



Hampshire Safeguarding Children Board

**Response to the Recommendations from the
Serious Case Review of Child M**

The case was considered by the Hampshire Safeguarding Children Board (HSCB) at its serious case review subgroup on 19 January 2015 under Regulation 5 of the Local Safeguarding Children Board Regulations 2006. The subgroup found that this case met the criteria for a serious case review and agreed the commissioning arrangements in order to meet the requirements of such reviews as laid out in HM Government 'Working Together to Safeguard Children', 2013 (now 2015).

Working Together 2013 allows LSCBs to use any learning model consistent with the principles in the guidance, including systems based methodology. Jane Wonnacot, an independent safeguarding specialist, was commissioned as the lead reviewer to complete the work using a systems-based methodology to ensure full participation by the front line practitioners who had been involved with the family.

To support the process there was a reference group of senior staff from involved agencies which the reviewer used as a sounding board, and where necessary to provide necessary context on organisational policies and practice. The SCR subgroup quality assured the final draft before presentation to the Board

This document provides the response from the Board, and individual partner agencies on any recommendations made to them.

Finding one:

Child protection assessments conferences and plans did not include all relevant organisations and engage positively with community support systems.

Recommendation 1a

Hampshire Safeguarding Children Board should work with local faith and community groups and children's social care to agree and promote a positive role for community faith groups where a child is subject of a child in need or child protection plan and ensure there is an understanding of Hampshire Safeguarding Children Board's information sharing protocol.

Diocese of Winchester safeguarding manager has been invited to and joined a number of LSCB subgroups and has agreed to be the conduit for passing on information from these groups and recommendations from Serious Case Reviews to other faith groups.

Representatives from Hampshire County Council Children Service Department and Adult Safeguarding team have been invited to join the Diocesan safeguarding casework panel where cases with a safeguarding concern are raised for discussion with multi agency partners.

The Diocese has an information sharing agreement with Hampshire Constabulary and the LSCBs information sharing protocol should be adapted to cover information sharing with the local authority.

Initial contact from local authority and other agencies with the Diocese and local church groups should be via the Diocesan safeguarding office to ensure oversight of the safeguarding office.

Recommendation 1b

The diocesan safeguarding team should work with local church communities to promote and clarify their role in providing support and assistance in situations where there are concerns about abuse and neglect within the family.

All clergy, employees and volunteers are offered safeguarding training, covering child protection, adult safeguarding and domestic violence training delivered by the diocese, the training is free to attendees.

The training stresses the wide aspects of safeguarding, including elderly and financial abuse and the facts that in a safeguarding emergency 999 should be called.

Any other safeguarding issues should be reported to relevant local authorities and the diocesan safeguarding office notified.

This information is also highlighted on the diocesan website and the safeguarding reference cards issued to all who attend the safeguarding courses.

Safeguarding training is mandatory for all clergy, some employees and volunteers according to the role they carry out.

When the national Church issues the safeguarding training plan in January 2017 it will be immediately adopted by Winchester Diocese

Following a recent review from Hampshire County Council safeguarding team, the diocese safeguarding team has been expanded and is more high profile both within the diocese and with multi agency partners .

Each church has a nominated safeguarding representative and a series of events are planned where the new diocesan safeguarding team will be introduced, refresher training will be delivered, the new training programme introduced together with updates from serious case reviews being given.

In 2017 Winchester Diocese are to be the subject of a safeguarding audit run by the national safeguarding teams in preparing for this local parish audits are being reintroduced.

Recommendation 1c

Hampshire Safeguarding Children Board should work with partner agencies to ensure that all relevant professionals (including those working in private and voluntary organisations) are included in child protection conferences and that the conference process encourages full participation by those unfamiliar with the process.

Hampshire Safeguarding Children Boards Workforce development group will consider the review and revision of the training strategy to ensure that professional groups who are expected to attend child protection conferences are included within the level three working together training course.

Through the Workforce development group Hampshire Safeguarding Children Board will request that agencies include attendance at child protection conferences in their own agency training and supervision ensuring professionals are equipped to share their views and have sometimes difficult conversations with parents/ carers in attendance.

Hampshire Safeguarding Children Board will write to partner agencies highlighting the need for professionals to inform Children's Services of any agencies they identify as working with a family to ensure that the lead practitioner is aware when requesting information and sending invites to conference.

Child Protection Conference Chairs will continue to ensure that all attending agencies engage in the process by asking practitioners individually for their input.

Recommendation 1d

Hampshire County Council Early Years Team should seek assurance from all early years providers that they have a full understanding of the child protection conference process and have their own safeguarding procedures in place.

Whilst the Local Authority do not have the responsibility for regulation and Inspection responsibilities for Early Years providers they will ensure that information is made available to all early years providers regarding child protection conferences to support their understanding of the process and requirements regarding safeguarding policies and procedures.

Recommendation 1e

Hampshire Safeguarding Children Board should ask the housing association to:

- review internal communication pathways where a family is in arrears, ensuring that all staff with responsibility for tenant welfare are informed,
- ensure that all staff are aware of their safeguarding responsibilities and that referral processes into children's social care are fit for purpose.

There are systems in place that will alert staff to the fact that there are arrears in respect of a tenancy. The offer to tenants regarding additional support has been restructured in July 2016 and there is now a focus on offering support to those who are not meeting the terms of their tenancy agreement, including rent arrears.

All staff who have contact with residents over the telephone are provided with level 1 (on-line) safeguarding training. Those who visit residents in their homes are provided with level 2 training which is a classroom taught course. A review of all local authority referral processes for safeguarding referrals was carried out between October 2015 and April 2016.

Recommendation 1f

Hampshire Safeguarding Children Board should ask children's social care to remind staff that where section 47 enquires take place on open cases the same procedures should be followed as for new referrals and it is particularly important to notify colleagues across the professional network.

Hampshire Safeguarding Children Board will write to Childrens Services to request an all staff communication be sent to social care team managers clarifying the current process and procedures.

Finding two:

Although Mother was in receipt of a wide range of services, there was insufficient understanding of her capacity to sustain change through a shared understanding of what constituted neglectful parenting, focused assessments and use of the Public Law Outline process.

Recommendation 2a

The response of the recommendation in the serious case review relating to child E (developing a shared evidence based strategy for working with neglect) should be informed by the findings of this review. This work should include community and faith groups.

Following the recommendation from Child E, HSCB commissioned a multi-agency task and finish group to produce a Neglect strategy to be used by practitioners across services within Hampshire. The strategy is now completed and will be launched an event on 20 October and disseminated to staff through HSCB networks.

Recommendation 2b

Hampshire Safeguarding Children Board should ask children's social care for evidence that the current process for tracking progress within the Public Law Outline process is having a positive impact on outcomes.

CSD have an established PLO tracking process and clear procedures to ensure that any case remaining in PLO for more than 6mths is heard at a Legal Strategy Meeting.

Finding 3

Practitioners working with complex families, professional networks and relationships, both within statutory and community organisations, need management and/or supervision arrangements that promote critical reflection and analysis, clarify roles and responsibilities and keep plans on track. This was not consistently provided.

Recommendation 3

In the light of the lack of child focus in this case and a potential for over optimism in parental capacity sustain long term change, Hampshire Safeguarding Children Board should develop with partners and the Adult Safeguarding Board a statement of expectation regarding safeguarding supervision and undertake a multi-agency audit of the quality of supervision practice.

Hampshire Safeguarding Children Board's section 11 audit contains a section on supervision in which all organisations provide assurance that it is being provided.

Hampshire Safeguarding Children Board will undertake a staff survey on the quality of supervision. This will be sent to partner agencies to disseminate within their organisation and will include practitioners who work with parents/ carers.

Any identified gaps will then be incorporated into a statement of expectation regarding supervision.

In addition, specific actions required by individual organisations are as follows.

Recommendation 3a

Hampshire children's social care should ensure that its policy of not allocating responsibility for casework to student social workers and the respective roles and responsibilities of practice educators, practice supervisors and team managers is better understood throughout the workforce.

Following the findings in this SCR a review of allocation of work to students within children's services was undertaken. It was agreed at CFMT that changes to the IT system would be implemented to ensure that students cannot be allocated cases rather that they would support a supervisor in co-working the case.

An all staff communication will be sent to social care team managers and workforce development officers clarifying the current process and procedures.

Recommendation 3b

Southern Health should be asked to review arrangements for safeguarding supervision for Health Visitors and Nursery Nurses (working with HV service) in order to ensure that each practitioner has sufficient access to the individual support and critical reflection that is necessary for effective safeguarding practice.

Southern Health Foundation Trust (SHFT) have recently revised their Safeguarding Supervision Policy. Once ratified this will be implemented across SHFT. Progress on the implementation of the policy will be reported to the CCG on a quarterly basis via the contract review meetings. Once fully implemented the arrangements for supervision will be subject to regular audits as part of the SHFT's Safeguarding audit programme.

Recommendation 3c

Safeguarding supervision systems within the community mental health team should be developed in order to ensure that all practitioners are receiving supervision from supervisors with sufficient specialist knowledge and skill.

There is a plan within SHFT to upskill managers working within community mental health teams to deliver safeguarding supervision. This is primarily being led by the corporate safeguarding team who are in the process of implementing the revised Safeguarding Supervision Policy. Supervision will be included within a new training package which will be in addition to the standard safeguarding training packages. Front line managers (who manage staff groups) will be expected to attend the training and this will be offered wider than the community mental health team including in-patient and outpatient services across SHFT.

Recommendation 3d

Schools should be asked to review their supervision and management arrangements for ELSAs in order to ensure that there is management oversight of their work that ensures links with other aspects of school life and that they all have sufficient individual emotional support as required.

A schools comms will be circulated stating the expectation of senior managers within schools to review supervision and management of ELSA's including individual emotional support as required. The schools Comms will be extended to cover all pastoral and support roles within schools. A separate email will be circulated to Independent School and colleges who do not receive the schools comms.

The requirement for information gained through work with ELSA's to be linked into other school information will be included in ELSA training.

Recommendation 3e

The Diocesan Safeguarding Team should develop and communicate with churches the process for obtaining advice and consultation where there are safeguarding concerns relating to members of the local church community.

The Safeguarding training for all Clergy, employees and volunteers states that in a safeguarding emergency 999 should be called.

Any other safeguarding issues should be reported to relevant local authorities and the diocesan safeguarding office notified.

This information is also on the diocese website and on reference cards provided at the safeguarding training events.

Finding 4:

Although the psychological vulnerability of Mother was recognised, plans to address this were not always located within a whole family approach which understood and addressed the interface between parental wellbeing, parent/child relationships and the lived experience of children within the family.

Recommendation 4a

Hampshire Safeguarding Children Board should work with partner agencies and the Adult Safeguarding Children Board to progress an agreed approach to whole family approaches to work with children and their families with a particular focus on:

- The effectiveness of recognition and coordinated responses where neglect is leading to a young person taking on a caring role.
- The impact of the 4lscb joint working protocol on practice

Within the new Hampshire Safeguarding Children Board Neglect Strategy there is a guide on how to recognise the impact of a young person taking on a caring role, including the appropriateness of responsibilities and the impact on education and leisure activities. Using descriptors it identifies what level of support is required.

A review and update of the current 4LSCB joint working protocol is being undertaken. Once completed it will be launched in a multi-agency arena and the impact will be considered through a staff survey.

Recommendation 4b

Hampshire Safeguarding Children Board should consider whether the voice of the child is adequately heard within assessments, particularly where these relate to safeguarding concerns.

As part of the Hampshire Safeguarding Children Board Audit Programme for 2016/17 themed audits are taking place including Domestic Violence, Missing Exploited and Trafficked children and MASH, which consider the voice of the child within assessments. Any gaps identified are highlighted within agencies and feedback received on how these have been managed.

Finding 5:

There was a lack of consistency and clarity regarding how to respond to Mother's allegation regarding sexual abuse by another family member.

Recommendation 5

Hampshire Safeguarding Children Board should ensure that professional and community networks have access to clear well publicised guidance as to how to respond when a parent discloses abuse as a child within their family.

The 4LSCB Procedure group will consider producing guidance across the pan Hampshire area as part of the 4LSCB online procedures. This will be discussed at the next meeting. Once produced the guidance will be circulated across the area via LSCB networks.