles to play in safeguarding and protecting children and vulnerable adults, namely:

- Co-ordinate activity by individual agency members of the Board for the purpose of safeguarding and promoting the welfare of children and vulnerable adults
- Promote understanding if the need and means to protect children and vulnerable adults from harm
- Monitor and ensure the effectiveness of the safeguarding systems that are in place within and between agencies in IOM.

## Reviews

There are various types of reviews that can be considered:

- Serious Case Management Reviews for cases that meet the criteria below
- Referrals of incidents that do not meet the criteria for a SCMR may be undertaken as a Single Agency Individual Management Review and present the findings to SCMRP.
- Learning Lessons Review is completed using a similar approach to SCMR. Each case will be explored individually to determine the best methodology to identify and maximise learning. Each agency involved will be asked to complete either a Reflective Learning tool or Individual Management Review which will feed into an overview report and action plans. The learning and actions identified will be disseminated in Practitioner workshop.
- Audits of practice in one or more agency which will be undertaken by single agency or multiple agencies working together.

When undertaking reviews of matters that do not meet the criteria for a SCMR but may provide valuable lessons about how organisations are working together to safeguarding children and vulnerable adults, the Safeguarding Board will follow the principles set out in this guidance.

## Serious Case Management Reviews

Serious Case Management Reviews are a vital part of the Safeguarding Board remit, as a learning body with the purpose to identify learning and good practice. Professionals and organisations should reflect on the quality of their services and learning from their own and other agencies practice. Good practice should be shared to promote a greater level of understanding of what works well; to explore circumstances that hadn't gone so well and

apply a rigorous and objective analysis as to what happened and why, so that crucial lessons are learnt and services are improved.

These processes should be transparent and findings shared publicly when appropriate do so. Serious Case Management Reviews are about accountability and not about apportioning blame or culpability.

They are not part of any disciplinary process relating to an individual. Should information emerge that indicate that disciplinary action or any other Human Resources process should be initiated, this would be addressed separately from the SCMR process.

Similarly, SCMRs are not enquiries into how a child or adult dies or was seriously harmed, or who may be culpable. These are matters for the Coroner's Office or criminal courts to determine as appropriate.

However, agencies need to be mindful of parallel review processes not taking place, such as Serious Incident Reviews by health agencies; as these should not take place prior to a Serious Case Management Review being completed unless requested by the Coroner's Court.

### Referral for consideration of a Serious Case Management Review

The decision to undertake a SCMR is the responsibility of the Independent Chair of the Safeguarding Board who will consider the referral with the Serious Case Management Review Panel and recorded using the meeting / decision template ([Appendix A](#)).

Referrals can come from any professional or partner agency or interested parties should they believe that there are crucial lessons for inter-agency working. These should be made in writing using the referral form and agreed by the Senior Lead for the agency / organisation. ([Appendix B](#))

The criteria for conducting a SCMR for **adults** are

A review must be undertaken in any case where:

- (a) A vulnerable adult has died and where abuse or neglect is known or suspected; or
- (b) A vulnerable adult has suffered serious harm; AND
- (c) There is cause for concern about how the Safeguarding Board, any of the bodies listed or any other relevant body have worked together to safeguard the vulnerable adult

The criteria for conducting a SCMR for **children** are

- (a) Abuse or neglect of a child is known or suspected;
- (b) The child has died (from any cause, including suicide) or has suffered serious harm; **AND**

(c) There is cause for concern as to the way in which the Safeguarding Board, any of the bodies' listed or other relevant body have worked together to safeguard the child.

*NB: Serious harm includes (but is not limited to) serious and/or long-term impairment of a child's mental health or intellectual, emotional, social or behavioural development, and can also include impairment of their physical health. When making decisions, judgment should be exercised in cases where impairment is likely to be long-term, even if this is not immediately certain. In cases of physical injury which are neither life-threatening nor life-changing, consideration should be given to the extent, persistence and severity of the injuries sustained and any ongoing context of wider neglect or abuse. In cases of sexual abuse, neglect or emotional abuse consideration should be given to the extent, persistence and severity of the abuse, how this may impact on a child's development and well-being, and any likely long-term psychological harm, being mindful of the child's development and other contextual factors – [child safeguarding practice review panel guidance for safeguarding partners – July 2022]*

Referrals which meet all of these criteria may trigger a SCMR. In addition, even if one of these criteria are not met a SCMR **should always** be carried out when a child dies in custody, in the detention of an institution, or in the care of/ looked after by Manx Care.

Further that the Board needs to determine there is significant learning to be gained from the review which, if applied effectively, will lead to substantial improvements in safeguarding practice and promoting the welfare of children and vulnerable adults in the Isle of Man.

## Initiating a Serious Case Management Review

Where the Independent Chair of the Safeguarding Board receives a referral for consideration, s/he will bring this to the attention of the Serious Case Management Review Panel for discussion, along with additional scoping information provided by individual agencies.

The Independent Chair has a range of options available as outcomes when considering a referral with SCMRP, including

- Commission a SCMR
- Undertake a Single Agency Individual Management Review
- Undertake a Learning Lessons Review using similar methodology to SCMR
- Request single agency or partnership case audit
- Learning Briefing from the identified learning and actions taken from the SCMR consideration meeting discussion.

The Independent Chair has the responsibility and authority to decide whether to conduct a SCMR and will identify an Independent Overview Author to produce the final report which should be suitable for publication.

In the event that a child or vulnerable adult dies the Independent Chair will notify the Coroner's Office that a SCMR has been commissioned.

## Involvement of child or vulnerable adult and family / significant others.

Following the decision to conduct a SCMR, the subject (if appropriate) and family members will be informed in writing of the decision to undertake a review by the Independent Chair to ensure that they are aware of the process and purpose including the principle of publication. Whilst the agreement of the family / subject is not required to undertake the review, the SCMR process will be more easily achieved with their support and co-operation. Family involvement has the potential to make an important contribution to the learning from the review. Each SCMR will be considered individually in regard to the principles of clarity, transparency, negotiation and inclusivity.

It is essential that the family and relevant others are kept informed of the progress of the review and are offered the opportunity to talk with the Independent Overview Author to share their views of the services received and their experiences. Prior to the completion of the final report, the content and findings will be shared with the family for comment and to ascertain their views regarding publication.

If the report is to be published, the family and interested parties will be informed of the date, where the report will be placed (i.e. on the Board's website) and any plans for media briefings. They will also be provided with a copy of the final and approved version of the report.

Should a family member decline involvement with a review, a discussion with the Independent Overview Author and the Independent Chair of the Safeguarding Board will take place and decision reached as to future communication and this decision will be recorded.

## Serious Case Management Review methodology

There are a number of ways to undertake SCMRs and in determining which approach is the most appropriate the following principles should be followed

SCMRs should be

- Timely – priority should be given to meeting the agreed timescales with the aim of completing within six months
- Impartial and objective – the SCMR should be conducted fairly and impartially
- Thorough – the process should explore each of the terms of reference in detail
- Open and transparent – the review and its outcomes should be shared, including publication where appropriate

- Confidential – all information gathered throughout the process will be treated as confidential and only shared when / if appropriate to do so
- Proportionate – taking account of the circumstances that existed at the time

Each SCMR will be overseen by a review panel, chaired by the Independent Overview Author, unless an Independent Chair is deemed necessary due to the complexity of the case.

Members of the review panel are the ‘commissioners’ of their agency’s contribution to the review process. They should be of sufficient seniority to facilitate communication between the Panel and their own agency, and able to make decisions on behalf of their agency. They should have relevant professional knowledge about the agency or secure the involvement of such specialist knowledge. Their role is to:

- Appoint someone who has not had prior involvement with the case to undertake the internal analysis of their agency involvement. The person will be required to complete a chronology and reflective learning tool or Independent Management Report (IMR)
- Quality assure the information that their agency provides to the panel has addressed all the terms of reference and identifies why actions did or did not take place.
- Ensure that the Chief Executive Officer of their agency approves the documentation before submitted to the panel.
- Ensure that information submitted to the panel meets deadlines
- Ensure that any learning for their agency identified during the review process is implemented as soon as possible, and all actions are supported with clear action plans and progress can be monitored by the agency and the Safeguarding Board via SCMRP.
- Continue to keep their senior managers briefed on any relevant issues as they arise, and are consulted on drafts of the Overview Report with their comments collated and shared with the Independent Overview Author and the panel in accordance with agreed deadlines.

The Review Panel will agree the methodology and terms of reference, the scope of the SCMR e.g. the time period to be reviewed, who in the family will be included and how, consider any parallel processes such as criminal investigations / proceedings, and the need for legal advice for the Panel.

The purpose of the SCMR is to independently review all the information provided in order to establish:

- The effectiveness of safeguarding procedures and practice
- The lessons which may be learnt from the individual circumstances of the case
- The way local professionals and agencies worked together
- Whether the incident that led to the SCMR could have been predicted and/or prevented
- Actions needed to improve local inter-agency practice
- Recommendations to be presented to the Safeguarding Board

On completion of the SCMR, a learning summary will be completed, whether the Overview Report is published or not, as these can be distributed securely and ensure that no identifiable information about the subject or family is included.

### Single Agency Individual Management Review

Should SCMRP decide that the referral presented for consideration does not meet the criteria for a SCMR but identify that there is learning, and the decision reached that a single agency individual management review is required. The methodology would be agreed by SCMRP and the report and actions presented at a future meeting.

### Learning Lessons Review

Should SCMRP decide that the criteria for a SCMR had not been met but there was evidence of multi-agency learning, and that a learning lessons review would be an appropriate outcome. The methodology used would be similar to SCMR, whereby a reviewer from within the relevant department would be identified and the agencies would be asked to complete IMR's in collaboration with practitioners (using the guidance at [appendix C](#)). The review findings and actions would be shared at SCMRP and actions updates discussed at future meetings. A learning briefing would be published on the Safeguarding Board website

### Single & Multi-Agency Audits

Should SCMRP consider that none of the options outlined above were appropriate outcome decisions but the case would benefit from a more detailed analysis. The panel may consider that a single or multi-agency audit appropriate, where the findings and any action points shared at a future SCMRP.

### Learning Briefings

A learning briefing will be produced at the conclusion of all the above options and the safeguarding board publish the document on the website. Additionally, there will be consideration of practitioner workshops to share the learning within the multi-agency workforce.

Appendix A

Meeting /decision template

Month Year/ case ref



# SAFEGUARDING BOARD ISLE OF MAN

## Serious Case Management Review Panel

### SCMR Consideration Meeting

Name of subject:	
Date of referral:	
Date of SCMRP	
Dates of further SCMR Consideration Meeting (if decision deferred)	

This form consists of the following sections:

**SECTION 1** – To be completed following SCMR Consideration Meeting

**SECTION 2** – To be completed by the Independent Chair of the Safeguarding Board

**SECTION 1 – To be completed with details of discussion**

<p>Date of meeting :</p>	
<p>Names of attendees:</p>	
<p>Family Details:</p> <p><i>Details of family members and significant others, including date of birth, ethnic origin, address, relationship to the subject</i></p>	
<p><b>Case Summary &amp; Background:</b></p> <p><i>please provide brief outline of family circumstances and incident leading to this referral</i></p>	
<p><b>Additional documents</b> considered at the meeting:</p>	

**Record of the SCMR  
Consideration  
discussion.**

*The discussion should clarify  
the nature of harm suffered  
and whether the  
circumstances meet the  
Criteria for serious harm and  
long term impairment of  
health (physical/  
psychological/emotional)*

*Was any immediate learning  
identified that can be acted  
on and (if so) how will this be  
disseminated.*

**Immediate Identified Learning**

*List any identified learning points*

## **Agreed actions**

*List agreed actions point with target dates and responsible agencies.*

## Decision

Those present at the SCMR Consideration Meeting have evaluated the case against the criteria for Serious Case Management Review:

Please tick all that apply:

<p><b>ADULT</b></p> <p><i>There is cause for concern about how the Safeguarding Board, any of the bodies as listed below or any other relevant body have worked together to safeguard the vulnerable adult</i></p>	
<b>and</b>	
a) <i>Vulnerable adult has died and where abuse or neglect is known or suspected</i>	
b) <i>Vulnerable adult has suffered serious harm.</i>	
<p><b>CHILD</b></p> <p>There is cause for concern as to the way in which the Safeguarding Board, any of the bodies as listed or any other relevant body have worked together to safeguard the child.</p>	
<b>and</b>	
a) abuse or neglect of a child is known or suspected	
b) The child has died (from any cause, including suicide) or has suffered serious harm	
<b>Has legal advice been sought?</b> <i>If yes, please give details.</i>	

<b>Recommendation</b>	
<i>After completing the SCMR Consideration Meeting, it is concluded that this case:</i>	
a) Meets the threshold for a Serious Case Management Review	
b) Does not meet the threshold for a Serious Case Management Review	
c) It was agreed that an alternative form of review should be undertaken.  <i>To be identified from the following options:</i>  <i>Single Agency Individual Management Review / Learning Lessons (multi- agency) Review / Single Agency Practice Audit / Mutli-Agency Practice Audit</i>	
<b>Rationale for the recommendation</b>	
<b>Decision fed back to referring agency:</b>  By whom  By when:	Yes/No

**Section 2: To be completed by the Independent Chair of the Safeguarding Board**

<p>My decision is that a Serious Case Management Review</p> <p>1) Should take place for the following reasons:</p>
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2) Should not take place for the following reasons:

Signed by Independent Chair of Safeguarding Board



SCMR Consideration  
Meeting template (di



## Serious Case Management Review Referral Form

**This form should be used to refer cases that may meet the criteria for a Serious Case Management Review (SCMR), to the Independent Chair of the Safeguarding Board (SB) for consideration of a SCMR in respect of an adult or child.**

Before submitting this referral to the Chair of the Safeguarding Board, you can seek advice from your agency representative on the SCMRP. The referral must be discussed with your relevant senior manager and their approval sought prior to submission. The relevant senior manager in your agency is required to sign the form to say that they agree with the referral before it is submitted.

The aim of this form is to convey as much information as is available at the time of making the referral. If the information is not available, do not delay in sending it. Additional facts can be made available later.

*(It is recognised that not all details may be available)*

## Criteria to undertake a Serious Case Management Review

### **In respect of an adult:**

A review will be considered in any case where:

- (a) A vulnerable adult<sup>1</sup> has died and where abuse or neglect is known or suspected; or
- (b) A vulnerable adult has suffered serious harm<sup>2</sup>; **AND**
- (c) *there is cause for concern about how the SB, any of the bodies<sup>3</sup> listed or any other relevant body have worked together to safeguard the vulnerable adult*

### **In respect of a child:**

- (a) abuse or neglect of a child is known or suspected;
- (b) the child has died (from any cause, including suicide) or has suffered serious harm; **AND**
- (c) there is cause for concern as to the way in which the Safeguarding Board, any of the bodies<sup>3</sup> listed or other relevant body have worked together to safeguard the child.

Cases which meet all of three criteria may trigger an SCMR. In addition, even if one of these criteria are not met an SCMR **should always** be carried out when a child dies in custody, or when detained in an institution, or in the care of, or being looked after by Manx Care.

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<sup>1</sup> A vulnerable adult is defined in S5 of the [Safeguarding Board Act 2018](#)

<sup>2</sup> (Serious harm referred to includes, but is not limited to -

- (a) the death of a child or vulnerable adult;
- (b) the suffering by a child or vulnerable adult of —
  - (i) a life-threatening injury; or
  - (ii) impairment to his or her physical or mental health or his or her physical, intellectual, emotional, social or behavioural development, where that impairment is serious or likely to be long-term.)

<sup>3</sup> Bodies as referred to

- (a) the Department of Education, Sport and Culture;
- (b) the Department of Health and Social Care;
- (c) the Department of Home Affairs;
- (d) the former Departments of —
  - (i) Education,
  - (ii) Education and Children;
  - (iii) Health,
  - (iv) Health and Social Security;
  - (v) Social Care;

1. Name and Contact details of person making referral:

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2. Is this referral in respect of an adult or a child?

Adult/child [please specify]

a. If an adult do they have capacity?

Yes/no [please specify]

3. In respect of the referral please complete the table below

Name of the child/adult who has suffered serious harm	DOB/DOD (if applicable)	Known address	Is this child/adult known to services? If yes please list which ones	In the case of a child, is the child currently subject to a Child Protection Plan (CPP) or is a Looked after Child. If not have they ever been subject to a CPP or Looked After?

a. Please complete the information below for all relevant family details

Name	Relationship to child/adult	Address	Contact details (if known)	Any legal orders in place? [please specify]	Was this adult alleged to be involved in the maltreatment?

b. Any other relevant family details

4. Please outline the details relating to this referral.

A large, empty rectangular box with a thin black border, intended for the user to provide details about the referral.

5. Please explain how you believe that this referral meets the criteria as listed above and in particular outline why you believe it raises issues under Reg 17a about how agencies have worked together to safeguard the vulnerable child/adult. Please note referrals cannot be accepted unless this section is completed.

**Signed:**

**Date:**

**Responsible Director/Superintendent/CEO**

**Signed:**

**Date:**

**Name and job title of submitting officer**

**NB please contact the Board Manager to alert them that you intend to submit the referral on (01624) 687365 and email the referral form to:**

[SafeguardingBoard.CO@gov.im](mailto:SafeguardingBoard.CO@gov.im)



Referral Form.docx

Appendix C

IMR Guidance



IMR process  
Guidance - Jan 2023.