5.3. Ability to coordinate with other agencies and/or people

General principles

- An ability to draw on knowledge that the welfare of the child/young person should be the overarching focus of all interagency work
- An ability to ensure that communication across agencies is effective by making sure:
  - that practitioners' perspectives and concerns are listened to
  - that there is explicit acknowledgement of any areas where perspectives and concerns are held in common, and where there are differences
  - where there are differences in perspective or concern, an ability to identify and act on any implications for effective intervention delivery
- When working with other agencies, an ability to ensure that the perspectives and concerns of the person coordinating care are listened to

Case management

Involving the child/young person and their family/carers

- An ability to ensure that (when appropriate) the child/young person and/or family/carers are informed of any interagency discussions and the associated outcomes
- When appropriate, an ability to include the child/young person and/or family/carers in any interagency meetings
- An ability to support the child/young person and their family/carers in making choices about how they use or engage with partner agencies
- An ability to discuss issues of consent and confidentiality when sharing of information across agencies with the child/young person and their family/carers,
- An ability to record whether there is consent to share information (and if relevant, why the information is being shared when consent has been withheld)

Receiving referrals from other practitioners/agencies

- An ability to recognise when the referral contains sufficient information to make an informed decision about how to proceed
  - where there is insufficient information to make decisions, an ability to identify the information required and to request this from the referrer and/or partner agencies
- An ability to draw on knowledge of local policy and procedure to select the appropriate pathway to ensure the case is allocated at an appropriate risk/response level

Identifying and working with other agencies involved in the child/young person's care	
■	An ability to establish which agencies are/have been involved with the child/young person and their family/carers
■	An ability to establish/clarify the roles/responsibilities of other agencies in relation to the various domains of the child/young person's life
■	An ability to gather relevant information from involved agencies and add it to the child/young person's record
■	An ability to share relevant information with the appropriate agencies (on a 'need to know' basis), and:
	■ an ability to assess when sharing of information is not necessary and/or when requests for sharing information should be refused

Sharing information across agencies	
■	An ability to share assessment information in a manner which supports partner agencies in:
	■ understanding and recognising areas of risk
	■ sharing the risk plan
	■ understanding the implications of information held by the referrer's service and the work in which they are engaged
	■ understanding the potential impact of current interventions on the child/young person's functioning, and the ways in which this may manifest in other settings
■	Where there are indications that agencies may employ different language, definitions and assumptions from those employed by the team, an ability to clarify this
■	An ability to draw on knowledge of custom and practise in each agency, to ensure that there is a clear understanding of the ways in which each agency will respond to events (e.g. their procedures for following-up concerns, or for escalating their response in response to evidence of risk)
■	An ability to co-ordinate with other agencies using both verbal and written communication, and to agree with them:
	■ the tasks assigned to each agency
	■ the specific areas of responsibility for care and support assumed by each agency, and by individuals within each agency
■	An ability for individuals within the referring service to recognise when they are at risk of working beyond the boundaries of their clinical expertise and/or professional reach
■	Where a common assessment framework is used across agencies, an ability to:
	■ record relevant information in the shared record
	■ make active use of the shared record (to reduce redundancy in the assessment process)
	■ maintain a shared record of current plans, goals and functioning

Referring the child/young person for parallel work	
■	An ability to draw on knowledge of local referral pathways (i.e. the people to approach, and the protocols and procedures to follow)
■	In relation to any agency to whom the child/young person is referred, an ability to draw on knowledge:
	■ of the agency's reach and responsibilities
	■ of the agency's culture and practice
	■ of the extent to which the agency shares a common language and definitions to those applied in the referrer's services
■	An ability to communicate the current intervention plan, and update other agencies with any changes as the intervention proceeds (including any implications of these changes for their work)
■	An ability to communicate a current understanding of the child/young person's difficulties, and to update that understanding when new information emerges
■	An ability to maintain a proactive approach to monitoring the activity of other agencies, and to challenge them if they do not meet agreed responsibilities
■	Where appropriate, an ability to act as a conduit for information exchange between agencies

■	An ability to recognise when effective interagency working is compromised and identify the reasons, e.g.:
	■ institutional/systemic factors (e.g. power differentials, or struggles for dominance of one agency over another)
	■ conflicts of interest
	■ lack of trust between professionals (e.g. where a legacy from previous contacts is being reflected)
■	An ability to detect and to manage any problems that arise because of differing custom and practice across agencies, particularly where these differences have implications for the child/young person's management, and:
	■ an ability to identify potential barriers to effective communications, and, where possible, to develop strategies to overcome them
■	An ability to identify transitions that have implications for any of the agencies involved (e.g. transition to adult services, moving out of area, change of school) and to plan how these can be managed, to ensure:
	■ continuity of care
	■ the identification of and management of any risks
	■ the identification and engagement of relevant services

Discharging the child/young person to a partner agency	
■	An ability to inform all agencies of the intention to discharge the child/young person from the service
■	An ability to ensure all partner agencies are aware of current risk levels and have appropriate safety plans and monitoring in place, and:
	■ an ability to ensure that partner agencies receive updated safety plans (e.g. if plans are revised in response to new episodes of self-harm or suicidal behaviour)
■	An ability to inform partner agencies of the circumstances under which links with the service should be reinstated
■	An ability to take a proactive stance in monitoring the functioning of the child/young person and their family/carers following discharge (directly, or via the services they are in contact with), and to reconnect with them if functioning deteriorates
■	An ability to ensure the partner agencies have plans for monitoring the wellbeing of the child/young person