

**DOMESTIC HOMICIDE OVERVIEW REPORT**

**INTO THE DEATH OF**

**Carly**

**Report by Dr Louise Westmarland**

**Safer Bristol Partnership and South Gloucestershire Safer & Stronger Communities  
Strategic Partnership**

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### Preface

The Chair of the DHR Panel would like to offer sincere thanks to all concerned for their contributions and hard work. In all cases the agencies requested have provided full accounts of all details requested by the DHR Chair and the Panel. The Panel has worked conscientiously and in a thoughtful, caring and professional manner.

## 1. INTRODUCTION

This report of a domestic homicide review has examined agency responses and support given to Carly, who was a resident of Bristol, prior to her death in August 2013.

The review considered agencies' contact and involvement with Carly (a pseudonym) in the Bristol and South Gloucestershire area, in detail, from January 2006. It has also taken a longer view of Carly's life, beginning with her school records in 2003 as she was just 21 years old at the time of her death and was a Looked After Child from the age of 14. The review also considers aspects of Carly's life with her husband Tom (also a pseudonym).

The key purpose for undertaking DHRs is to enable lessons to be learned from homicides where a person is killed as a result of domestic violence and abuse. In order for these lessons to be learned as widely and thoroughly as possible, professionals need to be able to understand fully what happened in each homicide, and most importantly, what needs to change in order to reduce the risk of such tragedies happening in the future.

Additionally, in some cases, DHRs are conducted where there is evidence of domestic abuse but the victim died of as a result of suicide, unknown causes, an accident, or as in this case, is recorded as an open verdict.

The Safer Bristol Partnership was notified of Carly's death in August 2013. After having discussions with the Bristol DHR Advisory Group, the Safer Bristol Partnership Chair concluded that the case should be subject to a Domestic Homicide Review on the 17<sup>th</sup> October 2013. This was decided because domestic abuse issues were evident.

As Carly had lived in South Gloucestershire for the majority of her life, but her death occurred in Bristol, a meeting between the Community Safety Partnership Chairs in both Bristol and South Gloucestershire was convened. It was agreed that a joint review between Bristol City Council and South Gloucestershire Council would be commissioned. The Home Office was informed of this decision on 15<sup>th</sup> November 2013.

## 2. TIMESCALES

This review began on 24<sup>th</sup> February 2013 with the first Panel meeting being convened on 11<sup>th</sup> March 2013 and a draft report was completed for circulation to the panel on 3<sup>rd</sup> October 2014 and a final draft submitted in January 2015.

## 3. CONFIDENTIALITY

The findings of each review are confidential. Information is available only to participating officers/professionals and their line managers and Carly's family.

## 4. TERMS OF REFERENCE

### 4.1. Purpose:

The purpose<sup>1</sup> of a Domestic Homicide Review is to:

- Establish what lessons are to be learned from the case about the way in which local professionals and organisations work individually and together to safeguard victims
- Identify clearly what those lessons are, both within and between agencies, how and within what timescales they will be acted on and what is expected to change as a result.

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<sup>1</sup> Paragraph 7 of the Home Office Revised Multi-Agency Statutory Guidance for the Conduct of Domestic Homicide Reviews, 2013

- Apply these lessons to service responses including changes to policies and procedures as appropriate; and
- Prevent domestic violence homicide and improve service responses for all domestic violence and abuse victims and their children, through improved intra and inter-agency working.

DHRs are not inquiries into how the victim died or into who is culpable; that is a matter for coroners and criminal courts, respectively, to determine as appropriate.

The DHR Independent Chair will ensure the review is conducted according to best practice, with effective analysis and conclusions of the information related to the case.

#### 4.2. Overview and Accountability:

The Home Office was informed of the decision to undertake a joint Domestic Homicide Review on the 15<sup>th</sup> November 2013. The Statutory Guidance advises where practically possible the DHR should be completed within 6 months of the decision made to proceed with the review.

The Coroner's Inquest was held and concluded in January 2014.

This Domestic Homicide Review, which was conducted within the spirit of the Equalities Act 2010, to an ethos of fairness, equality, openness, and transparency, was to be carried out in a thorough, accurate and meticulous manner.

#### 4.3 Scope of the Domestic Homicide Review:

This Domestic Homicide Review considered:

An overview of each agency's involvement between **22<sup>nd</sup> January 2006 and August 2013**, following Carly's death at her home in Bristol. Relevant details of her husband Tom, and their relationship as far as it could be ascertained, were also reviewed.

This included details of any relevant events and an account of Carly's school records from **September 2003** for the duration of her time in education. The Review has also considered:

- Whether there was any previous history of abusive behaviour towards the deceased, and whether this was known to any agencies.
- Whether family, friends or colleagues wanted to participate in the review. If so, to ascertain whether they were aware of any abusive behaviour to the deceased, prior to the death.
- Whether, in relation to the family members, were there any barriers experienced in reporting abuse.
- Could improvement in any of the following have led to a different outcome for Carly considering:
  - a) Communication and information sharing between services
  - b) Information sharing between services with regard to the safeguarding of children and adults
  - c) Communication within services
  - d) Communication to the general public and non-specialist services about available specialist services
- Whether the work undertaken by agencies in this case was consistent with:
  - a) Organisational and professional standards
  - b) Organisations' domestic abuse and safeguarding policies, procedures and protocols
- The response of the relevant agencies to any referrals relating to Carly concerning domestic abuse or other significant harm from 22/1/2006, and any relevant earlier records.

It has sought to understand what decisions were taken and what actions were carried out, or not, and establish the reasons. In particular, the following areas were explored:

- a) Identification of the key opportunities for assessment, decision making and effective intervention in this case from the point of any first contact onwards with the deceased.
  - b) Whether any actions taken were in accordance with assessments and decisions made and whether those interventions were timely and effective.
  - c) Whether appropriate services were offered / provided and/or relevant enquiries made in the light of any assessments made
  - d) The quality of any risk assessments undertaken by each agency in respect of Carly.
  - e) Whether appropriate information sharing and handover occurred when Carly moved from South Gloucestershire to Bristol.
- Whether thresholds for intervention were appropriately calibrated and applied correctly, in this case.
  - Whether issues were escalated to senior management or other organisations and professionals, if appropriate, and completed in a timely manner.
  - Whether the impact of organisational change over the period covered by the review had been communicated well enough between partnership agencies and whether that impacted in any way on agencies' ability to respond effectively.
  - Whether, any training or awareness raising requirements are identified to ensure a greater knowledge and understanding of domestic abuse and safeguarding processes and/or services.
  - The review has considered any relevant protected characteristics as outlined by the Equalities Act 2010.
  - The review has considered any other information that was found to be relevant.

#### **4.4 Methodology**

This report used information and facts gathered from:

- The Individual Management Reviews (IMRs) of participating agencies and interviews of support workers
- The Senior Investigating Officer (SIO)
- The post mortem report
- Video made by Carly with 1625 *Independent People*
- Press articles about the case
- Discussions during Review Panel meetings.

##### **4.4.1 List of family and friends approached**

*The following people have been approached by various means to contribute to this DHR:*

Tom

Tom's parents

Carly's mother

Carly's friend

Carly and Tom's neighbour

Unfortunately, despite significant efforts, the author was unable to successfully contact any of these individuals.

#### 4.4.2 DHR Panel Members

| Name                        | Affiliation                                                                             |
|-----------------------------|-----------------------------------------------------------------------------------------|
| Louise Westmarland (chair)  | Independent Chair and Report Writer                                                     |
| Veronica Shorttle (minutes) | Admin Support Officer, Bristol City Council                                             |
| Rhiannon Griffiths          | Crime Reduction Project Officer, Bristol City Council                                   |
| Jody Clark                  | Drug & Alcohol Commissioning Officer, Bristol City Council                              |
| Lisa Harvey                 | Children's Safeguarding Coordinator, South Gloucestershire Clinical Commissioning Group |
| Nicola Hannaford            | Children Services Manager, South Gloucestershire Council                                |
| Simon Crisp                 | DI, Avon and Somerset Police                                                            |
| Jo Demerey                  | Avon & Wiltshire Mental Health Partnership Trust                                        |
| Nicola Bowden-Jones         | Team Manager, Next Link (domestic abuse charity)                                        |
| Shannon Lovegrove           | Housing Manager, Merlin Housing Society                                                 |
| Philippa Isbell             | Community Safety Manager, South Gloucestershire Council                                 |
| Pommy Harmar                | Service Manager, Next Link (domestic abuse charity)                                     |
| Sean Collins                | North Bristol NHS Trust                                                                 |

#### 4.4.3 List of IMR Writers, Job titles and affiliations.

Tracey Allison Youth Offending Service

Sam Boobier - Bristol Clinical Commissioning Group

Sarah Frizzle - Avon and Wiltshire Mental Health Trust

Sonia Fuzland - Assistant Director, Supported Housing, Knightstone Housing

Juliette Hughes, North Bristol NHS Trust.

Siobhan McGrath - South Gloucestershire Social Care, Department for Children, Adults and Health.

Mark Coleman and Julie Sandell - Somerset and Avon Constabulary

Dom Wood - 1625 Independent People

Ann Roberts - Previously Assistant Head Teacher at Carly's School

Sarah Windfeld - University Hospitals Bristol NHS Foundation Trust

#### 4.4.4 Other sources of information:

Panel Chair's Interview with Dom Wood 1625 *Independent People* on 10/03/14

1625 *Independent People* worker, interviewed by Dom Wood (1625IP)

Video made by 1625 *Independent People*

Post mortem examination report by Dr H White

#### 4.5 Statement of independence

The DHR Panel Chair and author of the overview report is Dr Louise Westmarland. She is completely independent of any agency, person or relative of Carly, her family or friends.

#### 5. THE FACTS

Carly lived in a flat in Bedminster, Bristol, with her husband, Tom. The following section is drawn from various sources, but primarily from a report prepared as a summary of events by Detective Sergeant Steven Gittens of Avon and Somerset Constabulary.

On an evening in early August 2013, the couple had a row which resulted in Tom putting some possessions in a bag and leaving the flat. Earlier that evening they had been to a local pub together and on arrival back at their flat Tom says he noticed dog faeces in the living room which had led to an argument. He says he had previously threatened to leave, but on this occasion had packed his bags and walked out of the flat.

The police reported that Tom says after a while sitting at the bus stop he decided to go back to the flat, but could not gain entry as he had left his keys inside and when he could not get Carly to answer the door, he climbed back in through a window. Once inside he found Carly face down in the bath, pulled her out, started CPR and then called an ambulance which arrived at 23.47. Despite their best efforts Carly was declared dead about 45 minutes later at 00.38 hours.

A post mortem was held the next day by Dr H White and found that the cause of death was drowning. The pathologist noted there were '*a number of cuts and abrasions on her left arm typical of self-infliction*' and that '*Blood samples submitted for toxicological examination contained ethanol at a concentration of 184 milligrams per 100 millilitres, just over two and a quarter times the United Kingdom drink driving limit. There were also therapeutic concentrations of tamazepam and zopiclone*'.

There were no notes found in the flat suggesting Carly had intended to kill herself and at the Inquest in January 2014 the Coroner recorded an Open Verdict. No one else was living at the property and the couple did not have any children. They had been married for a short time, for around six months, since December 2012 although they had lived together prior to this and were currently renting a flat. They had been a couple for about six years.

At the scene of the incident, on the night of her death, ambulance personnel and police officers noticed that the flat had broken glass and crockery on the floor. Tom said there had been an argument earlier but denied any violence had occurred between them, saying the broken items had not been there when he left. In his police interview he stated that they would argue, but he would be the passive one and Carly the aggressor.

A search by Avon and Somerset Constabulary of numerous databases for anything of relevance prior to Carly's death revealed that a 999 call to the police about three weeks before Carly's death. It was what the police describe as an 'inadvertent' or 'silent' 999 call in that the operator can hear events in the background but no-one is speaking directly into the phone. The call taker reported that there were sounds of a disturbance in the background and a female voice was heard to say something about her nose, such as '*...on my nose, look.*' She sounds distressed and is clearly crying. She then says '*You do this to me and then you leave me*'. Later in the conversation a male voice, presumably Tom's, is heard to reply '*Yeah that's why you push me and push me and push me... 'til I hurt you*'.

When the call taker subsequently called the number back Tom gave a false name and address so that when police officers were dispatched to try to find the flat they were unable to do so. The call is not recorded as a Domestic Abuse Incident, which will be discussed later in this report.

Another set of significant facts, in addition to those related by the police, is that a few weeks prior to Carly's death she had suffered the bereavement of a man she regarded as a father figure. As a result of this incident and on-going mental health issues, she was referred to the Bristol Intensive Team (BIT) by her GP. She had an assessment meeting with a mental health professional on 24<sup>th</sup> July 2013. A report of that meeting concluded that Carly was struggling to cope with the recent death of the man she regarded as a father figure, and would 'get ideas about wanting to harm herself or end her life'.

Carly's GP reported that she came to the surgery in distress talking about the death of her father figure, three days before. Carly was saying she was unable to eat and the GP noted 'obvious grief with a strong underlying risk'. The GP made a note to say she will '*Refer to the Crisis Team this morning as urgent, patient consents, review three days.*' The GP then added, '*Carly will be safe from deliberate self-harm as husband is staying with her all the time.*' Later she noted that Carly's phone is not receiving calls, so she called Tom's phone, and Carly asked her to pass his number to the crisis team. Three days later Carly is seen again by the GP who noted she is still distressed and not eating, and prescribes some anti-anxiety and sedative medication.

The GP then wrote that Carly attended the surgery alone but Tom is '*watching her like a hawk*' and he is '*stopping her from deliberate self-harm*'. There was some problem with the mental health team and the GP reaching Carly on her mobile and she had missed a couple of appointments. Carly was still losing weight, and her notes say '*self-harmed when husband went to the toilet, husband will look after her medications.*'

In addition to these facts around police and health, there is an extensive chronology appended to this Review recording contacts with organisations involved in Carly's life. The most pertinent events are summarised below.

#### **4. OVERVIEW OF INFORMATION KNOWN BY AGENCIES AND ORGANISATIONS**

- **Carly's School**

*Information known:* The IMR prepared by Carly's school was completed by a senior teacher who knew Carly as a pupil. From her early days at secondary school in 2003, Carly's does not appear to be well cared for at home. Efforts to engage Carly's parents were unsuccessful. She made allegations of physical abuse against her father. Later, from 2006 onwards there were issues recorded around truancy and some disclosures about drug use.

- **Children's Social Care**

*Information known:* Carly made allegations of physical abuse against her father and Carly's older half-sister had made allegations of sexual abuse. Following a family row in May 2006 Carly went missing from home and this began a cycle of self-harm, truanting and police involvement for minor assaults, concern for safety and allegations regarding her stepfather.

Later, from around 2006, on-going allegations were made of historic sexual abuse at the family home. Allegations were made by an adult family member that Carly told her that she had been sexually assaulted by three men in the family home. At this point an adolescence support worker became an important part of Carly's life and support system. Over a period of just over a year, from May 2006 to July 2007 there were around 30 contacts made between them.



Moving on, from early 2009 Carly was living a more independent life and she moved to a supported flat (although she had been in supervised Bed and Breakfast accommodation previously). From around March 2009 to mid-2010, following Carly's move to independent living, worries had been expressed around her sleeping with male residents at the supported housing accommodation. She disclosed that a previous boyfriend physically abused her. Carly was gradually spending less time at the supported housing facility and her flat was reported to be unclean. A new boyfriend is recorded in her notes (not Tom) as well as daily cannabis use and excessive alcohol consumption. Carly was eventually evicted from the supported housing flat.

Carly moved into bed and breakfast accommodation with Tom in May 2010. A few months later, in November 2010, Carly reported she was 'tearful' and 'winding Tom up'. At a meeting with her adolescence support worker and a 1625 *Independent People* support worker in May 2011, Carly's relationship with Tom was discussed. Carly was reported to have said that 'he can get verbally and physically aggressive once he has had a drink' and 'everything is dictated by him'. Counselling began with an agency called '*Off the Record*' and no further abuse was noted until the end of August 2011, when the 1625 *Independent People* worker said she was concerned about 'the controlling relationship' Tom had with Carly.

At the end of July 2012 (about a year before Carly's death) Carly disclosed Tom had been violent towards her in the past but was now more considerate towards her. They married on 21/12/12 and on 24/01/13 a final visit is recorded by Children's Social Care as she had now reached the age of 21.

- **Police**

*Information known:* Carly first came to the attention of the police in 2003 when her half-sister had made allegations of indecent assault by her half-sister. From 2006 the police were aware that Carly went missing from home and that she stayed at the home of a male aged 30-40 who was known to supply children and young people with alcohol.

In 2006 Carly was placed in foster care following an arrest for a public order offence and subsequent arrest following alleged assault of her mother. A series of 'missing from home' reports were made. Later, some reports were recorded of her being in the company of a registered sex offender, but as she was aged 17, and the order against the offender was 'no contact with young people under 17', no further action was taken.

In the period leading up to Carly's death, from 2010 to 2013 when Carly and Tom were living in Bed and Breakfast together there were several calls to the police, involving disturbances, thefts and in one case they report a 'threat to kill' is made against them.

As mentioned in the 'Facts' section, above, the last contact the police had with the couple whilst Carly was alive was a 'silent' 999 call was made on 11/07/13 which was later traced to Tom's mobile.

At 23.34 on 1<sup>st</sup> August 2013 an ambulance was called to the couple's flat and broken crockery and jewellery and an empty tamazepam bottle were noted on the floor when ambulance and police officers arrived.

Carly was found on the bathroom floor and despite the best efforts of those attending, Carly's death was confirmed at 00.38 on 02/08/13.

In Tom's statement to the police he said that he had been to a local pub with Carly that evening and when they returned to the flat she was 'stressy' and an argument ensued. Tom says Carly was drunk and he packed some things and left the flat. After a cooling off period he decided to return to the flat but could not get in without his keys which he had left inside. To get into the flat

he climbed in through a window and he found Carly face down in the bath, tried to revive her and called an ambulance.

- **North Bristol NHS Trust**

### **Emergency Department**

*Information known:* There were five occasions when Carly attended the emergency department between February and November 2009 in relations to various injuries such as self-harm, accidental injuries and reproductive health issues. On two of the instances there was self-harm reported – once where Carly had punched a wall and injured her finger and another where she had punched a wall and cut her forearm with a blade.

On the latter occasion she is reported as feeling angry but not wanting to die. She told the health worker she had family and boyfriend problems, was estranged from her family, and had previously self-harmed. On one occasion Carly disclosed she had a fight with her boyfriend and then punched a wall. She said that she felt low but was positive about school.

She also had a fall in April of 2009 and in November attended the Department with a reported suspected miscarriage.

### **Community Child Health**

*Information known:* From 23/01/07 when Carly was 15 years old until 09/11/10 she had 10 meetings with a designated nurse for Looked After Children (LAC). There were numerous entries covering this period, regarding issues such as self-harm, substance use, physical abuse from family members, Carly's sexual activity and mental health.

- **Bristol Clinical Commissioning Group on behalf of Primary care**

*Information known:* At periods between the 17<sup>th</sup> July 2011 to the 27<sup>th</sup> July 2013 Carly's GP reported that she was depressed, using cannabis, and in a low mood. From around this point there were numerous entries in the records about Carly becoming depressed, not eating, losing weight, her shoulder pain and on-going housing issues. On 08/07/13 she was seen at the GP's surgery, she was distressed about her bereavement concerning the loss of the man she regarded as a father figure, and was referred to Avon and Wiltshire Mental Health Partnership Trust.

- **Avon and Wiltshire Mental Health Partnership Trust (AWP)**

*Information known:* When she was seen following the referral by her GP Carly was distressed and anxious and unable to eat at this time. On-going telephone, face to face support and assessments were organised.

- **1625 Independent People**

*Information known:* Towards the end of 2009, with Carly's 18<sup>th</sup> birthday approaching in January 2010, her housing issues seemed to be of prime importance. After several moves to different addresses she was in danger of being declared homeless. On 20th January 2009 she opted for 'independent status' rather than remaining in foster care, or supported foster care. Carly was having difficulty with her accommodation issues however. There were numerous moves and threats of eviction around this period.

It was at this stage, January 2010 that the voluntary agency 1625 *Independent People* became involved. There was a great deal of contact with this organisation recorded from this period onwards. Substantive help was being offered to Carly by 1625 *Independent People* around managing her finances, college courses and accommodation issues. Carly made a disclosure of domestic abuse on 23/12/09, and another on 29/01/10 (neither incidents pertain to Tom, her future husband). A month later (18/02/10) she was again in danger of being evicted.

Around 04/05/10 it was noted that she wanted to have Tom, her future husband, move in with her, but this was not supported by agencies involved. At this point 2010 Tom and Carly were claiming benefits together as a couple and intending to move into a flat together but arguments are recorded on 14/12/10 and 06/01/11. Informal advice on domestic abuse is reported as being given by a support worker. By 17/02/11 the couple had moved into their new flat. On 04/05/11 Carly had a bruised head and 'admitted' that Tom hit her, 'and not for the first time'. On 08/09/11 'controlling behaviour' by Tom is noted by a support worker.

## **5. ANALYSIS OF INFORMATION KNOWN AND SHARED**

From the evidence the Panel has reviewed it seemed that Carly did not experience a very happy childhood. Moving into adolescence things became much worse, and she left the family home, which her parents did not report to the police, even after some weeks. From her medical records and school history she appeared to have suffered a lack of familial support, and there had been allegations of sexual and physical abuse in the home. Carly also made disclosures about her parents' abuse of drugs and being the victim of sexual abuse in the home. The panel has considered her childhood and adolescence in some depth as she was aged just 21 at her death.

Following some disclosures and a deteriorating family situation in 2006, Carly was taken into the care of South Gloucestershire Council, aged 14. After subsequent numerous placements as a Looked After Child she says she later spent some time living on the streets. There appears to have been some involvement with drink and drugs and when living in a hostel she formed a relationship with an older man, whom she viewed as a father figure.

Her relationship with Tom began around 6 years before her death. They moved in together and later married in 2012. According to responses from the various agencies that the Panel have contacted, it seems her relationships with her parents and sister had broken down. There was some evidence that Tom was controlling and manipulative of Carly, other agencies considered him to be her 'rock'.

**There were numerous examples of good practice throughout this process.**

Carly received high levels of support at her school, including attempts to engage her parents, manage the problems with her older sister, and as she was getting older, to arrange a work placement that she liked. She had a series of foster homes, and had one particular carer where she was very happy, which ended as a result of circumstances no-one could have prevented.

Later, Carly was receiving high levels of support from children's social care, with associated help from housing, medical and statutory services, and the additional help of an Adolescent Support Worker. She also accessed voluntary agencies which provided vital support and she made a short documentary film praising one of these agencies (1625 *Independent People*).

### **a. Analysis of information known and shared by each organisation**

- **Carly's School**

Carly's school records showed that there were worries about educational attainment from 2003, and incidents of fighting, assaults, detentions and truancy. There were numerous recorded attempts to engage Carly's parents and she made disclosures about smoking, conflict between her parents, and on one occasion, alleges that her father had hit her in the face. Her notes show 'bruising was obvious'. Carly was allocated an Adolescent Support Worker, the Educational Welfare Officer was involved and she received daily support from the School Behaviour Support Team. A 'period of excellence' was recorded from January to April 2007, but by December of that year she was 'hardly attending school'. Following her transfer to a college course on a 'work to learn' hairdressing placement in January 2008, attendance and engagement is noted as 'good' and Carly took exams in Maths, English and Science GCSEs, obtaining a qualification in science in 2008.

The School noted in their IMR that there were 'contributory factors' of possible drug use, a tendency to overdramatise situations and low level Special Educational Needs in Carly's case. They argued that the root causes of Carly's difficulties at school included a very poor relationship with her family, a history of self-harm, poor relationships with her peer group and a deep seated need for love and attention. The IMR author identified several examples of good practice, including meticulous record keeping, organised pastoral and behaviour support, good inter-agency working, effective support for Looked After Children.

The Panel thought that the school made good attempts to help and support Carly. They found her a work placement course which she enjoyed and were aware of problems at home and out of school. From the chronology it is clear that staff were aware of her needs and that they made attempts to engage other agencies to help her, although this was not always successful. The school shared information and liaised with the police which is good practice and their record keeping was very good.

- **Children's Social Care**

This organisation has the most extensive contacts with Carly, beginning with a note in 2003 when she was 11 years old about concern for lack of parental supervision. After a gap of three years, in January 2006, when she is 14, allegations come to light of sexual abuse of Carly's older sister by her stepfather. Family and relationship difficulties and tensions build up and in March 2006 Carly made an allegation of physical assault against her father and tensions were evident in the family as the IMR writer noted that '*there is a sense that Carly is blamed by the family for her behaviour. This begins a theme of Carly fearing rejection and a perception that she seeks to please others as a means of protecting herself from further emotional abuse*'. Carly went to live with her older brother, and returned to the family home in April 2006.

Throughout April and May, there was a period of reports of Carly being missing from home and disclosures from Carly about fearing her father. A Family Support Meeting was arranged for the 9<sup>th</sup> May, but then cancelled due to family conflict and rescheduled for the 17<sup>th</sup> May. Again the IMR writer noted that '*the focus continues to be on Carly's behaviour and her parents ability to manage the challenge she presents*'. She noted that the focus on the allegations of sexual abuse by her older sister may have led to Carly's needs being lost from view. Carly was allocated an Adolescent Support Worker and had thirty sessions to explore her feelings and behaviours and her self-harming which was now becoming evident.

On 30<sup>th</sup> June 2006 the support worker emailed her Service Manager to express concern and questioned whether Carly should remain in the family home. By July of that year concern for Carly was escalating as she was arrested for assaulting her mother and a police officer and a decision was taken to accommodate Carly under Section 20 of the Children's Act (1989). At 14, Carly became a Looked After Child, with her parents retaining parental responsibility (as this was a voluntary arrangement). She did not return to live in the family home again and stayed in foster care until January 2009, two days before her 17<sup>th</sup> Birthday.

The IMR writer interviewed the continuing support service social worker, who had the most contact with Carly and who noted that that she felt that in part, Carly's understanding of relationships was rooted in the experiences she had had in her early years. Added to this was the support worker's sense that Carly felt blamed for the breakdowns in earlier foster placements. For example, when a placement in Gloucestershire ended following the death of the carer's mother, and another ended due to Carly forming an attachment to another young person, her perception was that she was to 'blame' and made to move. The suddenness of the placement ending in Gloucestershire was on balance particularly significant for her. It was also noted that Carly's emotional resilience was reduced due to the deficits in the parenting she experienced, which was linked to her low self-esteem and emotional fragility. The Support Worker introduced and supported Carly to contact and meet with '*Off The Record*', taking her to her first counselling session in July 2011.

As mentioned above, the Adolescent Support Worker (ASW) is recorded as having met 30 times with Carly between 18/05/2006 and 25/07/2007. The initial focus of the work was to support her with difficulties in the family home in the context of the disclosure of historic sexual abuse by her father against her elder step sister. Over the period that they worked together, the focus changed as Carly came into voluntary care in July 2006. The recording from the support worker follows a clear pattern of summarising aims for each session, family dynamics, psychological well-being and opinion.

This relationship is significant in that over the period of intervention, Carly experienced entry into care and placement moves, three changes in Social Workers, on-going family tensions and difficulties and is unsettled at school. Whilst the recorded notes suggest that Carly engaged and enjoyed the intervention, it is less clear that the aims of the sessions were agreed and shared, and that a planned piece of work was being completed.

Carly experienced several losses during this intervention, and as a result the work with the ASW becomes diluted and lacked focus, and there appeared to be little to link each session sequentially, as they seem to have responded reactively to issues. This resulted in support that lacked direction and purpose, drifted and ended poorly. The notes suggest that whilst sessions were reactive (and to a degree this was necessary as interventions needed to be able to respond flexibly to immediate needs and distress), and may have met a need of Carly's for consistency, there was an absence of any independent review of the intervention (what was working/ not working and why), limited management oversight, a lack of joined up working with the Social Worker, Adolescent Support Worker and the foster carer and little link to the on-going Looked After Child review process.

The IMR shows that what was recorded appears to have happened spontaneously, with only the Support Worker and Carly present. It does not demonstrate planning or any analysis of what has been achieved, how this assisted Carly and what the need was for future work. There is a sense in which the boundaries of this intervention became blurred, with Carly perhaps viewing the support worker as a friend and not a worker. Crucially, the significant information that Carly appears to have been sharing with the Support Worker about her-self harming and emotional fragility were lost and the focus of work drifts failing to meet SMART criteria.

In February 2011, Carly disclosed being scared of Tom to her social worker, and in July 2012, she told her social worker that he would get violent when he drank. Neither of these incidents seems to have led to a risk assessment being completed.

- **Police**

The police IMR records 13 events between 2006 and Carly's death in August 2013. Some of these are a collection of reports summarising a series of linked issues. For example, Event 1 is a note about multi agency intervention as a result of Carly's half-sister making allegations of sexual abuse in the home, and of Carly's disclosures about abuse in the family home. The second event is a series of contacts with the police around Carly's reports of being missing from home. Carly made disclosures whilst in custody about depression and self-harming, was given a reprimand,

and was later arrested for assaulting her mother who was attempting to stop her from leaving home and going missing. The IMR states she was regularly staying with a named male (when she was aged 14). It is unclear as to whether this information was shared.

In August 2007 Carly was found in possession of cannabis, and throughout 2007 and 2008 there were numerous reports of her being missing from home. There is evidence that there was interaction between the police and children's social care at that point, but the IMR states that it was impossible to ascertain the extent and exact nature from the information available. Carly was in foster care at this stage.

The next set of police reports, in 2009, are about Carly being expelled from hostels and guest houses, and an allegation of criminal damage. She was now 17 and although she was assessed as being at low risk, the incident was recorded as a safeguarding issue. Later in 2009 she was found at the house of a man prevented from having contact with children under the age of 17, as the subject of a sex offender prevention order.

In 2009 Tom was noted as having a domestic argument with a third party and Carly was recorded as having assaulted a female resident at accommodation where she was staying. At the former event the police specialist Domestic Abuse Team were alerted but Tom's social worker was not told.

The next pertinent entry – Event 12 in the police IMR, in July 2013, is of some significance, partly due to it being just 20 days before Carly's death. At around 11 pm the police received a 999 call which was 'open' or silent. The call taker could hear events happening in the background but no-one was speaking on the line. The call lasted for approximately 3 minutes and in the background there are sounds of a disturbance, a woman is distressed and crying, there is mention of a man having done something to her nose. There is also a discussion of him leaving and of her pleading for him not to do so.

The call was not logged as a 'domestic' dispute and therefore did not trigger any further follow up investigations, although the call taker did ring back and ask for Tom's name and address. As he gave a false name and address when officers attempted to find them they were unsuccessful. As a result this information was not shared with any other agencies, as far as the review can ascertain.

- **North Bristol NHS Trust**

This part of the analysis is divided into two sections to differentiate between planned and more urgent health care.

### **Emergency Department**

As indicated earlier, there were five occasions when Carly attended the emergency department between February and November 2009. Although the issues were different each time, some being accidental and others were self-harm. It seems to be quite a few visits over a short time period. She was sometimes accompanied by friends, and on one occasion her next of kin was noted as her social worker. It is not clear if anyone thought that Carly may need support, especially with regard to the self-harm episodes, which are a mixture of 'accidental' where Carly says she hit a wall and injured herself, and 'deliberate' in the sense that she cut her arm. It is not recorded whether the Emergency Department staff contacted the social worker whom Carly cites as her next of kin. At one stage she is also recorded as being depressed, but not suicidal by the emergency care staff. At one visit is noted as sexually active as she reports her pain to be a suspected miscarriage.

### **Community Child Health**

Between January 2007, when she was 15 years old, and November 2010, Carly has 10 meetings with a designated nurse for Looked After Children (LAC). The issues they covered included Carly's sexual health, her drug and alcohol use, recurrent nightmares and discloses fractured nose after being punched.

The LAC nurse noted, on 25/3/09, that the Continuing Support Worker had recorded concerns raised from staff about Carly's 'male bed' flat hopping. The LAC noted that on this occasion Carly looked dirty, tired and untidy and says she had been punched yesterday. Carly made these disclosures to the nurse and seem to be concerning regarding her safety, both in terms of her physical, sexual and mental health. It is not clear if these notes were shared or acted upon in any way.

- **Bristol Clinical Commissioning Group (CCG) on behalf of Primary Care (GP's Surgery)**

From around July 2011 to June 2013 Carly was having regular appointments at the surgery regarding pain in her shoulder, about her diet and weight loss, drug use, depression, self-harm and problems sleeping. At the beginning of July 2013, a period of intense support was provided by the GP practice, and by one GP in particular. Referrals were made to mental health services in response to Carly's poor mental health, and recent bereavement. GP records suggested that Tom was seen as a protective factor, and his phone was used to contact Carly on several occasions.

In July 2013 Carly's GP planned to go on holiday and so she had arranged for another GP to see her whilst she is away. Carly is reported to the surgery as having died on 2/08/13

In the Review Panel's opinion, Carly's GP went beyond the normal levels of professional practice in that she was caring, committed and carried out forward planning when she knew she was going to be on holiday, which is an example of good practice the Panel commends. She shared information and instigated timely contact with the mental health crisis team, phoned Carly regularly, checked on her well-being and was clearly concerned for her welfare. The GP saw Tom as a protective factor and used his phone to call her (with Carly's permission) and was assured by her that he was protecting her from harm. She shared information with Tom as Carly had suggested and agreed with this course of action.

- **Avon and Wiltshire Mental Health Partnership Trust**

Two teams are referred to in the following section:

#### **Primary Care Liaison Service (PCLS)**

#### **Bristol Intensive Team (BIT)**

There was a significant amount of contact with PCLS and BIT. This was over a short period of time, but was intensive in nature. It was precipitated by Carly's attendance at her GP's surgery in a distressed state following the death of the man she saw as a father figure on 5<sup>th</sup> July, 2013. On the 8<sup>th</sup> July Carly's GP made a referral to the PCLS requesting an urgent 4 hour response. The PCLS discussed this with Carly and her GP and decided the risks could be managed by phone support, prearranged GP appointments and an assessment by the South Recovery Team arranged for 17 days after the initial referral.

A formal entry in the Risk Assessment section of RiO was made on 26<sup>th</sup> July and the South Recovery Team, having being informed that the funeral of the father figure was to take place on the proposed assessment day, moved it forward, and felt there was 'sufficient risk' to refer Carly to BIT. The IMR states that 'no formal assessment of risk was completed at this time and referral to BIT appears to be in terms of request to offer additional support over the period of the funeral (and beyond) if necessary.'

Carly received calls from the PCLS on the day the GP asked for a 4 hour emergency intervention at 10.49, 12.40 and 13.10 when it was discovered by calling the GP that Tom's phone could be used and that '*service user (Carly) is safe at that time as in the company of her husband*'. Later that day PCLS spoke to Carly and she revealed thoughts of self-harm. Phone support was to be offered on 10<sup>th</sup> and 12<sup>th</sup> July, with Carly visiting her GP on the 11<sup>th</sup>. In other words, someone would be speaking to her for each of the next three days. A phone call via the 'husband's mobile phone' was made on 15<sup>th</sup> July and she was due to attend the GP's surgery on the 19<sup>th</sup>, with the assessment meeting to now take place on the 24<sup>th</sup> July.

The IMR notes that Carly was assessed as 'moderate risk of self-harm, suicide.' She had 'psychotic symptoms, recent bereavement, history of previous sexual abuse, being placed in care, previous service user CAMHS, mother committed suicide.' Her notes state that there were 'mitigating issues – partner present, self-harm is something that deceased relative would not have viewed as acceptable, service user's willingness to engage, planned appointment with GP'.

The IMR goes on to note that the information presented to the assessing teams was that Carly's husband was a protective factor, and the GP also suggested that Carly would be safe at home with her husband. It was recorded in the notes that when Carly felt unsafe that her husband stayed with her as he was 'afraid to leave her'. During the assessment the issue of current abuse was not raised by Carly or the assessors and a later addendum to the IMR reported that there is no specific question relating to domestic abuse in the screening tools, although there is scope for those issues to be raised. The guidance to staff regarding personal and family history is as following:

#### **Personal and Family History**

Here you can identify if a young carer is supporting the individual. Family History should include a description of the individual's immediate family tree, any history of mental health problems and a brief summary of these.

Personal History should include birth, developmental history, childhood and education, employment summary, key personal relationships, interests and hobbies in addition to any faith, culture and spirituality beliefs.

You should use this area to specifically record any disclosed physical, sexual and emotional abuse and if the question has not been asked the reason for this should be recorded.

The IMR writer was also asked to clarify the handover between the BIT and the Recovery Team, asking whether the team doing the assessment knew about Carly's suicidal intentions a few days previously, and that the GP had prescribed antidepressants. The response was that the records and the suicidal intentions a few days earlier were described at the assessment and not to the BIT team. The Recovery Team were aware that the GP had prescribed antidepressants.

- **1625 Independent People**

This organisation was involved with Carly, funded by CYPD South Gloucestershire, from 2009 until October 2012. She also worked as a volunteer at times and helped to deliver educational workshops in schools. The IMR states that during this time 'It is clear that during the time we



supported there was a clear indication that DV was potentially present in three separate relationships that Carly had'. One of the 1625 IP Participation Workers mentioned that Carly's partner Tom was 'controlling and manipulative'. He says he saw evidence of self-harm.

On another occasion, when Carly appeared with a bruised head, the Care Worker explained how she had talked to her, with her Children's Social Care Support Worker, about how to leave, where to get help, explaining that that they would help her, in secret if necessary. The 1625 IP worker reported that Carly would 'always go back to him having PTSD and that it was when he was drunk but we now know he was not in the forces for as long as he said and possibly didn't have PTSD anyway'. (Tom had previously served for some time in the British Army).

In an interview with the CEO of 1625 *Independent People*, the Panel Chair asked why the various disclosures of seemingly high risk domestic abuse did not appear to have been shared or addressed appropriately. His response was to ask '*what does appropriate mean in this case?*' and '*at what stage?*' He explained that there were other issues of similarly high risk they were dealing with, such as Carly making herself homeless. He said that there was a risk of putting people off disclosing to support workers by 'calling the police'. In other words, a confidence might not be shared if it could lead to unwelcome escalation such as police involvement.

- **Merlin Housing Society**

Carly was a tenant of Merlin Housing Society for a short period of time, from April 2010 to June of that year. She had taken the sole tenancy of a flat in a generic (rather than specialist youth housing) homeless hostel. It was during this time that Carly began her relationship with Tom. When she asked to have him added to her tenancy this was refused, causing her to look for alternative accommodation. The Society acknowledged in their IMR that an assessment and support plan should have been in place, record keeping should be improved and the relationship between Carly and Tom could have been recognised.

- **Youth Offending Service**

Carly came to the attention of the Service following a public order offence in 2006. They did not become involved with her case until February 2009 following a criminal damage incident which resulted in a 3 month referral order. During the period, from February 2009 until January 2010 there were conversations noted about domestic abuse, relationships, and self-esteem recorded at meetings with the Youth Offending Team. Information was shared with Carly's Continuing Support Service (CSS) worker. It came to light during this period that Carly was in a relationship with someone known to the service and that it had the potential for abuse and coercive control.

The Service noted that the 'actions taken' included a decision 'not to intervene due to issues with (presumably foster) placement', that Carly was allocated to a Youth Justice Worker, that concerns were shared with Children's Social Care about domestic abuse in current relationship and a possible referral to CAMHS from the outcome with that conversation, and finally 'concerns shared about domestic violence'.

- **Knightstone Housing**

This agency gave Carly and Tom housing advice and assistance to find alternative accommodation following eviction from a previous home. Tom was working on a self-build project working with Knightstone and a community self-build organisation. Once the flat was finished the couple moved in and continued to receive support from Knightstone's Individual Empowerment Team for financial difficulties they were experiencing. Carly had also come to Knightstone's

attention via another of their supported tenants, an older man she regarded as a father figure, mentioned earlier in this review. In their analysis of involvement the IMR states that *'No member of staff who worked with this family had any concerns relating to domestic abuse'*. It continues *'We were aware that Carly had a troubled background and suffered from depression'* and *'Staff reported that this family were under considerable financial pressure with multiple debts'* and there is a note about Tom being offered 'anger management'.

In a supplementary letter, which the panel requested as further clarification of the mention of an 'anger management' in the IMR, the agency responded that *'Anger management was raised when we completed a risk assessment Tom indicated that he "sometimes gets angry" and that this manifests itself in him shouting but that he deals with this by taking himself into another room or going out.'*

- **Ambulance service**

In the Review Panel's opinion, there are no issues of concern here due to the limited involvement of the service.

## **7.2 Considerations of relevant protected characteristics as outlined by the Equalities Act 2010.**

Carly was of White British ethnic origin and as far as we can assume, was heterosexual. She was recently married but had never had children and although there are references to miscarriages throughout her medical notes, no firm evidence of this having happened. She had some issues which would suggest behavioural problems at school, and there is some reference to her having problems reading and writing, but she managed to achieve at least one GCSE qualification. Her religion is not mentioned throughout the evidence for this Report and so is not deemed to be significant. One issue that has arisen throughout the discussions is Carly's age. As most of the events recorded and considered by this Review are leading up to just past her 21<sup>st</sup> birthday, the panel have discussed the ways in which this may have had an impact in this case. In particular that care leavers have various milestones in their transition from 16 to 21 years old and these have legal and service provision implications.

## **6. LESSONS TO BE LEARNT FROM CARLY'S DEATH**

This has been a challenging review from which to draw conclusions and make recommendations. In cases where a homicide occurs, a perpetrator can be viewed as having caused the death and situations leading to that event can be analysed and evaluated. Where a suicide or accident occurs, there are causal events that can be viewed with hindsight and potential lessons learnt. With an Open Verdict, as in Carly's case, it is difficult to get to the absolute 'cause' of the death and therefore to look at contributing factors, as there is obviously some doubt as to what has happened.

There is evidence however that Carly lost her life in circumstances that involved disclosures of domestic abuse, which is why this review was commissioned. Throughout the review the panel has kept this in mind when discussing the following questions:

1. If the police had registered the 'silent' 999 call as a 'Domestic' and obtained a correct address, might Carly have had access to services and other options that might have prevented the train of events occurring?
2. If the mental health services she accessed not been so focussed on her recent bereavement and identified her wider (possibly domestic) issues, would the outcome have been different?

3. Had Carly's GP been aware that Tom was viewed as an abuser and controller by some people but a protective influence by others, would that have been useful information to pass to the other professionals involved with Carly?
4. If disclosures made to the voluntary and statutory agencies been followed up or communicated, could other avenues of potential help have been opened up for Carly?
5. Were all the pieces of Carly's life as a care leaver put together at any point? In other words what seems to be a chaotic, troubled young life, lived at the edge in many senses, seen by anyone as a total picture?

## **9. RECOMMENDATIONS**

### **9.1 Cross agency recommendations (multi agency)**

From the various agencies responses considered for this Review it is clear that disclosures of domestic abuse were made to numerous people on different occasions. These disclosures were not followed up in many cases and risk assessments were not carried out.

#### **RECOMMENDATION**

- Where disclosures of domestic abuse are made an appropriate risk assessment should be carried out

From the evidence gathered by this review it seems that some health professionals and some voluntary agencies are unsure about asking about and following up disclosures of domestic abuse.

#### **RECOMMENDATION**

- On-going domestic abuse awareness training should be mandatory. This should cover asking about issues of domestic abuse and knowing what to do about disclosures for all statutory and commissioned agencies and organisations.

#### **Cross-agency recommendations South Gloucestershire:**

- To embed the CAADA DASH RIC for Young People within all safeguarding practices across all agencies, in a way which will ensure professionals and practitioners use this as a tool to ensure appropriate support, safety planning and onward referrals are considered where a young person discloses domestic abuse.
- Raise awareness of the CAADA DASH RIC for Young People by incorporating into all MARAC and DASH training programmes.
- Ensure that all contracts for commissioned services include adequate and appropriate training requirements that will ensure frontline practitioners are adequately trained, and understand the principles of safeguarding; and their responsibilities where Domestic Abuse is identified.

#### **Cross-agency recommendations Bristol:**

- To embed the CAADA DASH RIC for Young People within all safeguarding practices across all agencies, in a way which will ensure professionals and practitioners use this as a tool to ensure appropriate support, safety planning and onward referrals are considered where a young person discloses domestic abuse.

- Raise awareness of the CAADA DASH RIC for Young People by incorporating into all MARAC and DASH training programmes.
- Ensure that all contracts for commissioned services include adequate and appropriate training requirements that will ensure frontline practitioners are adequately trained, and understand the principles of safeguarding; and their responsibilities where Domestic Abuse is identified.

## **9.2 Individual Service Specific Recommendations:**

### **Avon and Somerset Police**

#### **LESSONS**

In the Review Panel's opinion it is unfortunate that Carly came to their attention on numerous occasions needing their protection, but it was not always clear that information was shared with children's social care. It was also unfortunate that the incident of the 'silent' 999 call was not correctly recorded as a domestic incident, and therefore not subsequently referred to the specialist Domestic Abuse Team.

Since the time when these incidents took place the police have made significant changes to how they manage these areas of business. Specialist staff within safeguarding and coordination units (SCUs) risk assess all Domestic Abuse, child abuse and high risk missing person incidents, information sharing and joint action planning with partners. These SCU's are currently the subject of a further development into Multi-Agency Safeguarding Hubs which will take further steps towards improving our information sharing. Similarly developments are underway to modernise the flow of information between social services and the Police in Bristol by phasing out the use of Fax machines in favour of secure email.

'Safe and well' checks now form part of everyday business and this is a process supported by missing person coordinators who intervene in repeat or high risk cases. Recent developments include the use of the Sexual Exploitation Risk Assessment Framework as an aid to professional judgement when sexual exploitation is suspected.

#### **RECOMMENDATIONS**

- Share the findings of this DHR with all 999 call takers so that they are aware of the significance of recording incidents as 'domestic' where the circumstances suggest that may be the case.
- Where the circumstances surrounding a silent 999 call suggest that the situation may be domestic abuse, to err on the side of caution and record the incident as domestic abuse.
- To continue with developments relating to information sharing in relation to vulnerable people

### **Youth Offending Service**

#### **LESSONS**

- In the Review Panel's opinion, the Youth Offending Service had a limited role to play in protecting Carly, yet she made some significant disclosures to them. There was a sense from the notes that they felt they had discharged their responsibilities by 'telling the social worker' about the disclosures of potential abuse. An opportunity could have been missed here as Carly was compelled to attend sessions with the Service, unlike other agencies that were involved. As such it could have been helpful if she had been guided more positively

towards services that could have helped, rather than advised to find them herself. Following Carly's disclosure of abuse, a risk assessment should have been conducted, and appropriate referrals made.

## **RECOMMENDATION**

- to review policies and protocols in relation to disclosures of domestic violence and abuse, and ensure that all staff receive appropriate training.

### **Avon and Wiltshire Mental Health Partnership Trust**

## **LESSONS**

The Review Panel considered the risk assessment process at length and came to the conclusion that Carly had been treated professionally and in a timely manner. Areas of learning were identified however; Carly received a letter from the South Bristol Recovery Team which the Panel did consider to be written in a rather 'clinical' way, rather lacking in empathy. The organisation has also recognised that 'handing over' responsibilities to another agency may not lead to action, and that young people may not follow up advice to contact services that could help. Furthermore, care professionals viewed Tom as a 'protective factor', but the Panel debated whether he was aware of this status, and whether he should have been made aware

A number of recommendations have been raised regarding record keeping – including timely recording on electronic record (RiO), recording of assessments and RiO training for staff were made through the internal AWP process and have all been put into action and completed.

## **RECOMMENDATIONS**

- a specific question about domestic abuse should be considered as part of the assessment process
- review the template for letters sent to service users following assessment to ensure the format and contents are empathetic. To consider adding a foot note apologising for any potential factual inaccuracies and requesting that the service user contacts the author to amend these.
- to ensure that staff involve families and significant others in considering the role they might have in helping to manage and/or mitigate risks.

### **Children's Social Care**

## **LESSONS**

As a Care Leaver, Carly was eligible for support until her 21<sup>st</sup> birthday, and this support was provided via her Pathway Plan. The Pathway Plan should be pivotal to the process whereby young people map out their future, articulate their aspirations and identify interim goals along the way to achieve their ambitions. Workers should ensure that the plan is owned by the young person, and is able to respond to their changing needs and ambitions. It should look ahead at least as far as the young person's 21st birthday and will be in place beyond that where the person is in a programme of education or training which takes them past that age. This is in line with the current legislative framework Children's Act 1989 Guidance and Regulations including the Care Leavers (England) Regulations 2010 (Volume 3: Planning Transition to Adulthood for Care Leavers).

Between May 2008, and May 2009, Carly's Pathway Plans were in place, but it was the IMR author's view that her voice was noticeably missing. Furthermore, the Plans seemed to be largely

reactive to emerging issues and crises; little analysis of Carly's difficulties and past trauma was evident. Current practice remains that care leavers beyond the age of 18 do not have independently chaired reviews of their Pathway Plans - the statutory responsibilities of the Independent Reviewing Officer end at 18. Further pathway plan reviews remain the responsibility of the care leavers' team.

The legislation was implemented on April 1, 2011, whilst Carly was still an 'eligible child' (An eligible child is defined in paragraph 19B of Schedule 2 to the 1989 Children's Act and in regulation 40 of the Care Planning Regulations, is a looked after child aged 16 or 17, who has been looked after for a total of at least 13 weeks which began after s/he reached the age of 14 and ends after s/he reaches the age of 16). At the point at which Carly left foster care but continued to receive support she became a 'relevant child', defined in section 23A (2) of the 1989 Act, as a child who is not looked after, aged 16 or 17 and was, before s/he last ceased to be looked after, an eligible child.

The duties of the Local Authority are outlined in the legislative framework which underpins the principles for young people making the transition from care to independence. In Section 4.10 of the legislation it is acknowledged that support to a young person must be balanced, and 'may need to experience failure and a learning experience first'. As such the final year of pathway planning needs to be carefully focused on identifying the areas of need that may require support from adult community services. Had Carly been offered such an assessment this could have identified levels of need and vulnerability that, whilst not meeting the statutory requirements of adult care eligibility, may have prompted further support from the voluntary sector, and may have empowered Carly to give voice to her own definition of need.

The Pathway Plan, and critically the assessment which informs it, needs to be an accurate record of the views of the young person. This does not seem to be the case with Carly. In some cases there may be a tension between the wishes of the young person for privacy, and their right to decline support. It would seem that the most appropriate way to protect against a potential situation where, for instance, the Local Authority want to refer to Adult Care and the young person declines, is to ensure that the relationship between the young person and their worker is positive and that there is a clear line of risk and assessment feeding into the Pathway Plan, so that a young person does not approach the ending of their service with a surprise referral to another service. The Local Authority must also be proportionate in its actions, considering the legislative framework of the Human Rights Act and at all times aim to act as a 'reasonable' parent.

For Carly the pathway planning process involved several agencies both statutory and voluntary, but it did not include an assessment of risk that specifically focused on her needs as a survivor of abuse in a relationship that was thought to at least have the potential to be abusive. This could have resulted in a referral to services in Bristol (the Unitary Authority that she was 'ordinarily resident' under the 1948 National Assistance Act) provided that an assessment had concluded that Carly met the eligibility criteria for Adult Social Care. Whilst there was no referral made and Carly may not have satisfied the criteria for adult services, the process of reaching this view should have been discussed and recorded in the Pathway Plans. This would have provided both an acknowledgement of Carly's needs and an analysis of the assessment that reached that conclusion. It should have also included early discussions with Adult Services if, once aged 16, it becomes an area of concern.

One of the most crucial issues is that Carly made disclosures of abuse at various times throughout her life to Children's Social Care, including from the very beginning of their involvement. She disclosed sexual abuse in the home, made allegations of physical abuse against family members, and at various points in her adolescence and early adulthood.

## **Children's Social Care**

### **RECOMMENDATIONS**

- Pathway Plans should be carried out to make sure the young person's voice is always heard. They should be completed with young person and where possible signed by the young person and the supervisor responsible for overseeing the support worker.
- Given that young people often lack the skills to make good choices on their own, care leavers should be provided with mentoring services where this is assessed as needed.
- Disruption Meetings exploring the reasons for placement breakdown and identifying learning and actions required to prevent future breakdowns in a child/young person's care arrangements must be held.
- Pathway Plans must be focussed on the future, aspirational and led by the young person and reflects their changing needs and ambitions.
- South Gloucestershire council should consider the viability of having Path way Plan reviews Independently chaired, post 18 years of age.
- Where a care leaver is an adult but is known to be in an abusive or vulnerable situation a risk assessment should always be undertaken and completed with that young person.
- As a pro-active corporate parent, where there are known risks to a young person's welfare or safety, steps to obtain consent for sharing information with key agencies and partners should be explored prior to case closure, Where consent is declined this should be clearly recorded and advice obtained as to whether threshold is met for dispensing with consent.

### **Actions by all agencies having contact with child/young people**

- Any allegations or disclosures of abuse by a young person under 18yrs of age must be managed in accordance with the requirements of Working Together to Safeguard Children 2013.
- The views of the child /young person must be sought and clearly recorded as should information from them enabling workers to understand the child/young person's experience of daily life.

## **Carly's School**

### **LESSONS**

The Panel felt that the school staff had been very caring and had tried on numerous occasions to engage with Carly's parents. The IMR identifies their lack of documented self-harm prevention procedures.

### **RECOMMENDATIONS**

- The School's self-harm support procedures should be reviewed.
- Renewed attempts should be made to find innovative ways to engage with families such as Carly's.

## **Bristol Clinical Commissioning Group on behalf of Primary Care (GP's surgery)**

### **LESSONS**

It might have been pertinent to ask whether domestic abuse was any part of the myriad of problems Carly was facing. The Panel had concerns about the use of Carly's husband's phone to contact her as there may be controlling aspects to a care giver's relationship. The surgery is an IRIS practice, the GP took responsibility, but for patients with complex needs and mental health issues, identifying domestic abuse whilst recognising the abuser/carer nexus is challenging.

So although the surgery was an IRIS practice it seems that the issue of domestic abuse was never broached or suspected. Given that Carly's GP was seeing her regularly, and she was in distress and having mental health issues, asking if 'everything is OK at home?' could have been one of the questions asked. In addition, Tom was said to have issues with drink, drugs and anger, perhaps a referral to an IRIS advocate might have been appropriate in this case.

### **RECOMMENDATIONS**

- The surgery should consider additional training around patients with complex needs, and recognising the carer/abuser tension.
- To recommend that IRIS training emphasize the challenges of balancing protective and potential abusive factors in patients who have mental health issues or complex health needs, particularly those who require a significant amount of care from family members or people with whom they are in an intimate relationship.
- To recommend that the surgery checks that their IRIS training includes refresher training at three yearly intervals following the initial training package.

## **1625 Independent People**

### **LESSONS**

In the Review Panel's opinion, there is a clear training need, as people working for support services should be aware that calling the police is not the only option to support an individual experiencing domestic abuse.

A support service should offer 'support' and not simply befriend, but be willing to challenge and guide young people, not just give them options. In the review panel's opinion, this service demonstrated an unwillingness to have difficult conversations with their service users, for fear of them disengaging from support. The DHR identified a reluctance to challenge, especially in relation to difficult subject areas such as abuse/unhealthy relationships and this should be rectified. Cultural change may be needed, as workers are there to support people like Carly and need to understand that this is their core purpose and not to be friend.

As mentioned above, in the recommendations to children's social care, again there were multiple disclosures of abuse and controlling behaviour, but no domestic abuse risk assessment was ever conducted with Carly. The panel believe that organisational policy and practice must change to



ensure that any disclosure of this nature from a young person is responded to appropriately, including conducting a risk assessment and making appropriate referrals.

As a commissioned service, there is also a responsibility on the commissioning authority to ensure that appropriate policies, and training in relation to safeguarding, including domestic abuse, is a requirement of the contract.

## **RECOMMENDATIONS**

- Training should be carried out with all staff around how to respond to disclosures of domestic violence and it should be a compulsory part of 1625 Independent People's on-going programme of staff development.
- This recommendation for training should extend to all services contracted to the council who support young people - using the young people's CAADA DASH risk assessment tool should be routine in these organisations.
- As a commissioned service, the contract should include an expectation that robust domestic abuse policies are in place, and training regarding safeguarding, including domestic abuse is implemented.
- 16-25 to support and encourage their staff to challenge young people in relation to unhealthy relationships, and to emphasise their role as a support organisation.

## **Merlin Housing**

### **LESSONS**

The Review Panel thought that as a care leaver, Carly needed more support, for example, to help find alternative accommodation as part of a couple or to help her to independently manage housing as a sole occupier. Domestic abuse training did not seem to be a mandatory requirement for all support staff within the organisation. The Panel thought that Carly's support plan needed to be robust, well rounded, and not just concerned with housing issues. It does not appear that this was the case, and no reason seems to have been offered as to why it was not completed.

### **RECOMMENDATIONS**

- Risk assessments and robust support plans should always be in place. If they are not completed there should be some written explanations as to why not.
- There should be better engagement with clients and more detailed record keeping.

## **North Bristol NHS Trust**

### **Emergency Department (ED) and Community Child Health**

#### **LESSONS**

In terms of her disclosures to health workers, Carly's problems do not seem to have been followed up by anyone and she was advised to make appointments with various agencies, such as her GP, but it is left to her, and perhaps more active intervention could have helped. The Panel felt there should be training across the workforce which should be on-going and mandatory, using screening questions from the young people's CAADA-DASH toolkit. Social situations should be checked more thoroughly at A and E, especially where a Looked After Child is involved. For example, Carly attended the Accident and Emergency Department five times between February and November 2009 and some of these were around self-harm and anger issues.

#### **RECOMMENDATIONS**

- Domestic Abuse training in ED should be reviewed to ensure that the contents include a focus on the vulnerabilities of young people, particularly young people who are Looked After or are care leavers under 21 years and include the use of the Young Peoples CAADA-DASH toolkit
- The process and forms for review health assessments for Looked After Children must be reviewed to ensure a holistic assessment is undertaken.
- Following Looked After Children health assessments robust care plan must be formulated which include active intervention when risks such as excessive drinking, drug use, concerning sexual behaviour and relationships are identified and this must include a process to ensure follow up of any onward referrals.
- All professionals must use the Young People's CAADA-DASH toolkit in cases where a Looked After Child is identified as being in a potentially abusive relationship. They should also consider asking the sort of questions a parent would be asking if a young person was in a potentially coercive relationship.

## **Knightstone Housing**

### **LESSONS**

It may seem strange that almost all of the other agencies were aware of domestic abuse at some level or another and yet Knightstone, with its close and fairly long term association with Carly and Tom, do not seem to have been aware of any such issues. The Review Panel does not doubt the veracity of this assertion, but wonder why questions were not posed at any stage of the tenancy, during the discussions and support around the financial problems the couple were experiencing, whether this might lead to potential for abuse, especially given the reference to anger issues.

### **RECOMMENDATIONS**

- As part of the provision of housing related support, to routinely request Risk Assessments from other agencies working with residents in order to gain a fuller picture of their circumstances
- To deliver specialist domestic abuse training to staff to enable them to better identify potential domestic abuse

## **10. CONCLUSIONS**

Carly had a difficult adolescence and young adulthood, and despite being talented, had missed opportunities. Her records show she was a competent horsewoman, athlete, dancer and actor. Carly's performance in a video which she made with 1625 *Independent People*, shows her to be a vibrant, lively and sensitive person, skilled in front of the camera. Her voiceover is about being saved from a life on the streets, saying:

***'Homelessness – you never know what's going to come around the corner,  
They said other things were wrong- go with someone else.  
Vulnerable, invisible, self-harm, dreams,  
I always felt that my life was dark'***

The final words she spoke on the video are somewhat prophetic:

***'It would kill me. I know, it would kill me if I went back on the street now....'***

It is difficult to reconcile that happy and engaging young woman, from the video and from her wedding photographs just six months before her death, with the sad, lonely and tragic final hours. She clearly loved Tom and was proud and happy about her marriage. As outside observers however, and with the benefit of hindsight, this DHR has revealed that there were tensions surrounding their relationship, physical and mental abuse were evident and violence was recorded. The tensions might be regarded as almost expected, given the difficult circumstances in which Carly and Tom found themselves. It seems that there were manipulative and controlling aspects to the relationship on both sides although Carly would seem to be the more vulnerable partner. 'Coercive control' is one of the current ways to describe couple relationships where the controlled person – normally the woman – seems complicit in her abuse. She will defend her abuser, claiming he is helping or supporting her, sometimes without realising that she has lost the power to make her own decisions. As Evan Stark (2007) has argued in his extensive text on intimate partner violence, our general focus on physical violence is only part of a pattern of coercive control. In fact, it is part of a pattern which defines the relationship and the pattern is much more destructive and debilitating (Johnson, 2014, p. 46).

From the evidence the Panel has considered Carly's relationship with Tom seems to be abusive at times and potentially violent. The DHR Panel members listened to a recording of the 'silent' 999 call where crockery is crashing and people are shouting and we hear her say he has hurt her nose. They seem to be arguing about the flat being untidy. In the final sentence we hear him say that she 'always does this and makes him hurt her'.

Despite this evidence, the review cannot ascertain if Carly was the subject of coercive control because in the days before her death she describes Tom as 'her rock'. The panel heard Carly crying hysterically at the idea of Tom leaving her on the 'silent' 999 call. It may be the case that on the evening of her death in her eyes he had carried out his threat and she may have wished to die. Alternatively she may have accidentally gone too far in a cry for help suicide attempt. Sadly, we cannot ask her. If we take this alternative view, that in fact Carly was having overwhelming mental health problems, underdiagnosed for various reasons, such as the masking of her underlying issues by her grieving symptoms, and she was feeling suicidal, with Tom as her protector from harming herself, should he have been informed of his status?

The Review Panel considered the AWP's risk assessment process at length and came to the conclusion that Carly had been treated professionally and in a timely manner. She had received a letter from the South Bristol Recovery Team which the Panel requested, and on reflection, did seem to be written in a rather 'clinical' way, rather lacking in empathy. The care professionals viewed Tom as a 'protective factor', but the Panel debated whether he was aware of this status, and if not, had he been informed whether this would have meant he would have stayed with her or used it as a tool in situations of potential domestic abuse.

Recent research on disclosure of domestic violence in mental health settings has suggested that their service users are more likely to suffer domestic violence, but 'were reported to give little consideration to the role of domestic violence in precipitating or exacerbating mental illness' (Trevillion et al 2014: 430). It is not clear if Carly's mental health and the abusive situation she found herself in were ever connected. The 'seriousness' of Carly's threats to kill herself cannot be viewed with the benefit of hindsight. The BIT (mental health team) assessed Carly and decided she was 'medium risk' of self-harm and was not in need of further intervention, other than via her GP and bereavement services counselling. According to her GP's notes Carly was unhappy with the letter she received regarding her diagnosis as 'just grieving' but this does not mean that professionals who assessed her were mistaken, despite what happened afterwards, any more than the police were responsible for not designating the silent call as a domestic abuse situation. In essence, there were lessons to be learnt but no-one can be certain that any particular intervention could have saved Carly, or someone in her place.

## References

- CAADA (2014) *CAADA-DASH Risk Identification Checklist for the identification of risk in cases of domestic abuse, stalking and 'honour' based violence*. Young people's version. [www.caada.org.uk](http://www.caada.org.uk)
- Stark, E. (2007) *Coercive Control: The Entrapment of Women in Personal Life*. (New York: Oxford university Press)
- Trevillion, K., Hughes, B., Feder, G., Borschmann, R., Oram, S. and Howard, L.M. (2014) Disclosure of domestic violence in mental health settings: A qualitative meta-synthesis. *Review of Psychiatry*, 26(4): 430–444

## 11. Postscript

### **Action to be taken after presentation of the Overview Report to the Bristol and South Gloucestershire Community Safety Partnerships.**

On receiving the Overview Report and supporting documents, the Partnership should:

- Agree the content of the Overview Report and Executive Summary for publication, ensuring that they are fully anonymised, apart from including the names of the Review Panel Chair and members.
- Make arrangements to provide feedback and debriefing to staff, family members and the media as appropriate.
- Sign off the Overview Report and supporting documents.
- Provide a copy of the Overview Report and supporting documents to the Home Office Quality Assurance Group. This should be via email to [DHRENQUIRIES@homeoffice.gsi.gov.uk](mailto:DHRENQUIRIES@homeoffice.gsi.gov.uk).
- The document should not be published until clearance has been received from the Home Office Quality Assurance Group.

On receiving clearance from the Home Office Quality Assurance Group, the CSP should:

- Provide a copy of the Overview Report and supporting documents to the senior manager of each participating agency.
- Provide an electronic copy of the Overview Report (this must first be carefully redacted) and Executive Summary on the Community Safety Partnership's web pages.
- Monitor the implementation of the specific, measurable, achievable, realistic and timely (SMART) Action Plan.
- Formally conclude the review when the Action Plan has been implemented and include an audit process

## Appendix 1

### Glossary

| Abbreviation | Explanation                                                                                                  |
|--------------|--------------------------------------------------------------------------------------------------------------|
| ACPO         | Association of Chief Police Officers                                                                         |
| ASW          | Adolescent Support Worker                                                                                    |
| AWP          | Avon and Wiltshire Mental Health Partnership Trust                                                           |
| BCCG         | Bristol Clinical Commissioning Group                                                                         |
| BIT          | Bristol Intensive Team                                                                                       |
| CAADA        | Co-ordinated Action Against Domestic Abuse                                                                   |
| CAADA DASH   | Co-ordinated Action Against Domestic Abuse- Domestic Abuse Stalking and Harassment and Honour based violence |
| CAMHS        | Child and Adolescent Mental Health Service                                                                   |
| CCG          | Clinical Commissioning Group                                                                                 |
| CEO          | Chief Executive Officer                                                                                      |
| CYPD         | Children and Young People's Directorate                                                                      |
| DHR          | Domestic Homicide Review                                                                                     |
| IMR          | Individual Management Review                                                                                 |
| IRIS         | Identification and Referral to Improve Safety                                                                |
| LAC          | Looked After Child(ren)                                                                                      |
| MARAC        | Multi Agency Risk Assessment Conference                                                                      |
| PCLS         | Primary Care Liaison Service                                                                                 |
| PTSD         | Post-Traumatic Stress Disorder                                                                               |
| RiO          | Electronic Patient record System                                                                             |
| SCU          | Safeguarding and Coordination Unit                                                                           |

|     |                              |
|-----|------------------------------|
|     | (Police)                     |
| SIO | Senior Investigating Officer |

## Appendix 2



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Stuart Pattison  
Crime Reduction Manager  
Housing Solutions and Crime Reduction  
People Directorate  
Bristol City Council

27 October 2015

Dear Mr Pattison,

Thank you for submitting the Domestic Homicide Review report for Bristol to the Home Office Quality Assurance (QA) Panel. The report was considered at the Quality Assurance Panel meeting on 23 September 2015.

The QA Panel would like to thank you for conducting this review and for providing them with the final report. The Panel found this to be an acceptable report where a good variety of sources had been used to inform the review.

However, there were some aspects of the report which the Panel felt may benefit from further consideration, or be revised, which you may wish to consider before you publish the final report:

- The Panel noted that the report had taken a considerable length of time to complete from when the homicide took place and was concerned to observe that some of the actions have completion dates in the future. For example, youth offending has March 2016 for reviewing policies and training staff;
- The action plan has no stated outcomes. Additionally the Panel would have expected to see more agencies listed under cross agency actions, such as health and housing providers. The Panel was particularly concerned that some of the recommendations for children's services, including one on dealing with disclosures of abuse, had been left blank and not prioritised;
- The Panel suggested there should be job titles or role descriptions of panel members which may provide clarity on why there was sizeable representation from Bristol City Council. Furthermore, additional information was needed on the agencies listed as "AWP" and "Next Link" to confirm their role and whether they are statutory or voluntary agencies;





- The Panel felt further clarity was needed in the report on why there was no mental health review given the victim was receiving mental health services at the time of her death;
- In the Panel's view, the combined chronology spreadsheet, which appears as an appendix, gives a rich and detailed narrative of the victim's life and the learning this can bring to practitioners. Consequently it may have been helpful if more of this detail was summarised in the main body of the report;
- The Panel felt the report could benefit from more analysis around the victim's childhood experiences and the potential impact of her physical and sexual abuse;
- The Panel queried why the suicide of the victim's mother appears towards the end of the analysis. The Panel questioned whether this information required further analysis. For example, when did the suicide occur and what was the impact on the victim;
- The Panel noted there is repetition of information and felt the report may benefit from being more succinct;
- Please revisit the narrative at the top of page 26 as the Panel felt it did not display a sufficient understanding of the dynamics of coercive control;
- The Panel considered that the first recommendation for mental health on page 20 could be more definitive. In other words, you could consider whether to recommend that mental health should include a question about domestic abuse in their assessment;
- Some of the recommendations need to be more SMART. For example, under Children's Services, the recommendation "perhaps care leavers could be provided with mentoring services where this is assessed as needed".
- Please enhance the anonymity. For example, remove the area of Bristol in which the victim lived under "Scope of the Review" at section 4.3. On page 47 (pink line) it is not clear whether the names of the foster parents are real or pseudonyms. Pages 138 and 139 mention the "death of SU" – this needs removing if they are the real initials of the victim. Third entry from the end of the spreadsheet (page 139) contains an error in the date (30/02/2010) and also names a doctor, which should be removed or anonymised.

The Panel does not need to see another version of the report, but I would be grateful if you could include our letter as an appendix to the report when it is published.

I would be grateful if you could email us at [DHREnquiries@homeoffice.gsi.gov.uk](mailto:DHREnquiries@homeoffice.gsi.gov.uk) and provide us with the URL to the report when it is published.

The QA Panel felt it would be helpful to routinely sight Police and Crime Commissioners on DHRs in their local area. I am, accordingly, copying this letter to the PCC for information.



Yours sincerely

**Christian Papaleontiou**  
Chair of the Home Office DHR QA Panel

### Appendix 3 - Combined Chronology

|                                |                              |                            |                                |                      |                                        |
|--------------------------------|------------------------------|----------------------------|--------------------------------|----------------------|----------------------------------------|
| Children's Social Care         | School                       | 16-25 Independent People   | North Bristol Hospital Trust   | Youth Offending Team | University Hospitals Bristol NHS Trust |
| Avon and Wiltshire Partnership | Clinical Commissioning Group | Merlin Housing Association | Avon and Somerset Constabulary | Home Choice          |                                        |

| Date       | Time  | Source of Information   | Agency Name & Sector/Dept if relevant          | Significant & Relevant Events: details of contact, including whether the victim was seen/ wishes and feelings sought and recorded                                                                                                                                                                                                                                                                                            | Action Taken                                                                                                       | Author Comment                                                                                                                             |
|------------|-------|-------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 07/07/2008 |       | Case Files              | Children's Social Care                         | Foster Carers report that Carly is struggling in placement and they have had to go into her room today to remove 8 bags containing rotten food, used tampons and dirty clothes. Foster carers indicating placement at breaking point - advise that Carly would like to be referred to CAMHS again                                                                                                                            |                                                                                                                    | Foster carers report of a fragile placement results in a support plan being agreed the next day. Unclear if this intervention is too late. |
| 01/09/2003 |       | SEN Dept.               | School                                         | Literacy needs - reading level below par                                                                                                                                                                                                                                                                                                                                                                                     | SEN support                                                                                                        |                                                                                                                                            |
| 25/09/2003 | 12:22 | Medical Records (Carly) | North Bristol NHS Trust - Emergency Department | 11:30 - Someone tried to demonstrate how to break a wrist on her, attempted to put her in a wrist lock (at school). Wrist hyperextended and twisted.<br><br>Attended E.D at 12:22 by car/bike, accompanied by mum, direct referral.<br><br>Clinical Notes – Complaints of: Painful left wrist. No deformity on examination, only a mild swelling. Carly dislikes flexion and extension. Distal radius tender on palpitation. | X-ray requested - No fracture seen.<br><br>Futuro splint - mobilise.<br><br>Medication given – 500 mg Paracetamol. |                                                                                                                                            |
| 01/10/2003 |       | Student records         | School                                         | A number of incidents in which Carly complained of students name-calling and bullying her.                                                                                                                                                                                                                                                                                                                                   | Each investigated by Year Team                                                                                     |                                                                                                                                            |
| 18/10      |       | Exclusion               | School                                         | 2 day Fixed Term Exclusion for fighting                                                                                                                                                                                                                                                                                                                                                                                      | Meeting with parents                                                                                               | Carly was always contrite but blamed other                                                                                                 |

|            |                 |                    |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                 |                             |
|------------|-----------------|--------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| /2003      |                 | records            |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                 | students for the situation. |
| 01/11/2003 | Nov 03 - Dec 04 | Student records    | School                                         | Numerous contacts with parents re failure to complete homework, lack of school equipment and detentions                                                                                                                                                                                                                                                                                                                     |                                                                                                                                 |                             |
| 10/01/2005 |                 | Attendance records | School                                         | Truancy from lessons                                                                                                                                                                                                                                                                                                                                                                                                        | School report/ home contact                                                                                                     |                             |
| 27/04/2005 |                 | Exclusion records  | School                                         | 2 day FTE for assault against a student                                                                                                                                                                                                                                                                                                                                                                                     | Meeting with parents                                                                                                            |                             |
| 08/05/2005 | 18:30           | CMU2               | Police                                         | Carly had a verbal altercation with a large group of youths and slapped one of them on the back of the head.                                                                                                                                                                                                                                                                                                                |                                                                                                                                 |                             |
| 18/06/2005 | 16:05           | Arrest report GDN  | Police                                         | Carly was arrested for assault and bailed to the police station.                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                 |                             |
| 07/07/2005 |                 | Student records    | School                                         | Failure to attend detention for rudeness and truancy                                                                                                                                                                                                                                                                                                                                                                        | School report/ home contact                                                                                                     |                             |
| 14/08/2005 | 20:22           | Medical Records    | North Bristol NHS Trust - Emergency Department | Attended E.D. at 20:22. Incident occurred at home. Carly walked in, direct referral. Mechanism of Injury – Carly fell off bike and landed on glass. Clinical Notes – 09:20 – ?Foreign Body seen on X-ray.22:00 – Injury to Left Arm and Left Hip.On examination Carly walked in, not distressed.Left Hip – Superficial Abrasion andLeft Elbow - Superficia Abrasion. Feels gritty/sharp.?Fracture proximal ulna/ olecranon. | X-ray requested - No Foreign Body or fracture seen. Treatment – Dressing, follow up with GP/Practice Nurse.Discharged at 23:10. |                             |
| 30/09/2005 |                 | Student records    | School                                         | Left school without permission after argument with another student                                                                                                                                                                                                                                                                                                                                                          | Parents informed                                                                                                                |                             |
| 19/10/2005 |                 | Exclusion records  | School                                         | 2 day FTE for assault against a student                                                                                                                                                                                                                                                                                                                                                                                     | Meeting with parents                                                                                                            |                             |
| 01/11/2005 | Nov 05 - Mar 06 | Student records    | School                                         | Increase in number of incidents of disruption to lessons. Often rude to staff and verbally aggressive to other students                                                                                                                                                                                                                                                                                                     | On report to Head of Year                                                                                                       |                             |
| 14/11/2005 |                 | Exclusion records  | School                                         | 2 day FTE for assault against a student                                                                                                                                                                                                                                                                                                                                                                                     | Meeting with parents                                                                                                            |                             |
| 01/01      | Jan -           | Attendance         | School                                         | Often late to school and truanting lessons regularly                                                                                                                                                                                                                                                                                                                                                                        | Report                                                                                                                          |                             |

|            |        |                                                                                                                                                     |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                     |                                                                                                                                                                                            |
|------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| /2006      | Mar 06 | ce records                                                                                                                                          |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                     |                                                                                                                                                                                            |
| 20/01/2006 |        | Case Files                                                                                                                                          | Children's Social Care | Disclosure of historic sexual abuse to duty social worker by stepfather made by Carly's elder sister                                                                                                                                                                                                                                                                                                                            | initial assessment started. Liaison with school, police & senior management team. Safety planning implemented. Recognition that strategy needed. Fax sent to police | Appropriate response in line with agency protocols with clear decision making, evidenced and risk assessment in place Carly and her sister shared a file at this time - no longer practice |
| 02/02/2006 |        |                                                                                                                                                     | Children's Social Care | Police appear not to have received fax sent 20.01.06                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                     |                                                                                                                                                                                            |
| 03/02/2006 |        | Case Files                                                                                                                                          | Children's Social Care | evidence of liaison between SW, school and EWO with regard to information and decision making                                                                                                                                                                                                                                                                                                                                   | Information sharing                                                                                                                                                 |                                                                                                                                                                                            |
| 03/02/2006 |        | Case Files.<br>"Considerable discussion" recorded by team manager in case notes given delay in police response. Police checks completed on parents. | Children's Social Care | Supervision records - disclosure by elder sibling who still lives at home - she is identified as a protective factor for Carly. SH's contact was initiated by difficulties she had of her experience of sexual abuse and not due to direct concerns for Carly who SH feels has not been abused. initial disclosure made on a Friday and is understood as historic childhood sexual abuse. further strategy to be held on 6/2/6. | Supervision recorded. Further strategy planned                                                                                                                      | Clear evidence of management supervision and clear direction given                                                                                                                         |
| 03/02/2006 |        | Intelligence reports (records family)                                                                                                               | Police                 | Carly's sister made allegations that her step father indecently assaulted her between the ages of 10 and 13. She had told her mother in the past but she did not believe her. Carly aged 13 was also living in the house.                                                                                                                                                                                                       | SSD spoken to and she advised that Carly's sister had made previous allegations against one male and had sex with another                                           | Event 1                                                                                                                                                                                    |

|                |  |                  |                               |                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                |                                                                                                                                                                                                         |
|----------------|--|------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |  | informati<br>on) |                               |                                                                                                                                                                                                                                                                                                                 | male. Social Services were to contact Carly's sister and call police if action required. Pending the outcomes of the agreed actions Carly may have to be seen. |                                                                                                                                                                                                         |
| 06/02<br>/2006 |  | Case Files       | Children'<br>s Social<br>Care | Team Manager contacts CPT                                                                                                                                                                                                                                                                                       | Police to allocate                                                                                                                                             |                                                                                                                                                                                                         |
| 10/02<br>/2006 |  |                  | Children'<br>s Social<br>Care | Carly's sister to meet police today with a view to making a statement on 17.02.06                                                                                                                                                                                                                               |                                                                                                                                                                |                                                                                                                                                                                                         |
| 14/02<br>/2006 |  | Case Files       | Children'<br>s Social<br>Care | initial Assessment completed                                                                                                                                                                                                                                                                                    | risk planning in place. With recognition that once statement is made by SH to police further strategy will be required                                         | in these circumstances and with a further strategy discussion likely, it is surprising that the Local Authority did not decide to do a core assessment at this stage                                    |
| 17/02<br>/2006 |  | Case Files       | Children'<br>s Social<br>Care | Police interview - further information provided and further interview plan cared for 24.02.06                                                                                                                                                                                                                   |                                                                                                                                                                |                                                                                                                                                                                                         |
| 24/02<br>/2006 |  |                  | Children'<br>s Social<br>Care | Police interview: Carly's sister states her mother has said that Carly saw XXX (family friend) to Carly's sister's bedroom. Carly alleges XXX told her sister "let him do it".                                                                                                                                  |                                                                                                                                                                |                                                                                                                                                                                                         |
| 28/02<br>/2006 |  | Case Files       | Children'<br>s Social<br>Care | supervision records - further strategy to take place once Carly's sister has given interview to police. This will include an interview with Carly and a social work assessment of her mother's ability to protect. Further police interview 03.03.06. Carly's sister "admitted making up previous allegations". | plan further interview and assessment once police statement given                                                                                              | On balance, and given that over a month has passed since the allegation was first raised, it is of concern that the ongoing assessment has been stalled because of the delay in speaking to the police. |
| 03/03<br>/2006 |  |                  | Children'<br>s Social<br>Care | Further meeting planned with police. Cancelled by police and rebooked for 10.03.06                                                                                                                                                                                                                              |                                                                                                                                                                |                                                                                                                                                                                                         |
| 13/03<br>/2006 |  |                  | Children'<br>s Social<br>Care | Police advise statement completed by Carly's sister. Police now planning arrest of Carly's dad. Arrest likely 28.03.6. This delayed due to Carly's sister needing to sign statement.                                                                                                                            |                                                                                                                                                                |                                                                                                                                                                                                         |
| 30/03<br>/2006 |  | Case Files       | Children'<br>s Social         | telephone call from XXX from High School reporting that Carly has bruising to her face and swelling on the                                                                                                                                                                                                      | Child Protection Medical on same day, attended by mother. Carly                                                                                                | good practice to proceed to medical. Conclusion of medical was that trauma was evident but                                                                                                              |

|            |  |                          |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |
|------------|--|--------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            |  |                          | Care                   | bridge of her nose and alleges that she was hit by her father.                                                                                                                                                                                                                                                                                                                                                                                                            | stays temporarily with her elder brother following this Further IA started                                                                                                                                                           | difficult to specify how sustained. Not clear why a child protection conference is not considered given identification of physical and sexual abuse.                                                                                                    |
| 30/03/2006 |  | Child Protection records | School                 | Carly arrived in school without uniform, alleged her father had hit her on the face. Bruising obvious. Had run away and refused to return home again. In later meeting with parents father's story differed and he denied assault but Carly remained adamant that she had been hit.                                                                                                                                                                                       | Meeting with parents where reconciliation was effected. Agreement that Carly would spend weekend with half-brother. Mother took Carly to hospital to be 'checked-out.' Referral made to Social Services.                             |                                                                                                                                                                                                                                                         |
| 03/04/2006 |  |                          | Children's Social Care | Statement remains unsigned.                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |
| 04/04/2006 |  | Case Files               | Children's Social Care | home visit by social worker. Carly has returned to the family home and appears "vaguely aware" of her sister's allegations                                                                                                                                                                                                                                                                                                                                                | home visit                                                                                                                                                                                                                           | The significance of Carly being "vaguely aware" is not explored or analysed by the SW                                                                                                                                                                   |
| 11/04/2006 |  | Copy of S Glos CAF       | School                 | Following the above incident the conference discussed the level of conflict between Carly & her parents, smoking, truancy from school. When the incident occurred Carly admitted unscrewing the lock on her sister's door which had been placed there due to previous allegations of stealing by Carly. Carly still adamant that her father punched her. Developmental needs highlighted Carly's desire that parents take more notice of her, include and appreciate her. | Referral made to Adolescent Support Team to promote self-esteem and negotiation skills. Parents agreed to listen to Carly more. Carly's priority to 'stop lying'. Parents declined referral to Managing Challenging Behaviour Group. | Paediatrician present who checked Carly's nose after incident - not broken.                                                                                                                                                                             |
| 19/04/2006 |  |                          | Children's Social Care | Police update - arrest planned for 21.04.06. Strategy required.                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |
| 20/04/2006 |  |                          | Children's Social Care | Arrest postponed as Carly's sister has nowhere to say.                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |
| 24/04/2006 |  | Case Files               | Children's Social Care | family support meeting to be set up. It is reported that Carly is truanting from school                                                                                                                                                                                                                                                                                                                                                                                   | family support meeting                                                                                                                                                                                                               | a family support meeting can be a mechanism to promote communication but it is unclear what, if any, preparation Carly's family had for this. If unprepared, the family could have seen the meeting as a source of anxiety as opposed to an opportunity |

|            |          |                                   |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                               |                                                                                                                                                    |
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| 27/04/2006 |          | School records                    | School                                            | Carly allocated Adolescent Supprt worker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                                                                                                                                                    |
| 01/05/2006 |          | Student records                   | School                                            | Continued truancy and verbally aggressive to staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Increased support from Behaviour Support Team |                                                                                                                                                    |
| 01/05/2006 |          | Child Protection Conference Notes | School                                            | Family Support services working with Carly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | No improvement in situation                   |                                                                                                                                                    |
| 07/05/2006 | 10:20 pm | Case Files                        | Emergency Duty Team (EDT), Children's Social Care | Carly contacts EDT following a row with her father during which she thought he would hit her "as he had a few weeks ago". Carly is safe at a friend's house. EDT phoned father who said that Carly has not been home since Friday, they have not told the police and her mother is out looking for her                                                                                                                                                                                                                                                                                                                                                                                                                                                            | referred on to CAT for action                 | I am quite impressed that Carly managed to initiate contact with EDT                                                                               |
| 08/05/2006 |          | Case Files                        | Children's Social Care                            | SW acts on information from EDT, contacts family who advise Carly is still not home. Family described as "reluctant" to contact the police. SW updates school                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Parents to contact police                     | Prompt response by SW to information received. It could have been helpful to explore the significance of the family's reluctance to contact police |
| 08/05/2006 |          | Intelligence report               | Police                                            | Carly was reported missing by her parents since 05/05/06. Parents stated that she is a frequent missing person who normally only stays away for several nights and that she normally stays with friends. She returned evening of 08/05. Officers spoke to her and she told them that she doesn't like her family anymore because they discipline her. She stated that she slept in one of the local parks at night. Carly was uncooperative. At 2128 hrs Carly went missing again, following an argument with her stepfather. Her stepfather told her to go up to her room following her behaviour with the officers who were attempting to talk to her. She stormed out of the house stating that she "couldn't take it anymore". She returned the following day |                                               | Event 2                                                                                                                                            |
| 08/05/2006 |          | CP notes                          | School                                            | Reported missing to police - away 2 nights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               |                                                                                                                                                    |
| 09/05      |          | Case Files                        | Children'                                         | Family support meeting attempted but abandoned due                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Further family support meeting                | it is unclear what pre-meeting attempts to                                                                                                         |

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| /2006      |       |                     | s Social Care                                   | to family conflict                                                                                                                                                                                                           | needed                                                                                                                                                            | prepare the family for discussions                                                                                                                                                                                               |
| 09/05/2006 |       | Case Files          | EDT, Children's Social Care                     | Further EDT contact from Carly who suggests she is sleeping rough. Carly agrees to go home.                                                                                                                                  | Family to report Carly as missing to police. Further intervention is needed via a family support meeting.                                                         | At this point Carly's sister has not yet made a statement to police, which has stalled the ongoing intervention                                                                                                                  |
| 09/05/2006 | 00:44 | Intelligence report | Police                                          | Carly returned home and refused to say where she had been.                                                                                                                                                                   | Information passed to police Public Protection Unit and named officers                                                                                            |                                                                                                                                                                                                                                  |
| 09/05/2006 |       | CP notes            | School                                          | Returned home but refused to say where she had been.                                                                                                                                                                         |                                                                                                                                                                   |                                                                                                                                                                                                                                  |
| 10/05/2006 |       | Intelligence report | Police                                          | Records as 'concern for safety' that a male aged 30 to 40 regularly has Carly at his house. Author reports that Carly is a regular missing person and makes allegations that her father hits and abuses her.                 | Male well known in the area at that time for having children and young people at his address and supplying alcohol. Report disseminated to Public Protection Unit | Event 2                                                                                                                                                                                                                          |
| 11/05/2006 |       | Case Files          | Children's Social Care                          | supervision notes - Carly's sister not completed statement with police as she has nowhere safe to go. Therefore dad not arrested therefore situation in family home tense characterised by arguments and Carly going missing | Supervision notes recorded. XX to liaise with police - case is drifting and arrest/interview of father needed.                                                    | Almost four months has now elapsed, and statement to police not completed by Carly's sister. The ongoing delay in Carly's sister making a statement appears to impact on the progression of the case which is currently drifting |
| 11/05/2006 |       | CP notes            | School                                          | Carly regularly at home of an older person who has a history of supplying alcohol to teenagers                                                                                                                               |                                                                                                                                                                   | Carly talked to staff about this home as a safe place                                                                                                                                                                            |
| 17/05/2006 |       | Case Files          | Children's Social Care                          | rescheduled family support meeting, from which it is agreed that Carly will work with adolescent support worker - and parents will attend "Managing Challenging Behaviour" course. Review planned for the 17th July 2014     | a plan is agreed for the family                                                                                                                                   | Family support meeting is used to re-focus intervention, however, Social Workers are still unable to address the concerns of historic sexual abuse                                                                               |
| 18/05/2006 |       | Case Files          | Adolescent Support Team, Children's Social Care | first session - Carly shows the worker cuts to her arms and says she is depressed.                                                                                                                                           | one to one work with AST begins                                                                                                                                   | Swift provision of service following family support meeting                                                                                                                                                                      |
| 18/05/2006 |       | Case Files          | Adolescent                                      | Session 1: Introductory Session. Discussed being embarrassed by people talking about her; getting on better with mum; doesn't like living at home; describes                                                                 | further session booked                                                                                                                                            | This session had a clearly defined aim but it is not clear whether those aims were shared with Carly and her parents. This and subsequent recording                                                                              |



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|            |                       |                    | Support Worker Case Notes                          | cutting her arms when unhappy; doesn't like school and feels depressed.                                                                                                                                                                                                                                                 |                                    | was structured using the following headings: 1) Aim, 2) Family Dynamics, 3) Psychological wellbeing, 4) Opinion. Whilst this makes for clarity of recording it is not clear if Carly was aware of and agreed with the agenda. The reference to self-harm is brief but significant and this information does not appear to have been shared with school, social worker or parents and there is no management sign-off. in terms of risk assessment this is not sufficiently robust |
| 19/05/2006 |                       | Case Files         | Children's Social Care                             | Police seeking advice from Inspector re arrest. As Carly's sister is now 18 she needs to make arrangements to leave the family home.                                                                                                                                                                                    |                                    | Further support could have been offered to Carly's sister to find accommodation and would be offered in current practice.                                                                                                                                                                                                                                                                                                                                                         |
| 21/05/2006 | 21/05/2006 to 5/06/06 |                    | Children's Social Care                             | Friends of foster carer provide respite for Carly in foster carer's home whilst foster carer is on holiday.                                                                                                                                                                                                             |                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 01/06/2006 |                       | Case Files         | Adolescent Support Worker Case Notes               | Session 2: Drinks at the Mall. Aim of session to discuss sexual health and keeping safe. Describes breaking up with her boyfriend (no name recorded). Carly talks negatively about herself and describes feeling "unattractive, different and weird". Carly says she enjoys sessions and wishes they could last longer. | next session booked                | There appears little connection between sessions 1 and 2 and although Carly has disclosed self harm this does not appear to have been reviewed as part of this session. The worker identifies that Carly asking for the sessions to last longer could suggest that she receives insufficient attention at home but this hypothesis is not tested. No management sign-off.                                                                                                         |
| 05/06/2006 | 5.06.06 - 26.7.06     | Attendance records | School                                             | School attendance only 50% during this period                                                                                                                                                                                                                                                                           | Education Welfare Officer involved |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12/06/2006 |                       | Case Files         | Children's Assessment Team, Children's Social Care | Carly alleges she has had a fight with her mother who has hit her on the back                                                                                                                                                                                                                                           |                                    | Information recorded alleging further physical abuse but unclear what action taken                                                                                                                                                                                                                                                                                                                                                                                                |

|            |  |            |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 18/06/2006 |  | CP notes   | School                                                       | D arrested                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                      | No details known                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 22/06/2006 |  | Case Files | Adolescent Support Team, Children's Social Care              | Carly alleging mother has slapped her, that her parents argue and she continues to self harm. Carly believes her mother wants her to live elsewhere.                                                                                                                                                                                                                                                                                                                                                     |                                      | Information recorded alleging further physical abuse but unclear what action taken                                                                                                                                                                                                                                                                                                                                                                                          |
| 22/06/2006 |  | Case Files | Adolescent Support Worker Case Notes, Children's Social Care | Session 3: "How have things been": Carly describes the situation at home deteriorating. she is not going to school and she does not want to be at home. Carly describes arguments at home and worries that she'd hit her mum but also describes that no one in the family is talking to her. Carly feels rejected and blamed, feels her father is looking at her "strangely" (this is not explored further). Carly's said she's self harmed but there is no detail recorded.                             | next session booked in 1 week's time | Worker appropriately identifies deteriorating situation and plans to update the social worker with her concerns. Given the circumstances outlined, that's entirely appropriate. However, it is a concern that the self harm is referred to briefly and with no detail therefore impossible to arrive at any clear picture of risk and frequency of harm. (i.e. is it escalating?). No management sign-off. Good practice to make a further appointment for one week's time. |
| 27/06/2006 |  | Case Files | Children's Assessment Team, Children's Social Care           | telephone call from school who report that Carly was "dragged into school by her neck" by her mother who is then alleged to have said that Carly " will get a beating when she gets home". Assessment Team speak to mum who denies this.                                                                                                                                                                                                                                                                 | Assessment Team speak to mother      | Whilst a manager speaks to mum about the allegation, there is no recorded contact with Carly, which is an omission. There is an increasing fracture in the family and contingency planning could have begun                                                                                                                                                                                                                                                                 |
| 29/06/2006 |  | Case Files | Adolescent Support Worker Case Notes, Children's Social Care | Session 4: The aims are twofold a) to discuss things since our last session; b) a "thoughts and feelings" diary. Carly describes further difficulties at home. Doesn't want to live there. Feels her parents unwilling to do any work so nothing's going to change. Carly talked about not eating so she'd become ill and have to go to hospital. Carly agree to look at the reasons behind her self-harm but no clear plan emerges. school attendance sporadic. mood diary made which Carly will use to | further session booked               | No reference to sharing concerns with social worker and no acknowledgement of Carly returning to the theme of not wanting to live at home. References to self-harm remain vague. No management sign-off                                                                                                                                                                                                                                                                     |

|            |  |                     |                                                    |                                                                                                                                                                                                                                                                                  |                                       |                                                                                                                                                                                                                                    |
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|            |  |                     |                                                    | release feelings.                                                                                                                                                                                                                                                                |                                       |                                                                                                                                                                                                                                    |
| 29/06/2006 |  | Case Files          | Children's Assessment Team, Children's Social Care | SW reports that Carly is living in an emotionally damaging home environment. SW is advised that counselling is available at Filton High School. Carly's mum saying she doesn't want D at home                                                                                    | SW reflects on emotional abuse        | Growing recognition that Carly is subjected to emotional abuse                                                                                                                                                                     |
| 30/06/2006 |  | Case Files          | Adolescent Support Team, Children's Social Care    | Carly has cuts to her left arm which have been cleaned. Concerns about ongoing situation shared with Service Manager.                                                                                                                                                            | concerns escalated to service manager | concerns escalated to service manager. There is a clear case to offer / consider Section 20 or further strategy                                                                                                                    |
| 15/07/2006 |  | Intelligence report | Police report mentions Social Services             | Believed to be the date of original referral regarding sexual abuse by Carly's sister                                                                                                                                                                                            |                                       | Event1                                                                                                                                                                                                                             |
| 18/07/2006 |  |                     | Children's Social care                             | Police advise She has not made progress in leaving home - no interview.                                                                                                                                                                                                          |                                       |                                                                                                                                                                                                                                    |
| 19/07/2006 |  | Case Files          | Children's Assessment Team, Children's Social Care | an incident at home is reported to have occurred on 17 / 7 / 06 but the details are not known. Carly truanted from school on 18/7/6 and it is believed her self harm is becoming more extensive                                                                                  |                                       | It is unhelpful that an incident is reported for which the details are not known. Escalating self-harm could have prompted further discussion about alternative mechanisms to support Carly                                        |
| 20/07/2006 |  | Case Files          | Adolescent Support Worker                          | Session 5: the aim is: Progress since last session Family support meeting the previous day ended badly. Carly says she is grounded and has to stay in her room all the time unless she wants a drink. Not allowed music or television. Has cut her arm "many times" with a piece | further session booked                | Gap of 3 weeks between sessions - reasons unclear... worker leave?...More pragmatic approach to advice about self-harm could have been taken - i.e. school nurse or GP; greater clarity regarding the frequency of self-harm could |

|            |  |                   |                                    |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                          |
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|            |  |                   | Case Notes, Children's Social Care | of glass since the last session; describes liking watching "the blood drip". Wound care advised. Has been to school every day for the last 3 weeks and has certificate for good work. has been using her diary in which Carly says she's writing difficult things e.g. I'd " rather be dead than at home". |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | have been helpful. Worker records her concerns regarding how to move forwards regarding this case - feels foster care is needed. No management sign-off. |
| 20/07/2006 |  | Case Files        | Children's Assessment Team         | supervision notes - ongoing delay with Carly's sister providing statement to police has resulted in loss of focus and family conflict which prevents further family support meetings. strategy to be convened to consider whether threshold for an initial child protection conference is met              | Strategy to be convened                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | an entirely appropriate, if perhaps late, response                                                                                                       |
| 21/07/2006 |  | Arrest report GDN | Police                             | Carly arrested for public order offence. She was found drunk in the street, so was taken home by the officers whereupon she became abusive and violent towards the police.                                                                                                                                 | Carly was taken into police custody and part of that process is to conduct a risk assessment. When asked if she was suffering any mental health problems or depression she answered Yes and that she had been suffering from depression according to social worker (stated by Carly) and that she had been self-harming for three months and the last occasion was 2 days previously. She also admitted she had taken an overdose a week before by taking cocodomal. The custody officer found it difficult to assess the seriousness of depression due to the level of intoxication. She asked for a cuddly toy ear, called 'Louise' to be with her For the offence she was given a reprimand in the presence of an appropriate adult and released.. |                                                                                                                                                          |
| 21/07/2006 |  | Youth Offending   | Youth Offendin                     | Offence Committed (Public Order Act Offence)                                                                                                                                                                                                                                                               | Decision made with social care to not intervene due to issues with                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                          |

|            |  | Team Records (Childview) | g Team                     |                                                                                                                                                                                                                                                              | placement.                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                            |
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| 21/07/2006 |  |                          | Children's Social care     | Police advise they are closing Carly's sister's file. Can be reopened if she moves out.                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                            |
| 21/07/2006 |  | CP notes                 | School                     | Drinking in local park, fight with friend & sustained injuries to face, elbows, knees. Brought home by police but refused to let father clean her cuts. Police officer intervened and Carly assaulted her & was subsequently arrested.                       | Spent night in cells, was reprimanded and released. Grounded by parents.                                                                                                                                                                                                                                                                                                                                           | Parents often grounded Carly, which she hated as she was naturally gregarious and needed her friends.                                      |
| 23/07/2006 |  | CP notes                 | School                     | Carly left home and stayed out all night. Mother found her next morning but Carly refused to go home. A fight ensued when mother tried to force Carly into the car. Police were called - mother alleged that Carly kicked her.                               | Carly arrested and bailed into the care of the LA until 4.9.06                                                                                                                                                                                                                                                                                                                                                     | This was the duration of the school holidays when Carly would be without usual support of school staff.                                    |
| 24/07/2006 |  | Case Files               | Children's Assessment Team | Carly is arrested following alleged assaults on her mother and a WPC. Carly has been drinking cider in the park. As a consequence Carly is accommodated under section 20 and placed in foster care). E-mail from EWO received expressing increasing concern. | Carly becomes accommodated under Section 20 of 1989 Children's act. Parents retain parental responsibility                                                                                                                                                                                                                                                                                                         | Placing Carly in an emergency did not allow for any preparatory work to be undertaken and it is not clear at this point what her views are |
| 24/07/2006 |  | Intelligence report      | Police                     | Carly went missing from home. Her mother went looking for her and when she was found Carly assaulted her by knocking her to the ground causing an injury to her head so she was arrested.                                                                    | CPS decided that there was lack of evidence to proceed so there was no further action. As per custody procedures a risk assessment was completed. Carly admitted to self-harming "a couple of weeks ago", cut wrists. Marks were noted on her inner forearms. She was bailed to return to the police station on 04/09/06 but this was cancelled because of the CPS decision that there would be no further action. | Event 2                                                                                                                                    |
| 26/07/2006 |  | Case Files               | Children's Assessment      | strategy discussion - threshold met for initial child protection conference. Carly to remain accommodated. Case to transfer as D is a LAC. Police to arrange arrest                                                                                          | initial child protection conference to be held                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                            |

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|            |  |                     | ent Team                             | of AH. Following arrest, police and SW to talk to Carly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                     |
| 26/07/2006 |  | Intelligence report | Police                               | Intelligence report records the allegations made by Carly's sister who was 18 at that time. She alleged that he indecently assaulted her by touching her vagina and attempted sexual intercourse, his penis was erect but there was no penetration. This occurred in her teens but had not happened within the past 3 yrs. Carly's sister was still living at home and did not want offender arrested until she moved out. There was to be a possible a case conference in respect of concerns for Carly, emotional abuse. Strategy meeting held this day regarding Carly who has been removed form her family and placed in foster care. A case conference was to follow as to how best to support Carly at that time and how many disclosures that she may make are best dealt with. | As a result of Carly's sister 's wishes the investigation was closed until Carly's sister contacted police to instigate arrest | The report is a closing summary and holds no new information. Event 1                                                                                                                                                                                                                                                                                               |
| 26/07/2006 |  | CP notes            | School                               | Strategy Meeting held                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Decision to convene a CP Conference                                                                                            |                                                                                                                                                                                                                                                                                                                                                                     |
| 28/07/2006 |  | Case Files          | Children's Social Care               | Placement change - moves to stay with foster carers with 3 sons. Foster carer advised to supervise Carly with her 3 sons. Respite place until 05.08.06.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                | it would appear it is recognised that Carly is vulnerable in relationships with men and boys. Whilst it is appropriate that the foster carer has been reminded of the importance of safe care, it does question whether this placement was chosen on appropriateness or availability. SW visits during respite placement - good practice and planning meeting held. |
| 03/08/2006 |  | Case Files          | Adolescent Support Team              | session 6 - Carly reports being happier in foster care and that her parents smoke cannabis                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                | it is positive that AST support continues when Carly enters foster care                                                                                                                                                                                                                                                                                             |
| 03/08/2006 |  | Case Files          | Adolescent Support Worker Case Notes | Session 6: Significant event: first session since Carly entered foster care. Meeting at foster carers; feels happy; not missing her family; says she doesn't ever want to go home and says this is the happiest she's ever been. Advises she's calling her foster carer "mum"; makes allegation regarding parents' cannabis use.                                                                                                                                                                                                                                                                                                                                                                                                                                                       | further session booked                                                                                                         | unclear if Adolescent Support Worker shares allegations regarding parents' cannabis use and if so with whom. It would be inappropriate for a young person to be calling her foster carer "mum" given Carly's age, the recent commencement of her period of care and its voluntary nature (Section 20). No record if this is                                         |

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|            |  |                     |                                        |                                                                                                                                                                                                                                                                                                                                                        |                        | challenged by Adolescent Support Worker. No discussion regarding self-harm as a guide to improved mood. No management sign-off                                                                                                                                                              |
| 10/08/2006 |  | Case Files          | Adolescent Support Team                | session 7 - Carly makes allegation regarding family friend who she says tried to kiss her when she was 10                                                                                                                                                                                                                                              |                        |                                                                                                                                                                                                                                                                                             |
| 10/08/2006 |  | Case Files          | Adolescent Support Worker Case Notes   | Session 7: aim: to make some muffins and discuss forthcoming Child Protection Conference. Carly described as talkative and cheerful; has seen her mum and dad and felt her mum was sarcastic towards her; has told the team manager about her parents' alleged cannabis use; says that she feels her foster carer is her family and she remains happy. | further session booked | It is concerning that Carly describes her carers as her family given the fracture within her own family and this session appears to lack focus in what is discussed. No management sign-off.                                                                                                |
| 14/08/2006 |  | Case Files          | CQRU                                   | Initial Child Protection conference held. Agreed a child in need plan would continue as Carly is now voluntarily accommodated                                                                                                                                                                                                                          | Child in need plan     | The decision to not proceed to Child Protection Plan was multi-agency and unanimous, recognising that Carly is protected by now being looked after. It may have been helpful to have clarified the contingency plan should Carly have returned home unexpectedly to the care of her parents |
| 14/08/2006 |  | Intelligence report | Police report mentions Social Services | Case conference re Carly . Carly was not placed on the Register as she is currently in foster care. Should she return home then a further case conference would be called.                                                                                                                                                                             |                        | Event 1                                                                                                                                                                                                                                                                                     |
| 14/08/2006 |  | CP notes            |                                        | CP Conference held - Carly in Care. Carly felt that the whole family blamed for everything that goes wrong in the family and that she had been grounded for months while at home. Accused parents of smoking cannabis. Carly stated that she had stopped self-harming since going into Care and that foster carer listens to her.                      |                        |                                                                                                                                                                                                                                                                                             |
| 16/08/2006 |  | Case Files          | Filton                                 | Concerns expressed by foster carer that Carly seeks to be alone with her male partner and tells other people "I'm his favourite"                                                                                                                                                                                                                       |                        |                                                                                                                                                                                                                                                                                             |
| 17/08/2006 |  | Case Files          | Filton                                 | Carly moves to new placement in a rural community, one of 2 young people placed                                                                                                                                                                                                                                                                        |                        |                                                                                                                                                                                                                                                                                             |

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| 22/08/2006 |  | Intelligence reports: 387579/06 and 367640/06 - (26/07/2006) | Police                               | Arrest of Carly's father on suspicion of indecent assault and gross indecency towards Carly's sister.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Carly's father denied all allegations put to him. He stated that Carly's sister made it up because her parents had tried to split her and her boyfriend up. He was bailed to 03/10/2006. |                                                                                                                                                                                                                                                                                                                                                   |
| 24/08/2006 |  | Case Files                                                   | Filton                               | Carly's sister has made a statement to police (date not recorded) but police advise that she has now retracted this. The police are now awaiting a decision by the Crown Prosecution Service. Update from police. Carly's father interviewed and denied all allegations. Released on police bail until 03.10.06.. Carly's sister wanting to retract her statement. Await CPS decision.                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                   |
| 25/08/2006 |  | Case Files                                                   | Filton                               | Referral to be made to CAMHS for nightmares, anxiety and self-harm. Supervision - clean plan outlined by ATM with dates/timescales.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                   |
| 29/08/2006 |  | Case Files                                                   | Adolescent Support Worker Case Notes | Session 8: Significant event: Placement move; Carly asking to see her dad but not her mum but asks Adolescent Support Worker to send a card she will make in the next session to her parents; likes her new placement; calls her carers mum and dad; feels part of their family and gets on with their children. Introduced to new activities: playing cricket, looking after the horses and ponies, and has her first holiday ever - in Cornwall. Looking forward to school and aims to attend all of her lessons. Talks about her carer buying her trendy clothes. Reference to self harm: Carly says she hasn't self harmed in this placement and that her previous scars have healed. | further session booked with clear goal of making a card                                                                                                                                  | An enormous contrast is presented between Carly's happiness in care and her unhappiness at home. I am concerned that this is not explored further and wonder to what extent this contributed to the continued fracture in the relationship with her parents. Further opportunity to explore Carly's self-harm was missed. No management sign-off. |
| 29/08/2006 |  | Case Files                                                   | Filton                               | Case transfers to Filton team LAC review. It is agreed that the plan for Carly is re-unification at home within 6 months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Social work responsibility transfers. Care plan required                                                                                                                                 | LAC review held within agency timescales but does not record the voice of the child, any analysis of risk or the appropriateness of recommending a return home given the un-                                                                                                                                                                      |



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|            |  |            |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                | investigated allegation by older sister                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 04/09/2006 |  | Case Files | Adolescent Support Team              | session 9 - Carly states that her sister's allegations are true and that family friend used to try to kiss her and force his tongue into her mouth.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Information shared. SW advised strategy needed.                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 04/09/2006 |  | Case Files | Adolescent Support Worker Case Notes | Session 9: aim of session: make a card. Carly demonstrated her riding in which she was skilled and confident. Carly makes a card for Carly's parents and discuss her sister's allegations regarding their father and his recent arrest. Carly continues to say she feels happy in foster care and feels safe. Dreamt that her parents came to collect her from her foster carers' and were angry. Carly is angry that her sister has now retracted her statement and says she knows the allegations are true because she saw it. Carly talks of her mum's friend trying to kiss her and her father watching her getting ready for a bath. Carly says she doesn't want to have a male social worker as she finds this hard. Carly finishes her card to her parents but it contains little sentiment and their names are in brackets. | Adolescent Support Worker tells Carly she will need to share the disclosure about family friend; Card is sent; | Good practice that the disclosure about family friend was taken seriously and shared and Carly was advised that this would happen. I am interested in Carly's comments about her father, watching her getting ready to have a bath and wonder if this relates to difficulties that are recorded regarding Carly's self care. this also resonated with me due to the circumstances of her death. Carly clearly states she struggles having a male social worker and adolescent support worker describes her behaviour around men as aggressive or flirtatious. This could have been discussed further and Carly should have been told of her right to request a change of social worker : it needs to be recognised that girls and young women with a history of sexual abuse may find it difficult to enter a therapeutic relationship with a social worker of the same gender as the perpetrator of their abuse. Carly is clearly worried that she will be sent home and again this should have been shared with the other workers supporting her. |
| 07/09/2006 |  | Case Files | Filton                               | Carly's care plan to be discussed at children's review panel on 5/10/06 and a permanence referral meeting to be held on 2/11/06.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11/09/2006 |  | Case Files | Filton                               | Strategy discussion to be held on 21st regarding allegations by Carly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Strategy                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 20/09/2006 |  | Case Files | Adolescent Support Worker            | Session 10: Discuss Progress in school Carly has been in school all day today although has been truanting but reasons not recorded. Carly says she's not happy I school and wants a fresh start. Carly is disappointed not to have heard from her parents following the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | further session booked                                                                                         | Although time was investing in supporting Carly making a card for her parents, little thought appears to have been given to how to support Carly with the reaction to this. Was she sufficiently prepared? Did her foster carer know?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|            |  |            | Case Notes                           | <p>sending of her card and doesn't want to contact them again. Carly would however like to see her sister. Carly very clear she did not want to discuss allegations of abuse. foster care remains a positive experience; continues to call her foster carer "mum" and recently made presents for her foster carer and foster carer's daughter. Carly discloses that she has cut her arm with scissors "due to a teacher in school". no further risk assessment or context provided. Self harm is described in the notes as a "coping mechanism". I am unclear whether this explanation would have been helpful for Carly. Carly says she is using her diary and finding it useful.</p> |                                                                                                                                           | <p>Discussions about school and wanting to move should have been held with the social worker and given Carly's legal status, any such decision would have required parental consent. It is unhelpful that there is so little analysis of the further episode of self harm or liaison with the school as Carly identifies school as the trigger. There is no discussion about the severity of the self-harm and it is not clear if this information is shared with the foster carer. There is no reference to the previous disclosure other than to say Carly doesn't want to discuss it. The diary is clearly referred to by Carly but it's difficult to describe its purpose given the vagueness of the reference to it. No management sign-off</p> |
| 21/09/2006 |  | Case Files | Multi-Agency                         | <p>Strategy discussion - multi-agency meeting to discuss actions required following Carly's earlier disclosure of historic sexual abuse. Visit to Carly, further info for background check. Referral to CAMHS. Risk assessment for contact. LAC teacher support needed..</p>                                                                                                                                                                                                                                                                                                                                                                                                           | <p>SW to complete core assessment and further strategy to be considered when assessment completed. Referral to CAMHS. Risk assessment</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 27/09/2006 |  | Case Files | Filton                               | <p>Permanency plan prepared which outlines Carly's history of self-harm, describes Carly as vulnerable and wanting to please, states she is dyslexic, has experienced bullying, has poor attachment to her family, low self-esteem and can embellish.</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                           | <p>I can see no reference to the allegation of sexual abuse which may have added a further understanding of Carly's needs. This omission is not consistent with other file recording in which the relationship between Carly's self-esteem and historic abuse are acknowledged</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 29/09/2006 |  | Case Files | Adolescent Support Worker Case Notes | <p>Session 11: aim: to discuss meeting with Carly's social worker. Focus of meeting altered as Carly had hit a wall at school with her hand and had swollen knuckles and swollen right middle finger. Seen by nurse at school. Not sure if finger broken. context appears to have been other girls at school saying unkind things about Carly, her family and carer. Carly is asking Adolescent Support Worker to facilitate a meeting with her sister and that she would like to see her grandfather when he visits in November. Carly has spoken to her mum on the phone who has agreed for Carly to go on a trip to Devon with</p>                                                  | <p>further session booked</p>                                                                                                             | <p>Injury to Carly's hand is significant and should have been shared immediately with foster carer, social worker and parents. The fracture with her parents remains significant and I wonder if it would have been helpful to explore further Carly's request to see her sister. Carly shows great insight in recognising that people were trying to provoke a response from her. The focus of these meetings appears to be drifting and reacting to events rather than helping Carly proactively prepare for either a return home or long term</p>                                                                                                                                                                                                 |

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|            |  |                      |        | other children in care. Carly does not want to talk to her dad. Carly talks about a meeting next week about changing school. Carly has met with her Social worker and made a disclosure about family friend. Carly remains very positive about her foster carer saying that she helps her with dealing with her anger and Carly says it's hard when people "push her buttons".                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | foster care. No management sign-off                                                                                                                                                            |
| 04/10/2006 |  | Exclusion records    |        | 2 day FTE for persistent disruption, defiance of Senior Staff and rudeness.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Now in the care of Foster Parents Mr & Mrs X                                                                                                                                                   |
| 05/10/2006 |  | Case Files           | Filton | Home visit by social worker, - Carly describes violence in the family home, that she and her sister would be hit and their parents would put hands over their mouths to stop them screaming. Carly also witnessed her mother throwing her brother against a wall and saw her father hitting her mother. Carly states, further, that she was hit with a slipper and a belt buckle. Social Worker discusses family friend. Mum and Dad arguing about him. he tried to kiss her. locked herself in bathroom. Told parents. CRP Notes - permanency referral meeting. Permanency plan to be resubmitted by 02.11.06. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                |
| 05/10/2006 |  | Intelligence reports | Police | Carly's sister made allegations of historic sexual abuse by her stepfather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | As per Carly's sister's wishes the investigation and arrest was delayed until she moved out of the home. The arrest was made on 22/08/2006 - he denied all allegations. Carly's sister subsequently made a statement retracting her complaint however whilst she was not stating that the abuse never happened, she would not proceed any further. Evidence was thin with little corroboration. No further action taken. Carly was already in foster care as per the case conference on 14/08/2006. She was seen by a SW and family | This allegation appears to have been made on 15/07/2006 The intelligence reports are duplicated in many ways but additions are made as and when found and the investigation progresses. Event1 |

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|            |  |            |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | support worker and stated that she had never been abused sexually but had witnessed violence in the home involving Mum and Dad. Social services were working with Carly. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 06/10/2006 |  | Case Files | Adolescent Support Worker Case Notes | <p>Session 12: Aim: what needs to change for Carly to go home?</p> <p>Carly not in school as she had a cold but had been thinking about her family and appears to have had positive phone contact with her mother and sister. This has prompted Carly to wonder whether things at home have improved. Carly had also phoned her brother to wish his daughter a happy birthday but continues to not want to speak to her dad. Carly finds it difficult to talk about her experiences both this is not detailed to a significant degree. Carly talks about confused feelings, that she loves her mum but does not feel loved by her. Carly wants her mum to demonstrate her love by hugs and affection. Carly feels her mum "let" her dad hit her and finds it hard to talk about her dad and feel he doesn't care about her. Carly describes her father as violent. Carly also refers to someone who appears to be a daughter from a previous relationship of her dad's but her relationship with Carly is not explored further. Carly's been on a 2 day suspension from school but the reasons for this are not stated.</p> | further session booked                                                                                                                                                   | It would have been useful to have completed a genogram with Carly to understand her family and where they all fit. The family dynamic is clearly fluctuating and Carly would have remained vulnerable to further emotional harm from her family. It would have been helpful to have completed an assessment of risk - both physical and emotional - regarding Carly's contact with her family and perhaps to have undertaken some specific exercises to address Carly's confusion about her feelings of home. No management sign-off |
| 12/10/2006 |  | Case Files | Filton                               | Social Worker speaks to police regarding family friend but is advised that there is no follow up planned due to the nature of the disclosure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Police follow up unlikely.                                                                                                                                               | this entry lacks clarity and it is not clear if this information is shared with the Social Worker's line management                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 13/10/2006 |  | Case Files | Adolescent Support Worker Case Notes | <p>Session 13: aim: talk about recent events this session is impacted by Carly unexpectedly seeing her parents in their car on her way to school this morning. Carly says her mum waved but her dad put up his middle finger. Carly was very distressed in school and spoke to staff who had called her foster carer. Carly is now saying she wants to remain in care. this episode happened during</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | further session booked                                                                                                                                                   | Carly and Adolescent Support Worker have been working together for 6 months and this is the first review of their work together. It appears to have been a spontaneous event rather than pre-planned and this would impact on Carly's ability to prepare for the review. This session is, once again, reactive, although given the events of this                                                                                                                                                                                    |

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|            |  |                                                       |                                        | a week in which Carly had been trying very hard at school. she remains angry at her parents but is never angry at her carers. Carly still wants to change school to one nearer her placement. Carly has been working with her foster carer on her anger and has a punch bag in placement that she uses and also a wall that she throw eggs at. Carly says that the writing in the diary is helpful. A review at the end of this session: Carly feels it's helpful to meet with Adolescent Support Worker to 1) talk and be listened to, 2) help with handwriting and dyslexia, 3) she feels better at the end of each session.                                                                                                                                                                        |                                                                                                                                                                                                                                                                                | morning perhaps that is understandable.                                                                                                                                                                                                                                                               |
| 13/10/2006 |  | Intelligence report historic sexual abuse allegations | Police report mentions Social Services | Carly was seen on or around this date by a social worker and family support worker. Carly stated that she recalled a time when at age 7/8 she sat on her Dads lap but nothing further. She confirmed that she had never been abused sexually but had witnessed a lot of violence in the home mainly involving Mum and Dad. She also mentions a family friend who was having an affair with her mother. She recalled him kissing her.(NOT clear who this meant). Social services were working with Carly.                                                                                                                                                                                                                                                                                              | Information recorded by police on an intelligence report. Efforts were made to trace family friend and were not successful. Social Services were working with Carly who was in foster placement at that time. There was to be no further police CAIT involvement at that time. |                                                                                                                                                                                                                                                                                                       |
| 02/11/2006 |  | Case Files                                            | Adolescent Support Worker Case Notes   | Session 14: aim: education meeting and seeing sister. Carly had met sister in half term. She had also gone to the store at the Mall where her father works but he was not on the shop floor. She had, though, spoken to her dad on the phone which she described as difficult. Carly is said to be suspicious that her family is being "too nice". Carly is upset that she is always the one phoning "them" but seem pleased that the family have asked her to visit on Christmas eve. Carly had been on a residential trip with other young girls in care which she had enjoyed. Carly talked about school as being "ok" and that she was eager to improve her attendance and discussion is recorded regarding friendships and trust although this is vague. Carly described as settled in placement | further session booked                                                                                                                                                                                                                                                         | There appears to have been a lack of focus for this session and no reflection or discussion of Carly seeking to meet with her sister and see her father in his place of work. The impact of these contacts would have been significant. This is the first session that is counter-signed by a manager |
| 02/11      |  | Case Files                                            | Filton                                 | Permanency meeting to confirm change to care plan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                       |

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| 02/11/2006 |  | Student records |                                      | Meeting to discuss Personal Education Plan. Attendance much improved. Dropped out of sessions with School Counsellor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Continued daily support from School Behaviour Support Team and LA representative for Lac involved | Foster carers attended - good relationships.                                                                                                                                                                                                                                                            |
| 16/11/2006 |  | Case Files      | Adolescent Support Worker Case Notes | Session 15: aim: school attendance Carly is reported to be distracted during this session and eager to focus on a family visit to her home in December this proposed meeting would be the first time that Carly had returned home since entering care in July. Carly has been talking to her family on the phone and has planned to either visit home and take the dog for a walk or go to the cinema. Carly reports she has attended all her lessons for the last two weeks and has changed her friendship groups to people who don't truant. Carly has done this, she says, because she wants to please her foster carer. | further session booked                                                                            | Again this session seems reactive and it would have been more appropriate for Carly to have support for planned visits as part of ongoing social work intervention. The emotional impact of contact with her family does not appear reflected upon. The case notes are again countersigned by a manager |
| 26/11/2006 |  | Case Files      | Filton                               | Foster carer advises SW that Carly has said her dad was "touching her up"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                   |                                                                                                                                                                                                                                                                                                         |
| 29/11/2006 |  | Case Files      | CQRU                                 | LAC review - plan remains re-unification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                   | it remains unclear how re-unification can be achieved as Carly has had no contact with her family since July. How safe is reunification given the history of disclosures?                                                                                                                               |
| 30/11/2006 |  | Case Files      | Adolescent Support Worker Case Notes | Session 16: aim: arranging contact Arrangements regarding contact are confirmed. Carly describes feeling anxious about seeing her parents. Carly is also worried that her foster carers may not like her following her visit home. Carly is so distressed she cries and acknowledges she doesn't like herself. Adolescent Support Worker and Carly plan to discuss self-esteem the following week.                                                                                                                                                                                                                          | further session booked                                                                            | I am concerned that the emotional impact of having contact after such a long absence appears to have been underestimated. Carly is clearly sharing her worries and her anxiety, and this session could have been reconfigured to have enabled a helpful discussion for Carly.                           |
| 01/12/2006 |  |                 |                                      | EDT updated re plans for contact and contingency plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                   |                                                                                                                                                                                                                                                                                                         |
| 02/12/2006 |  | Contact Visit   | Adolescent Support Worker            | Carly collected and returned to foster care by Adolescent Support Worker. Carly is described as nervous and had made an effort with her appearance. Carly's father not present as he was working and the dog is said to have growled at Carly which upset her.                                                                                                                                                                                                                                                                                                                                                              | No further contact sessions booked at present                                                     | There is evidence of preparation with parents in terms of expectations and written agreement. Adolescent Support Worker's presence would have been of benefit, I believe to Carly, and it was helpful that at the time the Adolescent                                                                   |

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|            |  |            | Case Notes                           | Adolescent Support Worker stayed for half an hour in the family home and Carly was shown her newly-decorated bedroom which she didn't appear positive or happy about. her father then arrived home, gave Carly a hug and told her she looked grown up. After Adolescent Support Worker collected Carly said contact was ok but her mum wasn't interested and hardly spoke to her. Carly also said she had had to pay for lunch as her mum didn't have enough money although her mum did buy her a pair of earrings.                                                                                                                                                                                                           |                                            | Support Worker service covered limited week end provision. It remains my view, however, that if contact were to have been successful, it needed to have been started much earlier following Carly's move into voluntary care.                                                                                         |
| 02/12/2006 |  | Case Files | Filton                               | Carly has contact with her family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                            |                                                                                                                                                                                                                                                                                                                       |
| 14/12/2006 |  | Case Files | Adolescent Support Worker Case Notes | Session 17: feelings about contact Carly disappointed that her mum had felt distant at contact and her dad had not taken the day off work. Carly had had no subsequent contact or phone calls but she had called to ask to visit on Christmas eve. Carly appeared to feel that there were no changes in the home, that the house still smelt of drugs and she worried that she would be made to return home. Carly had some anxieties about spending Christmas with her carers although said her family didn't really celebrate Christmas anyway. Carly said she's getting on with her foster carers well and attending all her lessons at school. Carly also said she was mentoring another student which she really enjoyed | Next session booked to look at self-esteem | The self-esteem work that was identified in session 16 has drifted and the focus of the intervention appears to be drifting. I would have anticipated that Carly would have had some mixed feelings following her first contact and a more robust plan for today's session may have prompted Carly to reflect further |
| 21/12/2006 |  | Case Files | Adolescent Support Worker Case Notes | Session 18: aim: not stated<br>Carly said she'd seen her family in the week but it is unclear how these arrangements were made. Carly said her dad spent her visit asleep in his chair. Carly said her parent's house smelt of cannabis and she felt very uncomfortable but she was however looking forward to seeing her family again and spending Christmas with her carers. self-esteem exercise completed that enabled Carly to begin to think about she sees herself, how other see her and how she would like to be.                                                                                                                                                                                                    | further session booked                     | Self-esteem exercise: very helpful tool that should have been used much earlier in the intervention.                                                                                                                                                                                                                  |
| 29/12      |  | Case Files |                                      | Session 19: aim How was Christmas?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | further session booked                     | Carly appears to have the same male social                                                                                                                                                                                                                                                                            |

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| /2006      |                |                     | Adolescent Support Worker Case Notes | Carly described Christmas at her carers as very different but good. She visited her family on Christmas eve and said simply that that was ok but that she doesn't want to live there permanently. Carly asks ASW to tell her social worker this. Carly remains settled and happy in care and is looking forward to the new term                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                              | worker and I question the appropriateness of ASW agreeing to pass messages between them - is this really an aid to communication? This session has no specific focus and it's difficult to see what contribution it would have made to Carly's sense of wellbeing at the time.                                                                                                                                                                                  |
| 01/01/2007 | Jan - April 07 | Attendance records  |                                      | Period of excellent attendance and few problems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 08/01/2007 |                | Exclusion records   |                                      | 2 Day FTE for repeatedly refusing to follow staff instructions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Meeting with foster carers                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 15/01/2007 |                | Case Files          | Adolescent Support Worker Case Notes | Session 20: aim: return to school<br>Carly's had no visits home since Christmas but telephoned them last night and said mum was too busy to talk to her. Carly again says she wants to stay in care. Carly describes being in contact with her mum's sister but no name or contact details are listed. Carly says she'd like to visit her aunt. Adolescent Support Worker tells Carly she is aware there have been some problems at school but Carly says she can't remember what these might have been. this leads Adolescent Support Worker to question how truthful Carly is being currently. Carly says she is happier and less emotional. | further session booked                                                                                                                                                                                                                                                                                                                                                       | Carly's desire to stay in care is inextricably linked with the relationships with her family. Positive contact means Carly seeks a return home whilst negative contact has the opposite effect. This dynamic could usefully have been explored but appears not to have been. Had this intervention been focussed and SMART it may have provided Carly with a targeted intervention rather than one in which, although there are positives, there is also drift. |
| 17/01/2007 |                | Intelligence report | Police                               | A missing person report was received and within it there is reference to Carly's allegations to local residents that she had been hit and abused by her father.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Enquires and investigation were already underway by police in relation to allegations made by Carly's sister of sexual abuse by stepfather. The report noted that a strategy meeting was held on 26/07/2006 regarding Carly and a case conference was to follow and a decision made as to how best to support Carly at that time. Report was disseminated to other officers. | DC was investigating officer and no longer serving. This is effectively a closure report for the CAIT - ECM referral and summarises allegation and results                                                                                                                                                                                                                                                                                                      |
| 23/01/2007 |                | Case Files          | Looked After Children                | LAC medical completed by Nurse who notes that Carly has stopped self-harming                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



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| 26/01/2007 | ??? | Case Files | Filton                               | Carly's aunt makes disclosure regarding family friend. Aunt alleging her half brother sexually abused Carly and her sister                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 29/01/2007 |     | Case Files | Adolescent Support Worker Case Notes | Session 21: aim: Birthday and self-esteem<br>Carly's mood is described as low. She has had her first birthday in care. She's moved to a bigger bedroom in her placement and visited her parents' house to get her belly button pierced as a birthday present. Carly says there was little conversation and she feels her parents blame her for making disclosures and want her to remain in care. Carly finds this very confusing. there have been problems in school with Carly feeling rejected and describes her friends as turning against her. no context for this is given. Carly has cried in her placement because she felt sad but finds this difficult because she said that if she cried at home she was hit. Carly tells Adolescent Support Worker that her social worker is requesting a transfer of school but it is not clear if her current school are aware of this. Carly is herself not sure about moving and worried that she wouldn't make new friends. Carly feels loyalty to her current friends but describes not feeling supported in return. | further session booked               | This session records the reality for Carly for entering foster care and the emotional impact of this rejection. This is appropriately recorded by Adolescent Support Worker and she describes using it for future sessions although it is not clear that she has agreed this agenda with Carly. it is my view that given the circumstances of Carly's entry into care, her emotional distress should have been predicted and the focus of the ASW work revised at the point at which Carly entered foster care. |
| 08/02/2007 |     | Case Files | Adolescent Support Worker Case Notes | Session 22 Adolescent Support Worker records that Carly is not in school as she is on work experience. This information was not shared. A further session for 15/2/7 was cancelled due to staff sickness and a session on 22/2/7 was cancelled at the foster carer's request because "Carly was out riding and he didn't think she would be bothered whether she had a session or not.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | further session planned. With review | There appears to have been some difficulty in communication between Adolescent Support Worker and the foster carers. The reasons for this are not clear. These difficulties appear to have contributed to Carly not having a session for 37 days which, when you consider the analysis of the last session, is very disappointing. I note, however, that Carly is described finding it difficult to talk about her emotions and perhaps this break in sessions is Carly attempting to protect herself.          |
| 11/02/2007 |     | Case Files | CQRU                                 | LAC review - plan changes to long term placement. Parents acknowledge that it is in Carly's best interests                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Plan now long term care              | This appears to be an early LAC review which acknowledges ongoing difficulties and the                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|             |  |            |                                      | to remain in care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                | barriers to Carly returning home. It is recommended that Carly's case be taken to permanence panel for senior managers to endorse the revised long term plan. Good practice: written agreement in place for contact.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 06/03 /2007 |  | Case Files | Adolescent Support Worker Case Notes | <p>Session 23: aim: does Carly want to continue the sessions?</p> <p>Carly is in a good mood. She hasn't seen her parents since her birthday and neither has she phoned them as she wants them to make the next move and call her. Carly describes a positive relationship with her carer who she says she is able to talk to. Carly is able to recognise that it's not her "fault" she's in care but when she is low she thinks it is. Carly doesn't want to change schools and wants to stay in her current placement. Carly asks for sessions to be every fortnight on a tuesday as she now has more commitments after school.</p>                                                                                                                                                                                                   | next session booked in 2 weeks | There's a lack of joined-up work in these sessions and I have the sense that Carly wants to talk generally but not specifically. I question the usefulness and purpose of the intervention which has now continued for 10 months.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 20/03 /2007 |  | Case Files | Adolescent Support Team              | Adolescent Support Worker records that Carly blames herself for being in care and punishes herself for this through self-harm. Carly completes an exercise entitled "how I see myself".                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                | this exercise enables Carly to compare how she sees herself with how she would like to be and it is an opportunity for her voice to emerge through the case recording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 20/03 /2007 |  | Case Files | Adolescent Support Worker Case Notes | <p>Session 25: aim: anger management Carly appears upset as a friend of her father has died but Carly says her foster care and foster carer's daughter are supportive. Carly says she knows she isn't going home and that she feels safe to stay in foster care. Carly isn't seeing her parents often although will visit them over Easter. the session moves on to focus on anger and Carly says the things that make her angry are 1) her parents, 2) people judging her, 3) herself, 4) her sister and 5) sarcasm from teachers. Adolescent Support Worker and Carly discuss whether her anger is linked to her families past difficulties. they agree that Carly's anger triggers are complex and not easy to control. Carly is able to say that she is angry at her sister because she alternates between being supportive and</p> | next session booked            | Adolescent Support Worker records that this is a positive, focussed session with Carly able to concentrate on difficult subjects. It is interesting to note that following this session, there is a discussion between the foster carer and Adolescent Support Worker as Carly is said to have alleged that Adolescent Support Worker said "damn, you are mad". The significance of this is unclear although it does suggest splitting between the people supporting Carly, confused or blurred roles, give the length of Adolescent Support Worker's involvement. could it also be that Carly simply finds engaging in this therapy too emotionally challenging? |

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|            |  |            |                                | rejecting. another young person has moved into placement and Carly feels that she (Carly) is treated differently/better than this other child because she has been in placement for so long.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |                                                                                                                                                                                                                                                                                          |
| 29/03/2007 |  | Case Files | Filton                         | Core assessment being updated. Carly doing well in placement. It is noted she self-harms at times of stress but it is felt she is developing greater resilience and coping strategies and is better able to acknowledge her fears and verbalise her concerns. The conclusion is that Carly may need ongoing support to deal with her emotions and the trauma of historical abuse                                                                                                                                                                                                                                                                                                                                                                                        |                        |                                                                                                                                                                                                                                                                                          |
| 03/04/2007 |  | Case Files | Looked After Children Team     | Carly's mother's half-sister contacts social care stating that the children are neglected, that brother, when aged 6, was left to care for Carly who was then 4-5 months old, claims that both parents smoke drugs, and that there is little food in the house. she further alleges that Carly has told her that her father, his friend (no name provided) and uncle had sexually abused her. Further allegation that uncle has previous relevant offences. Social Worker meets with Aunt to discuss her concerns. Home visit by Social worker to maternal aunt. Difficult to determine full extent of factual information. Social Worker is concerned about content of information (which adds to the sense of neglect of Carly) but is aware that aunt is vulnerable. |                        |                                                                                                                                                                                                                                                                                          |
| 02/05/2007 |  |            | Children's Social Care         | Home visit to Carly to discuss Uncle. Carly wants to make a statement re Uncle.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                        |                                                                                                                                                                                                                                                                                          |
| 03/05/2007 |  |            | Children's Social Care         | Uncle tries to contact Carly at school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                        |                                                                                                                                                                                                                                                                                          |
| 04/05/2007 |  | Case Files | Adolescent Support Worker Case | Session 26: aim: to discuss finishing intervention Carly and Adolescent Support Worker go to the Mall. Carly is not sure if she wants this to be her last session and is very reserved. Carly is not seeing her parents although would like to see them once a month. Adolescent Support Worker goes with Carly to the store where her                                                                                                                                                                                                                                                                                                                                                                                                                                  | another session booked | If, as Adolescent Support Worker suspected, there is a tension between her role and that of the foster carers it should have been explored but does not appear to have been. Agreeing to go with Carly to see her father in an unplanned, spontaneous way would not, in my opinion, have |

|            |       |                     |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                               |                                                                                                                                                                                                                                              |
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|            |       |                     | Notes                  | father works but he has left for the day. Carly says she values the session although has found some elements hard. Carly talks about being able to speak to her foster carer and although she feels close to her she doesn't feel able to tell her "everything". Carly says she continues to get on well with the other young person in the placement but is once again not liking school and thinking of changing. Carly is aware that her social worker is changing and is anxious about this. It is noted that when Adolescent Support Worker returns Carly to her placement her carer speaks to her "sternly" about missing lessons. Adolescent Support Worker concludes this recording by saying that the carer seems reluctant for Carly to continue to work with Adolescent Support Worker. |                                               | been appropriate and appears to represent a lapse of professional judgement. This session again lacks focus as it appears that the aim of the session isn't achieved and there is no clarity as to whether this work will continue or finish |
| 10/05/2007 |       | Case Files          | Filton                 | Planning meeting - Carly's self harm is "not seen as a major issue"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                               | This comment seems overly optimistic given Carly's history and lacks evidence to support it.                                                                                                                                                 |
| 19/05/2007 |       |                     | Children's Social Care | Police seeking advice from Inspector re arrest. As Carly's sister is now 18 she needs to make arrangements to leave the family home.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               |                                                                                                                                                                                                                                              |
| 29/05/2007 |       | Case Files          | Filton                 | Further strategy to discuss allegations from Aunt. It is agreed that Aunt will be seen and then Carly interviewed. SW tries to talk to foster carers - cross re Carly's allegation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                               |                                                                                                                                                                                                                                              |
| 30/05/2007 |       |                     | Children's Social Care | Call to say that Uncle was on the Sex Offenders Register when he was 18/19 for allegedly babysitting and "kissed the child goodnight".                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               |                                                                                                                                                                                                                                              |
| 05/06/2007 | 12:45 | Intelligence report | Police                 | Carly was in company of a group of 3 other male youths causing a disturbance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               |                                                                                                                                                                                                                                              |
| 14/06/2007 |       | Exclusion records   | School                 | 2 day FTE for use of inappropriate language and refusal to carry out instructions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Meeting with foster carers                    |                                                                                                                                                                                                                                              |
| 23/06/2007 | 13:43 | Intelligence report | Police                 | Carly was stopped by officers Bristol and found to be in possession of what was believed to be cannabis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Information passed to Gloucestershire police. | Event 3                                                                                                                                                                                                                                      |
| 25/06/2007 |       |                     | Children's Social Care | SW & police joint visit to Carly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                               |                                                                                                                                                                                                                                              |
| 26/06      |       |                     | Children's             | Carly decides she no longer wishes to make a complain.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               |                                                                                                                                                                                                                                              |

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| /2007      |  |                     | s Social Care          |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |
| 28/06/2007 |  | Case Files          | Children's Social Care | Update from police - enquiries now made regarding disclosure. The incident would be classed as "indecent assault" under the previous Sexual Offences Act. Carly does not want to make a complaint so no further action is planned                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |
| 28/06/2007 |  | Intelligence report | Police                 | The report summarises Carly's situation about the referral and closure of case by the police child abuse investigation team (CAIT), There was concern for Carly's welfare because of suspected sexual abuse by a distant family member. She was at that time in a settled foster placement - no plan for her to return to the family home. | Action was agreed:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Event 1                                                                                                                                             |
| 28/06/2007 |  |                     | Police                 | No contact with this family member. In January that year (2007) Carly's aunt advised that a half-brother had sexually abused her own children and Carly in the past.                                                                                                                                                                       | Social Services were to Contact the Aunt and obtain full details of the half-brother so that we can progress enquiry i.e.. CAIT to visit her. Checks to be made on the suspect and whether he had access to children. A joint visit would then be undertaken to see Carly regarding these allegations. This was done and she explained what had happened. This was classed as an indecent assault but without any evidence / complaint from Carly the police could not pursue this any further. She feels she may consider a formal complaint in the future. Social Services were informed of this |                                                                                                                                                     |
| 30/06/2007 |  | Case Files          | Children's Social Care | Foster carer reports that Carly had to be collected from school as she was threatening to kill herself. Foster carer returned her to placement and no further concerns were recorded                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | There is a failure to act and understand this incident as a response from Carly to being spoken to by the police in respect of earlier allegations. |
| 01/07      |  | Attendance          | School                 | Attendance for year 90% Decision to include Carly on a                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |

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| /2007      |  | ce records |                                      | 'Work to Learn' programme in Year 11. Carly keen to follow a hairdressing course.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 02/07/2007 |  |            | Children's Social Care               | Decision that Carly should remain with current carers on long term basis. Matching to be confirmed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10/07/2007 |  |            | Children's Social Care               | notes missing from file                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11/07/2007 |  | Case Files | Children's Social Care               | Session 28: aim: to discuss Carly's current feelings; to discuss the young women's group and ending Adolescent Support Worker's involvement. This session takes place in the local park. Carly reports not seeing her parents but has spoken to mum and sister on the phone. Carly's sister is angry that Carly has told a friend about the abuse she alleges and Carly says that as a result her family don't want anything to do with her. Carly would like to attend the young women's group - specifically aimed at young women who have experienced sexual abuse. the group sil start in Sept 2007 and Carly and Adolescent Support Worker agree they will meet for 2 more sessions and then close. Carly says she's feeling calmer and is pleased with this but also says she has self-harmed recently. no further information about this self-harm is recorded. Carly says that school is not great and she again wants to move. | two more sessions to be booked and then close | No explanation for why such a lengthy gap between sessions. The relationship between Carly feeling calmer but having recently self-harmed is not explored. Exploration would have been helpful. The all-or-nothing nature of the relationship with her family, which has been a theme throughout this intervention could have been explored further through a family group conference                                                                                                                                                                                                 |
| 18/07/2007 |  | Case Files | Adolescent Support Worker Case Notes | Session 29: aim not outlined session took place at Sainsbury's café. Carly discloses that she has self-harmed at school and has made cuts to her arm using the blade of a pencil sharpener. The cuts are described as deeper than superficial, red and inflamed. Carly says she wants to stop self harming but the urge is hard to control and is sometimes is the only thing she can think about. Carly says she cuts to numb her pain and to release her feelings. afterwards she says she can feel silly. Carly says one of her support workers at school has a daughter who tried to kill herself recently. Carly says she doesn't want this to                                                                                                                                                                                                                                                                                     | final session booked                          | I suspect that a clear picture of Carly's self harm had not been established and may have been under-reported. Carly's description of her self-harming has a textbook quality to it and it would have been helpful if there was further exploration with Carly. The discussion of sensitive family issues in a supermarket coffee shop seems inappropriate and I think it is confusing for Carly to be ending her work with Adolescent Support Worker whilst Adolescent Support Worker is recording that further one to one would be helpful, and that she will continue to see Carly |

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|            |  |            |                                      | happen to her. Carly knows that cutting helps her deal with the feelings she associates with her abuse. Carly wants to attend the women's group in September and is aware that Adolescent Support Worker runs this group. their next session together will be their last. Carly describes wanting to change schools but further discussion is interrupted as Carly's sister wants to explain to Adolescent Support Worker why she is angry with Carly. Sister says she doesn't want people knowing about her allegation of sexual abuse and she was angry that Carly had repeated it. Carly said she understood her sister's anger. it is also noted that Carly has had no contact with her parents since March and has not been invited to her brother's wedding. Adolescent Support Worker concludes her reporting by saying that Carly's self-harm needs to be taken seriously and she wonders whether she should Carly. |                     | as part of the young women's group.                                                                                                                       |
| 21/07/2007 |  |            |                                      | Social Worker nominates Carly for an OSGARS 2007 celebrating achievement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |                                                                                                                                                           |
| 25/07/2007 |  | Case Files | Adolescent Support Team              | adolescent support worker ceases involvement after completing 30 sessions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |                                                                                                                                                           |
| 25/07/2007 |  | Case Files | Adolescent Support Worker Case Notes | Session 30: aim: Goodbye<br>A lack of clarity around planning leads to a misunderstanding between Carly and Adolescent Support Worker leading to this session not happening. Adolescent Support Worker drives to see Carly in placement and gives her a hug and a card                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | no further sessions | It is particularly disappointing that these sessions end in such an unplanned way which could have resulted in Carly feeling a further sense of rejection |
| 31/07/2007 |  | Case Files | Looked After Children Team           | case transferred                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                     |                                                                                                                                                           |
| 03/08/2007 |  | Case Files | Children's Social Care               | Home visit by social worker where the allegation about Uncle is discussed. Carly says she "needed to get it out of the way, can't cope with it anymore". Carly wants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |                                                                                                                                                           |

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|            |  |            |                        | her parents to be told that when she was in uncle's care he put her to bed and behaved inappropriately                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |      |                                                                                                                                                                                                                                                                                                                    |
| 17/08/2007 |  | Case Files | Children's Social Care | <p>Adolescent Support Worker closing summary:<br/> Clear closing summary on record describing:</p> <p>1) reasons for the work<br/> truanting and risk-taking behaviours<br/> difficulties at home<br/> allegations from sister<br/> need to understand Carly's experience and give an opportunity to talk<br/> anger, rules and boundaries to be explored</p> <p>2) Work Undertaken<br/> Involvement of over a year from ASW<br/> allegations made regarding sexual abuse within family resulting in a move into foster care<br/> Carly will be living with her current carers "permanently"<br/> work completed on anger management, self-esteem, self-harm and how to settle in placement</p> <p>3) Outcome of Work<br/> Carly engaged in this work and after a period of time in care her angry outbursts diminished<br/> Carly's school attendance remained sporadic<br/> Although Carly is more confident, she is still finding it difficult to manage the consequences of being in care and a survivor of abuse</p> <p>4) What Worked / What didn't<br/> Carly liked activities and making things and talking things through<br/> sessions based at school were not successful</p> | None | Whilst it is very positive to see a closing summary with specific outcomes and a discussion of what worked and what didn't, it is of concern that there is no risk assessment and I am not convinced that the outcomes recorded in the summary are supported by the evidence in the individual detailed recordings |
| 19/08/2007 |  | Case Files | Children's Social Care | foster carer updates SW with her belief that Carly plans to move to live with her brother when she is 16. the carer adds she has "a feeling there is a boy involved too"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |      |                                                                                                                                                                                                                                                                                                                    |
| 31/08/2007 |  | Case Files | Looked After           | Carly tells her new SW she wants to stay in this placement until she is 26. Foster carer expresses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |      | I was particularly struck by Carly's comment given that she does not live to be 26                                                                                                                                                                                                                                 |



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|             |  |                   | Children Team              | concern that Carly is "telling lies and then believing them herself"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                             |  |
| 01/09 /2007 |  |                   | School                     | Enrolment on 'Reflections' hairdressing course and W2L courses two days a week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |  |
| 04/09 /2007 |  | Case Files        | Looked After Children Team | Carly has spent the weekend with her brother and did not return to placement. It is reported that Carly and another young person in placement have been exchanging unpleasant text messages                                                                                                                                                                                                                                                                                                                                                                                      |                             |  |
| 06/09 /2007 |  | Case Files        | Looked After Children Team | Carly remains with her brother and is refusing to return. Parents are aware and are planning to visit to encourage her to return to placement.                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |  |
| 10/09 /2007 |  | Case Files        | Looked After Children Team | Case files report windows in brother's house have been boarded up since 12/8/07                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             |  |
| 12/09 /2007 |  | Case Files        | Looked After Children Team | Allegation that Carly stole £10 from another young person's purse.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                             |  |
| 13/09 /2007 |  | Case Files        | Looked After Children Team | Telephone call to North Somerset duty social work team to clarify whether brother and his family are known to them. North Somerset advise that there were no child protection concerns noted but there is a previous history of concern regarding cleanliness, poor hygiene and boarded up windows. The case was previously opened as a "child in need" but since closed. Carly continues to want weekend contact with her brother and a compromise is suggested by the EWO who offers to drive Carly to her brother's on the Friday and bring her back to school on the Monday. |                             |  |
| 18/09 /2007 |  | Exclusion records | School                     | 1 Day FTE for leaving internal exclusion which had been given for truancy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Meeting with foster parents |  |
| 25/09 /2007 |  | Case Files        | Looked After Children Team | Indigo project discussed with Carly as a means of maintaining her safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                             |  |

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| 27/09/2007 |       | Exclusion records | School                     | 1Day FTE for truancy and defiance                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Meeting with foster parents                                                            |                                                                          |
| 30/09/2007 |       | Case Files        | Looked After Children Team | foster carer expresses concern about Carly's ability to keep safe                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                        | it is not clear if these concerns relate to emotional or physical safety |
| 11/10/2007 |       | Case Files        | Looked After Children Team | Carly asks to attend young women's group at Court Road. Foster carer reports her belief that Carly is sexually active.                                                                                                                                                                                                                                                                                                                                                               |                                                                                        |                                                                          |
| 11/10/2007 | 22:36 | Storm log         | Police                     | Carly reported missing by ISIS care from Hair Salon Training College Bristol. but she was living in Gloucester. The informant advised that Carly had been causing trouble at the address.                                                                                                                                                                                                                                                                                            | She was found on 12/10/2007 and taken home in the early hours of the following morning | Event 4                                                                  |
| 12/10/2007 |       | Case Files        | Looked After Children Team | Carly truants from work experience and goes to see her boyfriend, aged 16, who is in court that afternoon. Carly described as giving up on herself and the horses, is dirty, losing weight, tired and has reduced self-esteem. A plan of support is put in place that includes education, Connexions and a worker from the CSS. Carers confirm the placement is at risk of breakdown. Carly says she is sexually active and using condoms. At risk of disruption. Meeting requested. |                                                                                        |                                                                          |
| 18/10/2007 |       | Case Files        | CSS                        | XXX allocated as CSS worker. The file records that "things slightly better" in placement but doesn't state why.                                                                                                                                                                                                                                                                                                                                                                      |                                                                                        |                                                                          |
| 21/10/2007 |       | Case Files        | Looked After Children Team | Foster carer reports that she has taken Carly to see the practice nurse who has prescribed the contraceptive pill and completed a smear test                                                                                                                                                                                                                                                                                                                                         |                                                                                        |                                                                          |
| 25/10/2007 |       | Case Files        | Looked After Children Team | Placement breakdown meeting aimed at repairing the fracture so that the placement can continue. It is believed that Carly's boyfriend has been sent to Young Offenders Institute for drugs-related offences                                                                                                                                                                                                                                                                          |                                                                                        |                                                                          |
| 29/10/2007 |       | Case Files        | Looked After Children      | Foster carer's mother dies suddenly.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                        |                                                                          |

|            |  |                   | Team                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                     |                                                                                                                                                                             |
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| 01/11/2007 |  | SSG records       | School                     | Suspicious about drug use noted                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                     | Not admitted by Carly                                                                                                                                                       |
| 05/11/2007 |  | Case Files        | Looked After Children Team | Carly has a fixed 3 day exclusion. Case files suggests she is now only in school 1.5 days per week.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                     |                                                                                                                                                                             |
| 05/11/2007 |  | Exclusion records | School                     | 2 Day FTE for rudeness and refusal to follow instructions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Meeting with foster parents                         |                                                                                                                                                                             |
| 14/11/2007 |  | Case Files        | Looked After Children Team | Carly tells teacher at school that she has taken Ketamine today following becoming distressed after attending a group. Carly says this is the first time she has taken it and that she is going to her mum's for tonight                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                     | good communication between school and SW although it is not recorded that this information was shared with parents (who retain parental responsibility) or the foster carer |
| 15/11/2007 |  | Case Files        | Looked After Children Team | Carly tells school she wants to live with her mother because "foster children are treated differently". Carly also denies that she takes any drugs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Respite placement planned from 19.11.07 to 30.11.07 |                                                                                                                                                                             |
| 16/11/2007 |  | Case Files        | Looked After Children Team | Carly refuses to go to respite and says she will stay with a friend and her mother. This is agreed by her mother. Carly's timetable confirmed as work experience at local primary school all day Monday, Court Road Young women's group all day Wednesday, Hair salon on Thursday and School Tuesday and Friday. Permanent placement ends with refusal to go to respite. it's noted that if Carly wants to stay with friends, this would be as a private fostering arrangement until she is 16 in January 2008 Carly is advised to meet up with social worker to explore the options for supported accommodation at age 16. the files suggest an uncomfortable ending for this foster placement |                                                     |                                                                                                                                                                             |
| 20/11/2007 |  | Case Files        | Looked After Children Team | Carly is staying with her friend and friend's mother. Friend's mother expresses an interest in Carly remaining with her longer term as a private fostering arrangement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                     |                                                                                                                                                                             |
| 21/11      |  | Exclusion         | School                     | 1Day FTE for verbal abuse and threatening behaviour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Meeting with foster parents                         |                                                                                                                                                                             |

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| /2007      |       | records                       |                            | towards a member of staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                              |                                                                                                                                                                                                                                        |
| 23/11/2007 |       | Case Files                    | Looked After Children Team | Foster Carers give 28 days notice following period of deterioration. This placement had been stable until Sept 2007 when a third child came into placement and upset the dynamic. Since September, the Foster carer reports that Carly is challenging, attention seeking, telling lies, making allegations of drug use and disengaging from school. it is noted that the foster carers experienced a sudden bereavement in Oct 2007 and requested respite care for 2 of the 3 children they looked after. Carly said this demonstrated favouritism and was resentful. | Search for alternative placement begun as it is felt that current placement is no longer meeting needs.                      | it would not be typical practice for a bereaved carer to be offered respite for only some of the children cared for. It would be today's practice that all the children would be temporarily removed to allow the carer time to grieve |
| 23/11/2007 |       | Exclusion records             | School                     | 2 Day FTE following a fight with one of her closest friends. Verbal abuse and threatening behaviour to members of staff who intervened.                                                                                                                                                                                                                                                                                                                                                                                                                               | Meeting with foster parents                                                                                                  | Support staff who knew Carly very well involved in stopping the fight                                                                                                                                                                  |
| 27/11/2007 |       | Case Files                    | Looked After Children Team | telephone call from friend's mother who wants someone to collect Carly "now". Friend's mother reports Carly is expecting to be given a flat of her own when she is 16                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                              |                                                                                                                                                                                                                                        |
| 28/11/2007 |       | Case Files                    | Looked After Children Team | further telephone contact from friend's mother who confirms that everything was ok for 2 weeks and then on 26/27th both Carly and her daughter went out and got drunk                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                              |                                                                                                                                                                                                                                        |
| 30/11/2007 |       | Case Files                    | Looked After Children Team | Friend's mother now saying Carly can remain for a further week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                              |                                                                                                                                                                                                                                        |
| 01/12/2007 |       | Attendance records            | School                     | Carly hardly attended school and finally refused to come in as relations with her peer group were at an all time low.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | EWO involved                                                                                                                 |                                                                                                                                                                                                                                        |
| 03/12/2007 | 09:34 | Storm log                     | Police                     | EP reported Carly missing from her respite care placement and had not returned from visiting a friend and had left in a taxi at 22:30 night before                                                                                                                                                                                                                                                                                                                                                                                                                    | See 04/12/2007                                                                                                               | Event 4                                                                                                                                                                                                                                |
| 04/12/2007 |       | Storm log Intelligence report | Police                     | Carly was reported missing by Social worker from her temporary accommodation, having not returned after a night out. Acting on information officers found her at an address in Kingswood in the company of friends.                                                                                                                                                                                                                                                                                                                                                   | EDT arranged for her to stay at another foster home and apparently Carly was resisting this. Previous placement in Glos came | Event 4                                                                                                                                                                                                                                |

|            |  |                        |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                          |                                                                                                |
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|            |  |                        |                        | Carly did not want to return to her foster carers. Carly was working at Hair Salon in Bristol on Thursdays. This address belongs to the mother of one of her school friends                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | to an end believed due to a falling out with and her own mother could not accommodate her.(see 03/12/07) |                                                                                                |
| 04/12/2007 |  |                        | Children's Social Care | Placed by EDT with foster carer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                          |                                                                                                |
| 04/12/2007 |  | Case Files             | Children's Social Care | Moves to live with foster carer CS following placement breakdown. In planning meeting Carly described as "a wonderful personality, resourceful and resilient"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | EDT identifies emergency placement                                                                       | Further unplanned move for Carly                                                               |
| 01/01/2008 |  | Case Files             | Filton High School     | Alleged assault on Carly at Filton high school. Home study offered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Other education provided.                                                                                | No discussion about impact of Carly's removal from school community. Unclear if parents aware. |
| 01/01/2008 |  | Attendance/SSG records | School                 | Transfer to COPE course at Filton College - attendance and engagement good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          |                                                                                                |
| 12/02/2008 |  | Case Files             | Children's Social Care | LAC Medical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                          |                                                                                                |
| 16/02/2008 |  | Case Files             | Children's Social Care | Needs Assessment. Referral made to Dr - concern that the placement is not meeting Carly's emotional needs. It is requested that Dr focus on the impact of 1) introduction of a third child into placement 2) change of social worker, 3) re-establishing contact with older brother, 4) parents unwilling to have Carly home. Assessment also recognises that Carly requires further support with self-care skills and all aspects of daily living. Carly asks for therapeutic support for the nightmares, panic attacks and hyperventilating she experiences when remembering her abuse. Carly recognises that she can self harm, smoke tobacco, use cannabis and experiment with other drugs in the context of remembering her abuse experiences | Clear plan in place.                                                                                     | Recognition of the impact of placement breakdown in November 2007.                             |
| 01/03/2008 |  | Case Files             | Children's Social Care | Pathway Plan. Carly identified as an eligible child and is referred to the continuing support service. Carly's emotional health remains unsettled with CAMHS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                          |                                                                                                |

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|            |       |                 |                                                | support being made available. Carly continues to work with drugs worker and the latter is concerned about Carly's experimental drug use and disengagement from interests and hobbies                                                                                                                                                       |                                                                        |                                                                                                                                                                 |
| 09/05/2008 |       | Case Files      | Children's Social Care                         | Carly asks about Housing options - wary of trainer flat, worried about being vulnerable on own.                                                                                                                                                                                                                                            |                                                                        | Voice of the child and her worries emerges here.                                                                                                                |
| 01/06/2008 |       | Exam records    | School                                         | Took Maths, English and Science GCSEs - qualification gained in Science ( Aug 2008)                                                                                                                                                                                                                                                        |                                                                        |                                                                                                                                                                 |
| 10/06/2008 |       | Case Files      | Children's Social Care                         | Placement fragile - additional support requested. Carly and other young person in placement arguing. It is reported that Carly has developed feelings for the other young person which are not reciprocated and Carly feels rejected.                                                                                                      |                                                                        | placement breakdown meeting was not actioned neither was a disruption meeting, therefore this is another unplanned move for Carly without lessons being learnt. |
| 13/06/2008 |       |                 | Children's Social Care                         | Placement at risk                                                                                                                                                                                                                                                                                                                          |                                                                        |                                                                                                                                                                 |
| 13/06/2008 |       | Case Files      | Children's Social Care                         | CS ends placement.                                                                                                                                                                                                                                                                                                                         |                                                                        |                                                                                                                                                                 |
| 18/06/2008 |       |                 | Children's Social Care                         | Placement move                                                                                                                                                                                                                                                                                                                             |                                                                        |                                                                                                                                                                 |
| 01/07/2008 | 12:57 | Medical Records | North Bristol NHS Trust - Emergency Department | <p>Attended E.D at 12:57 by car/bike, complaining of a painful right shoulder. Carly declined to disclose person who she was accompanied with to E.D. Time elapsed for the Incident was over 48 hours.</p> <p>Clinical Notes –<br/>13:20 – Presented with right shoulder pain. On examination - ?trauma tender shoulder and ?Fracture.</p> | <p>X-ray requested - No fracture seen.</p> <p>Discharged at 13:50.</p> |                                                                                                                                                                 |
| 01/07/2008 | 22:52 | Storm log       | Police                                         | Carly reported missing by foster father TW. Was last seen at 21:29 going to see AT.                                                                                                                                                                                                                                                        | Located at a friend's address and TW collected her.                    | Event 4                                                                                                                                                         |
| 04/07/2008 |       | Case Files      | Children's Social Care                         | Reconstruct contact social worker regarding concerns for Carly.                                                                                                                                                                                                                                                                            | Social worker plans visits for 10.07.08.                               | note that SW arranges to see Carly on the 10th - it is unclear if concerns about Carly's safety are assessed and shared with other practitioners                |

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|            |       |            |                        |                                                                                                                                                                                                                                                                                      |                                                                                                  | supporting her - i.e. foster carer                                                                                                    |
| 07/07/2008 |       | Case Files | Children's Social Care | Advocate/IV Referral - Carly feeling she is not consulted.                                                                                                                                                                                                                           |                                                                                                  |                                                                                                                                       |
| 08/07/2008 |       | Case Files | Children's Social Care | Support Plan - Reconstruct IV. Young Bristol - DLS - Referred by social worker. Help with isolation. Barnardos. Reconsider training flat.                                                                                                                                            |                                                                                                  |                                                                                                                                       |
| 10/07/2008 |       | Case Files | Children's Social Care | Foster carer advises placement cannot continue. Was supposed to be 72 hours and 4 weeks later they are not managing.                                                                                                                                                                 | EDT arrange emergency placement for the next day.                                                | Support plan failed to prevent breakdown.                                                                                             |
| 11/07/2008 |       |            | Children's Social Care | Emergency placement in Cleve                                                                                                                                                                                                                                                         |                                                                                                  |                                                                                                                                       |
| 11/07/2008 |       | Case Files | Children's Social Care | EDT Placement in Cleve                                                                                                                                                                                                                                                               |                                                                                                  |                                                                                                                                       |
| 13/07/2008 | 16:55 | Storm log  | Police                 | Carly failed to be at a location to be collected and had absconded before. Located later                                                                                                                                                                                             | She was noted as 16 and a half years old, vulnerable as she smokes cannabis a lot and self-harms | Event 4                                                                                                                               |
| 14/07/2008 |       |            | Children's Social Care | Placement move to IFA in Devon                                                                                                                                                                                                                                                       |                                                                                                  |                                                                                                                                       |
| 14/07/2008 |       | Case Files | Children's Social Care | Devon Independent Fostering Agency                                                                                                                                                                                                                                                   |                                                                                                  | Unclear if parents were aware or consulted about this move which is planned for the summer only.                                      |
| 07/08/2008 |       | Case Files | Children's Social Care | LAC Review. Carly feels unsupported by Social Worker. Is a Christian                                                                                                                                                                                                                 |                                                                                                  | it is positive that a review happened out of area. However, there is no exploration of Carly's faith and it is not referred to again. |
| 07/08/2008 |       | Case Files | Children's Social Care | Social Worker omits from info that Carly is using Cannabis and without it, doesn't eat.                                                                                                                                                                                              |                                                                                                  | It is not clear why the social worker did not feel it appropriate to share this information with the carers.                          |
| 01/09/2008 |       | Case Files | Children's Social Care | Placement change<br>Carly is completing an animal care course. Carly is on the waiting list for the trainer flat in June / July 2009. Carly will be doing her own food shopping and meal preparation in this placement as part of her preparation for independence. The Foster carer |                                                                                                  | These are newly registered foster carers. Evidence of some placement preparation.                                                     |

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|            |       |                               |                        | describes Carly as having night-time awareness; i.e. when she is out she stays with the group and her phone is always charged / has credit.                                                                                                                                                                                                                                   |                                                                                                                                                                           |                                                                                                                     |
| 04/09/2008 |       |                               | Children's Social Care | Placement move to Wotton-under-Edge                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                           |                                                                                                                     |
| 18/09/2008 |       | Case Files                    | Children's Social Care | LAC Review. Care Plan revision required                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                           |                                                                                                                     |
| 22/09/2008 |       | Case Files                    | Children's Social Care | Carly worried about leaving care                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                           |                                                                                                                     |
| 13/10/2008 | 23:29 | Storm log Intelligence report | Police                 | Carly was reported missing late on 13th October and again on the 14th of October 2008 at 13:26 from foster carers. She went to visit her brother on the 13th of October, after having an argument with her brother she was last seen boarding a train at 1600hrs back to foster carers. It was suggested that she may with a male in Bristol and this is where she was found. | Enquiries were made. Police planned to collect her and take her back to foster carers                                                                                     | Event 4                                                                                                             |
| 14/10/2008 |       | Case Files                    | Children's Social Care | Missing from placement                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                           |                                                                                                                     |
| 15/10/2008 |       | Intelligence report           | Police                 | Carly was missing from her foster carers and located in Bristol with 2 friends from Filton College.                                                                                                                                                                                                                                                                           | She was returned to her foster carers home. She was debriefed but gave no reason for leaving as states that she did not contact anybody as she had no credit on her phone | Event 4- Good practice that Carly was asked questions and that an intelligence report was submitted by the officer. |
| 10/11/2008 |       | Case Files                    | Children's Social Care | Foster Carer notes self harm/not eating well/ thoughts about her family.                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                           | Placement appears fragile but no additional support or plan appears to be offered.                                  |
| 12/11/2008 |       | Case Files                    | Children's Social Care | Self harm.                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                           |                                                                                                                     |
| 13/11/2008 |       | Case Files                    | Children's Social Care | Dr - being assessed for PT sexual abuse support - not known yet.                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                           | whilst Dr's assessment is not recorded on our files Carly is offered a further period of CAMHS support.             |



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| 13/11/2008 |       | Case Files                          | Children's Social Care | SW visit - allegation denied.                                                                                                                                           |                                                                             | This refers to the temporary placement in the summer.                                                                                                                                                                                                                                                                                                                   |
| 28/11/2008 |       | Case Files                          | Children's Social Care | Email carers - suspect drug use - avoidance of workers, disengaged from friends, hobbies and college.                                                                   |                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 04/12/2008 |       | Case Files                          | Children's Social Care | Care plan amended. Carly to remain in foster care until ready for independence. Carly requests new social worker.                                                       |                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 05/12/2008 |       | Case Files                          | Children's Social Care | Carly requests a change of SW.                                                                                                                                          |                                                                             | Allocated social worker is Carly's third in under two years.                                                                                                                                                                                                                                                                                                            |
| 18/12/2008 |       | Case Files                          | Children's Social Care | Was working with Clinical Psychologist                                                                                                                                  |                                                                             | This refers to ongoing work with CAMHS.                                                                                                                                                                                                                                                                                                                                 |
| 16/01/2009 |       | Case Files                          | Children's Social Care | Foster placement at point of breakdown                                                                                                                                  |                                                                             | A further breakdown, no disruption meeting.                                                                                                                                                                                                                                                                                                                             |
| 17/01/2009 | 19:48 | Storm log:<br>Intelligence reports: | Police                 | Carly was reported missing by foster carer. She had been missing since 16/01/2009 when she left to go to college. Had stayed overnight at an address in Bristol.        | Report was disseminated to a locally based named officer and enquiries made | Event 4- Carly had been at foster carers for previous 5 months and had stolen from her foster family numerous times. Social services were arranging a new placement. In the interim they agreed that when found Carly could stay at her friend's house in Bristol. Officer did not feel that these premises were appropriate but social services overruled him. Event 4 |
| 18/01/2009 | 12:10 | Intelligence report                 | Police                 | Carly returned to the foster carer address having stayed overnight at another address                                                                                   | Report was disseminated to a locally based named officer                    |                                                                                                                                                                                                                                                                                                                                                                         |
| 19/01/2009 |       |                                     | Children's Social Care | Placement breakdown - moves to B&B                                                                                                                                      |                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 19/01/2009 |       | Case Files                          | Children's Social Care | Carly placed in B&B. "Management refused to fund IFA".                                                                                                                  |                                                                             | Carly is almost 17 and therefore I would expect continuing provision of foster care until she is 18.                                                                                                                                                                                                                                                                    |
| 20/01/2009 |       | Case Files                          | Children's Social Care | SW supervision with ATM - 3 options agreed for Carly - 1) South Glos. Foster carer until age 18; 2) Foster Carer initially with planned move to independence before 18; |                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |

|            |              |                           |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|            |              |                           |                                                 | 3) Independent accommodation with acknowledgement that Carly is vulnerable and lacks skills of daily living                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 21/01/2009 |              | Case Files                | Children's Social Care                          | Carly advises she does not want another foster placement - told B&B unsuitable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 23/01/2009 |              |                           | Children's Social Care                          | Moved to B&B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 09/02/2009 |              | Case Files                | Children's Social Care                          | Written warning/locks changed/rude/abusive to staff - posting lit papers under door.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Evidence that Carly is not managing independently.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10/02/2009 | 1500 to 0925 | Storm logs; GDN reports : | Police-Response officers and HATE crime officer | First call made at 10:13 by a third party to say that Carly's necklace has been stolen by the people who run the B and B that she was being prevented from returning to her room to remove her belongings and that she had been wrongly evicted. Call was then received by police half an hour later at 11.14 from member of staff that Carly was property with another girl in the house and was being threatening and abusive, some of this was racially abusive, assaulted a member of staff and caused damage (small dent) to a door. She and the other girl left before police attendance. Staff told the police that this was because she had too many visitors in her room, (against hostel policy) bad behaviour, and was violent towards staff. Carly was offered alternative accommodation but she refused it. | The police response to the first call made by Carly was that the eviction was a civil dispute and that as she had nowhere to go she needed to call her support worker. She threatened to 'smash the place up'. She was advised against it and given a 0845 number should she wish to call back. She was also given a crime number for the allegation she made regarding the theft of her necklace. She was further spoken to by a crime recorder who took more details and made enquiries that day. Due to lack of evidence to support a burglary complaint and lines of enquiry were negative, the case was subsequently closed and Carly was advised 13/04/2009. The other female was cautioned for the racial abuse offence. | Event 5- Officer does make a comment under cautionary info that 'do not feel that there is a concern for safety but she said that that she cannot stay in the hostel and she is only 17'. She is 17 and technically a safeguarding concern. It is unclear from our records whether this was referred to children's social care. HATE crime officer was allocated to look in to elements of the case as racist comments were made by another female also evicted in the company of Carly. This was good practice |
| 10/02/2009 |              | Youth Offending Team      | Youth Offending Team                            | Offence Committed (Criminal Damage) Referred for Final Warning. Attempts made to meet with Carly, but she did not attend. Referred to Court.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|            |              | Records (Childview)          |                                                |                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                   |  |
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| 10/02/2009 |              | Case Files                   | Children's Social Care                         | Carly threatens another resident. Asked to leave B&B                                                                                                                                                                                                                                                                      |                                                                                                                                                                   |  |
| 11/02/2009 |              |                              | Children's Social Care                         | Moves to Guest House                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                   |  |
| 13/02/2009 | 1501 to 0925 | XREF: Storm logs GDN reports | Police-HATE crime officer                      | Victim of assault at B&B declined to support a prosecution. Carly did not say anything racist, it was her female friend who did and she did not harm the victim - it was soft push.                                                                                                                                       |                                                                                                                                                                   |  |
| 17/02/2009 |              | Case Files                   | Children's Social Care                         | Carly moves to B&B in Fishponds.                                                                                                                                                                                                                                                                                          |                                                                                                                                                                   |  |
| 20/02/2009 |              | Case Files                   | Children's Social Care                         | "Carly has chosen to live independently from Foster Carers. Email from SW.                                                                                                                                                                                                                                                |                                                                                                                                                                   |  |
| 26/02/2009 |              | Case Files                   | Children's Social Care                         | B&B advise that Carly has not stayed there for the last 2 nights. Police advised. Carly subsequently returns to the B&B                                                                                                                                                                                                   |                                                                                                                                                                   |  |
| 27/02/2009 | 17:29        | Medical Records              | North Bristol NHS Trust - Emergency Department | 15:00 – Carly punched wall, which led to right little finger injury.<br>Attended E.D at 17:29 by car/bike, referred by GP, accompanied with boyfriend.<br><br>Clinical Notes –<br>17:40 – Complaints of pain in right little finger and right middle knuckles. No other injuries. No rotational deformities, skin intact. | X-ray requested, Carly discharged at 18:30.                                                                                                                       |  |
| 27/02/2009 | 15:07        | Storm log:                   | Police                                         | Guest House called the police to say that Carly has not been seen since 1902 and has not collected her money. Guest House said that Carly was vulnerable and was in foster care until 1902. She allegedly had a boyfriend, a homeless male. It was considered that she would not                                          | Enquiries made at address of boyfriend and as a result it was learnt that Carly was last seen at college a few days before. Carly was spoken to the following day |  |

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|            |                     |                       |                        | go to Mum's as abuse occurred there. It was reported that Carly had superficially self-harmed in the past and was under CAMHS for depression but that is do with the past. There was no indication that she was depressed at this time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | and she said she was OK and the officer asked her to call Social Services. |                                                                  |
| 27/02/2009 |                     | Case Files            | Children's Social Care | SW closes case.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                            |                                                                  |
| 04/03/2009 |                     | Case Files            | Children's Social Care | Interview Tenancy starts 16.03.09.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                            |                                                                  |
| 05/03/2009 | 18:42 and 18:52 :00 | Storm log: GDN report | Police                 | contacted the police to report that she has heard through a friend that another friend was victim if a robbery. The victim had already called the police who attended and enquiries made for this criminal damage and public order offences                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | not involved directly but acted to support complainant.                    |                                                                  |
| 06/03/2009 |                     | Case Files            | Children's Social Care | Strategy Meeting regarding allegations about previous Foster Carer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                            |                                                                  |
| 09/03/2009 |                     | Intelligence report:  | Police                 | Officers attended the home of a Registered Sex Offender who wanted to report a crime. Carly was on the sofa under a duvet. The RSO stated that she was a friend, and that she was just a friend and she was aged 17.He went to say that her friend was there earlier but she had popped out for food and she was 19 but he didn't know her name. Carly was spoken to and she said that she was staying at the RSO's because she was kicked out of her foster parents address. She went to Guest House but had left there and there was now an allegation that she damaged her room before she left. She went onto say that she was waiting for a flat. She stated that she had known the RSO for 'some time' and was introduced by a mutual friend. She stated that her boyfriend was the missing boy aged 15. |                                                                            | Event 6. The officer commented that Carly although 17 looked 15. |
| 10/03/2009 | 01:10               | Intelligence report   | Police                 | Officers went to the home address of a RSO looking for a missing boy (as 12/03/2009). There they found Carly and the missing boy who initially gave a false date of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | The RSO was arrested and bailed pending enquiries.                         | Event 6. The officer commented that Carly although 17 looked 15. |

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|            |       |                           |                        | birth. has signed PNB stating she met the boy and believed he was 19 years old.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                 |                                                                         |
| 10/03/2009 |       | Storm logs; GDN reports : | Police                 | Carly arrested for criminal damage, admitted offence and bailed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | On 10/03/2009 Carly was arrested for the damage, she admitted offence and was bailed to 07/04/2009. She had failed to answer bail at various times so was circulated as wanted. |                                                                         |
| 11/03/2009 | 14:40 | Storm log:                | Police                 | XXX 15 yr old son missing from home. Son has a girlfriend Carly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Enquiries commenced and the home of the male on RSO checked and son not there but at a later visit the following day son found.                                                 | Carly seen 12/03 when premises searched. son not present at that visit. |
| 12/03/2009 | 03:30 | Intelligence reports:     | Police                 | Police went to the home of the registered sex offender (RSO see 18/03/09) in search of a missing boy. In a double bed in the flat was Carly and a female she had met at the London St address. This was the only bed in the property. The two girls were eager to show their identification and ages. The missing boy (born 1994) returned to his grandmother's house later that day and when interviewed he stated that he had been wandering the streets during the nights and the rest of the time with Carly who was living at Guest House. | No further action taken/ Carly had mentioned to the officers that she was trying to get a place at hostel and had signed documents. The other girl was aged 21 yrs.             |                                                                         |
| 16/03/2009 | 23:30 | GDN report:               | Police                 | Tom was the victim of an assault by two men unknown to him in Bristol when he refused to give one of them a light.                                                                                                                                                                                                                                                                                                                                                                                                                              | Enquiries made and as there were no witnesses. CCTV etc the case was closed.                                                                                                    |                                                                         |
| 16/03/2009 |       |                           | Children's Social Care | Moves to hostel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                 |                                                                         |
| 18/03/2009 | 16:50 | Intelligence report       | Police                 | Carly was in company at an address in Kingswood with a registered sex offender who was under conditions not to be in the presence of a young person under 17 yrs old. He was in the flat with a male child aged 2 yrs old. The child's mother allegedly was not aware of the conditions and was happy that he and Carly cared for her son whilst she was away shopping for a short time.                                                                                                                                                        | Carly was 17 yrs and 2 months at the time. No further action taken.                                                                                                             | Event 6. The officer commented that Carly although 17 looked 15.        |
| 18/03/2009 |       | Case Files                | Children's Social      | CAMHS concerned about engagement - asking for a meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                 |                                                                         |

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|            |       |                     | Care                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                     |                                         |
| 20/03/2009 |       | Case Files          | Children's Social Care                         | Hostel - worried about Carly - sleeping with male residents and personal hygiene. Wants to please.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                     |                                         |
| 25/03/2009 | 10:00 | Intelligence report | Police                                         | Officers attended the home of a RSO. He told the officers that Carly would not be going there that day as they had fallen out the previous evening, mainly centred on the fact that she had been sleeping around. She allegedly told the RSO that she would make a malicious statement in relation to the case he was being investigated for.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                     | Event 6.                                |
| 29/03/2009 | 18:24 | Medical Records     | North Bristol NHS Trust - Emergency Department | 17:51 – Great Western Ambulance Service: 999 Call – female has self harmed. Cut to knuckles on right hand and lacerations to left forearm. Carly feels particularly down. Brought into E.D from home at 18:24 by ambulance. Mechanism of injury – Carly self harmed with a broken plate and punched a wall. Doesn't want to die, Family and boyfriend problems. Estranged from family, worker called ambulance. 20:51 – Mental Health Assessment Matrix: Carly has a history of self harm, depression mental health problems and psychiatric illness. Fight with her boyfriend has triggered this incident. Level of risk marked on assessment – Low risk. Clinical Notes – 20:54 – Carly had a fight with her boyfriend at 16:00 today (29/03/2009). Ambulance was called, boyfriend now barred from the home. | CAMS support and psychiatrist in place. Dressing, topical treatment and advise/counselling given. Carly discharged at 21:03.                                                                        |                                         |
| 30/03/2009 |       | Case Files          | Children's Social Care                         | Incident Friday - self harming cuts to forearms. Signed in unknown guests who caused a disturbance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                     |                                         |
| 31/03/2009 | 20:55 | Intelligence report | Police                                         | Carly was in a car that was subject of a search as it was suspected that cannabis was inside. This was negative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | No further action taken.                                                                                                                                                                            | Carly was living at hostel at the time. |
| 06/04/2009 | 18:59 | Storm Log:          | Police                                         | A resident at Britten House called the police to say that he has overheard conversations that people are coming to beat him up. These people were in Carly's flat. He called again to say that he had received anonymous calls by people threatening to come to his flat and was worried. The dispute was over money.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Police advised him to call 999 if they turned up. Premises had CCTV. Officers attended the following morning. caller had gone out and staffs were spoken to. GDN report completed. It appears Carly | Case was closed.                        |

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|            |       |                              |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | was spoken to as a witness but she refused to give any details and did not want to get involved.                                                     |                                                                                                                                                                                                                                                                                                                                                           |
| 08/04/2009 |       | Monthly recording case files | Children's Social Care                         | Carly has a new boyfriend . She reports her last boyfriend held her up against a wall and hurt her and as a consequence she self-harmed. Advised both her CSS worker and her drugs worker. Limited references made to Carly taking anti-depressants and describes CAMHS as "not helpful - it rakes stuff up"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                      | unclear what support Carly offered following the disclosure of domestic abuse. It would have been helpful to have recorded the anti-depressants that Carly was prescribed and who prescribed them. The feedback regarding CAMHS could also have been shared and there could have been an acknowledgement that therapy can remind you of difficult events. |
| 29/04/2009 | 23:44 | Medical Records              | North Bristol NHS Trust - Emergency Department | 21:18 - Great Western Ambulance Service: Incident – Carly hit head on Bed, by accident. On arrival, Carly sat on a chair and was alert (x3).On examination – GCS – 15___, chest clear, all vital signs within normal range, not __, not sick or dizzy, no balance problem, pain reduced since initial onset.Diagnoses – Minor head injury.Trauma – Bruise (on head).Previous Medical History/ Medication: Previous head injury. Antidepressants. 23:24 - Great Western Ambulance Service: Incident – Carly hit head on bed corner, from standing height, earlier this evening. Had an ambulance called who discharged care on scene and advised to call back if anything changes.Carly started getting shooting head pains when closing her eyes, some nausea.Trauma – Swelling (on head).23:44 - Brought into E.D from home at 23:44 by ambulance, accompanied by friend. Presenting Complaint – Head Injury.Clinical Notes – Blank. | 21:18 Treatment – Paracetamol, Ibuprofen, advise GWAS on warning signs.23:24 Treatment – Paracetamol and Ibuprofen given earlier.Discharged at 23:55 |                                                                                                                                                                                                                                                                                                                                                           |
| 01/05/2009 |       | Case Files                   | Children's Social Care                         | Carly states that she went to hospital on 30.04.09 after having a fit and banging her head sustaining a cracked skull. Further GP appointment in 2 weeks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                           |
| 05/05/2009 |       | Case Files                   | Children's Social Care                         | e-mail from Britten House. Carly has bruising to her neck, her back and arms and a black eye following an alleged assault by her friend. Staff offered support to contact the police which was declined.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CSS worker advised                                                                                                                                   | it was appropriate to offer support to contact the police but it would have been helpful to encourage Carly to seek medical attention. It is unclear what action was taken, if any, by the CSS worker                                                                                                                                                     |

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| 07/05/2009 |       | Case Files              | Children's Social Care      | Pathway Plan. Carly did not contribute to this plan. It is reported that Carly continues to see CAMHS and that she is denying current drug use. Concerns are expressed about Carly's engagement with the example being given that Carly stated that she had been meeting her Connexions' worker when in fact she hadn't. |                                                                                                                                                                                                                          |                                                                                                                                           |
| 17/05/2009 | 00:01 | Storm log               | Police                      | Carly called the police to say that she and a male friend were outside a pub with no money to pay for taxi to get home.                                                                                                                                                                                                  | Britten House were called who advised they had no staff available to collect them and will not fund a taxi fare. Carly was told. Due to their age (18 and 17) they were considered old enough to find their own way home |                                                                                                                                           |
| 08/06/2009 |       | Case Files              | Children's Social Care      | Spending little time at Britton House - final warning from Police (offences not detailed) Concerns expressed about relationship with male (well known to YOT).                                                                                                                                                           |                                                                                                                                                                                                                          |                                                                                                                                           |
| 09/06/2009 |       | Case Files              | Children's Social Care      | Failed to answer bail for criminal damage caused at B&B. Not in college since 19.05.09. Staying with boyfriend in Bath                                                                                                                                                                                                   |                                                                                                                                                                                                                          |                                                                                                                                           |
| 15/06/2009 | 18:29 | Storm log:              | Police                      | Carly went into the office at Britton House in a hysterical state reporting that her mother had just died from an heroin overdose and could the police wait a day or two before arresting her. This was agreed by police and she was not arrested until July 2009                                                        | She was wanted for the damage offence at on 10/02/09                                                                                                                                                                     | Event 7- Mum is alive and well at the current time.                                                                                       |
| 18/06/2009 |       | Case Files              | Children's Social Care      | Tells Britton House she saw her Mum die of a Heroin overdose. Bruise on middle of forehead and "finger looking bruise (old) on her wrist". Walked into door.                                                                                                                                                             |                                                                                                                                                                                                                          | given Carly disclosed the death of her parent, it is of concern that her CSS worker does not appear to contact her or her extended family |
| 19/06/2009 |       | Case Files              | Children's Social Care      | Team Manager updated about not collecting weekly allowances (DA not mentioned). Home visit - flat dirty.                                                                                                                                                                                                                 |                                                                                                                                                                                                                          |                                                                                                                                           |
| 30/06/2009 | 09:45 | Storm logs; GDN reports | Police - Hate crime officer | Carly seen at Britton House. Ambulance crew were in attendance as Carly was being treated for symptoms of swine flu. Staff requested to update officer with situation                                                                                                                                                    |                                                                                                                                                                                                                          |                                                                                                                                           |
| 02/07/2009 |       | Case Files              | Children's Social           | Police call regarding failure to answer bail. Not for criminal damage, but for "more serious charge" -                                                                                                                                                                                                                   |                                                                                                                                                                                                                          |                                                                                                                                           |



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|            |  |                                                | Care                   | unclear what.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                      |                                                                                                            |
| 02/07/2009 |  | Storm logs; GDN reports Custody arrest report: |                        | As a result of failing to answer bail regarding criminal damage offence she was arrested and taken to Staplehill police station. She later appeared before the Court                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Arrested on 02/07/2009 - made subject of a referral order for 3months. A risk assessment was completed as per procedure and she said NO to questions put to her regarding that she had ever self-harmed, had never attempted suicide. Was not experiencing any mental health problems or depression. |                                                                                                            |
| 03/07/2009 |  | Case Files                                     | Children's Social Care | Home visit - problem with paying for electricity arrears. Flat very dirty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                      |                                                                                                            |
| 06/07/2009 |  | Case Files                                     | Children's Social Care | Talks of visiting Gran's grave where Mothers ashes are.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                      |                                                                                                            |
| 08/07/2009 |  | Case Files                                     | Children's Social Care | Pathway Plan - irregular attendance at CAMHS. Carly finds the sessions very hard. She is made aware of the Indigo project. Has had contraceptive injection. Would like to see drugs worker again to discuss her worries about cannabis and amphetamine use. Carly would also like to do participation with looked after children and took part in a youth service presentation about her experiences in care.<br>Carly tells her SW that her mother died in April 09 and that Britton House is going well and she has an independent visitor supporting her. Carly confirms the recent bruises seen by workers were caused by a fight with her friend. |                                                                                                                                                                                                                                                                                                      |                                                                                                            |
| 10/07/2009 |  | Case Files                                     | Children's Social Care | LAC Nurse - not registered with local GP - support for depression. GP registration resolved that day.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                      | if Carly not registered with GP in July this poses a question of how she accessed GP follow up in May 2009 |
| 20/07/2009 |  | Case Files                                     | Children's Social Care | Supervision:- 3 options for Carly . 1) Foster Care until 18, 2) Foster Care till moved to independence. 3) Independent, but vulnerable, lacks skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                      |                                                                                                            |
| 21/07      |  | Youth                                          | Youth                  | Attended Court for Criminal Damage Offence and Fail                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Allocated to Youth Justice Worker                                                                                                                                                                                                                                                                    |                                                                                                            |

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| /2009      |       | Offending Team Records (Childview) | Offending Team                                                     | to Surrender (not attending Final Warning Appointment). Given 3 month Referral Order.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                              |  |
| 21/07/2009 |       | Case Files                         | Children's Social Care                                             | Court - YOT Referral Order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                              |  |
| 22/07/2009 | 12:45 | Medical Records                    | North Bristol NHS Trust - Frenchay Hospital - Emergency Department | <p>Brought into E.D from home at 12:45by ambulance, Presenting Complaint –? Miscarriage.</p> <p>13:20 – Presenting complaint – Per Vaginal bleeding. HPC – 8 weeks pregnant, over ____ cramps last night, awoke this morning 11:25 bleeding with clots, worsened lying on right side, revived in foetal position.</p> <p>Alert and orientated on examination.</p> <p>PMH – Depression and asthmatic.</p> <p>13:55 – No _____ this pregnancy. Knows boyfriend/father – not her current partner. Lives in a sheltered/supportive young peoples' home.</p> <p>Two previous miscarriages – First when 13 years – at 2 Weeks and second when 16 years (approx. 6 months ago) – at 5 months. Carly does not want to talk about it.</p> <p>2 Urine tests show negative for Pregnancy.</p> | <p>Diagnosis – Period.</p> <p>Carly discharged at 16:30.</p> |  |
| 22/07/2009 |       | Case Files                         | Children's Social Care                                             | Britton House - asking for taxi to take Carly to hospital.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                              |  |
| 23/07/2009 |       | Youth Offending Team               | Youth Offending Team                                               | Initial contact with Carly. Worker concerned that Carly is in a relationship with male (known to YOT) and liaised with male's workers to ensure that issues with                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Concerns shared with case workers of potential perpetrator.  |  |

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|            |                          | Records (Childvie w)                      |                        | their relationship are monitored and reported to Social Care as appropriate.                                                                                                             |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                |
| 24/07/2009 |                          | Case Files                                | Children's Social Care | Referral Order - First formal warning 15.08.09                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                |
| 28/07/2009 |                          | Case Files                                | Children's Social Care | New boyfriend                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                |
| 14/08/2009 |                          | Youth Offending Team Records (Childvie w) | Youth Offending Team   | Discussion with worker at Social Care about relationship. Worker concerned about potential abuse in this relationship. Boyfriend has put a new pin on Carly's phone so she can't use it. | Shared concerns with Social Care about DV in current relationship                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                |
| 14/08/2009 |                          | Case Files                                | Children's Social Care | Reports to YOT daily cannabis smoking and use of anti-depressant. Warned of potential risk of combining Cannabis and anti-depressants. This information shared with other professionals  |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                |
| 15/08/2009 | 22:15                    | Storm log : GDN:                          | Police                 | A third party called the police to report that Tom was attacking her daughter                                                                                                            | Police attended and saw daughter . This was a verbal argument between the two of them as they were ending their relationship. There were no offences committed and they were advised to stay away from each other. Research was conducted and there were no other previous incidents that related to domestic abuse involving each party. | Event 8- GDN shows' risk assess complete' by DAIT staff. DASH was not used at that time. The original risk assessment was completed by an experienced DAIT officer. The original in paper format may be stored at am as yet unknown storage facility. Enquires can be made if deemed necessary |
| 26/08/2009 | 26/08/2009 to 01/09/2009 | GDN report:                               | Police                 | Tom reported to police that he was the victim of abusive telephone calls from different sounding people.                                                                                 | He was living in Bristol at that time. Enquiries made in an effort to trace caller but to no avail.                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                |
| 27/08/2009 |                          | Youth Offending                           | Youth Offending        | Carly attends Referral Order Panel Meeting and is tearful and upset. Carly supported by friend (this is                                                                                  |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                |

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|            |       | Team Records (Childview)                 | g Team                 | unusual).                                                                                                                                                                                                                                     |                                                                                                                          |  |
| 28/08/2009 |       | Case Files                               | Children's Social Care | Connexions report not responding to meeting requests regarding potential courses                                                                                                                                                              |                                                                                                                          |  |
| 06/09/2009 |       | Case Files                               | Children's Social Care | Britton House concerned about increase in cannabis use, resulting in no money for food.                                                                                                                                                       |                                                                                                                          |  |
| 14/09/2009 |       | Case Files                               | Children's Social Care | CAMHS - Carly missed last four appointments and attended 4 out of 15 sessions                                                                                                                                                                 |                                                                                                                          |  |
| 24/09/2009 |       | Youth Offending Team Records (Childview) | Youth Offending Team   | One to one session about relationships and self esteem. Discussed appropriate/abusive relationships.                                                                                                                                          |                                                                                                                          |  |
| 29/09/2009 |       | Case Files                               | Children's Social Care | LAC Nurse. Carly advises drinking 2 bottles of Jack Daniels daily (amounts not detailed) Cannabis use denied.                                                                                                                                 |                                                                                                                          |  |
| 05/10/2009 | 08:00 | Storm log :GDN report:                   | Police                 | Tom reported to police that he was the victim of robbery in Easton when he was threatened with a knife to steal £80.                                                                                                                          | Enquiries undertaken by the robbery team and on 13/10/2009 the case was closed as there were no further lines of enquiry |  |
| 08/10/2009 |       | Youth Offending Team Records (Childview) | Youth Offending Team   | Telephone call to Social Care. Concerns raised about Carly's Mental Health- she has been saying that her Mum has died but worker has looked into this, and hasn't found any evidence of this. Worker will encourage re-engagement with CAMHS. | Possible referral to CAMHS from social care outcome of this conversation. Concerns shared about Domestic Violence        |  |
| 08/10/2009 |       | Case Files                               | Children's Social Care | Carly served with notice to quit 2/52                                                                                                                                                                                                         |                                                                                                                          |  |
| 09/10/2009 |       | Case Files                               | Children's Social      | Eviction Notice served.                                                                                                                                                                                                                       |                                                                                                                          |  |

|            |  |                                          | Care                   |                                                                                                                                                                                                                                                        |  |  |
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| 12/10/2009 |  | Youth Offending Team Records (Childview) | Youth Offending Team   | Writing a letter to challenge decision by Britton House to evict Carly.                                                                                                                                                                                |  |  |
| 12/10/2009 |  | Case Files                               | Children's Social Care | Housing advised.                                                                                                                                                                                                                                       |  |  |
| 13/10/2009 |  | Case Files                               | Children's Social Care | Carly gives letter of appeal.                                                                                                                                                                                                                          |  |  |
| 14/10/2009 |  | Case Files                               | Children's Social Care | Gap in recorded. Evicted from Britton House on 16.10.09. Accommodation arranged for Carly at Guest House for one week. Appears to be at Avonside until 28.10.09.                                                                                       |  |  |
| 15/10/2009 |  | Youth Offending Team Records (Childview) | Youth Offending Team   | Carly moves to B and B                                                                                                                                                                                                                                 |  |  |
| 16/10/2009 |  |                                          | Children's Social Care | Evicted from Britton House, moves to Guest House                                                                                                                                                                                                       |  |  |
| 19/10/2009 |  | Youth Offending Team Records (Childview) | Youth Offending Team   | Carly not in at B and B. Contacted social worker                                                                                                                                                                                                       |  |  |
| 23/10/2009 |  | Youth Offending Team Records (Childview) | Youth Offending Team   | Discussion with Social Care Social worker feels that things with Carly are improving now that there is some distance between her and boyfriend (self care improving etc). Carly attending Princes Trust and this is very positive for self-esteem etc. |  |  |

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|            |  | w)                                        |                        |                                                                                                                                                                                                                                                                                                                                                                                          |  |  |
| 26/10/2009 |  | Youth Offending Team Records (Childvie w) | Youth Offending Team   | Carly not at B and B. T/C out to Social Care. Not been at Princes Trust this week either. Social worker to follow up and ensure she is safe.                                                                                                                                                                                                                                             |  |  |
| 28/10/2009 |  | Case Files                                | Children's Social Care | Carly asked to leave Avonside Guest House                                                                                                                                                                                                                                                                                                                                                |  |  |
| 29/10/2009 |  | Youth Offending Team Records (Childvie w) | Youth Offending Team   | More information shared with Carly about Domestic Violence and relationships as well as routes into Survive Group. Email sent to social care as concerned about role of support workers in Grove Lodge (they said they would follow up domestic violence work). Unsure if social worker was aware or if this was appropriate.                                                            |  |  |
| 30/10/2009 |  | 1625 IP                                   | 1625 IP                | Referral rec'd                                                                                                                                                                                                                                                                                                                                                                           |  |  |
| 03/11/2009 |  | 1625 IP                                   | 1625 IP                | Social worker flagged up case as urgent - May get booked out of current accommodation - boyfriend sees her at guest house                                                                                                                                                                                                                                                                |  |  |
| 04/11/2009 |  | 1625 IP                                   | 1625 IP                | I phoned social worker to try to get a phone number for Carly - I had to leave a message . Provisionally booked an appt 10/11/2009 11.30am                                                                                                                                                                                                                                               |  |  |
| 05/11/2009 |  | 1625 IP                                   | 1625 IP                | Social Worker phoned and left a message to call her back - I called back but had to leave a message                                                                                                                                                                                                                                                                                      |  |  |
| 06/11/2009 |  | Case Files                                | Children's Social Care | Carly now at Guest House. Unclear how Guest House accommodation accessed.                                                                                                                                                                                                                                                                                                                |  |  |
| 06/11/2009 |  | 1625 IP                                   | 1625 IP                | I phoned social worker - she doesn't have a phone number for Carly - social worker often phones the Staff at guest house to get messages to Carly to tell her she is visiting. Social worker said Carly had been moved from rm3 to rm 17. Social worker also said Carly had left her Prince's Trust course so should be available during the day. I told Social worker about the planned |  |  |

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|            |       |                                          |                                                | appt time and date, said I would send a letter to Carly - letter sent - see copy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                     |  |
| 10/11/2009 |       | Youth Offending Team Records (Childview) | Youth Offending Team                           | Final Panel Meeting- Signed off and end of Statutory work with Youth Offending Team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                     |  |
| 13/11/2009 |       | Case Files                               | Children's Social Care                         | Carly reports she has been in hospital for two nights and has had a miscarriage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                     |  |
| 24/11/2009 | 09:00 | Medical Records                          | North Bristol NHS Trust - Emergency Department | <p>09:00 - Brought into E.D. by ambulance accompanied with a friend.<br/> G.P – Same as previous.<br/> Presenting Complaint – Abdo pain.<br/> PMH – Miscarriage 2 weeks ago. DSH Injuries to forearm. Usually well (has anger issues).<br/> 10:10 - Clinical Notes – Turned over in bed this morning. Onset of acute abdo pain on right side, present for a few weeks, did not take analgesic.<br/> Carly said she had a miscarriage 2 weeks ago – bleeding and clots passed. No bleeding for 4 days now.<br/> Query 3 weeks pregnant – decided this with GP, had 3x morning sickness and positive pregnancy test, was unsure of her last menstrual period.<br/> Carly's 1st pregnancy.<br/> Diagnosis – UTI (Mid-stream urine seen).<br/> 25/11/2009 – Urinalysis/Micro- nil grown on culture.<br/> Attempted to contact Carly – phone no. not available.<br/> Carly was advised to remain in-Carly when seen yesterday</p> | <p>Medication – Paracetamol (1gm), Ibuprofen (400mg). Antibiotic - Trimethoprim (200mg).</p> <p>Carly self discharged at 11:30.</p> |  |
| 27/11/2009 |       | 1625 IP                                  | 1625 IP                                        | Spoke to social worker - she had already made an appt with Carly for this pm - so we arranged for me to come along                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                     |  |
| 27/11/2009 |       | 1625 IP                                  | 1625 IP                                        | Met social worker and Carly as planned, brief visit - just introduced myself and made an appt for another visit at 2pm on 2/12. social worker was taking her to buy a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                     |  |

|            |  |            |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|            |  |            |                        | mobile and will let me know the no when sorted                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 02/12/2009 |  | 1625 IP    | 1625 IP                | Went to meet Carly as arranged - she wasn't there - called her mobile - went to answer phone - friend in the room opposite said she had not been there all day - sent her a text to rearrange                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11/12/2009 |  | 1625 IP    | 1625 IP                | I had sent Carly a letter last week with an appt for today at 11am but I was still unable to get any response from her mob. Still to answerphone and there was no sign of her at the B & B. The downstairs door was locked so I couldn't get to her room to check But I knocked a few times and hung around outside - no sign - called AW but not in till Monday - left a message asking her to call me.                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 15/12/2009 |  | 1625 IP    | 1625 IP                | Still going to answerphone - left message for social worker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 16/12/2009 |  | Case Files | Children's Social Care | Move to different accomodation due to planned maintenance at Guest House                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 18/12/2009 |  | 1625 IP    | 1625 IP                | called Carly - she picked up and said she didn't know why the mob had been going to answer phone - she moved to B & B to be closer to boy friend - arranged to meet Weds at 12.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 23/12/2009 |  | 1625 IP    | 1625 IP                | Met Carly - she had walked to Grove lodge - as she could not remember if I knew she had moved so we met in communal lounge there. Did Risk assessment - but also talked for while about her relationship as she was very upset. Her BF seems to be extremely controlling of her and they argue constantly and he shouts at her for nothing - she tries to do nice things and he does not seem to care and she feels he uses her for sex and picks her up like a doll to play with and then "throws me in the corner". Discussed self esteem, self worth what her ideas/expectations are - whether it could change - she is worried about xmas and is supposed to be spending it with him and his family but doesn't want to now but she has no one else to spend it with and does not want to be alone. Talked through |  | First disclosure of DV that is obvious in text. At this stage it is positive that she is opening up and letting our staff know what is going on particularly as only with service for a little while. This is a previous boyfriend who is very well known to services in South Gloucestershire. My expectation is that there would be safety planning (without calling it that) which from the notes does not appear to have happened. She is effectively disclosing very coercive behaviour and sexual abuse. I would expect this to be flagged with a manager and from extracts from supervision notes that I have supplied it seems that this was. Advise given was about Survive's Freedom programme but not about discussing |



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|            |  |                                          |                        | ways to approach situation when she gets back to B & B - arranged to call her next Tues to check how she is doing - she stayed at the lodge to catch up with some old friends.                                          |                   | safety planning, impact of DV and other needs (as I would hope for). If staff had been better trained it may be that worker could have completed DV risk assessment and safety planning in an informal non threatening way. |
| 29/12/2009 |  | 1625 IP                                  | 1625 IP                | few phone calls - all ok - arranged visit - cancelled due to snow - spoke to social worker - she was going to call Carly - to discuss collecting her money.                                                             |                   |                                                                                                                                                                                                                             |
| 07/01/2010 |  | 1625 IP                                  | 1625 IP                | Call to answerphone - message left                                                                                                                                                                                      |                   |                                                                                                                                                                                                                             |
| 08/01/2010 |  | Case Files                               | Children's Social Care | Pathway Plan renewed. Need to focus on education, budgeting and benefits. Connexions involved. - "Reckon I'm alright". Wants to get back to college. Saw Brother the other day. Wants to live with Tom.                 |                   |                                                                                                                                                                                                                             |
| 12/01/2010 |  | Youth Offending Team Records (Childview) | Youth Offending Team-  | Last phone call from YOT in respect of Carly, worker had been discussing with Connexions whether she had engaged in ETE following leaving Princes Trust just before the end of her Order.                               |                   |                                                                                                                                                                                                                             |
| 12/01/2010 |  | 1625 IP                                  | 1625 IP                | Call to answerphone - message left                                                                                                                                                                                      |                   |                                                                                                                                                                                                                             |
| 17/01/2010 |  | Storm log: Intelligence Report:          | Police                 | Police went to an address St George where it was believed an intruder had got in to a flat 5 via a rear window. He initially gave a false name and stated that his girlfriend was Carly whose friend lives in the flat. | No further action |                                                                                                                                                                                                                             |
| 18/01/2010 |  | 1625 IP                                  | 1625 IP                | Call to answerphone - message left                                                                                                                                                                                      |                   |                                                                                                                                                                                                                             |
| 20/01/2010 |  | 1625 IP                                  | 1625 IP                | Call to answerphone - message left                                                                                                                                                                                      |                   |                                                                                                                                                                                                                             |
| 21/01/2010 |  | 1625 IP                                  | 1625 IP                | bumped into her at hostel - gave new number - asked me to call her asap.                                                                                                                                                |                   |                                                                                                                                                                                                                             |
| 21/01/2010 |  | 1625 IP                                  | 1625 IP                | Spoke to Carly - she said she is being moved again on Monday - when asked why she said the staff are claiming she pulled a knife in them last night which she says nothing like it happened - she was at her friends -  |                   |                                                                                                                                                                                                                             |

|            |  |         |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
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|            |  |         |                        | she said they just want to get her out of there - she also said her and boyfriend have split up - after she got a tattoo of his name - he apparently was up the road while we were talking - slagging her off - it is her 18th tomorrow - discussed trying to meet up first thing before dropping her off at social worker's at the Park - spoke to social worker - she knows nothing of this - was sure someone would have called her if there had been an incident and if they were planning to move her out - she is going to speak to Carly see what she can find out - she is going to do all the forms with Carly tomorrow so she can sign up for JSA - then take her out for lunch - so I will drop her there for 11 .                                                                                                                                                                                                                                                                                                                                 |  |  |
| 22/01/2010 |  |         | Children's Social Care | Office visit on Carly's birthday, lunch at Harvester. Frequent contact recorded to try to prompt attending appointments, ie Job Centre.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
| 22/01/2010 |  | 1625 IP | 1625 IP                | Carly not there - not answering phone - when went to pick her up - called social worker who contacted mgmt to get a staff member to meet me - she also mentioned that when she had spoken to Carly yesterday she had been with the police & could not talk - giving a statement - staff member showed me her room - very messy - large piece of furniture broken - staff had not been in for a couple of days so could not say if any incidents - gave me manager's number - apparently a friend of Carly had threatened to stab a staff member - they have given her till Monday to leave as there are other vandalism issues and history of breaking conditions of saying there - though they may review this decision on Monday - spoke to social worker - she was surprised she had not been contacted and very frustrated because as Carly is now 18, if she is evicted she will be found intentionally homeless by the council who won't have to house her again - will just have to wait and see - if/when she appears and what they decide on Monday. |  |  |
| 27/01      |  | 1625 IP | 1625 IP                | Spoke to Carly - still at Summer Hill Road - they have                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |

|            |  |            |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| /2010      |  |            |                        | reviewed the decision to evict her - she had good birthday - everything ok - arranged to meet her Friday - she has completed all the sign on forms with social worker                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 28/01/2010 |  | Case Files | Children's Social Care | Accommodation provider no longer accepting Housing Benefits, therefore further move needed. Social worker negotiates one week's rent with manager. Application made to SYPHA.                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 28/01/2010 |  | 1625 IP    | 1625 IP                | Social worker called to update me - apparently manager - won't accept HB form from Carly now she is 18 - so social services will only pay up till Fri night - could I go with her to council tomorrow - to present her as homeless - arranged to take her there.                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 29/01/2010 |  | 1625 IP    | 1625 IP                | Picked up Carly and went to Civic Centre. Carly was very emotional about having to move again and adamant she wants to stay at Summerhill despite disclosing that boyfriend strangled her the other day and has made threats against her - at council went thru situation . After a few mins came down to explain she is waiting for people to get back to her - could she call Carly later to say when she could come back in. I had to go to next appt so dropped her to get her money and made sure she knew way back and was happy to go there when called. |  | Would want staff to take advice if nothing else, worker could have contacted Survive for advice and options if nothing else. No discussion of police involvement which should have been broached This is introducing idea that this is DV and she could be at real risk.The homelessness situation and appointment seem to have taken priority. Carly has just disclosed that someone has just disclosed someone tried to strangle them, would want a note on safety planning discussion and wellbeing despite the high priority of getting somewhere to live. I cannot confirm if this was done as worker left work many years ago and I have been unable to interview in this timescale. There is no record of this being raised with manager or CYPs but from the look of all contact notes there has always been close liaison between CYPs and out staff. It seems that the chaos of trying to help Carly find secure accommodation took away from this disclosure and then there is a period of Carly avoiding staff potentially and certainly crises over housing and income. |
| 01/02      |  | 1625 IP    | 1625 IP                | Called - no answer - text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| /2010          |  |             |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |
| 02/02<br>/2010 |  | 1625 IP     | 1625 IP                | called no answer - missed call from social worker tried to return but had to leave message                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
| 03/02<br>/2010 |  | 1625 IP     | 1625 IP                | Call from temporary accommodation team - wondered if I contact with Carly as she needs to fill in a homelessness application so they can pay her B & B - she was placed back in Summerhill Rd. Worker tried to get a message to her via B & B staff for appt today but she didn't show. Thinking of cancelling B & B. Gave her social worker contact details as well. Agreed I will call Carly and social worker - she will call B & B staff and we'll be back in touch.                                                 |  |  |
| 03/02<br>/2010 |  | 1625 IP     | 1625 IP                | B & B staff said she has not been seen for 2 nights - so B & B cancelled. Agreed will all keep in touch if any contact.                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
| 03/02<br>/2010 |  | 1625 IP     | 1625 IP                | Spoke to Carly - said she had been in Weston without her phone - apparently willing to let her stay at Grove Rd - she just needs to get to council by 2 - could I take her - no time so called social worker - no time either but talked thru with Carly what to say.                                                                                                                                                                                                                                                    |  |  |
| 05/02<br>/2010 |  | Case Files  | Children's Social Care | Carly contacts 1625 to advise that she has been staying in Weston-super-Mare as her brother's daughter has died. Carly placed same day in BB& at Grove Lodge by housing. Efforts made to secure benefit/crisis loan.                                                                                                                                                                                                                                                                                                     |  |  |
| 05/02<br>/2010 |  | Home Choice | Home Choice            | Carly was living in bed and breakfast accommodation funded by the Council's Children's Services department. The department stopped paying for the booking when Carly turned 18. As Carly could not pay for the accommodation herself, she approached the HomeChoice team as homeless. Carly made a homeless application and the HomeChoice team arranged emergency accommodation for her. This accommodation was offered under the Council's statutory homeless duties pending further enquiries in Carly's application. |  |  |
| 08/02<br>/2010 |  | 1625 IP     | 1625 IP                | Spoke to Carly - she is back in Grove Lodge - which pleased about - her friends are all still there - said she is                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |

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|            |  |         |         | going out with someone else now & about to be taken out for breakfast - sounded chirpy and chatty asking about outfits - arranged to meet up on Weds pm.                                                                                                                                                                                                                                                                                |  |  |
| 08/02/2010 |  | 1625 IP | 1625 IP | Social worker called to see if I could possible call job centre and give them Carly new address - as due to sign on tomorrow - giro will go to wrong place otherwise - tried to call them but would not speak to me as no NINO and I am with her - they tried to call her but switched off - text sent to tell her to call JSA herself asap. (free phone in job centre) and text AW to update/ask for NINO so I can try again tomorrow. |  |  |
| 09/02/2010 |  | 1625 IP | 1625 IP | Called Carly to see if she had been to the job centre, said it is actually tomorrow she needs to sign on - got her NINO and called JSA - they would not take her new address without her being there - but said they would try and ring her to obtain - if not would call me back - said would not be done on time - for issuing cheque - tomorrow - but they could inhibit the cheque being sent out overnight to the old address.     |  |  |
| 12/02/2010 |  | 1625 IP | 1625 IP | Call from social worker - wondering if I can help take Carly to JC to apply for crisis loan - unfortunately not available - spoke again later she is trying to sort it out with Carly today - issues because she has no ID . Social worker has written a letter & hoping JC will accept it - she has faxed me a copy in case not sorted today - and she is on AL next week so I might need it.                                          |  |  |
| 15/02/2010 |  | 1625 IP | 1625 IP | Called - no answer                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |
| 15/02/2010 |  | 1625 IP | 1625 IP | Called - no answer - text offering appt - on 17 at 1.30.                                                                                                                                                                                                                                                                                                                                                                                |  |  |
| 16/02/2010 |  | 1625 IP | 1625 IP | Called - a guy answered - very faint could hardly hear him but said Carly left her phone at his house. He said he would be seeing her later - so left message saying I would call and try again later.                                                                                                                                                                                                                                  |  |  |
| 17/02/2010 |  | 1625 IP | 1625 IP | Spoke to Carly - she said she is ok but ill - been in bed the last couple of days - asked if she wanted to meet up this afternoon - or leave till feeling better - she it                                                                                                                                                                                                                                                               |  |  |

|            |       |                                     |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                             |                                                                                                                                                                                                                                       |
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|            |       |                                     |                                               | was fine to go over - called connexions - apparently Carly was registered to start a Brunel & Gordano course in painting and decorating but didn't turn up - that was 18/01 - haven't been able to contact her since - gave new address and no - thinks Fairbridge is best option for Carly as flexible and don't lose place if don't attend. Will discuss this pm.                                                                                                                                               |                                             |                                                                                                                                                                                                                                       |
| 17/02/2010 |       | 1625 IP                             | 1625 IP                                       | Went to Carly's but she not there.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |                                                                                                                                                                                                                                       |
| 18/02/2010 |       | 1625 IP                             | 1625 IP                                       | Spoke to staff - she was smoking cannabis - so final warning given - going to view situ week by week - discussed her behaviour - and how to keep her remembering implications of being kicked out now. He also said she had paid no contribution towards Service Charge of 11.40 per week - explained issues with JSA - COA - and no ID - arranged I'll pick Carly up on Weds @1pm - take her to meet worker to see how things are going. Spoke to Carly too - said ok - and could I remind her at start of week. |                                             |                                                                                                                                                                                                                                       |
| 23/02/2010 |       | 1625 IP                             | 1625 IP                                       | Call - no answer - text to remind/check if visit still ok tomorrow                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |                                                                                                                                                                                                                                       |
| 24/02/2010 |       | 1625 IP                             | 1625 IP                                       | Still no answer - so called social worker - no sign of her - went to Grove Lodge - no sign of her - and not answering phone -                                                                                                                                                                                                                                                                                                                                                                                     |                                             |                                                                                                                                                                                                                                       |
| 24/02/2010 | 8.45  | A and E traige form / Medical notes | University Hospitals A and E department       | Abdominal pain . Stated she had had a miscarriage 3 months ago. BHCg negative. Documented tearful and living in a hostel. Signs of deliberate self-harm on arms. Has been on anti-depressants. Cause for concern form completed as requested by medical staff.                                                                                                                                                                                                                                                    | Sent to St. Michaels for gynaecology review | Good practice that they recognised that she was just and had been pregnant, was living in a hostel and that she was self-harming and so cause for concerns identified.                                                                |
| 24/02/2010 | 18.30 | Medical notes / Nursing notes       | University Hospitals Bristol gynaecology ward | History states low mood . Had ex partner were together one month. Were having occasional unprotected intercourse. Had both had checks for sexually transmitted diseases. Notes stats she had no family. Query cause of pain to stay for observation and tests. Nursing notes document that was in Foster care 4 years ago. Came off anti depressants 6 weeks ago                                                                                                                                                  | Kept on ward for investigation of pain      | No documentation whether domestic abuse discussed or considered due to abdominal pain. . No follow up documented re cause of concern. No documentation to verify if Child protection or vulnerable adult referral made or considered. |

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|            |       |               |                                                     | .Self harmed 4 to 5 days ago.                                                                                                                                                                                                                                                                                                                                                                                                           |                                      |                                                                                                                                                                                                                                         |
| 25/02/2010 |       | Case Files    | Children's Social Care                              | Older male contacts social worker advising Carly is in St Michael's Ward 78. Negotiations by social worker to ensure accommodation retained.                                                                                                                                                                                                                                                                                            |                                      | it would have been helpful to know what procedure Carly was having and what behaviours the hospital noticed to give them the impression that Carly was vulnerable. There appears to have been no follow up to the hospital's phone call |
| 25/02/2010 |       | 1625 IP       | 1625 IP                                             | Call from social worker - she received a call from older male - friend of Carly - apparently she is in ST Michaels hospital - complications following a miscarriage she had a few weeks ago, ward 78.Social worker to inform so he knows she did not miss appt for no reason - and also order her a new Birth Cert online to be delivered to Grove Lodge.                                                                               |                                      |                                                                                                                                                                                                                                         |
| 25/02/2010 | 13.00 | Medical notes | University Hospitals Bristol gynaecology department | Notes state care worker phoned , housing will keep Grange Lodge available till the end of the week. If any issues to contact patients support worker                                                                                                                                                                                                                                                                                    |                                      | Staff now aware patient has support worker. No documentation as to whether the staff discussed the self harming and ensured the care worker was aware.                                                                                  |
| 25/02/2010 | 20.00 | Medical Notes | University Hospitals Bristol gynaecology department | Scan showed mass on ovary- decision made for surgery/laproscopy the next day.care worker informed                                                                                                                                                                                                                                                                                                                                       | Decision for surgery and preparation | Care worker informed of plan.                                                                                                                                                                                                           |
| 26/02/2010 |       | 1625 IP       | 1625 IP                                             | Spoke to nurse - Carly still there - going for an op today - would not give me details but said stable - she was with social worker - so I gave my no in case she wants any more info. they have rec'd a safeguarding adults report raising concerns about this older guy - so wanted to know if I had any more info about him - just told her what knew - explained social worker had mentioned him yesterday with some concerns & had |                                      |                                                                                                                                                                                                                                         |

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|            |       |               |                                                     | some previous experience of him - gave her no but explained she is going on leave today - she will keep in touch. - Just before I had a call from Carly who said she was having key hole surgery or a diff type of surgery - would not know till theatre so depending on type might be out on Sat or Tues. Wanted to know if I could visit her but before I could discuss visiting times she had to go as doc arriving. Text Carly phone saying hope surgery went well and will call first thing Monday to find out where she is. |                                                                                |                                                   |
| 26/02/2010 |       | Medical notes | University Hospitals Bristol gynaecology department | laparotomy and right Salpingectomy performed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Plan made for patient to stay in hospital until 28/2/2010 if remained afebrile |                                                   |
| 28/02/2010 | 10.25 | Medical notes | University Hospitals Bristol gynaecology department | . Patient not keen to remain in hospital and friend picking her up                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Staff tried to dissuade patient but in the end she was discharged home.        |                                                   |
| 30/02/2010 |       | Medical notes | University Hospitals Bristol gynaecology department | Letter sent to patient with results of histology of fallopian tube and letter copied into GP at The Chipping Surgery Community Centre                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                | Appears to have changed GP or copied to wrong GP. |
| 01/03/2010 |       | 1625 IP       | 1625 IP                                             | PC from hospital - Carly was discharged day before - so their involvement is over -Connexions left message - saying she had tried to call Carly on Friday & an Asian                                                                                                                                                                                                                                                                                                                                                              |                                                                                |                                                   |



|            |  |         |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|            |  |         |         | man had answered the phone with some story about Carly leaving her phone somewhere - he was going to take it the job centre or something - she didn't really believe him. Called Carly phone - Carly's friend answered - she thought Carly still in hosp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 03/03/2010 |  | 1625 IP | 1625 IP | Called - straight to answerphone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 03/03/2010 |  | 1625 IP | 1625 IP | Called - straight to answerphone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 03/03/2010 |  | 1625 IP | 1625 IP | Call from Connexions - saying she had Carly phone - collected it from Job Centre - Picked up in pm and drove to Grove Lodge to see if I could find her - no sign and no staff. Waited in car for a while making calls - including to her friend who had not heard from her - as waiting a man approached car - turned out to be staff - explained situation & he said he had just seen Carly so offered to take me to her room - chatted to Carly - few mins - she showed me 3 scars across stomach from surgery and said they took out her ovaries/tubes so she is unable to have children. Is ok though and staying low at Grove Lodge as can't walk far/do much. Said she has started smoking weed again but discovered harm reduction and ensuring she does not get kicked out. Has broken up with boyfriend2 - he got evicted for punching her in the face twice - having no contact now. She was pleased to get her phone back - could not find charger but thinks she will be able to borrow one - so we arranged to speak next week. |  | New boyfriend and a repeat behaviour of violence towards her. Again would want to see discussion of whether she feels safe, if police had been contacted, if she wanted them to be. At this stage there is a clear pattern of violence from partners and DV should form a thread in support work. I would also have wanted to see DV covered in the Pathway Plan, it is not. In interview support worker from 1/9/10 says that CYPs were aware of DV and had 2 copies of Pathway Plan one for Carly to take home that did not mention DV as Carly was scared that this would be seen and cause a problem - I cannot verify that this is true. |
| 09/03/2010 |  | 1625 IP | 1625 IP | Tried calling - rang out - spoke to her later - all ok , stomach bit better, arranged to meet her Thursday and try to get up to JC. Spoke to CSS to try and get contact details. Found out she is a mentor/independent visitor from reconstruct. Discussed and agreed best to check with Carly she is happy before they passing contact details .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11/03/2010 |  | 1625 IP | 1625 IP | Met Carly, went to JC also saw the older man briefly, didn't talk to him. Called up to do a rapid reclaims and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|            |       |               |                                                     | arranged an I/v for Carly @ Kingswood JC for tomorrow - also rang for a Crisis loan and went to see Connexions. She lent Carly the money for the bus fare to get to Crisis loans so I left then. Said she was seeing a friend in evening & happy for us to talk.                                         |                                                                                                                                                                                                                                                                                                          |                                                                           |
| 15/03/2010 |       | 1625 IP       | 1625 IP                                             | Call from Council - they are ending their duty as Carly has not been seen since Thursday night so has stayed away all weekend. Tried to call Carly - many times but phone not working                                                                                                                    |                                                                                                                                                                                                                                                                                                          |                                                                           |
| 16/03/2010 |       | 1625 IP       | 1625 IP                                             | Call from Council - Carly turned up and has gone into see him - long story about where she has been - in Weston hospital etc - they have over turned their decision so she can stay there - still problems with money - no HB paid - and she has not paid any SC - explained still no benefits as no ID. |                                                                                                                                                                                                                                                                                                          |                                                                           |
| 20/03/2010 |       | Medical notes | University Hospitals Bristol gynaecology department | Discharge summary written and sent to GP                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                          | No mention of self harming presentation in letter just surgical treatment |
| 21/03/2010 | 12:45 | Storm log     | Police                                              | Carly called the police from outside the police station in Portishead to say that she was due to meet her foster carer in MacDonaldis but she did not turn up.                                                                                                                                           | Police called the hostel to arrange a lift back to be told that Carly had left the hostel 2 days previously and that worker did not exist. The supervisor advised the call handler to tell Carly to make her own way home. The weather was noted as sunny and she was 18 so not considered to be a risk. |                                                                           |
| 23/03/2010 |       | 1625 IP       | 1625 IP                                             | Spoke to Carly - all ok - she said someone -from the Park wants her help with something on Thursday. Agreed I would find out and get back to her. Spoke to the Park it is training for professionals run by young people. Arranged I would meet her about 5 to catch up                                  |                                                                                                                                                                                                                                                                                                          |                                                                           |

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|            |  |             |                        | then drop her there for 6. Phone call with council making homelessness decision on Carly, agreed I will write a letter of support for her vulnerability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
| 25/03/2010 |  | 1625 IP     | 1625 IP                | Carly not there, and no answerphone so cancelled with the Park. Messages from Connexions wondering if anything happening with benefits as spoke to Carly on Friday and she is panicking.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
| 29/03/2010 |  | Case Files  | Children's Social Care | Gap in recording. Carly remains at Grove Lodge. Worker on sick leave?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
| 29/03/2010 |  | 1625 IP     | 1625 IP                | Spoke to Connexions - explained situ with benefits - sent letter of support after clearing content with Carly. Also arranged to meet Carly @ Trinity Centre for music workshop on Weds. No birth cert. Called up to find out where it was sent to - (the park on 12/3) Called Park no sign of it - Agreed to go to registry office and get new one over counter and bill them for it.                                                                                                                                                                                                                                                                                                                               |  |  |
| 30/03/2010 |  | 1625 IP     | 1625 IP                | Put on line complaint in for cert not recd,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |
| 31/03/2010 |  | 1625 IP     | 1625 IP                | Met Carly at Trinity Centre to look around music course they offer there. Carly nervous and quite challenging behaviour but really liked it and course leader - very encouraging - she can start next week - informal jam with tutor (guitar) then classes start following Tuesday - then went to registry office and applied for a new cert ready to pick up the next day at 1pm. Got photos done in Galleries, Connexions had given money for them. Dropped into Connexions and gave photos and dropped Carly home. Gave her money for bus fare to pick up BC but discussed leaving it till I can go with her and take it into council and Job centre etc as Grove Lodge is not a safe place for to keep it safe. |  |  |
| 31/03/2010 |  | Home Choice | Home Choice            | Following an investigation, the HomeChoice team accepted a statutory homeless duty towards Carly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |
| 01/04/2010 |  | 1625 IP     | 1625 IP                | Replacement BC arrived in post - faxed copy through to council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |
| 07/04      |  | 1625 IP     | 1625 IP                | Spoke to Carly - all ok at her brothers. Her brith                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |

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| /2010          |  |                                         |                                         | certificate we ordered at Register Office was posted to her at Grove Lodge. Arranged to meet her tomorrow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
| 07/04<br>/2010 |  | 1625 IP                                 | 1625 IP                                 | Picked Carly up at her brother's - went to JC advised needed to do a whole new claim as previous one never processed. Went to Connexions - signed citizens card - connexions are paying - called up for crisis loan - 65 pounds - called Trinity centre as course leader can meet her outside on Tuesday - also to provide a learning agreement for WFI? - I wrote letter. supporting her request to back date JSA to 22.01.2010. Dropped her at Grove Lodge                                                                                                                                                                                                    |  |  |
| 09/04<br>/2010 |  | 1625 IP                                 | 1625 IP                                 | E mail sent updating council.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |
| 13/04<br>/2010 |  | Nominati<br>on for<br>hostel<br>vacancy | South<br>Gloucest<br>ershire<br>council | nomination for hostel accommodation records a history of abusive relationships. Noted support worker from 1625 Independent people                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
| 19/04<br>/2010 |  | Case Files                              | Children'<br>s Social<br>Care           | Worker returns from sick leave. Carly advises that she had surgery to remove her ovaries/fallopian tubes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
| 19/04<br>/2010 |  | 1625 IP                                 | 1625 IP                                 | Children's Social Care worker is back from leave - updated - PC from Charles England House - she is offering Carly an interview- arranged for Thursday. E mail from Connexions - updating from last week - Carly did not make JCP wfi but Connexions re arranged and JCP worker then had to cancel next one as well so they will contact Carly with a new appt. She also did not make Trinity Centre as had a probation interview - social care said her probation involvement all finished ages ago. Wondering if I can take her tomorrow.. Spoke to Carly - can't take her as on training. Arranged to pick her up and go to CEH interview with her on Thurs. |  |  |
| 22/04<br>/2010 |  | 1625 IP                                 | 1625 IP                                 | Met Carly in good mood - went to l/v at CEH - went really well and she has accepted to move in on Monday. Spoke to staff at hostel - ok to have her stuff out by Tues. Tried to call JCP re WFI but no luck. E mailed social care to let her know + connexions                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |

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| 23/04/2010 |  | Storm log GDN report                 | Police                 | Tom was the suspect in a theft of copper from an address in Beechwood Rd.                                                                                                                                                                                                                                                                  | He was arrested on 21/12/2010 but there was insufficient evidence to charge |                                                                                  |
| 23/04/2010 |  | 1625 IP                              | 1625 IP                | E mails with Connexions - Quick call with Carly to confirm.                                                                                                                                                                                                                                                                                |                                                                             |                                                                                  |
| 26/04/2010 |  | Capita housing management database   | Merlin Housing Society | Tenancy started at Charles England House                                                                                                                                                                                                                                                                                                   |                                                                             | Carly was a homeless applicant and came to Charles England House via Homechoice. |
| 26/04/2010 |  | Case Files                           | Children's Social Care | Moves to Charles England House.                                                                                                                                                                                                                                                                                                            |                                                                             |                                                                                  |
| 26/04/2010 |  | 1625 IP                              | 1625 IP                | Met Connexions and Carly @ Grove Lodge already packed up and ready to move. Carly went with Dawn so they could chat about college etc. Unpacked at other end and Connexions stayed with Carly to go thru pw. Spoke to Social Care to update her.                                                                                           |                                                                             |                                                                                  |
| 26/04/2010 |  | South Gloucestershire County Council | Home Choice            | Carly moved into temporary accommodation at Charles England House. This was supported housing provided in discharge of our homelessness duty.                                                                                                                                                                                              |                                                                             |                                                                                  |
| 28/04/2010 |  | 1625 IP                              | 1625 IP                | Call from Council - Carly owes 130 pounds29p - when she gets her money he wants to be first priority to pay it off. He is really pleased she has moved to CEH.                                                                                                                                                                             |                                                                             |                                                                                  |
| 29/04/2010 |  | Case Files                           | Children's Social Care | Visit to Charles England House. Benefits help agreed and Fairbridge West discussed.                                                                                                                                                                                                                                                        |                                                                             |                                                                                  |
| 30/04/2010 |  | 1625 IP                              | 1625 IP                | Spoke to Carly - she cancelled our visit as was in Grove Lodge.                                                                                                                                                                                                                                                                            |                                                                             |                                                                                  |
| 04/05/2010 |  | 1625 IP                              | 1625 IP                | Called from CSS - social care away so wondering if I could take her to Fairbridge - couldn't as on office cover - so called Dawn to explain. She asked if I could give her a lift - said if I picked her up right now I could. Went and got her from Grove Lodge - she wants Tom to move in with her - he currently lives at Grove Lodge - |                                                                             |                                                                                  |

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|            |  |              |                        | she says they are an item - and have been on/off for ages. He needs to get out of GL and she thinks it will help her settle at CEH. Drove her there and she could discuss it with manager - advised to request it in writing.                                                                                                                                                                                                    |  |  |
| 06/05/2010 |  | Case Files   | Children's Social Care | Wants boyfriend, Tom to move into Charles England House. No couples. Contact/visit made to Carly but she does not respond to worker.                                                                                                                                                                                                                                                                                             |  |  |
| 06/05/2010 |  | 1625 IP      | 1625 IP                | Text Carly re tomorrow's meeting with social care.                                                                                                                                                                                                                                                                                                                                                                               |  |  |
| 07/05/2010 |  | 1625 IP      | 1625 IP                | Met at CEH with Social Care as arranged but no answer at door or phone - Not there - worker feels she really needs to start taking responsibility and sorting stuff out herself as she has been through how to sort out her benefits a hundred times. What the rules are of supported accommodation. What the implications are of breaking them.                                                                                 |  |  |
| 10/05/2010 |  | 1625 IP      | 1625 IP                | E mail from Connexions - asking for an update - saying Carly had asked her to write a letter requesting Tom move in to CEH - but she thought either me or social care would be best placed to do it if required. Tried to call her, no response - left message.                                                                                                                                                                  |  |  |
| 14/05/2010 |  | 1625 IP      | 1625 IP                | Spoke to Carly - very defensive - at Grove Lodge again - said something about her staying there and she said she was sick of everyone claiming she is staying there all the time. Asked her about CEH - fine - she said she put her request in writing for Tom to move in and waiting to hear. Discussed JC and challenged her on still not attending/trying to sort her money. She asked me to pass on a message to social care |  |  |
| 17/05/2010 |  | Housing file | Merlin Housing Society | Carly wrote to staff to ask if Tom could move in with her. The request states that he is staying at Grove lodge, where they met, but he had been served notice due to her staying with him a few times. Tom wrote a letter to accompany this, stating that he had served in the British Army and been to a number of destinations. In the letter it says that 'we would like to move in                                          |  |  |

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|            |  |              |                        | together and move on with our relationship'.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                            |
| 17/05/2010 |  | Housing File | Merlin Housing Society | The Hostel Manager spoke to Carly to say there had been complaints about smell of drugs from her flat and gave her an informal warning about this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                            |
| 18/05/2010 |  | 1625 IP      | 1625 IP                | Call from Connexions - filled her in on last week - she will call social care to see if any progress/contact this week.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                            |
| 19/05/2010 |  |              | Children's Social Care | Worker contacts Carly -Tom is not discussed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                            |
| 24/05/2010 |  | Housing File | Merlin Housing Society | Carly informed that Tom is not able to move in with her. She asked if she could appeal and said that she will investigate whether she can move in with him instead                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | no reasons are recorded for why Tom is not able to move in |
| 24/05/2010 |  | 1625 IP      | 1625 IP                | Calls from CEH - she is concerned Tom seems to have moved in - he has been kicked out of Grove Lodge for having Carly stay there too much. She had a meeting this am and they are not letting Tom move in - also Carly has been smoking weed around property and still hasn't sorted out her benefits and no HB is in payment. She said Carly told her she had been to Easton Job Centre to start up up a new claim and it is just being processed. Spoke to Carly - she sounded really hyper/happy said she is feeling great and been enjoying the sun and things really good with Tom - she was quite evasive about benefits but agreed to meet up with me tomorrow. |  |                                                            |
| 25/05/2010 |  | Housing file | Merlin Housing Society | The social worker reported that Carly has not been attending appointments and that she had been unable to do a support plan with her. A joint appointment was scheduled between the social worker and 1625 Independent people worker                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                            |
| 25/05/2010 |  | Housing file | Merlin Housing Society | wrote to Carly regarding her rent arrears of £397                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                            |
| 25/05/2010 |  | 1625 IP      | 1625 IP                | Carly called and said her and Tom needed to go to Easton JC. It is really important for her JSA claim. As I need to catch up with her I agreed. We talked on the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                            |

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|            |  |              |                        | <p>journey - she was still insisting everything really good - and she is sorting her JSA out. They need her photo ID - when pressed for details she was vague and defensive - when asked her about Tom staying at CEH she got annoyed and said he wasn't and they were going to sort out his accommodation after Job centre. Dropped them there. e mail update to Connexions. Spoke to social care - arranged joint visit for 07/06/</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                            |
| 31/05/2010 |  |              | Children's Social Care | Leaves Charles England House to live with Tom.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                                                                                            |
| 31/05/2010 |  | Case Files   | Children's Social Care | Carly moves to B&B with Tom. No contact made with Carly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                            |
| 02/06/2010 |  | Housing file | Merlin Housing Society | wrote to Carly regarding her rent arrears of £476.46. Stated action will be taken if no response is received by 7th June 2010.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                                                                                            |
| 02/06/2010 |  | 1625 IP      | 1625 IP                | e mail from Connexions re her continued involvement and update of citizen card with agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                                                                                            |
| 03/06/2010 |  | 1625 IP      | 1625 IP                | <p>E mails from Connexions chasing up - then she called me saying she had spoken to Carly - who had been very mysterious/secretive. Said she had left CEH and moved in with Tom. She gave address to Connexions but told her not to pass it on to me. Called Carly, later, immediately she was like "Connexions' contacted you hasn't she" but I just said yes about your citizen card, Eventually she told me her address anyway although asked me not to tell social care. Discussed confidentiality policy and that we are all trying to work together to support her etc. so she understood my reasons that I would pass onto social care where she is now. She wanted me to help her move her stuff out of CEH but I explained I'm not going to be complicit in her fleeing her room there before even letting them know or explaining on what conditions she's obtained her new accom.etc. She agreed if I asked worker to call her later she 'd discuss it with her. She said she would not</p> |  | <p>Tom is new on scene and no specific issues identified although the history would point to wanting to continue to discuss violence from partners even if they are new. Secrecy around finance could indicated risk / issue but within the broader context of Carly's life and issues wouldn't necessarily be a flag.</p> |



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|            |  |                                      |                        | tell me how she got this place. I said "don't ask me more questions and I won't have to lie to you, . Arranged to meet up first thing on Monday morning with social care at her new place. By then she will speak to CEH. Called CEH to let her know. She called Connexions then rang me back saying Carly pretty definite she is moving out but worker's asked her to think about it over the weekend. She asked me to give her a call after the meeting on Monday. Left message for social care re change of venue for Monday meeting.                                                                              |  |  |
| 07/06/2010 |  | Case Files                           | Children's Social Care | Pathway Plan - not self harmed since Feb '10. Operation in Feb '10 to "remove ovaries" CSS Notes: Likes to please and this is used against her. .                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |
| 07/06/2010 |  | 1625 IP                              | 1625 IP                | Met Carly at accomodation- it is a Bristol Foundation Housing B & B - she said her and Tom have 2 rooms - she was in Toms when I got there - no furniture except mattresses on floor damp on ceiling etc. She said they just approached manager directly and asked for rooms and she is happy to to have them there. Social care arrived and we went thru a review of Carly pathway plan - Carly was very evasive and defensive. it was hard to get thru the plan. Social care continuously reinforced the message that she is now an adult and has been making adult decisions and needs to accept the consequences. |  |  |
| 08/06/2010 |  | 1625 IP                              | 1625 IP                | Call from social care just to let me know she had looked up her notes and had definite proof of a call with the job centre stating that a letter from social care would be sufficient ID to st up a JSA claim. This demonstrates Carly not being truthful about her attempts to set up benefits.                                                                                                                                                                                                                                                                                                                      |  |  |
| 08/06/2010 |  | South Gloucestershire County council | Home Choice            | Carly voluntarily moved out of Charles England House. We were informed that she had moved in with her boyfriend (no name given).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |
| 09/06      |  | 1625 IP                              | 1625 IP                | Had a cancellation so agreed to take Carly to CEH and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  |

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| /2010      |       |                                      |                        | try to get her stuff - could not fit all in car so had to leave some in storage - Carly in a very challenging mood - defensive and demanding - also making claims such as that she has arranged a job already at St Werburghs City Farm. That Tom is claiming HB for both of their rooms & manager has come to some arrangement with them etc. Few guys came out from B & B to help carry stuff so left it there. |                                                                                                                                                                                         |                                                                                                                                                                                                                              |
| 10/06/2010 |       | South Gloucestershire County council | Home Choice            | As Carly had voluntarily moved out of Charles England House, we ended our statutory homeless duty. Her housing register application remained active.                                                                                                                                                                                                                                                              |                                                                                                                                                                                         |                                                                                                                                                                                                                              |
| 13/06/2010 |       | Capita housing management database   | Merlin Housing Society | Tenancy ended at Charles England House                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                         | end reason was 'other personal'.                                                                                                                                                                                             |
| 21/06/2010 | 13:00 | Storm log; GDN report :              | Police                 | Incident reported to police on 22/06/2010. Location St Andrews. Victim claims that during an argument Carly slapped the victim and pushed her head in to a sink of water.                                                                                                                                                                                                                                         | Police attended and spoke to the victim who stated that she did not want Carly arrested and preferred words of advice were given. Restorative Justice (RJ ) was agreed by both parties. | Event 9 -RJ can be used when she has no previous convictions for this type of offence and as she had just turned 18 and is therefore no longer a juvenile and has no convictions as a adult. Incident managed appropriately. |
| 21/06/2010 |       | Storm log; GDN report :              | Police                 | Tom reported that he was the victim of theft of his mobile phone that had been left on the windowsill of his ground floor flat                                                                                                                                                                                                                                                                                    | Crime scene investigators attended and enqs made and then case closed                                                                                                                   |                                                                                                                                                                                                                              |
| 21/06/2010 |       | 1625 IP                              | 1625 IP                | Spoke to Carly - all well - sounded in good spirits - said everything fine but very vague about working at city farm. Wanted to know if I could help her to get her stuff - arranged to meet on Weds 30th.                                                                                                                                                                                                        |                                                                                                                                                                                         |                                                                                                                                                                                                                              |
| 22/06/2010 |       |                                      | Children's Social Care | T/C to Carly: remains at B&B. Reference made to boyfriend having phone stolen, but no name provided.                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                         |                                                                                                                                                                                                                              |
| 25/06/2010 |       | 1625 IP                              | 1625 IP                | Spoke to social care - she saw Carly and Tom and said they both seemed well and were on good form. She believes her benefits are finally actually in payment JSA                                                                                                                                                                                                                                                  |                                                                                                                                                                                         |                                                                                                                                                                                                                              |

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|            |  |                         |                        | - but apparently they are planning on trying to get ESA for Carly due to operation & depression & possibly DLA. Social care thinks this might be a good idea as will avoid signing on drama - and also she has had a terrible operation and probably is not fit for work - but is also getting the impression they seem to be moving towards trying to claim as many benefits as poss and not getting into any TEE. Spoke to CEH to check Weds ok to come to collect Carly things. Citizen card finally has arrived at reception |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 29/06/2010 |  | Storm log; GDN report : | Police                 | RJ administered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Carly signed an agreed number of assurances not to commit further offences. | Event 9                                                                                                                                                                                                                                                                                                                                                                                     |
| 30/06/2010 |  | 1625 IP                 | 1625 IP                | Picked Carly up - collected things from CEH - she was hard to talk to today bouncing all over the place - and very unfocussed - discussed meeting next time to identify more goals for us to work on - she is being secretive and evasive about work housing - benefits - does not seem to want /need support - with this in mind will need to clarify role.                                                                                                                                                                     |                                                                             | difficult again re DV - nothing in notes explicitly show strong indicators unless this is part of a perpetrator beginning to isolate someone from support. This is very hard to recognise in isolation also depends on what if anything is known about her bouncing around behaviour and being very unfocuseed - whether we / Carly has insight into this being indicative of anything else |
| 01/07/2010 |  | 1625 IP                 | 1625 IP                | Discussed ending support with social care who is in agreement                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 02/07/2010 |  | Case Files              | Children's Social Care | To be offered a flat by Bristol Families. Visit to Carly in B&B. Social care meets Tom. Carly described as positive.                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 08/07/2010 |  | Case Files              | Children's Social Care | Advised moving to Easton.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 09/07/2010 |  |                         | Children's Social Care | Visit to discuss a move. Communication evidence between workers evident. Assistance with removals provided. Move does not proceed.                                                                                                                                                                                                                                                                                                                                                                                               |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 13/07/2010 |  | 1625 IP                 | 1625 IP                | T/C with Carly - ok but can't meet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 15/07/2010 |  | 1625 IP                 | 1625 IP                | Met Carly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |
| 19/07      |  | 1625 IP                 | 1625 IP                | Met Carly - very low - told social care and Connexions                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                             |

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| /2010      |       |                        |                        |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                  |
| 29/07/2010 |       | 1625 IP                | 1625 IP                | Tc with Carly - JSA messed up                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                  |
| 02/08/2010 |       | Intelligence Report:   | Police                 | Officers were called to Weston Beach on the evening of Monday 2nd August where there was a report of a vehicle that had overturned with people trapped. the vehicle had overturned when the driver had attempted to do a hand break turn while his friend Tom was on the roof of the vehicle surfing. Carly was front seat passenger.            | Both passengers were cut free. There was no serious injury. Details passed to a specialist traffic unit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Event 10- (aged 18) and were recorded as living in St Andrews.                                                                                                   |
| 04/08/2010 |       |                        | Children's Social Care | T/C in which Carly reports being in a car accident and found a lump under her abdominal scar - going to GP.                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                  |
| 06/08/2010 |       | 1625 IP                | 1625 IP                | Met Carly - went to Montpelier docs and got registration forms - she needed proof of address so went back to hers and arranged time to meet next week to go back round.                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                  |
| 10/08/2010 | 21:03 | Storm log: GDN report: | Police                 | called the police reporting a disturbance at property involving threats and using racist language by one male on . Allegedly a knife was used but did not mention that. was concerned about repercussions as the offender has friends that were "not nice" and he asked for SARI information which was sent to him as he may consider a referral | One male was arrested for threats to kill. he was interviewed but gave a different account of the incident to witnesses so was bailed. Carly was a witness and was recorded as 's girlfriend. Carly allegedly separated the two men. By October whereabouts of Carly were unknown The victim was uncooperative with regards to obtaining an additional statement from him covering key points, he did not return officer's call and his witness statement was not corroborated others. He was issued with a 7 day warning to contact the officer but he did not reply so without additional evidence and the doubts as to credibility the case was closed. | HATE crime officer was allocated a role in this case. The neighbourhood police team were also tasked to pay a visit. He was known to the other occupants as Tom. |

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| 12/08/2010 |  | 1625 IP    | 1625 IP                | Met Carly - said she taken forms round herself but could not get appt - said she is working e as cleaner - discussed moving out on her own - said her and Tom having problems - told her I am leaving my job and xxx taking over as support worker.                                                         |  |  |
| 20/08/2010 |  | 1625 IP    | 1625 IP                | T/c - all ok - wants to come to social - chatty and knew a few people there - said now a support worker - positive day though dropped her back and said goodbye                                                                                                                                             |  |  |
| 23/08/2010 |  |            | Children's Social Care | Carly does not attend the GP appointment.                                                                                                                                                                                                                                                                   |  |  |
| 25/08/2010 |  | Case Files | Children's Social Care | Worker records that 1625 worker said that Carly implied she wants to leave Tom.                                                                                                                                                                                                                             |  |  |
| 25/08/2010 |  | 1625 IP    | 1625 IP                | Tc with social care updating and explained xxx taking over.                                                                                                                                                                                                                                                 |  |  |
| 28/08/2010 |  |            | Children's Social Care | Moves to Wade Street, private renting                                                                                                                                                                                                                                                                       |  |  |
| 01/09/2010 |  | 1625 IP    | 1625 IP                | Spoke to social care - we agreed to meet Carly together on Friday                                                                                                                                                                                                                                           |  |  |
| 03/09/2010 |  | 1625 IP    | 1625 IP                | Social care called - Carly cancelled as had a chance to be bought new trainers by Reconstruct                                                                                                                                                                                                               |  |  |
| 06/09/2010 |  | Case Files | Children's Social Care | Wants to stay with Tom - They are a couple. Visit by CSS and 1625. Carly remains with Tom in B&B. No discussion regarding Tom                                                                                                                                                                               |  |  |
| 06/09/2010 |  | 1625 IP    | 1625 IP                | Saw Carly with social care - at the b & B - there was shouting and strange behaviour at the B & B - so we discussed other housing options - didn't want to talk to manager in case it leads to Carly and boyfriend being homeless.. Agreed to look into private rented and discuss some agencies next week. |  |  |
| 07/09/2010 |  | 1625 IP    | 1625 IP                | pathway plan copy emailed over                                                                                                                                                                                                                                                                              |  |  |
| 17/09/2010 |  | 1625 IP    | 1625 IP                | Saw Carly at B&B - woke her up so she was quite tired - discussed private rented - looked at paper and tried to                                                                                                                                                                                             |  |  |

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|            |       |                           |                        | find place in St Werburghs but it was closed - left a message on his phone and left message with social care re options re deposit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                         |  |
| 21/09/2010 |       | 1625 IP                   | 1625 IP                | Saw Carly in her new flat - she was moved with Tom at the last moment new flat - has a kitten- filled out risk assessment - later on took her to storage and met social care and took stuff back to flat.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                         |  |
| 30/09/2010 | 00:38 | Storm log:<br>GDN report: | Police                 | The night project worker at Britton House, called the police to report that 2 unknown females were buzzed into the block where upon they started putting graffiti using a make up brush, the letters 'bi'on the door of no 12 the flat of Carly . They ran off when disturbed. It was recorded that xxx was her boyfriend at the time and was there too.. xxx was not resident at the house.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | No record that Carly was seen as she was not contactable. The house owner was recorded as the victim in this case. Damage not permanent |  |
| 30/09/2010 |       | 1625 IP                   | 1625 IP                | Saw Carly and Tom back at flat - finished risk assessment form - asked about tenancy etc - they had a visit from HB person and were found to be living as a couple even though previous landlord made them claim HB as singles. They have had to make statements to say landlord told them to & could be done for fraud. Therefore landlord has been around the flats saying that everyone is evicted and they have to leave - they don't have a tenancy of any sorts so advised them to stay put. Agreed to put Carly in for paint balling. They are going to do JSA joint next week. Talked about whether Carly could get ESA - Talked about Carly doing gymnastics and told her to research costs to ask social care. If no luck I would look at charities. E mailed social care to tell her and left phone message - also discussed 60 pound deposit - only waiting joint tenancy just in Carly name. |                                                                                                                                         |  |
| 11/10/2010 |       | Case Files                | Children's Social Care | Home visit to Carly. Tom is present. Carly seen alone and asks to start Off the Record counselling and a music course at Trinity Music Centre. Met Carly and Tom. Music course starting at Trinity Centre. Wants Counselling..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                         |  |
| 12/10      |       | 1625 IP                   | 1625 IP                | Saw Carly at home filled in CCG - put just Carly on the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                         |  |

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| /2010      |  |            |                        | form as still don't have a joint claim - dropped Carly at Trinity Centre as she is starting a singing course.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |
| 13/10/2010 |  | 1625 IP    | 1625 IP                | Spoke to Carly on phone she has had to give college her bank details so does not have them but will get them for next week.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
| 19/10/2010 |  | 1625 IP    | 1625 IP                | Typed supporting letter and tried to call Carly for bank details - no answer texted a reminder.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |
| 21/10/2010 |  | 1625 IP    | 1625 IP                | Called Carly and got bank details from her and photocopied CCG form and sent off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
| 22/10/2010 |  | 1625 IP    | 1625 IP                | Due to see Carly - called her and she said she was unwell so agreed to meet next week.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |
| 25/10/2010 |  | Case Files | Children's Social Care | Concerns about tenancy and no tenancy agreement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |
| 26/10/2010 |  | 1625 IP    | 1625 IP                | Took a call from DWP asking if I was her support worker and I said yes - had another call from DWP asking if Carly was living with her bf and I said I didn't know - apparently Carly has said they have separate flats. Advised her to speak to Carly. Called Carly and asked what had been said and discussed it with her and advised her to say he had moved in. DWP called back and said that Carly had said her BF moved in 3 months ago and I had told her to lie. She asked for my manager details which I gave her. Spoke to manager to inform them.                                                                                       |  |  |
| 28/10/2010 |  | 1625 IP    | 1625 IP                | Saw Carly at home looked at starting to put a budget together - looked at tenancy - assured shorthold - gas, electric, not included - they are with EON, water TV licence etc is - but have to pay 10 pound support - not at moment as don't feel getting support - Discussed Carly health - she is upset at not having children, said I would ask social care - talked about cannabis used in the garden - smoking is still premises - spoke about benefits - told them to do a joint claim and I would not help with benefits etc - until they are claiming together - they have a letter from DWP refusing all items due to a lack of priority. |  |  |

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| 03/11/2010 |  | Case Files | Children's Social Care | Telephone call from worker. to Carly saying that she is tearful "winding up Tom and making him angry".                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 03/11/2010 |  | 1625 IP    | 1625 IP                | Had a missed call from Carly - called back - she and Tom have been told they have to leave she asked me to call back later but no answer later on                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 05/11/2010 |  | 1625 IP    | 1625 IP                | Went to see Carly - told over the intercom that she had gone out.                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 11/11/2010 |  | 1625 IP    | 1625 IP                | Due to see Carly but appt cancelled - she was not feeling well                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 19/11/2010 |  | 1625 IP    | 1625 IP                | met social care at Easton leisure centre - Carly was due to meet with us to complete her pathway plan - but did not turn up or answer her phone - we discussed issues at hand and our contribution to the pathway plan                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 25/11/2010 |  | Case Files | Children's Social Care | Carly feels Cannabis use problematic. Carly and Tom move to Grove Lodge. Carly asks to see drugs worker again, and arrangements are made for her to visit the next day.                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 25/11/2010 |  | 1625 IP    | 1625 IP                | Carly has moved to a new flat - went to see her with social care - found her in the old Grove Lodge lounge - went to see her new flat - it is smaller than old flat but it is one bed so she will be able to get housing benefit to cover the rent - reviewed her pathway plan quickly - agreed to meet next week - she is being visited by the DWP to look at their claims for JSA, joint or not.                          |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 03/12/2010 |  | 1625 IP    | 1625 IP                | Went to see Carly - had to cancel as I was sick                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 08/12/2010 |  | 1625 IP    | 1625 IP                | text from Carly - saying sorry that her & Tom could not make social (Xmas)                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                                                                                                                                                                                                                                                 |
| 14/12/2010 |  | 1625 IP    | 1625 IP                | Saw Carly in her flat - her and Tom had been arguing and she feels the problem is the age diff - we discussed her issues with past abuse and this time of year with her Mum being dead etc - Discussed how she feels trapped due to the amount of rent making work impossible - apparently have been told by landlord if they get a job they will have to leave - also discussed whether Carly should have some counselling |  | again there should have been a thread of discussing DV - nothing specific at this time but should have continued between episodes of violence and it is not clear from the notes that it did. Support worker in interview says that it did - she does not define in terms of safety planning, impact of DV and support needed but this appears from interview to have been done |



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|            |  |            |                        |                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                         | although slightly informally                               |
| 22/12/2010 |  | 1625 IP    | 1625 IP                | Spoke to Carly on the phone - things are going well - they have food for Xmas - agreed to meet after xmas.                                                                                                                                                                                                                 |                                                                                                                                                         |                                                            |
| 04/01/2011 |  | 1625 IP    | 1625 IP                | They had a good xmas - agreed to meet this Thursday.                                                                                                                                                                                                                                                                       |                                                                                                                                                         |                                                            |
| 06/01/2011 |  | 1625 IP    | 1625 IP                | Carly and Tom had argued - apart from that all ok -                                                                                                                                                                                                                                                                        |                                                                                                                                                         | no action particularly needed except continuing discussion |
| 11/01/2011 |  | 1625 IP    | 1625 IP                | Call from Carly - they have 2 days to leave B & B -                                                                                                                                                                                                                                                                        |                                                                                                                                                         |                                                            |
| 12/01/2011 |  | 1625 IP    | 1625 IP                | Saw Carly at home - they have 28 days to change their behaviour or be evicted - discussed what had happened - explained how they they could act differently - gave advice - private rented sheet & nos and advice to go to Bristol Council & shelter.                                                                      |                                                                                                                                                         |                                                            |
| 08/02/2011 |  | 1625 IP    | 1625 IP                | Tried to call Carly - re meeting but got no answer - so texted - spoke to social care - Carly and Tom have moved from Grove Lodge to Easton - rooms in a shared house                                                                                                                                                      |                                                                                                                                                         |                                                            |
| 09/02/2011 |  | Case Files | Children's Social Care | Visit. Talked about relationship with Tom. "at times Carly has said that she is scared of him". Discussed Tenancy in her name only to promote safety. Current tenancy in Tom's name as Carly is under 25.                                                                                                                  | Appropriate response to promoting safety in context of domestic abuse relationship. Could have sought further advice on tenancy restrictions given age. |                                                            |
| 11/02/2011 |  | 1625 IP    | 1625 IP                | Spoke to Carly - she is happy she has moved and we agreed to meet next week.                                                                                                                                                                                                                                               |                                                                                                                                                         |                                                            |
| 15/02/2011 |  | 1625 IP    | 1625 IP                | Due to meet Carly at home found house eventually - but they were not there and did not answer.                                                                                                                                                                                                                             |                                                                                                                                                         |                                                            |
| 16/02/2011 |  | 1625 IP    | 1625 IP                | Spoke to Carly - rearranged for tomorrow                                                                                                                                                                                                                                                                                   |                                                                                                                                                         |                                                            |
| 17/02/2011 |  | 1625 IP    | 1625 IP                | Saw Carly and Tom - in their new house - they have 2 rooms on the top floor and share kitchen and bathroom. They are happy to be out of the B & B - they have already moved their HB/JSA - discussed them getting jobs - Tom not been but Carly seemed interested or going back to college - renewed their risk assessment |                                                                                                                                                         |                                                            |
| 04/03      |  | 1625 IP    | 1625 IP                | Spoke to Carly about finance course - she said she                                                                                                                                                                                                                                                                         |                                                                                                                                                         |                                                            |

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| /2011      |       |                                                             |                        | thought she might be interested and I said I would get someone to call her - agreed to meet her next week                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                  |
| 07/03/2011 |       | 1625 IP                                                     | 1625 IP                | called Carly - but her phone was off.                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                  |
| 11/03/2011 |       | 1625 IP                                                     | 1625 IP                | Due to see Carly but she cancelled the appt                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                  |
| 21/03/2011 | 00:36 | Storm log<br>GDN<br>report<br>Custody<br>arrest<br>document | Police                 | The victim's partner called for police assistance to respond to his assault by other males and Carly. Carly had hit the victim across the head with her rucksack. The victim defended himself by pushing her against a wall. Another group of males then also attacked him.                                                                                                                                                            | Carly and Tom were arrested as suspects to the assault and street bailed to 17/04/2011. The victim and witness were un co-operative and failed to make a statement or return officer's calls/messages so all three arrested people had their bail cancelled and no further action taken against them as without the complaint there was insufficient evidence to proceed. The reason for the assault is not known. | All enquires correctly conducted |
| 31/03/2011 |       | 1625 IP                                                     | 1625 IP                | Saw Carly at home - she is thinking of going back to Trinity and do another course - we discussed what further support she needs and she is not sure about counselling - everything is going ok in the house.                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                  |
| 07/04/2011 |       |                                                             | Children's Social Care | Moves to new flat                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                  |
| 14/04/2011 |       | 1625 IP                                                     | 1625 IP                | Saw Carly and Tom at home - he has started on a self build project in Sth Bristol and they are going to teach him construction skills - we discussed how Carly was feeling up and down.                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                  |
| 16/04/2011 | 14:20 | GDN report                                                  | Police                 | Carly was the victim of an unprovoked assault by a stranger whilst walking with Tom. She flagged down passing officers to assist. They searched the area for the offender to no avail. She was blowing away the seeds of a weed she had picked up and some of these seeds blew in to the face of the passer-by who hit her across the back of her head causing her to fall to the floor and sustain a swollen lip. She did not want to | Enquiries were made to trace the offender but without success so the case was filed on 19/05/2011                                                                                                                                                                                                                                                                                                                  | All enquires correctly conducted |

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|            |  |                              |                        | make a statement there and then but said she would later if necessary. She refused to see a Doctor.                                                                                                                                                                                                                                                   |                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 01/05/2011 |  | Monthly recording case files | Children's Social Care | Meeting with worker and 1625IP. Relationship with Tom discussed. Carly said "he can get verbally and physically aggressive once he has had a drink". Carly describes "everything is dictated by him"                                                                                                                                                  | Further promotion of counselling. Recognition of ongoing impact of domestic abuse |                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 03/05/2011 |  | 1625 IP                      | 1625 IP                | Was due to see Carly but she did not answer - was supposed to pick her up from Trinity so called them and she wasn't there - off sick                                                                                                                                                                                                                 |                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 04/05/2011 |  | 1625 IP                      | 1625 IP                | Call from social care - Carly has been seen with a bruised head - DV assessment - agreed a joint meeting                                                                                                                                                                                                                                              |                                                                                   | I would want clear notes on who is taking the lead on this issue CYPs or us or if jointly managed. From interview with support worker it seems that she considered that both CYPs and she took responsibility jointly                                                                                                                                                                                                             |
| 05/05/2011 |  | 1625 IP                      | 1625 IP                | Saw Carly with social care - in a cafe in old market - she admitted he has hit her and not for the first time - gave her Survive info and agreed to meet next week - re pathways plan.                                                                                                                                                                |                                                                                   | would want to see clear safety planning - if she won't talk to Survive immediately (which is understandable), then we should be doing it virtually (again without calling it that). Would want a discussion with manager that is muted and with CYPs - neither of these are obvious and there are no notes in support worker's supervision to indicate that discussion has happened about this may have happened and not recorded |
| 12/05/2011 |  | 1625 IP                      | 1625 IP                | Saw Carly - in old market with social care - re pathway plan - she is thinking about going to Survive but needs to be her decision - Also she can be put forward for her own flat if she wants.                                                                                                                                                       |                                                                                   | above should continue as a theme in meetings to the level that it doesn't alienate Carly. Exploration of options should be carried out with clear notes of what has been discussed and what Carly feels about options                                                                                                                                                                                                             |
| 26/05/2011 |  | 1625 IP                      | 1625 IP                | Saw Carly at home - Tom there for part of the time - Carly said in front of him that I always said I would give a lift to anyone fleeing violence - I agreed I would in that sort of situation. Carly filled out a survey but got stressed - she is worried she is feeling down more now but does not feel she wants to change her present situation. |                                                                                   | as above, although Tom is there, would expect a continuing discussion of safety and needs, options perhaps to be booked in when can see Carly without Tom                                                                                                                                                                                                                                                                         |
| 07/06      |  | 1625 IP                      | 1625 IP                | Saw Carly at home - she says things feel better                                                                                                                                                                                                                                                                                                       |                                                                                   | as above, important that conversations of safety                                                                                                                                                                                                                                                                                                                                                                                  |

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| /2011      |               |                              |                        | between her and Tom - talked about cat care - need to have cat neutered - she is now gone back to Trinity and is enjoying it - talked about depression - wants on going/intense cancelling.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               | and options continue as it is clear that she is experiencing DV impacts of DV                           |
| 23/06/2011 |               | 1625 IP                      | 1625 IP                | Saw Carly at home - discussed her health care/doctors - explained that I had done some research and there wasn't a lot of intense counselling around - discussed the healing journey and options - she is scared about the change process - agreed to go to GP next week - to sign up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                               | would expect more discussion of DV explicitly                                                           |
| 01/07/2011 |               | Monthly recording case files | Children's Social Care | First counselling session with Off The Record. Taken to and from appointment by worker. Carly says Tom is supportive of her seeking counselling and no further domestic abuse is described.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               | Good Practice to support vulnerable young person.                                                       |
| 01/07/2011 |               | 1625 IP                      | 1625 IP                | Due to see Carly but she cancelled - she was doing an event through Trinity - agreed I would call her next week -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               |                                                                                                         |
| 05/07/2011 |               | 1625 IP                      | 1625 IP                | Called Carly - but no answer - so texted that I was away and call on my return                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                                                                                                         |
| 17/07/2011 | Time Unkn own | General Practice Records (   | Malago Surgery         | Seen in GP Practice. Low mood, suffered physical abuse from own father as child, went into foster care. Informed services when fourteen, father charged. Brother only family member who believed before this time. No contact with the rest of the family except brother now. In a relationship, due to be married. Worried it will break down. Was under the care of CAMHS (Child and Adolescence Mental Health Services), now too old. Smoking cannabis daily for years, helps control anger, been involved in BDS (Bristol Drugs Service) has not helped. Occasional drinker, two pints a week. Previous self harm, eighteen months ago, previous overdose last thirty months ago. No current ideas. Engaging with 'Off the record' at present but doesn't feel that it is helping. Finds engaging in memories aggravates and worsens her mood. Has been taking fluoxetine 40mg until four months ago when after leaving last GP surgery ran out of supply, this was | Fluoxetine (Anti depressant) Prescribed by GP | Off the record' Bristol is a counselling and support service. New patient to Bristol based GP practice. |

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|            |               |                                  |                | combined with no support from CAMHS. Unhelpful attempts to deal with mood have lowered mood further, tearful today. Although at times able to engage and smile. Has not worked for approximately 6-8 months. Has NVQ's, not able to work at present. Poor sleep two hours a night. Poor appetite, but no weight loss. To restart fluoxetine and review in two weeks, considering increasing to 40mg's again review then or SOS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                       |                                                                                                                                                                                                               |
| 27/07/2011 | Time Unkn own | General Practice Records (Carly) | Malago Surgery | <p>Seen in GP Practice. Had a chat with the patient, says she is worried about fertility advised to contact the gynaecologist secretary direct for further information as it could be six weeks before we get letters. (following a previous conversation)</p> <p>Had a chat with patient, no better but expected to need 40mg's of fluoxetine increase today. Has gone cold turkey but stopped cannabis in the last five days, problems with sleeping, also off food. Still drinking fluids including milk and juice. Discussed options of treatment and possibly appetite, slight side effects of medication and sleep related cannabis. Has had short course of Temazepam in the past with good effect. Chat about this and limited timeframes given and try intermittent use. Still meeting with 'Off the Record' regularly and has said finds end of session traumatic and will try ten minutes warm down at the end of the session. No current suicidal ideation and says would seek help if felt that way again. Follow up booked with Practice Nurse in two weeks or sooner SOS.</p> | Increased dose of fluoxetine prescribed and temazepam to assist sleep |                                                                                                                                                                                                               |
| 28/07/2011 |               | 1625 IP                          | 1625 IP        | Saw Carly in Easton - took a leaflet for Freedom course - discussed good/bad relationships/men and waht is going on - feels powerless as he has control of the money.. Dropped her at Easton job centre re ESA claim (she was enquiring about possibility)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                       | unlcear what if any ongoing conversations are being had with Carly about risk / impact and options - should be an ongoing theme. When interviewing Phoebe she said that it was continued by both her and CYPs |
| 05/08/2011 |               | 1625 IP                          | 1625 IP        | Saw Carly at home - she thinks eveything is going well - she is enjoying trinity and the therapeutic part part of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                       |                                                                                                                                                                                                               |

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|            |               |                                  |                        | singing which is helping her stay positive - she would like to move out of flat so discussed that - she thinks she can get pregnant reviewed her risk assessment                                                                                                                                                                                   |                     |                                                                                                        |
| 10/08/2011 | Time Unkn own | General Practice Records (Carly) | Malago Surgery         | Seen in GP Practice. Patient condition the same, history as above, abused as a child now in happy relationship. See's CAMHS every Tuesday and just started counselling with 'Off the Record'. Doesn't want past to effect future, has no ideas of self harm, wants to get better, need to review old notes, should be available by next time seen. |                     | Still no access to previous records at new practice. Support in place from 'Off the Record' and CAMHS. |
| 18/08/2011 |               | 1625 IP                          | 1625 IP                | Saw Carly briefly - on way home - as she couldn't do the next day - eveything going ok - fed up with house -                                                                                                                                                                                                                                       |                     |                                                                                                        |
| 28/08/2011 |               | 1625 IP                          | 1625 IP                | Was going to meet Carly and take stuff to HB with her but she said not to worry - They would not give her any as Tom working and earning too much.                                                                                                                                                                                                 |                     |                                                                                                        |
| 30/08/2011 |               | Case Files                       | Children's Social Care | Telephone call from 1625 - expresses concern about "the controlling relationship" Tom has with Carly.                                                                                                                                                                                                                                              |                     |                                                                                                        |
| 02/09/2011 | Time Unkn own | General Practice Records (Carly) | Malago Surgery         | Seen in GP Practice. Patient conditions the same. Came in for Temazepam and sick note. Feels unable to work as she does not trust her moods. Previously had jobs, cannot see the future, worried re. relationship as pushing boyfriend away. Discussed her relationship with CAMHS, Survivors Group and 'Off the Records'. Still not eating much.  | Repeat Prescription | Support continues from 'Off the Record' and CAMHS                                                      |
| 08/09/2011 |               | 1625 IP                          | 1625 IP                | Saw Carly at home - she is stressed because she is not able to eat lunch in the day and Tom not leaving money - discussed fareshare 7 items for 2 pounds - and budgetting and relationships                                                                                                                                                        |                     | nothing specific about DV except controlling behaviour indicator                                       |
| 20/09/2011 |               | 1625 IP                          | 1625 IP                | Saw Carly at home - she was very upset - she had been to the docs and they say she was pregnant and had a miscarriage - agreed to take her to hospital to be checked out.                                                                                                                                                                          |                     |                                                                                                        |
| 20/09/2011 | Time Unkn own | General Practice Records (Carly) | Malago Surgery         | Telephone encounter, feeling better has appointment for scan on Thursday and will call in when results back.                                                                                                                                                                                                                                       |                     |                                                                                                        |

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| 22/09/2011 |       | 1625 IP                   | 1625 IP                | Took Carly to St Michaels hospital - it was all fine - she is physically ok - she is upset but also it shows she may be able to get pregnant in the future - - she didn't think she could                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                    |
| 04/10/2011 | 18:00 | Storm Log:<br>GDN report: | Police                 | Carly called the police at 19:40 to report that there were Somalies outside her property with knives and so she was locked in her property. Tom took over the call and reported that one of the Somalies had earlier been staring at , Carly challenged him about it and he started pushing her so they took refuge inside their house. The male stated he would return with his gang. They were allegedly armed with weapons such as a crow bar, baseball bat and what looked like a knife, making gestures of trying to get into the address and threatening gestures towards . | Officers arrested two suspects as a result of street identifications and witness statements were taken from Carly and Tom . Due to discrepancies in those statements the case of common assault on Carly was closed. With regard to the other crime of Public order against the victim , this was also closed. The suspect for this incident had an alibi so the custody sergeant decided that there was no further action. support worker rang the police to say she wanted to speak to the officer to clarify details as he has asked to be moved from the address and she needs to complete a common referral for the victim's safety. | Event 11-It is not known from police records if the officer contacted support worker as requested. |
| 04/10/2011 |       | 1625 IP                   | 1625 IP                | Text sent to me - picked up on 5th - Carly and Tom at risk of getting seriously hurt -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                    |
| 05/10/2011 |       | Case Files                | Children's Social Care | Carly reports being a victim of attack in temporary accommodation. Carly advises that the police are aware and suggest Carly and Tom move to temporary accommodation for their own safety.                                                                                                                                                                                                                                                                                                                                                                                        | Accommodation provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | no evidence that contact with police was made                                                      |
| 05/10/2011 |       | 1625 IP                   | 1625 IP                | Called Carly - she is very upset - 4 somalians threatened to beat her and Tom up - they had knives and sticks and it was a close thing noone got hurt - they went to the police and got a crime ref - tried to get an appt with BCC but could not get thru - worker from Knightstone (Toms worker ) got thru and went to appt with them - they managed to get a B & B on temporary basis                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                    |
| 07/10      |       | 1625 IP                   | 1625 IP                | Due to see Connexions with Carly but we cancelled                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                    |

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| /2011      |               |                          |                        | due to the stress of attack and B & B etc - Carly ok but shaken - she is at old house in the day as that is where the pets still are                                                                                                                                                                                                                                                                                           |                                          |                                                                                                                                                                                            |
| 10/10/2011 |               | Case Files               | Children's Social Care | it is reported that Carly is the victim of housing benefit fraud by her landlord.                                                                                                                                                                                                                                                                                                                                              |                                          | this could have had an impact on Carly's ability to secure alternative accommodation and could have been explored further                                                                  |
| 14/10/2011 |               | 1625 IP                  | 1625 IP                | Picked up Carly from Easton and took her to Knightstone, Tom could not make it - She has found them private rented in St social cares - signed Carly up for Bristol SP in her own right.                                                                                                                                                                                                                                       |                                          |                                                                                                                                                                                            |
| 20/10/2011 |               | 1625 IP                  | 1625 IP                | Carly moved today - I arranged for move with van - (CSS paid) she had to do more on her own without Tom - which she found stressful - helped her move last things and lizard and cat - Tom had already taken the dog over - lent her my cat box. New flat nice but small                                                                                                                                                       |                                          |                                                                                                                                                                                            |
| 21/10/2011 |               |                          | Children's Social Care | Moves to new address                                                                                                                                                                                                                                                                                                                                                                                                           |                                          |                                                                                                                                                                                            |
| 26/10/2011 |               | 1625 IP                  | 1625 IP                | Saw Carly in in her new flat - it is looking much better - however there are problems with the electric - called EDF - managed to get it sorted out - she just needs to put code on new key and put it in electric - she had a falling out with Tom on day of move over some trainers and is feeling stressed and isolated and has fallen out with worker from Reconstruct - she was upset but was happy that electric sorted. |                                          | generally increasing number of issues that flag as risk re DV (isolation is massive one as ties survivor into relationship no matter how bad) themes from above should have been explored. |
| 04/11/2011 |               | Case Files               | Children's Social Care | home visit - Carly has new accommodation with Tom                                                                                                                                                                                                                                                                                                                                                                              |                                          | New Accommodation identified despite housing benefit fraud? - clarity could have been given to establishing terms of this tenancy agreement                                                |
| 04/11/2011 |               | 1625 IP                  | 1625 IP                | Saw Carly with social care and did Pathway Plan - Carly doing well and achieved loads - she feels happier in the flat and has gone back to Trinity - although long walk - agreed to rearrange with Connexions - helped Carly buy and move home a TV as hers is broken down                                                                                                                                                     |                                          |                                                                                                                                                                                            |
| 10/11/2011 | Time Unkn own | General Practice Records | Malago Surgery         | Telephone encounter, shoulder pain 5 days, has previous history of shoulder blade pain. Appointment given. Also asked about antidepressants and vitamins.                                                                                                                                                                                                                                                                      | Fluoxetine (Anti depressant) prescribed. | First reference to domestic situation 'snapping at partner'. Emphasis on patient increasing dose to previous level before medication ran out.                                              |



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|            |               | (Carly)                          |                | May need a second appointment for that. Seen in GP Practice. Run out of tablets at the end of September. Things have been pretty bad snapping at her partner. Feels 'Off the Record' is helping. For repeat prescription today to start at 20mg and increase to 40mg once daily in two weeks if feel needs to. See in three weeks.                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                                                                   |
| 16/11/2011 |               | 1625 IP                          | 1625 IP        | Spoke to Carly on phone twice. Agreed to meet on Friday - then agreed that on Friday I would take her to an interview at the Emmaus Shop                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |                                                                                                                                   |
| 18/11/2011 |               | 1625 IP                          | 1625 IP        | Due to take Carly to an interview but it was cancelled - Carly is very unwell - with a sore shoulder - made her a GP appt - called her later - she had been sent to the hospital for x rays - all ok - not broken - just soft injuries.                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       | this could be because of violence but this does not seem to have been explored from notes                                         |
| 18/11/2011 | Time Unkn own | General Practice Records (Carly) | Malago Surgery | <p>Telephone encounter, pain in upper shoulder/Trapezius last three weeks, but worse last four days. Not sleeping even with solpadol and has had some tingly fingers. Has appointment on the 5th December but can't wait until then. Appointment offered for today.</p> <p>Seen in surgery, shoulder pain, pain in right shoulder for three weeks but worse in the last few days. Has reduced range of movement and tingling to little and half of ring finger. Looks obviously in pain and on some movement feels like joint possible grinding and pain +++. Has pain in quite reduced movement, needs x-ray therefore, advised ED or minor injury unit due to pain and movement.</p> | For x-ray and prescribed painkillers. | <p>Solpadol is a strong painkiller.</p> <p>No review or mention of mental health needs.</p> <p>Missed opportunity for review.</p> |
| 22/11/2011 |               | 1625 IP                          | 1625 IP        | Carly attended Outcomes STAR training with my self and other 1625 people - she participated well despite her shoulder still being painful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                       |                                                                                                                                   |
| 29/11/2011 |               | 1625 IP                          | 1625 IP        | Due to see Carly - but I was off sick - texted her - she was fine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                       |                                                                                                                                   |
| 01/12/2011 |               | 1625 IP                          | 1625 IP        | Let Carly know I was back - rearranged for tomorrow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |                                                                                                                                   |
| 02/12      |               | 1625 IP                          | 1625 IP        | Due to see Carly but she cancelled as not feeling well -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |                                                                                                                                   |

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| /2011          |                     |                                           |                   | wants to go to Xmas social                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                    |                                                                                                                    |
| 05/12<br>/2011 | Time<br>Unkn<br>own | General<br>Practice<br>Records<br>(Carly) | Malago<br>Surgery | Seen in GP Practice. Patient better, feeling stronger. Has decided to go ahead with counselling as has realised now that it wasn't her fault what happened in the past and knows it's particularly hard but wants to try. Currently taking Fluoxetine 40mg and finds it helps. Isn't needing Temazepam for sleeping anymore. Concerned about her diet, picks at other times, no interest in food, has lost weight, was eight stone, now seven and a half stone, BMI 18.59 today with shoes on. Has spoken to 'Off the Record' about this, previously discussed supplements with the doctor not sure which but would like to try now. I will discuss with someone and phone her back.                                                                                                                                                                                                                                                                                                                                                                         |                                                                    | Unclear if it is a different counselling service referred to or an opportunity to re-engage with 'Off the Record'. |
| 08/12<br>/2011 | Time<br>Unkn<br>own | General<br>Practice<br>Records<br>(Carly) | Malago<br>Surgery | <p>Discussion with dietician about diet to look at diet and appetite not for supplements. Telephone encounter with patient explained that no supplements at this stage. Carly is really concerned as is losing weight and is eating so little. Feels guilty for what she is doing to herself. Has similar issues when in foster care. Query anorexia, I will look into whether further specialist referral is necessary.</p> <p>Telephone conversation with 'Steps' feels like weight is stable since July and BMI greater than 18. She is for management in primary care at this stage. Advised to discuss diet and to arrange support from dietician on how to cook and what to eat may be deficient in iron, worth checking. Explain appetite will improve with regular eating and monitor. If deteriorating referral would be through 'Steps'.</p> <p>Further telephone conversation with Carly, diet is normally super noodles, occasional apples but little else. I will see if I can make a referral to a dietician. To check iron and magnesium.</p> | Care discussed with dietician and 'Steps' eating disorder service. |                                                                                                                    |
| 13/12          |                     | 1625 IP                                   | 1625 IP           | Spoke to Carly about Xmas social - plus the pain for lifts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                    |                                                                                                                    |

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| /2011          |               |                                  |                | etc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                            |                                                                                                                                                                                                       |
| 14/12<br>/2011 |               | 1625 IP                          | 1625 IP        | Carly went to YP xmas social with Tom - they both seemed to enjoy it and won prizes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                            |                                                                                                                                                                                                       |
| 20/12<br>/2011 |               | 1625 IP                          | 1625 IP        | spoke to Carly on the phone - she was ok with not seeing me this week - but we discussed her mood - she feels depressed and suicidal and tearful - discussed coping mechanisms - she will try and go to Off the Record and feels ready to talk about stuff - Also pointed out Samaritans no on Xmas card we sent out.                                                                                                                                                                                                                                                                                                                                     |                                            | judgement call re suicide - this is tricky time of year for Carly (i think) and loads of people - options provided.<br>should have been check re relationship potentially                             |
| 03/01<br>/2012 |               | 1625 IP                          | 1625 IP        | Spoke to Carly on the phone. Her Christmas was ok, but they don't have any money left, and she has been down and not eating                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                            |                                                                                                                                                                                                       |
| 03/01<br>/2012 | Time Unkn own | General Practice Records (Carly) | Malago Surgery | Seen in GP Practice. Had a chat with the patient referred to supportive partner, one episode of deliberate self harm last week but nil again since. She is finding counselling difficult but has had a letter to make an appointment at 'Steps' query with the dietician there, query with psychologist, as not clear from notes. On-going discussion about weight loss, discuss ways to manage small plates, small portions, retrain the brain to be hungry. BMI now 16.81 advised that the iron is low to include iron in diet if possible. Review in 2-3 weeks and liaise with 'Steps'.                                                                | Advice given regarding improving appetite. | It is not stated what the attempt of deliberate self harm involved. Referred to supportive partner during consultation.                                                                               |
| 06/01<br>/2012 |               | 1625 IP                          | 1625 IP        | Saw Carly at home. She feels depressed and has lost weight. We discussed her relationship and the problems she has this time of year. Tom had got angry with her and threatened the dog and she had found this difficult to deal with. She is also finding that the flat is cold and damp, and she is upset about that as well. She says she is waiting to go to the doctor and to get counselling. They are going to hold on and move out when the new build is ready, which may be as early as April. She is also upset as the dog has broken the blind. I asked her if she could help with the star training the next week, which she was happy about. |                                            | threats to pet normally sign of increasing risk - need to know if this was off the cuff threat or something more serious / repeated / substantial unclear where thread of conversation re DV has gone |
| 10/01<br>/2012 |               | 1625 IP                          | 1625 IP        | Picked Carly up from home, took her to the job centre and then to kingsley hall. She participated in training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                            |                                                                                                                                                                                                       |

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|            |  |                |                        | and did very well.                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                            |                                                                                                                                                                                             |
| 20/01/2012 |  | 1625 IP        | 1625 IP                | Spoke to Carly on the phone. She is ok. She is a bit down as Tom has to work on her birthday and they do not have any money to do anything. She is also convinced that she will die in a car accident on her 21st birthday. Agreed we would meet in a week when I get back from leave.                                                                                                                               |                                                                            |                                                                                                                                                                                             |
| 01/02/2012 |  | Case Files     | Children's Social Care | 3 month gap in recording explained by long term sickness absence from allocated worker.                                                                                                                                                                                                                                                                                                                              |                                                                            | it is unclear whether the absence of the allocated worker was explained to Carly or to partner agencies or whether any provision was made for a duty social worker to maintain some contact |
| 01/02/2012 |  | 1625 IP        | 1625 IP                | Spoke to Carly on the phone. She is not very happy as they have been sent a court summons for council tax, even though they had made an arrangement to pay £80 per week. Suggested we go and get legal/ financial advice, e.g. from bdac. She was on her way to trinity to try and call them to try and stop it. After research CAB probably best option, so tried to call her to discuss, no answer, so texted her. |                                                                            |                                                                                                                                                                                             |
| 07/02/2012 |  | telephone call | Children's Social Care | Carly advises 1625 support worker that she wants to leave Tom "in a planned way".                                                                                                                                                                                                                                                                                                                                    | information shared with CSS worker and arrangements made for a joint visit | evidence of appropriate information sharing and joint working                                                                                                                               |
| 07/02/2012 |  | 1625 IP        | 1625 IP                | Saw Carly at home. She is feeling a bit depressed, but we agreed that I would refer her to our involvement programme as she really enjoyed doing the star outcomes training                                                                                                                                                                                                                                          |                                                                            |                                                                                                                                                                                             |
| 14/02/2012 |  | 1625 IP        | 1625 IP                | Had a call from Carly, she is upset as her cat is peeing blood. We discussed the situation and I did some phone research. As Tom is working the only way they can get free/ cheap vet care is if he provides his income, as he would not do that, their only option is to go to a vets, I googled some vets, and let her know their details.                                                                         |                                                                            |                                                                                                                                                                                             |
| 15/02/2012 |  | home visit     | Children's Social Care | Carly says Tom "treats her badly", shouts at her, goes away for a week at work, leaving her with little money for food for either herself or the pets. Carly says she wants to stay with Tom                                                                                                                                                                                                                         | Pathway plan reviewed.                                                     |                                                                                                                                                                                             |

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| 15/02/2012 |  | 1625 IP     | 1625 IP     | Due to see Carly, but she cancelled as Tom is away and she was at a friends house and enjoying herself.                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
| 17/02/2012 |  | Home Choice | Home Choice | Report received from Children's Services department, stating that Carly was now ready for independent living. Notification also received that Carly is living in a private let.<br>Under the Council's Lettings policy, band A can be awarded to, 'Applicants, aged 16-21 (16-24 in full time education), who have been looked after, fostered or accommodated by South Gloucestershire Council's Children's Services department and are ready for independent living'.<br>Application updated and confirmation sent to Carly. |  |  |
| 24/02/2012 |  | 1625 IP     | 1625 IP     | Saw Carly at home, she is going to meet with worker to discuss the involvement project. We reviewed her Risk assessment. She is still depressed, is thinking about being put forward for bidding as the house is damp. We discussed whether she would do that on her own or with Tom. (Called social care and asked her to call Carly to discuss bidding.                                                                                                                                                                      |  |  |
| 06/03/2012 |  | 1625 IP     | 1625 IP     | Saw Carly at home and dropped her into Kingsley hall and she is staring the involvement project, which she is looking forward to.                                                                                                                                                                                                                                                                                                                                                                                              |  |  |
| 09/03/2012 |  | 1625 IP     | 1625 IP     | Picked Carly up and took her to the money Barclays event. She is also doing the recruitment at the moment for Independent People. On the downside she has had a letter asking her to go in to talk about a benefits fraud investigation from last year. Agreed I would go with her next week.                                                                                                                                                                                                                                  |  |  |
| 12/03/2012 |  | Home Choice | Home Choice | Carly bid through HomeChoice for a flat managed by Merlin Housing Society. She was bypassed for the property, because it came to light that she owed £499.15 in rent arrears to Merlin Housing Society following her stay at Charles England Housing.<br>Under the Council's Lettings policy, an application will be suspended when a household owe a debt of more than £250 to a partner landlord and they have not                                                                                                           |  |  |

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|            |  |         |         | entered into a repayment plan, which they have kept to for more than 13 weeks. Consequently, we suspended Carly's application and confirmed this in writing.                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                               |
| 15/03/2012 |  | 1625 IP | 1625 IP | I saw Carly at home. The benefits investigation has been cancelled as the womans children were ill. She is really enjoying the activities booking at Kingsley hall and is worrying less about the housework, but is still a bit worried about rocky her cat. Dropped her at Kingsley Hall.                                                                                                                                                                                                                                |  |                                                                                                                               |
| 23/03/2012 |  | 1625 IP | 1625 IP | Took Carly to Guildford house for a benefits fraud investigation meeting. She denied what she was being accused of, and explained that she did not know what she was signing due to her dyslexia, and that she had said to the landlord that she did not want to rent the room in kingswood. Seemed like the investigator believed her and will interview the landlord. Carly got upset during the meeting. Took her to st Michaels hill to take in a new signed tenancy to her agent, then dropped her at Kingsley hall. |  |                                                                                                                               |
| 27/03/2012 |  | 1625 IP | 1625 IP | Texted Carly about an activity in Chipping sodbury, but she is filming in kingsley hall that day.                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                               |
| 29/03/2012 |  | 1625 IP | 1625 IP | Saw Carly at home. Filled out the outcomes star. I took along the part filled in from when she was doing the training and she had improved/ moved on. She says that this is a lot to do with the opportunities she is being given at Independent people, which have helped her confidence. She is thinking about having counselling, and we discussed this, and I said I would contact social care to see if she could refer her to Kinergy.                                                                              |  | from interview with support worker - the referral to Kinergy was due to previous sexual abuse and not for anything DV related |
| 12/04/2012 |  | 1625 IP | 1625 IP | Carly texed me to text her back to find out when meeting tomorrow                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                               |
| 12/04/2012 |  | 1625 IP | 1625 IP | Saw Carly at home - Tom is not being paid for another week - they don't have any food - discussed various options and eventually found a colleague able to take her to the food bank in Easton - dropped her at Trinity                                                                                                                                                                                                                                                                                                   |  |                                                                                                                               |

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|            |  |             |                        | where she is volunteering with a group there                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
| 13/04/2012 |  | 1625 IP     | 1625 IP                | Had a text asking me to call her - agreed to meet on Thursday - also had an email from social care saying that her bidding has been suspended due to a debt at CEH                                                                                                                                                                                                                                                                                                  |  |  |
| 17/04/2012 |  | case files  | Children's Social Care | CSS worker advised by Carly that she has rent arrears of £499.15 from her previous tenancy at Charles England House. Her application for re-housing is suspended and she is advised to make a repayment plan                                                                                                                                                                                                                                                        |  |  |
| 17/04/2012 |  | 1625 IP     | 1625 IP                | Saw Carly at KH - saw the video that she had done which looks very good - had to give her the news that she can't bid and about the debt - she got very stressed and upset - she is worried that she will end up homeless again - she eventually calmed down and I gave her some food as Tom has still not been paid - we called the Princes trust and she made an appt to go in as they are doing a drama course which she is interested in - dropped her at home. |  |  |
| 19/04/2012 |  | 1625 IP     | 1625 IP                | Looked back in Carly file - made a report that I emailed to social care re her debt at CEH.                                                                                                                                                                                                                                                                                                                                                                         |  |  |
| 20/04/2012 |  | Home Choice | Home Choice            | Carly telephoned our Contact Centre to say that she did not think she had any outstanding rent arrears and she intended to discuss this with Merlin Housing Society.                                                                                                                                                                                                                                                                                                |  |  |
| 25/04/2012 |  | 1625 IP     | 1625 IP                | Due to take Carly to Princes Trust but she cancelled                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |
| 01/05/2012 |  | 1625 IP     | 1625 IP                | Had a text from Carly wanting me to call her urgently - her film is going to be shown at the Arnolfini the week I am on leave - I said I would try and go if I could.                                                                                                                                                                                                                                                                                               |  |  |
| 10/05/2012 |  | 1625 IP     | 1625 IP                | Saw Carly at the Arnolfini film even, her film was very good and she was very happy it had been shown.                                                                                                                                                                                                                                                                                                                                                              |  |  |
| 15/05/2012 |  | 1625 IP     | 1625 IP                | Talked to Carly on the phone. She is busy with participation/ trying to organise events. Agreed to meet next Friday.                                                                                                                                                                                                                                                                                                                                                |  |  |
| 23/05/2012 |  | 1625 IP     | 1625 IP                | Spoke to social care on the phone she is struggling to get Carly to pick up her phone. Called Carly, she was defensive, but explained she was busy. She answered the phone to social care later in the day. Agreed to                                                                                                                                                                                                                                               |  |  |

|                |  |         |         |                                                                                                                                                                                                                                                                                                                                             |  |  |
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|                |  |         |         | meet on Friday as planned.                                                                                                                                                                                                                                                                                                                  |  |  |
| 25/05<br>/2012 |  | 1625 IP | 1625 IP | Saw Carly in the garden at Trinity. She feels that me and social care can't see how far she has come. I said that we could. Talked about when support should end. Maybe once her and Tom have moved and settled in. Talked about jobs etc. She really wants to work in support.                                                             |  |  |
| 12/06<br>/2012 |  | 1625 IP | 1625 IP | Called and texted Carly. Spoke on phone a couple of times. Her cat is ill, she has taken him to the vets, his urine is blocked and he could die. Spoke later on and he was better. She is upset as it will cost a lot as well, and he might not make it.                                                                                    |  |  |
| 13/06<br>/2012 |  | 1625 IP | 1625 IP | Spoke to Carly on the phone and she was at the vets waiting to pick him up. It will cost less than she first thought as well. She might have to give up the dog as well due to the cost.                                                                                                                                                    |  |  |
| 21/06<br>/2012 |  | 1625 IP | 1625 IP | Called and texted Carly, but no answer to remind her that myself and social care were coming out first thing Tuesday.                                                                                                                                                                                                                       |  |  |
| 26/06<br>/2012 |  | 1625 IP | 1625 IP | Due to see Carly, but social care spoke to her before I could and she cancelled. She didn't give a reason, but didn't seem to want to see us together.                                                                                                                                                                                      |  |  |
| 06/07<br>/2012 |  | 1625 IP | 1625 IP | Spoke to Carly. She is ok. We discussed meeting together with social care, mainly just to update us both to her situation. Spoke to social care to try and get a date, but it will have to be after my leave, on the 26/7/12.                                                                                                               |  |  |
| 24/07<br>/2012 |  | 1625 IP | 1625 IP | Spoke to Carly on the phone she is ok to meet on Thursday with myself and social care. She saw social care while I was on holiday. She is moving to Bedminster this weekend.                                                                                                                                                                |  |  |
| 26/07<br>/2012 |  | 1625 IP | 1625 IP | Saw Carly with social care in a cafe in Old Market. Reviewed her pathway plan. It is all looking positive for Carly, as she will have her support from social services end when she is 21 in January. Agreed that my support will continue for now. Said I would call her next week to see her as I needed to review her Risk Assessment. I |  |  |



|            |  |            |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |                                                                                                                                                                                                                                                                                           |
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|            |  |            |                        | gave her a print out of Army help agencies that I had printed out ages ago and forgotten to give her. She is doing well at Old market and is taking the lead with the peer education project.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                     |                                                                                                                                                                                                                                                                                           |
| 27/07/2012 |  | Case Files | Children's Social Care | <p>home visit - and review of Pathway plan.</p> <p>Carly reports that Tom has been violent to her in the past and he recognises he needs help with anger management. Carly is aware of how to access refuges and can leave Tom if feeling unsafe. Carly describes "controlling behaviour" and worries that Tom might hurt himself if she left him</p> <p>Carly says her relationship with Tom is long term and she is looking forward to her future with him. Carly describes herself as "sometimes getting on Tom's nerves" and is at times tearful. social care suggests that Carly is confused about what a good relationship looks like. Assistance and support is offered to Carly regarding the domestic abuse and it is reinforced that she does not need to live with violence, and it is recommended that Carly attends the Freedom Project. Carly says Tom is "alright unless he drinks then he becomes violent". continued below...</p> | Pathway plan updated (handwritten update) stating that Carly describes that Tom has now changed, is considerate and is thinking about her feelings. | ongoing acknowledgment of the impact of domestic abuse but could have been more robustly supported with contact details of appropriate agencies. Tom could have been given guidance about accessing anger management and it is unhelpful that the addition to the pathway plan is undated |
| 27/07/2012 |  |            | Children's Social Care | <p>....continued</p> <p>Carly describes being on a 2 week break from anti-depressants following which her GP will prescribe new medication. Carly says she has lost weight - is now 6st 5lb and needs to take iron pills. Carly reports a miscarriage 9 months ago and states that one of her fallopian tubes has been removed but she is still able to become pregnant. Carly remains keen to do voluntary work and continue with participation work with looked after children</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                     |                                                                                                                                                                                                                                                                                           |
| 01/08/2012 |  | Case Files | Children's Social Care | home visit to new property in Bedminster.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                     |                                                                                                                                                                                                                                                                                           |
| 03/08/2012 |  | 1625 IP    | 1625 IP                | Picked Carly up from Old Market. Took her to her new flat. Which is really nice. Unfortunately she picked up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                     |                                                                                                                                                                                                                                                                                           |

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|            |  |         |         | a letter which had been posted through the post box direct saying that Her boyfriend had only been in the army for 3 months. She was very upset at this as she felt he had lied. Tom came home and I made my excuses to leave.                                                                                                                                                                                                                                                             |  |  |
| 08/08/2012 |  | 1625 IP | 1625 IP | Spoke to Carly on the phone. She said that her and Tom had called the army and they had confirmed on the phone that he had been in for 6 months. We agreed that I would call her next week to try and meet. (We also talked about the end of support, apparently she had been tearful as she had felt she wasn't ready for support to end, I said we could talk about it next week.                                                                                                        |  |  |
| 14/08/2012 |  | 1625 IP | 1625 IP | Spoke to Carly on the phone and agreed to meet on Thursday at 4.30. Said it would be good to talk about her next step in terms of what she was doing with her time. (She panicked as she felt that it was organised for her to stay at independent people.) Also about the ending of support. She asked me to call Joni to let her know she was on her way in. I called but couldn't get through so left a message on her answer phone.                                                    |  |  |
| 16/08/2012 |  | 1625 IP | 1625 IP | Saw Carly in her new flat and reviewed her pathway plan. She has moved on in a lot of ways, but wants a job, ideally with 1625ip, we talked about how it would be good for her to have money coming in, and get experience in a job, maybe in care, so she can build up to support work. Also talked about how she wants to go to the doctor and find out how/ whether she could have a baby. Agreed that I would try and organise a meeting with worker and her to look at her strengths. |  |  |
| 16/08/2012 |  | 1625 IP | 1625 IP | Picked Carly up from her flat. She saw her brother in town and he hit her in the face, and she has a big scab on her nose. Met with worker in Kingsley Hall and went through Carly's strengths, skills and experience, to try and put together the beginnings of a cv.                                                                                                                                                                                                                     |  |  |
| 23/08/2012 |  | 1625 IP | 1625 IP | Saw Carly in her flat. Her boyfriend Tom was there. He has given up his job and is looking for another one. (It                                                                                                                                                                                                                                                                                                                                                                            |  |  |

|            |  |            |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                              |                                                                                                                                    |
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|            |  |            |                        | was making him stressed) and he only had a few weeks left on his contract. Carly is worried about money, and I explained the importance of signing on JSA/ HB if he doesn't have any luck in job search. Wrote out the beginnings of a cv and made an appointment next week to go to Kingsley hall to type it out.                                                                                                                                                                                                                                                                                                                                    |                                              |                                                                                                                                    |
| 24/08/2012 |  | Case Files | Children's Social Care | telephone call from Carly reporting that she has 2 black eyes following an alleged assault by her brother. Carly says she told her brother that his ex-partner had terminated a pregnancy without telling him. Carly states that this assault has been reported to the police                                                                                                                                                                                                                                                                                                                                                                         | a visit the same day with injuries confirmed | there does not appear to have been any communication with the police to confirm the report and no assessment of ongoing risk made. |
| 30/08/2012 |  | 1625 IP    | 1625 IP                | Emailed social care asking if she has any record of Carly's qualifications.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                              |                                                                                                                                    |
| 31/08/2012 |  | 1625 IP    | 1625 IP                | Spoke to social care. She doesn't have a record of Carly's qualifications, but thinks she got level 2 animal care.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                              |                                                                                                                                    |
| 04/09/2012 |  | 1625 IP    | 1625 IP                | Reminded Carly about the meeting tomorrow, she has found an old cv,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                              |                                                                                                                                    |
| 05/09/2012 |  | 1625 IP    | 1625 IP                | Due to see Carly, but she texted to say she was being sick. I tried to call her with no answer. She then texted asking me to call me back. I called her back when I was in the office and she said she felt better and could meet. I said it was too late, and I would try and fit her in on Tuesday, but that if she was in Kingsley Hall tomorrow and had time, she could use the computers to make a start on typing it up. Her and her partner are going to have to sign up for JSA/HB as he isn't working. They are worried about being in a two bed place and the hb not covering it. They also can't take in lodgers because of their tenancy. |                                              |                                                                                                                                    |
| 06/09/2012 |  | 1625 IP    | 1625 IP                | Texted her later to say manager would pick her up at 8am the next day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                              |                                                                                                                                    |
| 11/09/2012 |  | 1625 IP    | 1625 IP                | Due to see Carly, but I got stuck in traffic due to the m32 being shut. Called her and agreed to rearrange.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                              |                                                                                                                                    |
| 14/09/2012 |  | 1625 IP    | 1625 IP                | Picked Carly up from home and helped her complete a cv in Kingsley Hall. Tom has given up work as his contract was coming to an end, and they are going to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                              |                                                                                                                                    |

|            |  |                              |                        |                                                                                                                                                                                                                                                                                                                                                                                |                                                                                              |  |
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|            |  |                              |                        | have to wait for JSA to come in place. She was a bit upset as she didn't have food for the dog. I signed to let her have fair share food, and agreed with social care to let her have a food parcel. WOOrker dropped the parcel down to her later that day. PH                                                                                                                 |                                                                                              |  |
| 18/09/2012 |  | 1625 IP                      | 1625 IP                | Called/ texted Carly to let her know that there was an assistant post come up at Kingsley Hall, she would like to have some help to apply. Agreed I'd print an application form and we'd have a go at it on Thursday.                                                                                                                                                          |                                                                                              |  |
| 20/09/2012 |  | 1625 IP                      | 1625 IP                | Due to see Carly. Went to her house but she wasn't there. Her and Tom had gone to the jobcentre to sign on, I put the application form through her door to fill in.                                                                                                                                                                                                            |                                                                                              |  |
| 21/09/2012 |  | Monthly recording case files | Children's Social Care | Carly advises social care that she has been successful in applying for a job with 1625 Independent People as an assistant support worker. Her start date is 3/10/10.                                                                                                                                                                                                           | worker diaries the start date and sends Carly text message on her first day wishing her luck |  |
| 25/09/2012 |  | 1625 IP                      | 1625 IP                | Due to see Carly. Went to the flat and rang the door bell, but no one answered.                                                                                                                                                                                                                                                                                                |                                                                                              |  |
| 02/10/2012 |  | 1625 IP                      | 1625 IP                | Called Carly, but no answer. Texted her to find out how she was.                                                                                                                                                                                                                                                                                                               |                                                                                              |  |
| 20/10/2012 |  | 1625 IP                      | 1625 IP                | Called Carly. She didn't get shortlisted for the support assistant job, but she is going to be an official VIP volunteer. She is also looking for other care work etc. I reminded her about signing off benefits, but she knew. Agreed that we would meet after my holiday for a hot chocolate as an end to support.                                                           |                                                                                              |  |
| 21/10/2012 |  | Case Files                   | Children's Social Care | home visit - Carly advises that social care misunderstood the last contact and Carly has not got a job at 1625. Carly says she is volunteering at the Trinity centre and is enjoying that.                                                                                                                                                                                     |                                                                                              |  |
| 25/10/2012 |  | 1625 IP                      | 1625 IP                | Picked Carly up from Bedminster. Went to a cafe for last meeting. She will still be doing voluntary work at Kingsley Hall. She has had her claim suspended as Tom was too unwell to sign on, He has kidney problems. They have argued again, we discussed her options/ plans for the future if things got worse again, and talked through job applications. Dropped her off at |                                                                                              |  |

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|            |  |             |                        | kingsley Hall.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |
| 26/10/2012 |  | 1625 IP     | 1625 IP                | Sent letter to Carly ending support. Copied in social care.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
| 29/11/2012 |  | Case Files  | Children's Social Care | telephone call from Carly advising she is getting married to Tom on 21/12/12. Carly invites social care worker to the wedding and says that her friend ('adopted father') is giving her away                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |
| 21/12/2012 |  | Case Files  | Children's Social Care | Carly and Tom marry. Wedding guests include social care worker and former foster carer. Carly changes her name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |
| 24/01/2013 |  | Case Files  | Children's Social Care | final visit to Carly as she is now 21. Carly says being married has helped her relationship with her partner and she will "not tolerate any more domestic violence" and if he hits her again "she will divorce him".                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |
| 28/01/2013 |  | Home Choice | Home Choice            | Letter sent to Carly stating that we had not received any communication from her since 20.04.12 and her application would be cancelled if she did not contact us within 14 days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
| 30/01/2013 |  | Case Files  | Children's Social Care | closing summary. The summary addresses the reasons for Carly coming into care, her history of foster placements and periods in both temporary and supported accommodation.<br>The summary refers to Carly's husband Tom although little information is recorded about him. at the time of the case closure Carly has no contact with her father and only limited / occasional contact with her siblings. Carly early reported that her mother had died. the summary concludes that while Carly acknowledged that she has been the victim of domestic abuse, at the last meeting with her CSS worker she describes her relationship as "ok". it is recorded that relevant information on how Carly can contact support was given although the support available was not clarified. as Carly is now 21 the case is now closed. there are no further contacts from Carly to the department until her death in August 2013 |  |  |
| 11/02      |  | Home        | Home                   | No response received, so application cancelled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |

| /2013          |               | Choice                           | Choice                                              |                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                  |                                               |
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| 20/02<br>/2013 | 12.40         | Medical Notes                    | University Hospitals Bristol gynaecology department | Referred by GP to gynae on call SHO with bleeding and pain. Semi planned pregnancy. Positive pregnancy test at GP. On ward pregnancy test found to be negative. Patient discharged                                                                                                                                                                                                              | Discharged. GP informed had ? Faulty Pregnancy test.                                                                                                                                                                                                                                                             |                                               |
| 09/04<br>/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery                                      | Seen with impingement syndrome of her shoulder. Four weeks of pain in shoulder, limited abduction, sore to touch. Shoulder pectoral area bicep, abducts 20 degrees, rotation quite good so not frozen shoulder. Rotating hand does make it worse. So much pain/spasm. Difficult to assess so relieve and then review.                                                                           | Prescribed Co-codamol tablets 15/500 (50 tablets). Naproxen 500mg (28 tablets supplied )                                                                                                                                                                                                                         |                                               |
| 11/04<br>/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery                                      | Seen with impingement syndrome of her shoulder. Pain killers not strong enough no history of trauma, no neurological symptoms or red flags requiring stronger pain killers, no side effects of the meds. Pain with any movement shoulder. No periotic or neurological symptoms. Exam similar to above, able to move arm but painful, tender to touch generally, sensation and perfusion normal. | Prescribed Co-codamol tablets again but an increased dose to 30/500. She was advised to phone for review rather than book now. Not booked am as hoping for good night sleep. Will seek advice if not improving/worse.<br><br>Discussed side effects of medication, aware can liaise with duty doctor if problem. |                                               |
| 17/06<br>/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery                                      |                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                  | Didn't attend clinic for planned appointment. |
| 08/07<br>/2013 | 10.33         | Clinical record                  | AWP                                                 | Fax received, referral opened and triage nurse at PCLS Bristol has telephone conversation with referring GP. Request made for phone assessment within 4 hours.                                                                                                                                                                                                                                  | Several attempts made to telephone service user over the next two hours and also texts left                                                                                                                                                                                                                      | In line with policy                           |
| 08/07<br>/2013 | 14.22         | Clinical record                  | GP and AWP Triage                                   | Three phone attempts made by PCLS to contact Carly 10:49, 12:40 and 13:10 either answer phone or text messages requesting contact with PCLS. Contact also                                                                                                                                                                                                                                       | Initial phone contact with Carly                                                                                                                                                                                                                                                                                 | In line with policy                           |

|            |               |                                  |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                              |
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|            |               |                                  | assessment by Phone contact | made with GP to explain difficulties in contacting Service user. Telephone contact established with service user after discussion with GP and using husband's phone. Triage of referral with service user, main issues and risk screen. Agreed for discussion at PCLS clinical team meeting that afternoon. GP informed by telephone message                                                                                                                                                                                                                                                                                       |                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                              |
| 08/07/2013 | 16.1          |                                  | AWP                         | Discussion, agreement and arranged assessment appointment for 25.07.2013 . GP and Carly happy with arrangement for access to PCLS telephone support until assessment. Carly has arranged appointment with GP for 11.07.2013                                                                                                                                                                                                                                                                                                                                                                                                        | Assessment Appointment arranged                                                             | In line with policy. Appointment made in collaboration with Carly. GP aware                                                                                                                                                                                                                                                                                                                  |
| 08/07/2013 | 10.33         | Clinical record                  | AWP                         | Fax received, referral opened and triage nurse at PCLS Bristol has telephone conversation with referring GP. Request made for phone assessment within 4 hours.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Several attempts made to telephone service user over the next two hours and also texts left | In line with policy                                                                                                                                                                                                                                                                                                                                                                          |
| 08/07/2013 | 14.22         | Clinical record                  | GP and AWP                  | Three phone attempts made by PCLS to contact Carly 10:49, 12:40 and 13:10 either answer phone or text messages requesting contact with PCLS. Contact also made with GP to explain difficulties in contacting Service user. Telephone contact established with service user after discussion with GP and using husband's phone. Triage of referral with service user, main issues and risk screen. Agreed for discussion at PCLS clinical team meeting that afternoon. GP informed by telephone message                                                                                                                             | Initial phone contact with Carly                                                            | In line with policy                                                                                                                                                                                                                                                                                                                                                                          |
| 08/07/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery              | Seen in surgery following bereavement, she is very distressed, her adopted father died three days ago, he had cancer, but she saw him the previous day after his radiotherapy and he was well. Query massive haemoptysis, found by patients husband blood everywhere, she went round and cleared up all the blood, describes him as her rock and feels unable to cope without him. Lives with Husband Tom who bought her here today. Not in the room with her. Long history of deliberate self harm since age 7. Previous abuse as a child, foster care, homeless. Met her adopted dad whilst in hostel, he taught her to read and |                                                                                             | author impression is the GP is putting a huge amount of time into trying to support Carly. They are following up repeatedly and putting mechanisms in place to ensure that others also follow up and there is also a default position.<br><br>Event of 'adopted' fathers death.<br><br>Risk factors identified and appropriate action taken.<br><br>Mental Health Crisis Team referral made. |

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|            |               |                                  |                | <p>write and was always there for her, keeps her self harm in check. Feels very strong compulsion to deliberate self harm, cut herself on Friday. She doesn't want to continue any longer and feels she can't be without him. No recent alcohol or drugs. Unable to eat for the last three days, drinking fluids but they make her feel sick. Husband trying to help, by telling her it's going to be okay and trying to make her eat, feels he doesn't understand. She is very distressed, she is shaking and sobbing. Obvious grief with a strong underlying risk. Refer to the Crisis Team this morning as urgent, patient consents, review three days. Patient prefers to see me for continuity but she is aware she can call anytime. Carly will be safe from deliberate self harm whilst waiting for review as husband is staying with her all the time.</p>                                                      |              |                     |
| 08/07/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery | <p>continued...<br/>Call from XX (Mental Health Team), they had been in touch with Carly they have an appointment arranged for later in the month but planned phone calls a couple of times this week. She has the Crisis Teams number in case of any emergencies and Samaritans information. We can call them in the mean time if we feel symptoms are escalating. Message from Mental Health Team that they are unable to get hold of Carly, left messages on her answer phone, I tried, straight to voicemail, try husband, husbands number. She is with him, not aware phone is not receiving calls, asked me to pass over husbands phone number to mental health team which I did. Discussed with crisis team over the phone, referral facts and received by crisis team after the 2nd attempt. They will call her this morning. Patient already advised to call me back at 1pm if not heard from Crisis Team.</p> |              |                     |
| 10/07/2013 | 18.3          |                                  | AWP            | Attempted telephone contact with service user No reply, message left to contact PCLS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Message left | Follow up as agreed |
| 11/07/2013 | 16.43         |                                  | AWP            | GP has seen Carly who is distressed and anxious, not able to eat and has lost significant amount of weight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Advice Given |                     |



|            |       |                                  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|            |       |                                  |                | PCLS converse with Consultant Psychiatrist who recommends initiating Benzodiazepine and night sedation. Information given to GP who agrees to prescribe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11/07/2013 | 16.43 |                                  | GP             | GP has seen Carly who is distressed and anxious, not able to eat and has lost significant amount of weight. PCLS converse with Consultant Psychiatrist who recommends initiating Benzodiazepine and night sedation. Information given to GP who agrees to prescribe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Advice Given                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11/07/2013 | 23:09 | Storm log:                       | Police         | A 999 call was made to the police. The caller remained silent but noises were heard in the background. The caller a male identified himself as John GIBBONS of Flat 4. The mobile number he was using was recorded. There were sounds of a disturbance in the background and a male and female arguing. The female said "you done that to my nose" "do not do that to me than leave me" was also heard. Male said he was going to leave the female. There was lots of shouting and arguing. The male gave the address and flat number. He gave his partners name as Louise GIBBONS and that her father had died recently. Call handler stated that a welfare check was required as there was a disturbance heard. The male said that he didn't need police and everything was O.K. and it was noted that he did not want to give much information. | The number was recalled and he first said that the phone was in his pocket. Police units were tasked to attend and conduct a welfare check. Units were committed on more urgent cases and the mobile number tried a number of times, with no reply. On 12/07/13 at 23:21 the premises were visited and no answer. The address was visited again the following morning to find that there was no flat 4 . There was nothing more to be done so the call was closed at 09:10 13/07/11. Call was classified as third party. | Event 12 -Intel 24 did a check and there was no trace all police systems. No trace the male and female on GDN. The number was finally linked to when Carly's death was investigated. It could not have been linked to him at that time as it was not on the police systems. It transpired at the investigation into Carly's death that the call handler had inputted the address wrongly and so sent the units to the wrong address. This is staff error. |
| 11/07/2013 |       | General Practice Records (Carly) | Malago Surgery | Seen in GP Practice. Blood pressure was 100/ 72, body mass index of 17.1. CPN was unavailable so spoke to XX XX Nurse. They sought advice from Carly XXX there who advises commence ten days of Diazepam, Zopiclone 3.75mg, hold off anti depressant. Monitor bloods and weights. An online treatment room request was made for various bloods including calcium, full blood count, glucose, liver function test, plasmadiscosity, thyroid function test, U and E. Carly keen for above meds and agreed to try fortisip. She has the crisis team number and they are due to contact her again tomorrow. Carly                                                                                                                                                                                                                                      | Zopiclone sleeping tablet 3.75mg (7 day supply). Diazepam 2mg prescribed 1 tablet 3x daily.                                                                                                                                                                                                                                                                                                                                                                                                                              | Anti anxiety and sedative medication prescribed to assist with anxiety and inability to sleep. GP has written that they are concerned about her mental state but also her nutritional state. The two are obviously linked. Clear response to concerns and risk factors. Plans in place for follow up.                                                                                                                                                     |

|            |               |                                  |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |                                         |
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|            |               |                                  |                                                              | <p>said she would come in for bloods tomorrow am and I will call her tomorrow pm. Discussed the risks re. side effects of the medications and she says that Tom will look after all of the tablets so feels not a risk of over dose and MUST score was 3. Carly still distressed, attended alone but Tom is watching her like a hawk. Compulsion to deliberately self harm high, last proper food six days ago only thing she hasn't vomited is the milkshake from MacDonald's. Feeling weak, lost 1/2 a stone in weight. Not sleeping, all memories of childhood flooding back, was sexually abused by her birth father, feels real again, her dad has come back, feels it would be easier for everyone if she wasn't here. Tom stopping her from deliberate self harm. On examination she was sobbing, her pulse was a 100 beats a minute, blood pressure 100/72, weight 42.5, height 158.5cm, BMI 16.9. She is keen for supplements would like sleeping tablets also used Diazepam previously. Spoke to CPN who will liaise with the doctor there and will get back to me this afternoon.</p> |                        |                                         |
| 12/07/2013 | 11.11         |                                  | AWP                                                          | Messages left offering support, possible that husband's number not used as specified before                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | No contact made        | Follow up as agreed                     |
| 12/07/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery 40 St. John's Road Bedminster Bristol BS3 4JE | <p>Spoke to patient via Tom's mobile. Missed this morning's appointment and slept very well last night for the first time in a week. Apologetic for missing appointment, feels a little better for medication. Managed to walk outside without being so scared. Recently spoke to mental health team who says she is due to call again on Monday. Due to collect fortisp tomorrow as chemist has to order them in. Carly had a MacDonald's milkshake today. She sounded a little brighter, plan was that agreed to be seen again on Monday and bloods taken then, as it is now Friday afternoon. She has the crisis team number and if feeling unwell can contact out of hours over the weekend. Would consider admission if urgent intervention required.</p>                                                                                                                                                                                                                                                                                                                                   | Intervention required. | Appropriate support and plans in place. |

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| 15/07/2013 | 14.51         |                                  | AWP<br>Phone<br>contact<br>assessment | Carly reports starting medication with some improvement in mental state. Rearranged date of assessment due to funeral of adoptive father. Agreed Carly can contact PCLS if necessary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | New appointment made                                                                                                                                                                                                                                             | Follow up as agreed                                       |
| 15/07/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery                        | No answer on the patients phone. Carly did not attend an appointment at triage this morning. Called husband Tom (Have consent from Carly to contact him). He says tablets have helped a bit but she is still very emotional, she is sleeping much better and is likely to have overslept this morning. He woke her up when he left, but suspects she went back to sleep. He is off home in the next 15 minutes and will ask her to give me a ring if she wishes to arrange another appointment for a review. He thinks crisis team have also been in contact with her today. She didn't attend an appointment for bloods.                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                  | GP clearly concerned and consistently follows up patient. |
| 19/07/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery                        | GP telephoned Carly and she did not hear back from her. She said she tried to book an appointment with me today but ended up speaking to the duty doctor, she has had a blip, deliberate self harm cut her arm, bandaged by husband. Does not feel she needs medical attention. Happened when he went to the toilet. Crisis Team speaking to her regularly and appointment booked for review face to face with them next week. Managing to have milk shakes and eat small amounts okay. She has told the crisis team re self harm, she says she has their emergency number over the weekend, still struggling, zopiclone helping her sleep. Patient is under the crisis team. She is currently drinking milk shake as she can't do food. Once Diazepam was on 2mg tds which she says the crisis team are happy with for the past ten days, needs more and husband will look after them. Aware her BMI is Carlyopping now 43.4 kg. She was talking about her measurements by us was 42.5, BMI was 16 last week and that she need a MUST score. | MUST Score. BMI anticipates her MUST score will be approximately 2 and that she has got unplanned weight loss.<br><br>Prescribed diazepam 2mg tablets (one tablet 3 x a day) as she requires them for anxiety. Re-prescribed zopiclone for a further seven days. | As above                                                  |

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| 22/07/2013 | Time Unknown | General Practice Records (Carly) | Malago Surgery              | <p>Seen in GP Practice by the same GP. Still struggling following bereavement. There are crosses on her arm from where she cut herself last week. Crisis Team are aware, they are still calling her daily during the week but not today as she is at the doctors. Seeing mental health team together with support worker 7/7 (2 days a week) has funeral Thursday. Step Dads son coming to see her every two days or so. He is upset, parents have previously split. She finds then she has to be strong for him and stopping her grieve properly, job centre phoned this morning.</p> <p>Managing milk shakes and small amount of food. She is tearful. GP explained she was going on holiday after the next appointment so she would arrange for her to see another GP whilst she was away.</p> | Blood test                               | Plans in place for continued support.    |
| 24/07/2013 | 9.3          |                                  | AWP Face to face assessment | Carly attends Petherton for assessment, MDT meeting decision to refer to BIT for Intensive support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Assessment and further referral          | Follow up as agreed                      |
| 24/07/2013 | 19           |                                  | AWP                         | Phone contact Arranged meeting between BIT and Carly for assessment for possible Intensive support 25.07 at 18.00 after father's funeral. Carly assures of safety overnight                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Appointment made                         | Follow up as agreed                      |
| 25/07/2013 | 17.19        |                                  | AWP                         | Agreed meeting for following day as felt inappropriate on day of funeral                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | New appointment made                     | Follow up as agreed                      |
| 26/07/2013 |              |                                  | AWP Face to Face assessment | Assessment with BIT. Carly not taken on, advice to be given to GP to refer on to LIFT psychology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Assessment and further referral          |                                          |
| 29/07/2013 | 16.08        |                                  | GP                          | GP phone call to BIT asking for indication of current involvement of BIT. GP saw Carly in surgery earlier, distressed, husband not willing to leave her due to fear of self-harm. GP commenced anti-depressant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | BIT call GP back and offer to call Carly |                                          |
| 29/07      |              |                                  | AWP                         | Written assessment not available. BIT call Carly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Phone call to Carly                      | The assessment should have been recorded |

|            |              |                                  |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                             |                                                                                                                                                                                                                                         |
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| /2013      |              |                                  |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                             | within 24 hours.                                                                                                                                                                                                                        |
| 29/07/2013 |              |                                  | AWP - assessment phone contact with Carly | t/c from BIT to Carly. Carly reported that had been assessed by BIT and advised that one to one support more appropriate, BIT not indicated. Carly in agreement with this, reported some ideas of self-harm but said would not act on these. Aware she can call for support. No further formal follow up planned                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Case Closed Follow up written assessment info                                                                               | The assessment should have been recorded within 24 hours.                                                                                                                                                                               |
| 29/07/2013 |              |                                  | AWP                                       | BIT worker discussed with Team manager who sent email to assessor, who then emailed information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | To follow up assessment info                                                                                                | The assessment should have been recorded within 24 hours.                                                                                                                                                                               |
| 29/07/2013 | 16.08        |                                  | AWP                                       | GP phone call to BIT asking for indication of current involvement of BIT. GP saw Carly in surgery earlier, distressed, husband not willing to leave her due to fear of self-harm. GP commenced anti-depressant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | BIT call GP back and offer to call Carly                                                                                    |                                                                                                                                                                                                                                         |
| 29/07/2013 | Time Unknown | General Practice Records (Carly) | Malago Surgery                            | Seen by Doctor, was upset, had a meeting last week face to face with the mental health team, got information for meeting through the post and feels its all wrong, wrong dates of her and Tom's marriage and how long they had been together. Feels like that as she is not scruffy she is not that bad. They have identified her deliberate self harm risk as being high and Tom is cross about this. She is still being phoned regularly by the crisis team, but has not spoken to them since receiving the letter. Last spoke to them on Friday and she is due to get another call tomorrow, Tom wont leave her alone, dresses as Tom encourages her to, look presentable if she is going out, not because she cares. She is deliberately self harming for people to take her seriously, that she is hurting. Phone call: One of the GP's spoke to Carly. The Crisis team had called her and are planning to call again to arrange a face to face review she said. She was very keen to start mirtazapine 20mg and review booked next week. She was prescribe mirtazapine 20mg and was advised to report any problems with the medication. Menaimte. The GP had also spoke to mental health team advised need to speak to crisis team. They have been speaking to Carly on the phone. The face to face meet up was | Given mirtazapine anti depressant 2 weeks supply, fortisip bottle liquid feed. Given another seven days of Zopiclone 3.75mg | Good forward planning by the GP. That continuity of care was going to be handed over to another GP but that was the last time she saw her GP. There are various documents in the records from Avon and Wiltshire Mental Health Service. |

|            |               |                                  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|            |               |                                  |                | with XX XX from the recovery team. The GP spoke to a CPN (community psychiatric nurse) from the crisis team, they are apparently arranging a face to face review with herself, not sure Carly is aware of this. Discuss the above. She also had had a letter from CPN last week, thinks not unreasonable to start mirtazapine . There no answer on Carly's mobile and a message had been left. There was no answer on Tom's mobile and was no facility to leave a message.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 29/07/2013 | Time Unkn own | General Practice Records (Carly) | Malago Surgery | <p>continued...</p> <p>Milk shakes are helping and she is eating small amounts of food. She is continuing with the Zopiclone, no more Diazepam. Would consider an antidepressant if she wished. Previously she has been on Fluoxetine and mirtazapine and found them okay. Discussed side affects of nausea and possible risk increased feeling of deliberate self harm on starting. Feels safe as Tom is always with her</p> <p>Tom bought her in today, in waiting room. Looks after her meds. On examination she was upset and crying, her weight was 43kg and BMI 17.1, her ideal weight is 57.8kg. She plans to speak to the mental health team when they phone tomorrow about how upset she is with the assessment, she wishes to start mirtazapine but is happy for me to liaise with the mental health team first, happy for me to tell people who will call her, how upset she is so they are aware in advance. The GP is away until the 23/8 and agreed to hand over to another doctor and we will arrange an appointment to review.</p> |                                                                                                                                                                | <p>There was a gradual decline in Carly's depression and a increase in her wishes to deliberately self harm and there was no consultations that were directly related to her domestic situation.</p> <p>It is very much portrayed in the notes that Tom is being supportive, managing her medication. It may appear that he seems quite controlling of the situation and controlling of her health and management, but this comes across as a fairly supportive way in that he was holding her medication so that she couldn't access it to overdose. There are no consultations that reference a domestic situation or where Carly highlights her concerns about their relationship other than she is concerned that it may break down but not that there is any domestic abuse or violence.</p> <p>Appropriate actions and support were in place throughout the review period.</p> |
| 30/07/2013 |               |                                  | AWP            | Letter sent to GP and Carly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Letter sent                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 01/08/2013 | 23:00         | Storm log : GDN report:          | Police         | Ambulance service called the police stating that they had tried to resuscitate a 22 yr. old female found in the bath. Police attended and a result of the signs of a disturbance was arrested on suspicion of murder.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Enquiries and Coroners investigation show that there was no evidence of murder and there is insufficient evidence to charge . There is no evidence to indicate |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                  |               |                                  |                        |                                                                                                                                                                                                                                                                                                     | that was in anyway responsible for the cause of Carly's death. |                                                                                                                                                                                                                                                |
| 02/08 /2013      | 12.43         |                                  | AWP                    | GP advised of death of Carly. Worker reported to manager who informed line manager, Risk dept, completed incident form and attempted contacts with husband until informed there was a formal investigation into Carly death                                                                         |                                                                |                                                                                                                                                                                                                                                |
| 02/08 /2013      | 12.43         |                                  | AWP                    | GP advised of death of Carly. Worker reported to manager who informed line manager, Risk dept, completed incident form and attempted contacts with husband until informed there was a formal investigation into Carly death                                                                         |                                                                |                                                                                                                                                                                                                                                |
| 02/08 /2013      | Time Unkn own | General Practice Records (Carly) | Malago Surgery         | GP records entry: The GP Practice were informed on 2/08 of Carly's death by the manager of the intensive team for AWP. Carly was found dead this morning, someone has been arrested, can't be told who, pending outcome of forensics investigation and post mortem.                                 |                                                                |                                                                                                                                                                                                                                                |
| 05/08 /2013      | Time Unkn own | General Practice Records (Carly) | Malago Surgery         | GP records entry: Post-mortem was completed, the post-mortem course of death was drowning, but they were waiting on toxicology. There was a call by ambulance and she was found wet on the floor, tried to resuscitate her for 45 minutes, not successful. Person on scene was arrested and bailed. |                                                                |                                                                                                                                                                                                                                                |
| no date recorded |               | Housing file                     | Merlin Housing Society | Resident confidential information form records Carly as having depression for which she was on medication. It records Carly as a cannabis user. States Carly had ectopic pregnancy and is still having problems                                                                                     |                                                                |                                                                                                                                                                                                                                                |
|                  |               | General Practice Records (Tom)   |                        |                                                                                                                                                                                                                                                                                                     |                                                                | A review of the complete medical records for Tom has been completed by the author, There are entries in 2008 / 2009 referencing drug use and depression.<br><br>There is nil else of note related to mental health and domestic circumstances. |

**Appendix 4 Action Plan**

|                                                                                                   | <b>Scope of recommendation<br/>i.e. local/<br/>regional/national</b> | <b>Action to take</b>                                                                                                                                                                                      | <b>Lead agency/SPOC</b>                                  | <b>Key milestones achieved in enacting recommendation</b>                                                                   | <b>Target date</b>           | <b>Date of completion and outcome</b> |
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| <b>CROSS AGENCY ACTIONS: SOUTH GLOUCESTERSHIRE AND BRISTOL</b>                                    |                                                                      |                                                                                                                                                                                                            |                                                          |                                                                                                                             |                              |                                       |
| Where disclosures of domestic abuse are made an appropriate risk assessment should be carried out | South Gloucestershire and Bristol                                    | 1625: Make sure staff are briefed in risk assessment and supported by DA lead (Dawn Taylor) prior to training.                                                                                             | Bristol Domestic and Sexual Abuse Strategy Group         | 1625: Staff briefed & Training completed by all staff                                                                       | 1625: 1 <sup>st</sup> May 15 | Complete Oct 2015                     |
|                                                                                                   |                                                                      | South Glos PADA to agree a briefing note for circulation to all agencies hi-lighting the findings of recent DHRs to raise the awareness of Domestic Abuse and the importance of conducting risk assessment | South Gloucestershire Partnership Against Domestic Abuse | Police: All reports of domestic abuse are risk assessed using the DASH RIC, which was the case at the time of the incident. | 1 <sup>st</sup> October 15   | Complete Oct 2015                     |
|                                                                                                   |                                                                      | All agencies to agree mechanisms for raising awareness and implement                                                                                                                                       |                                                          |                                                                                                                             | June 15                      |                                       |
|                                                                                                   |                                                                      |                                                                                                                                                                                                            |                                                          |                                                                                                                             | Sept 15                      |                                       |



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| On-going domestic abuse awareness training should be mandatory. This should cover asking about issues of domestic abuse and knowing what to do about disclosures for all statutory and commissioned agencies and organisations.                                                                                     | South Gloucestershire and Bristol | 1625: Training planned and booked<br><br>South Glos PADA to request Managers from all Agencies conduct a review of safeguarding training requirements, to include domestic abuse to ensure any mandatory requirements are current and up to date.      | Bristol Domestic and Sexual Abuse Strategy Group<br><br>South Gloucestershire Partnership Against Domestic Abuse | 1625: Training planned with BAVA All staff trained<br><br>Police: DV/A training is already mandatory for all staff. Frontline staff have had training about vulnerable factors over the last phase of training 14/15 | 1625: 1 <sup>st</sup> May 15<br>1 <sup>st</sup> October 15<br><br>Sept 15 |                   |
| To embed the CAADA DASH RIC for Young People within all safeguarding practices across all agencies, in a way which will ensure professionals and practitioners use this as a tool to ensure appropriate support, safety planning and onward referrals are considered where a young person discloses domestic abuse. | South Gloucestershire and Bristol | 1625: Done via training<br><br>South Glos PADA to request all Agencies include the CAADA DASH RIC for young people in to all existing safeguarding Policies and procedures.<br><br>All South Glos Agencies to review and amend policies and procedures | Bristol Domestic and Sexual Abuse Strategy Group<br><br>South Gloucestershire Partnership Against Domestic Abuse | 1625: Training completed<br><br>Police: Avon & Somerset Constabulary conduct a DASH RIC for all disclosures for domestic abuse, in line with the Home Office definition of DV/A.                                     | 1625: 1 <sup>st</sup> October 15<br><br>May 15<br><br>Sept 15             | Complete Oct 2015 |
| Raise awareness of                                                                                                                                                                                                                                                                                                  | South                             | 1625: Done via training                                                                                                                                                                                                                                | Bristol Domestic                                                                                                 | 1625: Training completed                                                                                                                                                                                             | 1625: 1 <sup>st</sup>                                                     | Complete          |

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| the CAADA DASH RIC for Young People by incorporating into all MARAC and DASH training programmes.                                                                                                                                                                                         | Gloucestershire and Bristol       | South Glos to review MARAC/DASH Training to incorporate into all future training programmes.                                                                                                                                                                                                  | and Sexual Abuse Strategy Group<br><br>South Gloucestershire Partnership Against Domestic Abuse                  |                                                                                                                                                              | October 15<br><br>June 15 | Oct 2015                                                        |
| Ensure that all contracts for commissioned services include adequate and appropriate training requirements that will ensure frontline practitioners are adequately trained, and understand the principles of safeguarding; and their responsibilities where Domestic Abuse is identified. | South Gloucestershire and Bristol | South Glos PADA to request agencies review existing contract arrangements ensuring contracts and agreements for commissioned services include reference to domestic abuse and training requirements; and Contract Managers are aware of their responsibilities in relation to review meetings | Bristol Domestic and Sexual Abuse Strategy Group<br><br>South Gloucestershire Partnership Against Domestic Abuse | S.Glos & Bristol: This has been actioned corporately and all safeguarding clauses in contracts will now include domestic abuse specifically.                 | June 15                   | S.Glos: Complete 30/04/2015<br><br>Bristol: Complete March 2015 |
| <b>INDIVIDUAL SERVICE SPECIFIC RECOMMENDATIONS</b>                                                                                                                                                                                                                                        |                                   |                                                                                                                                                                                                                                                                                               |                                                                                                                  |                                                                                                                                                              |                           |                                                                 |
| <b>AVON AND SOMERSET CONSTABULARY</b>                                                                                                                                                                                                                                                     |                                   |                                                                                                                                                                                                                                                                                               |                                                                                                                  |                                                                                                                                                              |                           |                                                                 |
| Share the findings of this DHR with all 999 call takers so that they are aware of the significance of recording incidents as                                                                                                                                                              | Avon and Somerset                 |                                                                                                                                                                                                                                                                                               | Avon and Somerset Constabulary                                                                                   | Police: Agreed & Completed Training updated<br>Continuous improvement framework introduced including organisational learning which covers learning from DHRs | Completed mid 2014        | Complete 2014                                                   |

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| 'domestic' where the circumstances suggest that may be the case.                                                                                                                 |                                   |                                                                                                                         |                                                           |                                                                                                                                                                                                                                                                                                                                                                            |                    |                                                                                                             |
| Where the circumstances surrounding a silent 999 call suggest that the situation may be domestic abuse, to err on the side of caution and record the incident as domestic abuse. | Avon and Somerset                 |                                                                                                                         | Avon and Somerset Constabulary                            | Police: Training updated and delivered to staff. The training reiterates to all call takers the need to classify a call as D/A where there is any feeling/consideration that it may be such and the reasons for doing so.                                                                                                                                                  | Completed mid 2014 | Complete 2014                                                                                               |
| To continue with developments relating to information sharing in relation to vulnerable people                                                                                   | Avon and Somerset                 |                                                                                                                         | Avon and Somerset Constabulary                            | Police: We have dedicated Safeguarding Coordination Units who ensure all relevant information is shared with Social Services in a timely and dynamic manner. This is a fundamental part of our daily business in protecting vulnerable people and communities. Currently actively working with partners across Avon and Somerset to develop Multi Agency Safeguarding Hubs |                    | Bristol: New partnership information sharing arrangements rolled out as part of Target Operating Model 2015 |
| <b>SOUTH GLOUCESTERSHIRE AND BRISTOL YOUTH OFFENDING SERVICE</b>                                                                                                                 |                                   |                                                                                                                         |                                                           |                                                                                                                                                                                                                                                                                                                                                                            |                    |                                                                                                             |
| Youth Offending Service to review policies and protocols in relation to disclosures of                                                                                           | South Gloucestershire and Bristol | 1. Review of policies and protocols in relation to domestic violence and abuse disclosure and update as needed in light | South Gloucestershire and Bristol Youth Offending Service | 1. Policies and protocols reviewed and updated<br>2. All staff training records indicate training is completed and up to date.                                                                                                                                                                                                                                             | March 2016         | <a href="#">South Gloucestershire hire completed</a>                                                        |

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| domestic violence and abuse, and ensure that all staff receive appropriate training.                                                                                                                                                                                                     |                                   | of this review.<br>2. Review training in relation to domestic violence and abuse.<br>3. Ensure all staff training up to date and recorded. |                                                    |  |  | South Gloucestershire completed and ongoing with any staff changes<br>Bristol: ongoing |
| <b>AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP TRUST</b>                                                                                                                                                                                                                                |                                   |                                                                                                                                            |                                                    |  |  |                                                                                        |
| Review whether domestic abuse should be considered as a specific question as part of the assessment process                                                                                                                                                                              | South Gloucestershire and Bristol | Actions are currently being agreed by the Board                                                                                            | Avon and Wiltshire Mental Health Partnership Trust |  |  |                                                                                        |
| Review the template for letters sent to services users following assessment to ensure the format and contents are empathetic. To consider adding a foot note apologising for any potential factual inaccuracies and requesting that the service user contacts the author to amend these. | South Gloucestershire and Bristol | Actions are currently being agreed by the Board                                                                                            | Avon and Wiltshire Mental Health Partnership Trust |  |  |                                                                                        |
| To ensure that staff                                                                                                                                                                                                                                                                     | South                             | Actions are currently being                                                                                                                | Avon and                                           |  |  |                                                                                        |

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| involve families and significant others in considering the role they might have in helping to manage and/or mitigate risks | Gloucestershire and Bristol | agreed by the Board | Wiltshire Mental Health Partnership Trust |  |  |  |
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| SOUTH GLOUCESTERSHIRE COUNCIL                                                                                                                                                                                                                         |                       |                                                                                                                                                                                                                               |                                        |                                                                                                                                                                                                                                                                                                                                |                                           |          |
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| Pathway Plans should be carried out to make sure the young person's voice is always heard. They should be completed with young person and where possible signed by the young person and the supervisor responsible for overseeing the support worker. | South Gloucestershire | Team Mangers only sign off pathway plans when there is clear evidence they contain the views of the young person and have been completed with them.<br><br>New Pathway plan form to include a signature from the young person | Children, Adults and Health Department | The existing Corporate Parenting Improvement Plan includes this action as a key priority. Some progress has been made but this required practice is not yet consistently achieved and embedded.                                                                                                                                | Ongoing<br><br>30 <sup>th</sup> July 2015 |          |
| Given that young people often lack the skills to make good choices on their own, care leavers should be provided with mentoring services where this is assessed as needed.                                                                            | South Gloucestershire |                                                                                                                                                                                                                               | Children, Adults and Health Department | The Care Leavers strategy 2015-2017 incorporates the action for a Mentor programme ( involving university students) to be established and co-ordinated by the NEET and work experience co-ordinator. These posts have been appointed to and commenced in October 2015. This action will be progressed within the next quarter. |                                           |          |
| Disruption Meetings exploring the reasons for placement breakdown and identifying learning and actions required                                                                                                                                       | South Gloucestershire | Disruption meetings consistently occur following placement disruptions to promote learning and improve placement stability.                                                                                                   | Children, Adults and Health Department | The existing Corporate Parenting Improvement Plan include this action as a key priority.<br>Placements stability meetings and a disruption meetings policy has been implemented, all disruptions meetings for children in care are                                                                                             | Ongoing                                   | Complete |

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| to prevent future breakdowns in a child/young person's care arrangements must be held.                                                  |                       |                                                                                                                                           |                                        | chaired by the Independent Reviewing manager.                                                                                                                                                                                                                                                                                                                                         |              |  |
| Pathway Plans must be focussed on the future, aspirational and led by the young person and reflects their changing needs and ambitions. | South Gloucestershire | The Pathway plan proforma needs to be re-designed to reflect the requirements of this recommendation                                      | Children, Adults and Health Department | Consultation and workshops with the Children in Care Council and Care Leavers have been undertaken to commence this work. The pathway plan pro-forma needs to be completed, authorised and implemented.                                                                                                                                                                               | Ongoing      |  |
| South Gloucestershire council should consider the viability of having Pathway Plan reviews Independently chaired, post 18 years of age. | South Gloucestershire | Service Manager for Strategic Safeguarding to consider whether this is a viable possibility for the Quality Assurance Reviewing Unit      | Children, Adults and Health Department | Initial discussion has been held between the Corporate Parenting Service Manager and the Strategic Safeguarding Service Manager.<br>Currently the service does not have the capacity for IRO's this fulfil this function as an alternative the team manager and senior social worker from the transition to independence service will chair pathway plan reviews on an annual basis . | 30 June 2015 |  |
| Where a care leaver is an adult but is known to be in an abusive or vulnerable situation a risk assessment should always be             | South Gloucestershire | Corporate Parenting Service Manager to communicate expectation to staff.<br><br>Risk assessment pro-forma to be updated and disseminated. | Children, Adults and Health Department | Feedback to staff from the outcome of the DHR and key lessons for social care has commenced.<br><br>Expectation that a risk assessment is completed has been                                                                                                                                                                                                                          | April 2015   |  |

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| undertaken and completed with that young person.                                                                                                                                                                                                                                                                                                                        |                       |                                                                                                                                                                                                                                                |                                        | communicated to staff group.                                                                                                                                                              |                            |  |
| As a pro-active corporate parent, where there are known risks to a young person's welfare or safety, steps to obtain consent for sharing information with key agencies and partners should be explored prior to case closure, Where consent is declined this should be clearly recorded and advice obtained as to whether threshold is met for dispensing with consent. | South Gloucestershire | Procedure for case closure for care leavers to include (where risks remain present) an updated risk assessment and the requirement to obtain consent to disclose key information, refer on to relevant agencies to be updated and implemented. | Children, Adults and Health Department | Expectation that an updated risk assessment prior to case closure and consent to share key information with agencies were risk to a care leavers safety are present has been communicated | 30 <sup>th</sup> July 2015 |  |



| C&YP SETTINGS                                                                                                                                                                              |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                 |                                                                                        |  |                                                                                                                                |
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| Any allegations or disclosures of abuse by a young person under 18yrs of age must be managed in accordance with the requirements of Working Together to Safeguard Children 2015.           | South Gloucestershire and Bristol | SG position: Dealing with an allegation or disclosure of abuse is part of all single and multi agency training.<br>Any issues with not responding operationally in the correct way will be picked up by the team manager as this is an expectation of ongoing practice.<br>The learning from this DHR should be shared across both Safeguarding Children and Safeguarding Adults Boards.                                                  | Cross-Agency; all C&YP Settings | Part of ongoing training and practice.                                                 |  | Bristol & S Glouc:<br>Completed 2015<br><br>S Glouc:<br>The DHR will be discussed at the two safeguarding boards in early 2016 |
| The views of the child /young person must be sought and clearly recorded as should information from them enabling workers to understand the child/young person's experience of daily life. | South Gloucestershire and Bristol | SG position: all teams have been provided with a direct work toolbox, online resources and there is an excellent ongoing training programme of communication with children.<br>The voice of the child is a specific question in CP conferences and Lac reviews. It was found to be lacking in SAFs so additional training is now being provided.<br>There is a question in relation to voice of the child in the departmental audit form. | Cross-Agency; all C&YP Settings | Continue to promote and audit the voice of the child and equip workers to obtain this. |  | Bristol & S Glouc:<br>Completed                                                                                                |

| SCHOOL                                                                                           |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                             |                                                                                                                                                                                                                                                                                                                                                                                       |           |  |
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| The School's self-harm support procedures should be reviewed.                                    | South Gloucestershire | <p>Current procedure:</p> <p>Incidents reported via an Olympus Academy Trust safeguarding form</p> <ul style="list-style-type: none"> <li>• Sent to Student Support Team &amp; safeguarding lead</li> <li>• Followed up with student by Student Support Assistant</li> <li>• First aid are involved if necessary. Counselling offered.</li> <li>• Parents informed</li> <li>• Signposting to other agencies</li> <li>• Students and Parents are directed to helpful leaflets on the website</li> </ul> <p>To be reviewed and evaluation of impact completed (term 6 2014 - 15)</p> | School<br>(Response from Dave Baker: Executive headteacher) | <ul style="list-style-type: none"> <li>• Robust and accurate documentation to outline individual cases and provide detailed information for appropriate parties</li> <li>• Referral to intervention time reduced to ensure maximum impact</li> <li>• Fewer incidents that require ongoing supervision or intervention</li> </ul> <p>Reduced number of repeat incidents (students)</p> | July 2015 |  |
| Renewed attempts should be made to find innovative ways to engage with families such as Carly's. | South Gloucestershire | <p>Linking up with the family:</p> <ul style="list-style-type: none"> <li>• Increased capacity in Student Support Team which includes a Family Liaison Officer</li> <li>• Student Support Team Roles and responsibilities subject</li> </ul>                                                                                                                                                                                                                                                                                                                                       | School                                                      | <ul style="list-style-type: none"> <li>• Opportunities provided for parents to engage with school via consistent and effective communication. Newsletter, home visits, website, phone calls.</li> <li>• Clear roles, defined in Student</li> </ul>                                                                                                                                    | July 2015 |  |

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|                                                                                                                               |                                   | <p>to review and planning for increased effectiveness</p> <ul style="list-style-type: none"> <li>• Student Support Team are involved in more Single Assessments too and involve agencies such as Southern Brooks &amp; Family and Intervention and Support Services to get support for parents</li> <li>• Single Assessments to be led by key individual with most positive link with family</li> </ul> <p>Parent Forum – for vulnerable students</p> |                              | <p>Support Team for developing links with Parents and Abbeywood Community School.</p> <ul style="list-style-type: none"> <li>• Single Assessments to be outcome/ time focused in order to achieve positive outcomes and ensure that individuals/ families are given support that is effective and SMART</li> <li>• Parent Forum group to be established for parents of vulnerable students</li> </ul> <p>Links with outside agencies that are robust and have a measurable impact</p> |                |  |
| <b>BRISTOL AND SOUTH GLOUCESTERSHIRE CLINICAL COMMISSIONING GROUP</b>                                                         |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |  |
| The surgery should consider additional training around patients with complex needs, and recognising the carer/abuser tension. | Bristol and South Gloucestershire | Safeguarding / Domestic abuse training offered to GPs by the CCG will include a focus on safeguarding adults with complex needs who require additional care                                                                                                                                                                                                                                                                                           | Clinical Commissioning Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | September 2015 |  |
| To recommend that IRIS training emphasize the challenges of balancing protective                                              | Bristol and South Gloucestershire | The Clinical Lead for Domestic Abuse will advise the national IRIS project Clinical Lead of recommendation from DHR and request that the IRIS training                                                                                                                                                                                                                                                                                                | Clinical Commissioning Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | April 2015     |  |

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| and potential abusive factors in patients who have mental health issues or complex health needs, particularly those who require a significant amount of care from family members or people with whom they are in an intimate relationship. |                                   | content is revised. Training provided to GPs in S Glos in the future will emphasize this                                                                                                                                                                                                            |                              |                                                 |                                                      |                   |
| To recommend that the IRIS project includes refresher training at three yearly intervals following the initial training package.                                                                                                           | Bristol and South Gloucestershire | The Clinical Lead for Domestic Abuse will advise the national IRIS project Clinical Lead of recommendation from DHR and request that the IRIS training schedule be reviewed with a view to including a refresher session. Refresher training provided to GPs in S Glos in the future will emphasize | Clinical Commissioning Group |                                                 | April 2015                                           |                   |
| <b>1625 INDEPENDENT PEOPLE</b>                                                                                                                                                                                                             |                                   |                                                                                                                                                                                                                                                                                                     |                              |                                                 |                                                      |                   |
| Training should be carried out with all staff around how to respond to disclosures of domestic violence and it should be a compulsory part of 1625 Independent People's on-going programme of staff                                        |                                   | Training planned and booked                                                                                                                                                                                                                                                                         | 1625 Independent People      | Training planned with BAVA<br>All staff trained | 1 <sup>st</sup> May 15<br>1 <sup>st</sup> October 15 | Complete Oct 2015 |

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| development.                                                                                                                                                                                   |                                   |                                                                                                                                                                                                                                                |                         |                                                                                                                                                                              |                                                      |                   |
| Training should extend to all services contracted to the council who support young people - using the young people's CAADA DASH risk assessment tool should be routine in these organisations. |                                   | Training planned and booked                                                                                                                                                                                                                    | 1625 Independent People | Training planned with BAVA<br>All staff trained                                                                                                                              | 1 <sup>st</sup> May 15<br>1 <sup>st</sup> October 15 | Complete Oct 2015 |
| to support and encourage their staff to challenge young people in relation to unhealthy relationships, and to emphasise their role as a support organisation (something along these lines)     |                                   | Done via training                                                                                                                                                                                                                              | 1625 Independent People | Training planned with BAVA<br>All staff trained                                                                                                                              | 1 <sup>st</sup> May 15<br>1 <sup>st</sup> October 15 | Complete Oct 2015 |
| <b>MERLIN HOUSING</b>                                                                                                                                                                          |                                   |                                                                                                                                                                                                                                                |                         |                                                                                                                                                                              |                                                      |                   |
| Risk assessments and robust support plans should always be in place. If they are not completed there should be some written explanations as to why not.                                        | South Gloucestershire and Bristol | A clear risk assessment and tailored support plan should be in place for residents in supported housing hostels within two weeks of moving in. The support plan should be continually reviewed and updated.<br><br>Where support plans are not | Merlin Housing          | Risk assessment procedure reviewed and implemented<br><br>Support plan procedure reviewed and implemented<br><br>Updated training completed on both processes with all staff |                                                      | Complete          |

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|                                                                                                                                                                                                                                                                                   |                                   | completed, the reasons should be recorded, such as 'tenant would not engage' etc.                                                                                                                      |                         |                                                                                                                                                                                                          |                           |          |
| There should be better engagement with clients and more detailed record keeping.                                                                                                                                                                                                  | South Gloucestershire and Bristol | The recording of information should be consistent with general housing management.<br><br>Basic record keeping rules, such as signing and dating all entries onto a housing file, need to be followed. | Merlin Housing          | All information being stored on DMS and Capita housing systems<br><br>Refresher training for all staff in note keeping                                                                                   |                           | Complete |
| <b>NORTH BRISTOL NHS TRUST</b>                                                                                                                                                                                                                                                    |                                   |                                                                                                                                                                                                        |                         |                                                                                                                                                                                                          |                           |          |
| Domestic Abuse training in ED should be reviewed to ensure that the contents include a focus on the vulnerabilities of young people, particularly young people who are Looked After or are care leavers under 21years and include the use of the Young Peoples CAADA-DASH toolkit | South Gloucestershire and Bristol | ED team have training delivered in conjunction with the Survive IDVA service. Training to be reviewed to comply with the requirement for LAC children and adult who were previous LAC.                 | North Bristol NHS Trust | Requirements of DHR forwarded to ED matron, Ward Manager and Band 7 Nurse Child protection and DVA Lead Nurse<br><br>Review to be conducted and outcome reported to the ED Domestic Abuse Steering Group | May 2015<br><br>July 2015 |          |
| The process and forms for review health assessments for Looked After Children must be reviewed to ensure a                                                                                                                                                                        | South Gloucestershire and Bristol | Both LAC Teams to review health assessments.                                                                                                                                                           | North Bristol NHS Trust | LAC Named Nurse and Named Doctors to conduct review and to report to Safeguarding Operational Group.                                                                                                     | May 2015                  |          |

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| holistic assessment is undertaken.                                                                                                                                                                                                                                                                                  |                                   |                                                     |                         |                                                                                                                                                               |                          |  |
| Following Looked After Children health assessments robust care plan must be formulated which include active intervention when risks such as excessive drinking, drug use, concerning sexual behaviour and relationships are identified and this must include a process to ensure follow up of any onward referrals. | South Gloucestershire and Bristol | Both LAC Teams to review health assessments.        | North Bristol NHS Trust | LAC Named Nurse and Named Doctors to conduct review and put in place a robust care planning arrangement and to report to Safeguarding Operational Group.      | June 2015                |  |
| All professionals must use the Young People's CAADA-DASH toolkit in cases where a Looked After Child is identified as being in a potentially abusive relationship. They should also consider asking the sort of questions a parent would be asking if a young person was in a potentially coercive                  | South Gloucestershire and Bristol | LAC teams are reviewing the use of DASH assessment. | North Bristol NHS Trust | LAC Named Nurse and Named Doctors to confirm is DASH assessments are used.<br>Lac Named Doctor to consider the questions used in assessments of LAC patients. | March 2015<br>March 2015 |  |

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| relationship.                                                                                                                                                                                  |                                   |                                                                                                                                                                                                                                                                                                                                                                                                    |                     |                                                                                     |              |            |
| <b>KNIGHTSTONE HOUSING</b>                                                                                                                                                                     |                                   |                                                                                                                                                                                                                                                                                                                                                                                                    |                     |                                                                                     |              |            |
| As part of the provision of housing related support, to routinely request Risk Assessments from other agencies working with residents in order to gain a fuller picture of their circumstances | South Gloucestershire and Bristol | Amend procedures for staff                                                                                                                                                                                                                                                                                                                                                                         | Knightstone Housing | Procedures amended                                                                  | April 2015   | April 2015 |
| To deliver specialist domestic abuse training to staff to enable them to better identify potential domestic abuse                                                                              | South Gloucestershire and Bristol | Roll out training delivered by Knightstones Domestic Abuse service to all frontline support staff working in other areas of supported housing as follows:<br>Bristol accommodation, floating support, sheltered and LD<br>South Gloucestershire accommodation, floating support, sheltered & extra care and LD<br>North Somerset LD, sheltered and accommodation<br>Somerset P2i, LD and sheltered | Knightstone Housing | Training developed in partnership with Barnardos and delivered in Somerset services | October 2015 |            |



