# West Midlands Safeguarding Awards 2010

Service & Practice Directory









Brought to you by the West Midlands Children and Young People's Forum



## Contents

Foreword	1
The West Midlands Children and Young People's Forum	2
Keeping children safe in the West Midlands	3
Individual nominations in recognition for services to safeguarding children and young people in the West Midlands	4
Nominations for West Midlands Safeguarding Awards 2010	
1. DVD resource exploring the challenges Looked After Children face, and agencies that are there to keep them safe	6
2. Design and creation of the safe transport campaign across Birmingham for disabled children and young people	7
3. Raising awareness against female genital mutilation and increasing referrals	8
4. The application of structured evidence-based service models and highly sophisticated cost/benefit analysis to radically improve outcomes for children, young people and families within Birmingham	9
5. The safeguarding of young people missing from care (children's homes) and those at risk of sexual exploitation	11
6. Multi-agency partnership working supporting innovative practice development and workforce development	12
7. Supporting local communities against domestic violence	13
8. A training and development programme supporting safeguarding/child protection	14
9. Strong partnerships/innovative practice to improve safeguarding solutions for children involved in Domestic Abuse (DA)	15
10. Using solution-focused approaches to improve interventions and engagement with families	17
11. A partnership approach to child death reviews	19
12. Working with Dudley Imams to safeguard children and young people	20
13. E-safety initiatives improving children's understanding of some of the risks associated with new technologies	21
14. Communication and engagement of public and wider community to support safeguarding	23
15. Practice in relation to reducing risk of child sexual exploitation	24
16. Use of Seal as quality assurance and safeguarding mechanism for sports coaches and physical activity providers	25

17.	Engagement of Looked After Children in creating an environment to support and build their self esteem and help them enjoy mainstream activities	26
18.	Implementing the 'family' Common Assessment Framework (CAF) in (general practitioner) GP practices and 'The Team Around the Community'	27
19.	Lessons learned through the review primary care trust (PCT) practice and engagement regarding safeguarding	29
20.	Providing a safe space for children and young people to approach and explore their experiences of sexual abuse	30
21.	Supporting e-safety	31
22.	Supporting children missing education and reintergrating them back into mainstream	32
23.	Effective partnership working between LSCB partners to influence and identify safeguarding practices	33
24.	Innovative training for designated teachers delivered by young people through drama/role play	34
25.	A practical and disciplined approach to raise awareness and embed an understanding of safeguarding within the organisation	35
26.	Supporting the prevention of gang and knife crime	36
27.	Supporting ethnic minority communities and reducing safeguarding issues	37
28.	Developing 'inspirational leadership in safeguarding and protecting vulnerable children'	38
29.	An e-safety solution with supporting infrastructure encompassing the wider aspects of e-safety including multi-agency working	40
30.	Safeguarding induction training for parent support workers	43
31.	Safeguarding training for parent support workers	44
	A safe environment with multi-agency support to work with young people to help them overcome barriers to learning and so to raise educational attainment and make a difference to their lives	45
33.	A drama and workshop which demonstrates to children the wonders of the internet and the importance of following safety rules	46
34.	Partnership working to bring about an effective new approach to tackling domestic abuse (DA) problems that affect safeguarding children	47
35.	The North Staffordshire Young Apprenticeship in Care Scheme	48
36.	Multi-agency S11 peer audit undertaken on behalf of the Stoke on Trent Safeguarding Children Board	49
	An innovative approach to understanding lessons learned and practice change needed from serious case reviews (SCRs)	50

38.	. A champion for children and engagement service to ensure the views of our most vulnerable children and young people are considered	51
39.	Staying Safe Bookmark competition throughout all schools in Stoke on Trent to engage all members of the community	52
40	. Improving practice through learning lessons through auditing cases under 8.10 working together to safeguard children	53
41.	. Model youth club policies and procedures	54
42.	. DVD to support community against bullying and surviving year seven	55
43.	A multi-agency service made up of statutory and voluntary services, acting as a single point of information sharing, contact, assessment and intervention	56
44.	. A multi-agnecy collaboration ensures a timely response and support for children and young people who run away	58
45	A comprehensive training programme which was based on local needs, reflected current national guidance and was based on the findings of serious case reviews	59
46	. A young people's shadow safeguarding board to consult community and feedback to Walsall SCB	60
47.	. Promoting a locality improvement programme for safeguarding children	61
48.	. The Warwickshire Risk Assessment Model for safeguarding children	62
49.	. The Taking Care Scheme	63
50	. Interagency processes for escalating complex cases	64
51.	. The single point of contact service, West Midlands Ambulance Service	65
52	. Launch of TextSafe, West Midlands Police	66
53	. Use of new technologies in keeping children safe	67
54.	The adoption of the Bernados children in domestic abuse screening tool across the West Midlands Police and the seven West Midlands local authorities	68
55	. Protection against Forced Marriage/Honour Based Violence (FM/HBV)	69
56	. Providing practice learning opportunities for final year social work university students	71
57	. Training available to staff (paid and unpaid) working Early Years to support safeguarding	72
58	. Engagement of children and young people in child protection	73
59	. E-safety strategy	75
60	. Rapid Response Team for Sudden Unexpected Deaths in Childhood (SUDC), Worcestershire	77
61.	. Supporting the Voluntary and Community Sectors (VCS) to safeguard children, Worcestershire	78

### **Foreword**

This good practice directory has been produced for the West Midlands Safeguarding Awards 2010. In this region we are proud of the hard work carried out by our colleagues across the statutory, voluntary and community sectors to keep children and young people safe. The Safeguarding Awards 2010 were conceived by the West Midlands Children and Young People's Forum as a way of celebrating good and promising practice across a range of criteria, and to enable effective sharing between colleagues and agencies. This directory has been produced as an ongoing reference resource where individuals can research and find out more information about a particular approach and can contact relevant people to find out more. We are also pleased to be working closely with the Centre for Excellence and Outcomes (C4EO) so that they can validate practice as appropriate.

We are heartened to hear that the National Safeguarding Delivery Unit is intending to run awards in the future and we hope that the West Midlands can continue to lead the way in this; we intend that this is the first of a regular celebratatory event

We hope that you have enjoyed the night and that you find this directory useful,

With best wishes

Peter Traves



Chair of the West Midlands Children and Young People's Forum

# The West Midlands Children and Young People's Forum

The West Midlands Children and Young People's Forum has been meeting since 2008 and is a partnership of four key organisations who are working together to improve outcomes for children and young people in the West Midlands by:

- Addressing inequality and disadvantage;
- Coordinating and supporting sector-led change at a regional level;
- Coordinating and supporting sector-led improvement and efficiency;
- Supporting partnership working.

Priorities have been identified so that regional support and activity can offer improvement; there is a network of project groups and workstreams. The partner organisations are:

- Association of Directors of Children's Services;
- Government Office for the West Midlands;
- West Midlands Strategic Health Authority;
- Improvement and Efficiency West Midlands.

For more information on the West Midlands Children and Young People's Forum visit: www.westmidlandsiep.gov.uk/childrensservices

To participate in regional networks and find information relating to children's services in the West Midlands, visit: www.eforumwestmidlands.co.uk

## Keeping Children Safe in the West Midlands

The West Midlands is a richly diverse region with a growing population of over five million people. It has the highest proportion of young people under 16's of any English region and, after London, the second largest proportion of the minority ethnic population live in the West Midlands. More than half of the region's population live in the conurbations, while over 2 million reside in the region's rural counties, which cover three-quarters of the region's area.

Significant clusters of deprivation exist within the West Midlands Metropolitan areas, but there are also some smaller pockets of deprivation in other districts, including some rural areas.

There are 14 Local Safeguarding Children Boards (LSCB's) in the West Midlands which include Birmingham, Coventry, Dudley, Herefordshire, Sandwell, Shropshire, Solihull, Staffordshire, Stoke-on-Trent, Telford & Wrekin, Walsall, Warwickshire, Wolverhampton and Worcestershire. These LSCB's are the key statutory bodies for agreeing how the relevant organisations will co-operate to safeguard and promote the welfare of children in their locality and for ensuring the effectiveness of what they do. The scope of the LSCB's is broad and includes activity that affects all children as well as targeted and responsive services. LSCB's work within the wider Children's Trusts to improve outcomes for children and young people including keeping children safe.

The task of keeping all the region's children safe is a challenging one, and activity is high in response to concerns about a child's safety or welfare. Last year there were 46,395 initial assessments undertaken by Children's Social Care in the region and 10,665 section 47 enquiries were initiated in that period. The number of children who were subject to a child protection plan at the end of March 2009 was 4,245, which is a rise of 22% from the previous year (source DCSF).

There were 7,630 looked after children within the West Midlands at the end of March 2009, which is an increase of over 3% from 2008 (source DCSF). There is a 12% vacancy rate for social workers in the West Midlands, which is higher than the national vacancy rate.

There has also been significant activity in the area of serious case reviews undertaken when a child dies or is seriously injured and abuse or neglect are suspected. Within the region 37 serious case reviews have been evaluated by Ofsted since April 2007.

Keeping children safe is a high priority both nationally and in the region. In order to deliver this outcome, agencies that work with children are keen to develop good safeguarding practices. The Safeguarding Awards 2010 are an opportunity to celebrate the good practice that takes place across the region.

# Individual nominations in recognition for services to safeguarding children and young people in the West Midlands

#### **Sheila Wyatt**

Education Welfare Service Solihull Metropilitan Borough Council

#### **Kay Whyte-Bell**

Children's Services Adviser (until March 2010) Government Office West Midlands

#### **Jane Evans**

Assistant Director Partnerships and Commissioning (retired March 2010) Walsall PCT

#### **Cath Hannon**

Detective Superintendent West Midlands Police

#### **Martin Lakeman**

Detective Superintendent West Mercia Police

#### **Dr Anne Aukett**

Consultant Community Paediatrician and Clinical Director of Children and Familes Division South Birmingham Community Health

#### **Kay Wallace**

Detective Inspector West Midlands Police

#### **Liz Nicholson**

Director of Children's Services (retired March 2010) Shropshire Council



# Nominations for West Midlands Safeguarding Awards 2010



**Practice Type:** DVD Resource exploring the challenges Looked After Children face, and the agencies that are there to keep them safe.

Name of Organisation: Looked After Children Education Service (LACES), Birmingham City Council

#### What is it?

A DVD called 'Making a difference for children in care'. The DVD is a resource for teachers, social workers, tutors, mentors, foster carers, residential care staff and support staff exploring the challenges Looked After Children face, and the agencies that are there to keep them safe. The DVD was made in partnership with LACES and Inclusion Services.

#### Who does it, when and where?

The DVD is used regularly on a rolling programme, as a training tool by LACES with schools, foster carers, residential care staff and social workers.

Copies of the DVD are given to schools so that they can use it to raise awareness in their setting to show what the impact of being in care has on children's education and future life chances.

The DVD has also been used with partner agencies e.g. police and health, to raise awareness about Looked After Children. Copies of the DVD have been made available to partner agencies, who disseminate the information through their own staff networks.

#### What difference has it made?

Feedback from evaluations has been very positive. The format of the DVD is user friendly and users can pick out relevant chapters, depending on the audience being presented to. There are also supporting notes and information about Looked After Children e.g. what happens after referral to Social Care, what are the roles and responsibilities of social workers and foster carers regarding education etc.

The use of the DVD leads to a greater understanding and awareness of issues for Looked After Children e.g. loss and attachment. Adults become aware of how previous life experiences impact on the emotional, social and academic outcomes for children. It acts as a starting point for discussions about strategies that can be put into place to address some of the issues that children in care face. It also enables adults to start thinking about working in partnership e.g. by using the children on the DVD as a case study in how different agencies could support them.

#### **Contact Details for Further Information:**

Krystyna Bolton, Partnership Coordinator, Looked After Children Education Service (LACES), Birmingham City Council

Email: krystyna.bolton@birmingham.gov.uk

Telephone: 0121 303 8003

Practice Type: Design and creation of the safe transport campaign across Birmingham for disabled children and young people

Name of Organisation: Champion for Disabled Children and Young People, Birmingham City Council and The Children's Society (jointly)

#### What is it?

Creation of a safe transport campaign leaflet targeted at disabled children and young people, transport organisations (especially taxis) and services/organisations across the city.

The leaflet informed people of the requirments to be safe when using transport as a disabled child or young person using a wheelchair. It included tips for being safe and what transport and services can do in planning and ensuring safe journeys.

The Champion and Young Champions also designed and came up with two straplines embedded in the stickers, for disabled children and young people: 'Please care, secure my chair' and for vehicles/drivers – 'I care - I will secure you chair'.

#### Who does it, when and where?

Over 16,000 leaflets and 12,000 stickers have been cascaded across the city to schools, libraries, residential homes, youth services, school guides and registered black cabs.

The campaign launched with the Champion, Young Champions, adults representing the council and the Safeguarding Board on the 24 February 2010. As the champion role is joint funded by The Children's Society, all the disabled young people within the organisation have received packs of information as well.

This campaign is in response to Young Champions wanting to make a difference after experiencing difficulties using transport. It has the backing of the head of licencing, taxi organisations, and safeguarding board in Birmingham and all registered black cabs have received a leaflet and stickers.

#### What difference has it made?

The campaign has national significance and shows how disabled young people create clear messages in a accessible manner for disabled children and young people, alongside making good practice recommendations to services and organisations.

This campaign has been self funded via the Champion role; information has also been added to the Champion web pages to further promote the campaign.

Please see: www.birmingham.gov.uk/champ and follow link to safe transport.

#### **Contact Details for Further Information:**

Tony Phillips-Jones

Champion for disabled children and young people

Email: champ@birmingham.gov.uk

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Practice Type: Raising awareness against female genital mutilation and increasing referrals

Name of Organisation: Birmingham City Council - (Safer Birmingham Partnership); West Midlands Police - (Learning and development); Heart of Birmingham (HOB) PCT - (African Well Women's Clinic/Performance and Governance)

#### What is it?

Female genital mutilation (FGM) is an emerging issue in Birmingham. It is carried out on young girls between the ages of four and 14 years for reasons of culture or tradition. Communities that practise FGM, including Somalian, Eritrean and Sudanese, are increasing in Birmingham, but due to the sensitivities of the subject, it is rarely reported.

As part of 'Birmingham Against Female Genital Mutilation', a steering group was created. The leading influences in this group are: Julia Lowndes (Chair, Safer Birmingham Partnership), Liz Palmer (HOBPCT lead Safeguarding nurse), Alison Byrne (Midwife, African Well Womens Clinic) and DC 7076 Helen Tonks.

#### Who does it, when and where?

The group aim is to raise awareness of FGM amongst professionals and communities, in order for cases to be identified and reported and children therefore safeguarded. They have produced literature which has been distributed to schools and African families in the city. The group held a conference for education professionals in 2009, followed by a similar event for health this year.

Both Liz Palmer and Julia Lowndes work tirelessly and with passion around this subject and as a result, awareness across Birmingham City has been raised. DC Tonks and Alison Byrne's dedication and enthusiasm is inspiring, working above and beyond what is expected and often in their own time. DC Tonks trains all trainee investigators, and Child Protection officers in FGM. She speaks in seminars and conferences, recently giving an input to the Family Justice Council. Alison supports victims at Well Woman Clinics, regularly carrying out remedial medical procedures.

#### What difference has it made?

Their resilience and fortitude has resulted in an increase in referrals, which can be directly attributed to their work.

#### **Contact Details for Further Information:**

PC 9773 Gillian Squires

Public Protection Unit, West Midlands Police

Telephone: 0121 609 6909

**Practice Type:** The application of structured evidence-based service models and highly sophisticated cost/benefit analysis to radically improve outcomes for children, young people and families within Birmingham

Name of Organisation: Children, Young People and Families Directorate, Birmingham City Council

#### What is it?

Birmingham City Council has embarked on a major transformational programme for the next ten years to radically improve outcomes for children, young people and families in Birmingham.

The Brighter Futures transformation programme is a unique application of structured evidence-based service models and highly sophisticated cost/benefit analysis. Based on robust data-epidemiology, Brighter Futures has been able to develop an accurate picture of the wellbeing of Birmingham's children, which allows the programme to focus on six priority outcomes: physical health, behaviour, emotional health, social literacy, literacy and numeracy and job skills.

These outcome-led services have an international evidence-base (developed in the US and Australia) both in terms of effectiveness in improving outcomes but also in sustaining those improvements over time. Services are designed using a developmental approach to prevention and early intervention, while using evidence to introduce a common framework of practices within which everyone with an interest in and responsibility for, improving children's lives can operate. All service designs are independently evaluated, using such tools as randomised control trials, to provide local evidence of impact on outcomes and inform decisions for taking them to scale.

#### Who does it, when and where?

Brighter Futures is already working with over 4,000 children and families, where prevention significantly enhances the experiences and life-chances of local children This involves focusing on:

- Improving safety and wellbeing;
- improving levels of learning and behaviour;
- long term reduction of anti-social behaviour;
- improving social literacy;
- reduction of children suffering abuse and neglect entering long term care and the criminal justice system;
- improving child health and development.

#### What difference has it made?

The Brighter Futures approach is refocusing provision from service-led to outcome-led, with a long-term shift of resources from reactive high-cost remedial work to identifying poor outcomes very early in a child's life. Therefore reduce the number of children with complex needs, including child protection services requiring specialist services.

Brighter Futures transformation programme is already making a difference to families in Birmingham. The Family Nurse Partnership pilot is one of the eight pilots which demonstrates the positive impact it is having:

"I've been on the programme a year now and it's so helpful in every way. I'm a single parent and this programme has helped me be the best for me and my baby. There was a point in my life where I had a lot of people working with me and the only thing I benefited off was this programme. Me and Penny have done a lot of enjoyable work together such as understanding my baby, how my baby grows and we have also talked about my goals for the future" Single mom, with a four month old baby, attended the FNP event on the 16 March 2010

"I felt part of the visits straight way. I thought they were going to be boring but actually they were really fun. I learnt loads that I never knew about my baby and my girlfriend being pregnant. I was so excited for him to be born as I felt I had a lot more confidence in caring for him. I love being a dad and this programme has helped me to realise how important a dad is especially as I never had one"

Young dad - Matthew aged 19 years, attended the FNP event on the 16 March 2010

Additional benefits include new approaches to modernising working practices and building strong partnerships in the children's sector and the third sector. Brighter Futures is our promise to support the children and young people of Birmingham.

#### **Contact Details for Further Information:**

Jasvir Sandhu, Marketing Communications Engagement Officer Brighter Futures Transformation team

Telephone: 0121 675 3741/07826873504 Email: jasvir.sandhu@servicebirmingham.co.uk **Practice Type:** The safeguarding of young people missing from care (Children's Homes) and those at risk of sexual exploitation

Name of Organisation: Birmingham Safeguarding Children's Board in partnership with West Midlands and West Mercia Police and The Children's Society

In June 2008 the Secretary of State for Children, Schools and Families published the Young Runways Action Plan. The plan was developed after evidence from the Children's Society Report 'Stepping Up' and findings from a series of parliamentary hearings. Birmingham SCB's sub group were invited to present to the parliamentary hearing and subsequently, the chair of the sub-group was asked to join the DCSF working group leading on the revision of the Missing from Care and Home Guidance.

In April 2009 the National Performance Indicator N71 came into force. The indicator asks local areas to assess whether appropriate systems, procedures and protocols are in place to identify the levels of running in their area, and whether the response to instances of running is appropriate to the needs of young people who run away. In April Birmingham self assessed a scored 11/15, compliance for this indicator. We believe this indicator to be a true and fair reflection of the work undertaken in Birmingham to date.

#### Who does it, when and where?

Specific work has included development and sharing of Police and Social Care data on runaways, improved services through the partnership project with the Children's Society to highlight those at high risk and missing from care, provision of volunteer mentors and multi-agency conferences as well as support to staff and Young People and an overall awareness raising of the actions to be taken.

#### What difference has it made?

This work has contributed significantly to meeting the safeguarding needs of young people and this has in part been reflected in the Ofsted judgment of children's homes in which 85% of all Homes are now judged as Outstanding or Good.

#### **Contact Details for Further Information:**

Shank Patel

Birmingham Safeguarding Children Board Sub Group Missing Children

Telephone: 07766 923454

Practice Type: Multi-agency partnership working supporting innovative practice development and workforce development

Name of Organisation: NHS South Birmingham

#### What is it?

We have established strong working partnerships with our Local Medical Committee (LMC), the Royal College of General Practice Midlands Faculty and the West Midlands Deanery.

#### Who does it, when and where?

#### **Strong Partnerships**

This partnership has been invaluable in the engagement of GPs and primary care staff, in particular in delivery of safeguarding training.

We have used their support in various ways, in particular to strengthen the agenda of safeguarding children. The Chair of West Midlands has contributed significantly in allowing us to be associated with an academic institute, Keele University, by permitting clinicians to have accredited CPD points. We are immensely grateful to their continued excellent support.

#### **Innovative Practice**

The LMC has supported us in ground breaking work on information sharing between Primary Care and Social Care. The work has been well received.

All clinicians in Birmingham and our colleagues in Social Care have received a memo of clear guidance on information sharing. The memo contains, on requesting information from primary care, how to do so, in what format, timeliness and the ongoing issues of consent. This excellent work is all part of working together and effective communication.

#### **Workforce Training and development**

A challenge has always been to deliver concise and efficient training, which is appropriate to a target audience. We have established effective communication channels using main drivers of primary care learning, namely GP tutors (incorporating this into appraisals).

The training incorporates local, regional and national agendas, current recommendations implementation from serious care reviews (SCRs), primary care roles and responsibilities and practical advice on record keeping. It is crucial that the trainers are dynamic, flexible and have clear realistic understanding of what occurs on the 'shop floor'. The key is to continuously update the training, improving using vigorous evaluation and taking criticism positively.

#### What difference has it made?

Hopefully we will continuously push and drive the safeguarding children agendas to the forefront to deliver excellent care, to keep our children safe.

#### **Contact Details for Further Information:**

Dr Najma Mirza

Named General Practitioner Safeguarding Children

NHS South Birmingham

Telephone: 0121 777 3500

Practice Type: Supporting local communities against domestic violence

Name of Organisation: East EAZ, Birmingham Safeguarding Children's Board

#### What is it?

Shard End is recognised as having the highest level of Domestic Violence (DV), nationally, outside of Tower Hamlets.

In 2008/09 East EAZ (Economic Assisted Zone), working in partnership with the NSPCC, trialled a new method of reaching out to an often forgotten area of the children's workforce, including school support staff (i.e. teaching assistants (TAs), mentors, and dinner supervisors). The NSPCC funded on site training (hosted by East EAZ) for 118 non teaching staff from local schools and agencies. Raising the awareness of such staff enabled vulnerable children more informal opportunities to talk to staff that they trust.

This year 2009/10, the next step was to raise the awareness of the local community where domestic violence (DV) appeared to be accepted as 'the norm'. A newly established Neighbourhood Management Board, (resident led) also received DV awareness training and identified DV as a high priority issue.

#### Who does it, when and where?

A Family Support/DV multi-agency group was established and a successful funding bid was made.

This has funded:

- More DV Awareness training to schools, agencies, the local community and city councillors;
- 'Helping Hands' a building positive relationship theatre programme delivered in local primary schools with showcases for parents. This is being followed by informal school coffee mornings for parents run by Spurgeons;
- The first DV Awareness training session delivered to post 16 pupils at the International School.

#### What difference has it made?

An established multi-agency group focused on safeguarding. DV is now being openly recognised as an unacceptable issue by the community. Agencies are reporting an increase in DV disclosures. Local residents are committed to supporting and solving this issue.

#### **Contact Details for Further Information:**

Sheldon Centre Building, Telephone: 0121 675 8697 Practice Type: A training and development programme supporting safeguarding/child protection

Name of Organisation: Coventry Safeguarding Children's Board

#### What is it?

Our nominated practice is the extensive, well designed, highly effective and economical Interagency Training Programme.

This is a well regarded training programme aimed at equipping Coventry children's workforce with the skills and knowledge required to carry out their safeguarding/child protection role to the best of their ability. The programme meets Working Together guidance and both local and national needs. It incorporates learning from local and national reviews, audits, changes to legislation including findings from serious case reviews (SCRs). The training programme is continuously reviewed and courses updated accordingly.

Our programme covers areas such as Female Genital Mutilation (FGM), forced marriage as well as signs of safety and solution focused practise to name but a few.

#### Who does it, when and where?

We have spent time producing a training and development framework, which includes single and multi-agency training. We have categorised our courses into three levels, giving practitioners and managers clear guidance on the courses staff should attend depending on their level of responsibility and contact with children.

We have worked extremely hard at developing our pool of trainers and currently have a highly skilled group of 45 trainers from 16 of our agencies from statutory, voluntary and commissioned services. This shows how our training programme is truly rooted in interagency working.

Where possible we also adapt our training programme to meet the needs of the attendees, for example, we have provided lunch time sessions for FGM which has proven to be very popular. We have also held training on weekends and evenings to meet the needs of the workforce.

#### What difference has it made?

Coventry's training programme was one of eight chosen to participate in a recent DCSF commissioned national research looking at the effectiveness of interagency training - comments from the research were that our training courses are effective and economical.

The research also highlighted that there was a substantial and observable change in knowledge, attitude, skills and self-confidence for individuals which was attributable to the effects of the courses. This was measured both immediately afterwards and six months later.

#### **Contact Details for Further Information:**

Anne Pluska, Interagency Training Officer Coventry Ssafeguarding Childrens Board

Email: anne.pluska@coventry.gov.uk Telephone: 024 76833443 **Practice Type:** Strong partnerships/innovative practice to improve safeguarding solutions for children involved in Domestic Abuse (DA)

Name of Organisation: Coventry Safeguarding Children's Board

#### What is it?

In 2006 the West Midlands Police implemented the Domestic Abuse Risk Indicator Model (DARIM) and routinely notified Children's Social Care Services of all domestic abuse incidents where a child was present or normally resident within the household. This prompted the need for a joint agency approach to handling the notifications, which could promote safeguarding and provide a timely and appropriate response to children at risk.

A multi-agency working group and workshops were set up in 2006 and involved Maddie Bell in looking at the Bardardos development. A joint screening protocol and pilot was set up in October 2006 which aimed to:

- Ensure timely sharing of information;
- Promote the well-being and safety of the victim;
- Identify the children most at risk and safeguard them;
- Improve timescales for information sharing between Police and Social Care;
- Ensure a consistent application of the Joint Protocol for domestic violence (DV) notifications;
- Ensure a consistency in the application of child protection thresholds;
- Assess risk and respond to the needs of children affected by the domestic violence and abuse within the Comman Assessment Framework (CAF) and Integrated Children's System;
- Measure the correlation between the Police DARIM Assessment and the level of need outlined in the 'Promoting the Wellbeing of Child and Young People' model and the Social Cares response;
- Reduce re-referral rates related to DV in Social Care.

#### Who does it, when and where?

- The administrator is based at the police station and has access to Social Care IT systems to facilitate checks in advance of the staff screening.
- The social worker and Child Abuse Investigative Unit officer meet 2/3 times a week and (face to face) screen, assess risk and determine the level of response required for each notification.
- Police and social care check their own systems for background information in relation to the address, the children and adults identified and look at the whole history of the 'family' before they assess risk and determine action.
- Where the screening identifies actions required these are forwarded to relevant social care teams for action.
- This has led to a greater increase in joint follow up on the outcome of agreed actions.

#### What difference has it made?

The pilot has been positively evaluated by Warwick University. They concluded that if the pilot has succeeded in doing what it was initially set up to do. There is consistency in the screening process and the 'intensity' of the intervention is aligned to the seriousness of the risk assessed. Better quality of information is being passed on with specific actions resulting in improved safeguarding solutions for children involved in Domestic Abuse. The staff bring substantial experience of working in DV, DA and Child Abuse and this informs the responses required.

The Joint Screening Pilot has grown and evolved over the last two years and is now resourced and mainstreamed.

The risk assessment tool has over time evolved to included additional risk factors related to children and black and minority (BME) communities in addition to the DARIM. Serious case review learning has informed the developments of the multi-agency risk assessment toolkit commissioned by the Coventry Domestic Violence and Abuse Partnership and the commissioning of services.

Both the LSCB and Coventry Domestic Violence and Abuse Partnership have developed consistent approach for multi-agency awareness and screening of domestic violence and abuse incidents and the joint training strategy related to DV.

The pilot has received regional and national interest, including interest from Northern Ireland.

#### **Contact Details for Further Information:**

Jivan Sembi

Coventry Safeguarding Children Board Email: jivan.sembi@coventry.gov.uk

Telephone: 024 76833443

Practice Type: Using solution-focused approaches to improve interventions and engagement with families

Name of Organisation: Coventry Safeguarding Children's Board

#### What is it?

In 2006, Coventry LSCB looked at a range of approaches nationally, and forged links with Gateshead to learn from their experiences of improving interventions with families, using solution-focused approaches in their every day work. Viv Hogg, Intake team manager in Gateshead Social Care, and John Wheeler, social worker within CAMHS (child and adolescent mental health services), worked with us in training frontline staff in solution-focused techniques, and the Signs of Safety model, devised by Andrew Turnell and Steve Edwards. The 'Signs of Safety Approach to Child Protection Casework' (Turnell 1997) sets out a partnership model for Child Protection. It is based on principles of brief solution-focussed therapy (De Shazer 1985, Berg 1994).

Coventry LSCB wants to create a more effective partnership with families and a process in which parents feel respected, listened to and actively involved. There is much research to suggest that this is not the case with the traditional Conference model (Farmer 1999, Corby, Millar and Young 1996, Campbell 1997, Hall and Slembrouck 2001, Bell 1996).

#### Who does it, when and where?

This model uses the ethos of solution-focused work, building on strengths and enabling families to find their own solutions. It encourages use of solution-focused techniques, including scaling questions and goal-setting as the vehicle for obtaining good quality assessments. A one-page risk assessment tool is completed with the family, to look at what the concerns are, what is work working well and signs of safety. Scaling is used to focus the discussion on what needs to change and an outcome focused action plan drawn up with parents.

#### Conferences include:

- Introductions and an 'ice-breaker' session in which the family help to create their own genogram on a white board;
- An information sharing session in which families, as well as professionals, are encouraged to share information and views and in which information is collated under the five headings: Danger/Unmet Needs, Risk Statements, Complicating Factors, Strengths/Protective Factors, Unknown Areas;
- Development of a plan outlining the 'next steps': actions needed in order to ensure sufficient safety for case closure. Responsibility and timescales for each of these actions is documented.

#### What difference has it made?

Frontline staff are trained in the Signs of Safety model and apply the techniques routinely in child protection meetings, in multi-agency and single agency settings. Whilst recognising the power imbalance between families and professionals within the child protection arena, the 'Signs of Safety' model has succeeded in fostering an environment which maximises the potential for collaborative working. It also builds more effective partnerships with parents, children and young people, a balanced understanding of risk, and achieves realistic and measurable outcome-focused plans.

#### **Contact Details for Further Information:**

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Practice Type: A partnership approach to child death reviews

Name of Organisation: Coventry Safeguarding Children's Board, Solihull Safeguarding Children's Board and Warwickshire Safeguarding Children's Board

#### What is it?

Coventry, Solihull and Warwickshire LSCBs have formed a unique partnership to ensure that effective arrangements for child death reviews are delivered on a sub-regional basis.

#### Who does it, when and where?

Pooling government funding allocated to each of these LSCBs, the collaboration began by forming a joint Steering Group to manage the implementation of the new processes. This ensured the necessary "buy in" to the project at the highest level.

The appointment of a project manager charged with getting the new system up and running across the sub-region was a second key development. When this phase of work was completed, the three LSCBs combined again to appoint a co-ordinator and administrator to serve the three areas.

An effective sub-regional system for facilitating the notification of all child deaths is now well established, with strong mechanisms for gathering the necessary information.

#### What difference has it made?

Each of the three LSCB areas has its own review panel and this work is coordinated by an overarching Child Death Overview Panel (CDOP) chaired on a rotating basis by the chairs of the three LSCBs. The CDOP is able to identify trends and issues across the sub-region and coordinate a joint response. An example of this has been the launch of a Safe Sleeping Campaign to reduce the incidence of infant deaths through overlaying and co-sleeping.

A working group comprising of business managers, the scheme coordinator and others continues to monitor and advise the CDOP on implementation issues.

The scheme coordinator and administrator ensure that each review panel functions efficiently and that recommendations arising from their consideration of every child death are acted upon and reviewed. One example of this has been improved road safety in a residential area where children have been found to be at risk from traffic. There are many others.

#### **Contact Details for Further Information:**

Dara Lloyd, Child Death Review Manager

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Practice Type: Working with Dudley Imams to safeguard children and young people

Name of Organisation: Dudley Safeguarding Children Board

#### What is it?

Over the last two years, we have worked in collaboration with Black Country Pathfinder Project (now known as 'Building Resilience') and Dudley Muslim Forum to undertake various safeguarding partnership projects and activities.

#### Who does it, when and where?

These include:

- Deliver child protection training to 27 Imams;
- Deliver child protection training to women leads within religious education;
- Informed by the Imams, develop and deliver a culturally sensitive public awareness leaflet around the prevention of child sexual abuse (Stop it Now!);
- Initiate discussions with Mosque Committee members with regard to policy and procedure development;
- Provide behaviour management advice and support to Imams;
- Raise awareness within the wider Muslim community concerning child abuse and neglect via faith-based community events/conferences;
- Support professionals in respect of specific concerns/allegations within the Mosques;
- Support the development of a pioneering creative arts production to secondary schools by Christian and Muslim Theatre Companies.

#### What difference has it made?

In terms of outcomes, these are difficult to capture as much of this work has been relational in terms of building bridges and trust between the statutory agencies and the Mosques. There is now some dialogue from Imams to Safeguarding teams when a concern is recognised as potentially having an impact on child's well-being, for example domestic abuse within the family.

#### **Contact Details for Further Information:**

Jackie Jennings Dudley Safeguarding Children's Board Email: jackie.jennings@dudley.gov.uk **Practice Type:** E-safety initiatives improving children's understanding of some of the risks associated with new technologies

Name of Organisation: Dudley Safeguarding Children Board

#### What is it?

Under the umbrella of the DSCB Multi-Agency E-Safety Strategy Group (formed in September 2006), we have undertaken a large number of successful projects to support safeguarding, in partnership with Dudley Grid for Learning (DGfL), Safe and Sound' (Community Safety) Partnership and the Saltmine Trust.

#### Who does it, when and where?

These include:

- The ESCape Project an enchanting fairytale aimed at teaching children how to use the internet in a safe way, delivered though an interactive drama production and DVD film for Key Stage 3/4 and resource pack for schools.
- Arange of resources developed by DGfL to ensure online safety within schools such as Dudley Aqua-browser search engine, animated stories to support e-literacy and a portal for teachers delivering e-safety to students and parents/carers.
- E-safety multi-agency training for professionals and foster carers.
- Sessions for parents/carers.
- Sessions for Imams and other 'teachers' within Mosques.
- Supported the distribution of Stop it Now! information on internet safety.
- Included additional chapter within Parenting Handbook.
- 14 people trained as child exploitation on-line protection (CEOP) Ambassadors.
- Worked with Community Safety to deliver workshops for young people and produced leaflets in respect of cyber-bullying and internet.
- Advertisements and articles within local press, cinemas and magazines.
- Inclusion within Libraries 'Safety Week'.
- Comprehensively revised safeguarding procedures in respect of new technologies held DSCB multi-agency Conference 'Open Your Eyes' in June 2007.
- Supported development of specific policies for vulnerable groups such as Looked After Children.

#### What difference has it made?

There is evidence that our e-safety initiatives such as ESCape are improving children's understanding of some of the risks associated with new technologies and in some cases has led to direct intervention to safeguard children and young people's welfare.

#### **Contact Details for Further Information:**

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**Practice Type:** Communication and engagement of public and wider community to support safeguarding

Name of Organisation: Dudley Safeguarding Children Board

#### What is it?

Since 2007, DSCB has actively sought to engage the wider community to support safeguarding in Dudley to ensure that community needs are raised and issues acted upon.

#### Who does it, when and where?

Through our communications and engagement strategies, we:

- Have appointed four Lay Advisors to work with DSCB both at a Board and sub-structure level.
  Two Lay Advisors have made a significant contribution to our e-safety strategy group and
  development of resources such as ESCape. At the time, we believe we were one of the first
  LSCBs to appoint Lay Advisors.
- Actively involved a young person from a local secondary school on our e-safety group who
  was also part of the child exploitation on-line protections (CEOP) Youth Panel and International
  Youth Advisory Council. He contributed to the development of resources and spoke at a
  number of key national and regional events such as BECTA.
- Developed a 'junior' Safeguarding Board (S4K) in partnership with our Participation Plus Team (linked to the Children's Trust). It has a diverse representation of young people. Young people from S4K have attended events on anti-bullying and have been involved in a business planning session with DSCB as part of identifying priorities for engaging children and young people and agreeing the key messages that the Board wants to communicate to children, parents/carers and the wider community. S4K have been invited to run a workshop at a national participation conference in June 2010.
- Run a number of publicity campaigns including a joint campaign for protecting children and vulnerable adults in November 2009 in collaboration with Dudley Safeguarding Vulnerable Adults Board and Safe and Sound (Community Safety) Partnership. We have supported other public awareness campaigns include on internet safety, private fostering, teenage 'date abuse', anti-bullying.
- Produce a 6-8 weekly newsletter/briefing for all people who work with children and young people called 'SafER'.
- Actively supported Stop it Now! at a national and local level in campaigning to prevent child sexual abuse through public information, awareness-raising sessions with parents/carers and promotion of the national Helpline.

#### What difference has it made?

These activities have enabled us to identify priorities for engaging children and young people through their on-going participation and agree and promote key timely safeguarding messages to children, parents/carers and the wider community.

#### **Contact Details for Further Information:**

Jackie Jennings

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Practice Type: Practice in relation to reducing risk of child sexual exploitation

Name of Organisation: Dudley Safeguarding Children Board

#### What is it?

'Open Your Eyes' and work in relation to reducing risk of child sexual exploitation

#### Who does it, when and where?

Since 2007, we have:

- Produced the 'Open Your Eyes' DVD in partnership with the Saltmine Trust on child sexual exploitation and trafficking, initially as part of our DSCB Conference but subsequently used in local, regional and national training events.
- Established the YPSE (Young People at risk of Sexual Exploitation) Panel this is a monthly multi-agency panel which discusses concerns about young people at risk of sexual exploitation, trafficking or internet-related offending with a view to responding and supporting the young person and disrupting the activities of perpetrators. To date the Panel has discussed a total of 48 young people.
- Commissioned Walsall Street Teams (WST) to deliver one-to-one and group work to young people at risk of CSE (child sexual exploitation) and education programmes (Solomon) within secondary schools.
- Delivered 'Level 3' multi-agency training (three-day) to professionals in respect of CSE, trafficking and internet safety.
- Worked closely with the UK Human Trafficking Centre and West Midlands Police to share
  intelligence and inform the development of 'Operation Protection' following specific concerns
  relating to Dudley young people. As part of this, we have worked closely with children's
  residential home to improve our responses to young people in care who are at risk of
  exploitation and agreed local responses with police to young people who run away from care.
- Actively supported the Regional Trafficking Task Group to 'train trainers' and scope training needs across the region, in a collaboration with ECPAT (end child prostitution, child pornography and trafficing of children for sexual purposes).

#### What difference has it made?

All activities have reduced the risk of young people being exposed to sexual exploitation.

#### **Contact Details for Further Information:**

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**Practice Type:** Use of Seal as quality assurance and safeguarding mechanism for sports coaches and physical activity providers

Name of Organisation: Dudley Safeguarding Children Board

#### What is it?

In order to safeguard children and young people in sport and physical activity, DSCB recognised the value of adopting Seal as the approved safeguarding mechanism for sport. Seal is an integral part of the Dudley's Child Protection in Sport Policy endorsed by DSCB and the NSPCC Child Protection In Sport Unit and recognised as good practice by DSCF. Dudley MBC recently gained the NSPCC's advanced award for safeguarding in sport.

#### Who does it, when and where?

Seal is an association that acts as a quality assurance and safeguarding mechanism for sports coaches and physical activity providers in Dudley and across the UK. It acts as a mechanism to contribute to ensuring that children and young people are safeguarded in sport by ensuring that sports provider, paid or volunteers, are compliant with a number of safer recruitment criteria:

- Are appropriately skilled and qualified to undertake their role;
- Are signed up to the approved safer working practice guidance;
- Have attended child protection training through DSCB or the national governing body of sport;
- Undertake an enhanced CRB enhanced disclosure through Seal;
- Have the appropriate public liability insurance;
- Have a minimum of a three hour first aid certificate;
- Provide two references:
- Sign a self disclosure.

#### What difference has it made?

All sport and physical activity providers providing services to Dudley Council and schools in the Dudley borough, are required to be members of Seal, which ensures that safer recruitment processes have been adhered to and acts as a deterrent to people with the wrong motivations from accessing the children's workforce through sport and physical activity. It also ensures that the deliverers are adequately trained, qualified and insured to undertake the activities. There are currently over 500 approved sport and phycal activity providers on Seal.

#### **Contact Details for Further Information:**

Rachael McKiernan Doyle, Sport and Physical Activity Manager Dudley Safeguarding Children's Board Email: rachael.doyle@dudley.gov.uk Practice Type: Engagement of Looked After Children in creating an environment to support and build their self esteem and help them enjoy mainstream activities

Name of Organisation: Voices and STEPS, Herefordshire Council

#### What is it?

Centre 18 in Hereford is more than just a building. It's a place where decisions are made about the lives of children who are in need of protection or care. It was dowdy and sad, redolent with memories. Seven years ago a group of 8-10 year olds in care asked the Listening Tree they had made to help them change it into 'a place where people feel safe and want to be.' And last week these same young people, now confident teenagers, welcomed the Countess of Wessex to plant a real tree to symbolise their success. Now transformed, with their involvement at every stage, Centre 18 is bright with colour and hosts a myriad of activities for children in and on the edge of care and those who are young carers, parents or care leavers.

#### Who does it, when and where?

The centre is supported by STEPS (Support to Enjoy, Participate and Succeed) a small team including care leavers, which works to help build the children's self-esteem and help them enjoy mainstream activities. The children help to choose, plan, develop and evaluate the work programme and positive feedback from carers and social workers means referrals are high and rising. Almost all the 150 young people in Herefordshire's care have benefited from this initiative in some way.

#### What difference has it made?

Centre 18 means children can have a break from challenging home environments, and in the holidays it reduces their isolation. STEPS also offers outreach 1-1 work from sessional workers whose skills range from making music to rock climbing.

Visitors to Centre 18 comment that its approach generates a sense of 'extended family'. This helped give last year's annual celebration event a boost to singing and dancing inspired by the young people themselves and next year's ambitions are even higher.

Using Centre 18 as a springboard some care leavers have achieved outstanding success and are strong role models. Achievements include developing a Health Care Passport, contributing to nationally available DVDs for care leavers and teachers, speaking at conferences and helping with professional training for social workers and others. Their insights on what safeguarding means from the perspective of an 'Expert by Experience' are powerful and have made a difference to many in the professional community.

#### **Contact Details for Further Information:**

Hilary Jones

Participation and Partnership Officer

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Practice Type: Implementing the 'family' Common Assessment Framework (CAF) in (general practitioner) GP Practices and 'The Team Around the Community'

Name of Organisation: Children and Young People's Directorate, Herefordshire Council

#### What is it?

GPs play a crucial role in providing a gateway to patients across a wide range of services. They provide an important route that families take to seek advice and support, and GPs have a great deal of insight and knowledge about the families who can sometimes be the cause of some concern to many agencies.

GPs in Herefordshire have shown great interest in the CAF, understanding its potential to increase their success in meeting the needs of some of their patients. They have particularly welcomed the opportunity to consider how they can work more effectively with other agencies in their communities, and to be part of the team which could work together to meet needs.

#### Who does it, when and where?

#### **The Bromyard Pilot**

The approach we took in Bromyard was to bring together a wide range of agencies who are working in the community to meet the needs of children and young people. These agencies include voluntary providers, police, schools, GPs, church, housing, mental health services, adult services, housing and the children's centre. These agencies for the purposes of the pilot are effectively acting as 'The Team Around the Community'. The GPs and other agencies identify the children and young people who they are concerned about, work together with others to complete a CAF with the consent of the family, and will work with the agencies to meet the needs identified. The families identified are known to a number of agencies, and the pilot offered a co-ordinated approach to meeting those needs.

The Team Around the Community now meets every six weeks. The focus of these meetings is to discuss the needs identified and allocate actions from those completed CAFs. Partners bring to the meeting details of other families to become part of the pilot and decisions are made regarding who should write the CAF. Once the CAF is completed the meeting decides who will be allocated the Lead Professional role. In this way the role of LP is shared between partners. Actions from the CAF are allocated and the benefit of the Team Around the Community approach is that often partners are able to suggest interventions not previously considered.

#### What difference has it made?

Exploring the 'family CAF' is a main element of this pilot and the Think Family agenda is firmly embedded in the project. In each of the CAFs completed the needs of the parent have been identified and are being addressed by the Team Around the Community. Involving adult services in this way has made the pilot particularly valuable in forming pathways between adult and children's services.

A formal evaluation of the pilot will be presented in April 2010. However GPs have already reported noticing a real difference in the way the partners are working together in the community.

"The CAF is allowing us to get in there before the family/child's needs/issues spiral out of control. They are starting to feel they are being listened too and their needs/issues are trying to be met". Lead Professional

#### **Contact Details for Further Information:**

Debbie McMillan, Head of Operational Development Children and Young People's Directorate, Herefordshire Council Email: dmcmillan@herefordshire.gov.uk **Practice Type:** Lessons learned through the review primary care trust (PCT) practice and engagement regarding safeguarding

Name of Organisation: NHS West Midlands

#### What is it?

The Strategic Health Authority (SHA) has a statutory requirement (Children Act 2004, section 31) for performance managing Primary Care Trusts' arrangements to safeguard and promote the welfare of children and young people.

A review of the seven statutory requirements was undertaken in Spring 2009 to assess the PCTs' performance. This review involved collecting, analysing and rating evidence on each of the seven requirements.

#### Who does it, when and where?

A team was formed of the children lead, performance lead and safeguading clinical lead to undertake the review. Each PCT was rated and is monitored on progress. A formal review of progress will take place over the next two months.

#### What difference has it made?

The review indicated that the majority of PCTs in the West Midlands are meeting the requirements. However there are only a limited number of service specifications with providers that explicitly include performance measures of safeguarding activity, and information sharing is still limited.

This review has resulted in a significant increase in the engagement of PCTs with safeguarding. The SHA was able to assure the Department of Health (DH) that safeguarding requirements are in place for PCTs and providers, with the evidence to support this assurance.

#### **Contact Details for Further Information:**

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NHS West Midlands

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**Practice Type:** Providing a safe space for children and young people to approach and explore their experiences of sexual abuse

Name of Organisation: NSPCC Space (Child Protection Service), Shropshire Safeguarding Children's Board

#### What is it?

'NSPCC Space' in Shropshire has been developed from the amalgamation of specialist sexually harmful behaviour and therapeutic services and provides a safe space for children and young people to approach and explore their experiences of sexual abuse.

#### Who does it, when and where?

The team, comprising 7 skilled and experienced practitioners, works in partnership with families and carers and local agencies to identify, manage and reduce risks to and from children and to ensure needs are met. Their practice is innovative and child centred, and supports multi-agency safeguarding objectives and inter-disciplinary provision.

#### What difference has it made?

Shropshire LSCB are nominating them for an award under the category of 'Strong Partnerships' in recognition of the team's commitment and contribution over many years to inter-agency collaboration and safeguarding training.

The team makes a difference for the children and families with whom they work: through their skilled therapeutic interventions, for their professional colleagues, through the provision of advice and support and to the local community through campaigning activities, raising awareness that child protection is everyone's responsibility.

#### **Contact Details for Further Information:**

Colin Watt, Children's Service Manager.

**NSPCC Space** 

Telephone: 01743 281980 Email: cwatt@nspcc.org.uk Practice Type: Supporting e-safety

Name of Organisation: Shropshire Safeguarding Children's Board

#### What is it?

An e-safety sub group was set up on behalf of Shropshire's Safeguarding Children Board. The purpose of this group was to establish an e-safety strategy which was achieved but also to look at how we raise awareness of safety issues and cyber bullying on the internet with children and parents in Shropshire. This complements the work of West Mercia Police on e-safety and has been really innovative, exciting and effective.

#### Who does it, when and where?

On the 10 February 2009 we held a day at Shrewsbury Town Football Club to mark 'Internet Safer Day'. This day was for secondary school pupils to attend, to raise their awareness of how to use the internet safely and issues around cyber bullying. Football players from STFC assisted with this presentation and shared their own experiences of being cyber bullied when they had not played a very good game. The children were shown DVD clips and this was a very interactive session. At the end of the session posters were given out and they were signed by the footballers. This was a very well attended event.

Following the above event, we visited a number of primary and secondary schools to deliver child exploitation on-line protection (CEOP) presentations to children and young people. This was done during assembly time but also in lesson time. It was very positive to see such a high number of schools in Shropshire prioritising this area as they believed it to be a growing concern. These sessions proved to be very positive but highlighted how vulnerable the children are whilst using on line games and chat sites.

We also visited a number of schools and did evening presentations for parents. We felt it very important to educate the parents and to emphasis to them that it is not an IT issue, it's a safeguarding matter and people to know how to use the internet safely because it's a great resource. Lots of parents found these sessions very useful and felt much more empowered by having some knowledge of how to use the internet. These sessions were often delivered by a member from children's services alongside a member of the ICT team.

#### What difference has it made?

The above work has clearly had a positive impact as Shropshire CYP have since received referrals expressing concerns about internet use and inappropriate chat with people who the young person does not know. Schools have also contacted us for advice and where there have been concerns we have liaised with the schools and delivered presentations to the pupils.

#### **Contact Details for Further Information:**

Emma Blakemore Assistant Team Manager, Stay Safe Shropshire Council

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**Practice Type:** Supporting children missing education and reintegrating them back into mainstream

Name of Organisation: Education Welfare Service, Shropshire Safeguarding Children's Board

#### What is it?

In Shropshire, we believe a child in school is a safe child! Children Missing Education (CME) are at risk and the council ensures a high profile for this concern.

Senior personnel from the Education Welfare Service, PCT, Armed Forces, Police, School Admissions, IT support services, Inclusion Services, Multi-Agency and Prevention, Schools and Statistics and Communications Officers comprise the CME Strategy group. Procedure and policy has been agreed and ongoing evaluation refines the process. These processes and outcomes are reported to the Safeguarding Board and Scrutiny Panel each year.

#### Who does it, when and where?

Procedures commence from a child's THIRD birthday. The PCT informs the local authority of all children in the county. The PCT continues to feed data into the local authority and any child of school age not in receipt of education is followed up.

IT systems between the local authority, schools and the PCT combine to manage the process. Programmes are run to identify when children are removed from registers or move into the county. The local Child Index identifies children known to other agencies.

#### What difference has it made?

The procedure to record and intervene has been devised collaborately with schools and referral routes are clear. Personal relationships exist between schools and agencies. Integrated working is embedded in the procedure. Cross border relationships are nurtured.

Schools and agencies work closely together and with children and young people to prevent them becoming CME. When found all work closely to reintegrate the children or young people back into education.

These strategies help keep our young people safe and able to maximize their opportunities.

#### **Contact Details for Further Information:**

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**Practice Type:** Effective partnership working between LSCB partners to influence and identify safeguarding priorities

Name of Organisation: Solihull Safeguarding Children's Board

#### What is it?

The LSCB's submission to the Children and Young People's Plan consultation in respect of the Stay Safe outcome

## Who does it, when and where?

The written submission was drafted by the LSCB Business Manager and approved by the LSCB.

The written submission is based upon information gathered from LSCB "ensuring effectiveness work" as well as research and the views of children/young people. The document identifies local priorities for safeguarding (sections 2, 3 and 4) and also highlights potential gaps in resources (sections Recommendations 12.1 iv, vi, and viii). Furthermore, guidance for organisations to use in their safeguarding work is included in the report (Appendix 2 and 3).

### What difference has it made?

The written submission demonstrates effective partnership working in that it evidences that the LSCB has used information from ensuring effectiveness work to influence and support the Children's Trust to identify safeguarding priorities. The report is an example of an effective relationship between the LSCB and Children's Trust and in terms of accountability, the LSCB has requested a formal response to the recommendations contained in the submission.

Furthermore, the report illustrates the LSCB's approach to embedding lessons learnt/applying research findings to its work and also to improving safeguarding activity by providing standards to organisations.

The report will ensure safeguarding activity is a priority within the revised Children and Young People's Plan and so significantly contributes to the safety and well-being of children and young people.

The standards will be used to inform future LSCB "ensuring effectiveness" activity.

# **Contact Details for Further Information:**

Karen Perry

Solihull Local Safeguarding Children's Board

Email: Iscb@solihull.gov.uk Telephone: 0121 788 4325 Practice Type: Innovative training for designated teachers delivered by young people through drama/role play

Name of Organisation: Solihull Sixth Form College

#### What is it?

Ten students from Solihull Sixth Form College were asked, as part of their Drama Studies to develop, write and deliver three short plays to a total of 170 senior teachers and head teachers.

The plays were part of two annual training day courses aimed at developing the knowledge and understanding of designated teachers in schools in responding to safeguarding and Child Protection issues.

# Who does it, when and where?

The students developed three different plays around:

- Text messaging between a teacher and a student;
- Domestic violence;
- Sexual abuse and self harming.

The students who broke into three teams, each delivered their play six times and have videoed their performances so that they can be used in further training sessions in schools.

# What difference has it made?

The impact of the learning for the course delegates was stunning! They were professional in their research and development, they tackled difficult issues and they delivered them with insight, empathy and passion which all contributed to polished performances.

Once they had delivered their plays, the students stayed in role and answered questions from the audience in character, which really helped delegates understand the young person's perspective on the issue. The audience were drawn into the spirit of the occasion which helped to develop their understanding of how it must feel like to be a child caught up in abuse.

I have run courses for designated teachers for a number of years but delegates were keen to advise that this has been the best course they had ever attended!

### **Contact Details for Further Information:**

Mike Pattison,

The Sixth Form College, Solihull Telephone: 0121 704 2581

**Practice Type:** A practical and disciplined approach to raise awareness and embed an understanding of safeguarding within the organisation

Name of Organisation: Solihull Community Housing (SCH), Arms Length Management Organisation delivering housing management services on behalf of Solihull MBC

#### What is it?

We have developed a practical and disciplined approach to raise awareness and embed an understanding of safeguarding within the organisation.

The approach is driven and co-ordinated by an internal safeguarding group comprising senior managers and chaired by the Director of Housing (who is the LSCB member for SCH).

# Who does it, when and where?

Meetings occur on a bi-monthly basis at SCH headquarters and deal with fixed agenda items, as well as providing a forum for discussing developments/issues relating to safeguarding.

A systematic review of the Section 11 action plan is carried out. Each element is considered and actions/target completion dates agreed. All action points are recorded and circulated in advance of the next meeting.

### What difference has it made?

This approach is particularly effective because:

- It is very structured, ensuring that all key areas are reviewed on a regular basis. The Director of
  Housing chairs the internal safeguarding group, establishing a direct line of communication and
  accountability between the LSCB, senior managers, the executive management team and the
  board.
- There is an effective communication infrastructure via a team brief, dissemination by safeguarding group members and specific safeguarding pages on SCH's intranet site. These pages include internal procedures, named contacts, links to specific guidance and forms e.g. LSCB procedures and referral forms.
- The continuous application of this approach means that active consideration is given to safeguarding when planning and delivering services for families and children. Most importantly, all relevant staff are alert to potential abuse and are clear about what to do if they have concerns.

# **Contact Details for Further Information:**

Adrian Thomas, Head of Policy, Solihull Community Housing Telephone: 0121 779 8918 Practice Type: Supporting the prevention of gang and knife crime

Name of Organisation: HMYOI Werrington, Staffordshire

#### What is it?

Safer Streetz Focus Groups were introduced at HMYOI Werrington as a result of two tragic events in 2008. One young person was released from our establishment and was murdered on the streets of London and another young person went on to murder Ben Kinsella after his release.

## Who does it, when and where?

We introduced focus groups to seek the views and hear the experiences of the young people in our care in order to see how gang related violent crime had affected their lives.

What the young people told us was invaluable. Most of them had been introduced to gang activity as young as nine or ten years of age and once they "belonged" to a gang there was little/no hope of breaking free.

# What difference has it made?

We produced a DVD which features a young man who was serving a sentence for manslaughter. He worked with the Safeguarding team to give the message to other young people that being in a gang was not "cool". Two young women were also part of the DVD as we wanted to represent the views of young women who were caught up in serious violent crime so that their voices could also be heard.

Following undertaking the project, young people have been relocated to ensure their safety upon their release.

The DVD was supported and endorsed by the Commissioner for Children Sir Al Aynsley Green who appears on the DVD to offer his support. The DVD will be distributed nationally in the hope that other young lives will be saved.

# **Contact Details for Further Information:**

Marilyn Welsh, HMYOI Werrington

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**Practice Type:** Supporting ethnic minority communities into employment and reducing safeguarding issues

Name of Organisation: Minority Ethnic Achievement Service, Staffordshire County Council

#### What is it?

The service has developed the role of cultural and linguistic assistants

# Who does it, when and where?

The cultural and linguistics assistants:

- Work for up to 20 hours with a school (a maintained or non-maintained setting) in receipt of a new arrival to support admission and induction and to advise the school regarding cultural differences. Being aware of these differences means that school staff are better placed to meet the emotional and physical needs of their new pupils.
- Work with school nurses and other health colleagues to support the production of guidance leaflets on health issues relating to school or settings.
- Act as an interpreter to support schools in meetings required with parents (not in the case of SEN issues).
- Advise curriculum officers on the difference in how subjects are taught in home country versus LIK
- Work with school staff/school improvement officers on those aspects of the curriculum relating to drug, alcohol and sex education which may need to be explained or translated into first languages to ensure children are not put at risk.
- Translate simple materials produced by colleagues on anti-bullying/health care matters.

### What difference has it made?

This service for migrants to the UK offers a pathway to paid employment for those migrants who have a good educational background and English skills who may take up these posts.

It helps newly arrived families to settle in much more quickly and to be able to access our services, thereby reducing safeguarding issues.

#### **Contact Details for Further Information:**

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Practice Type: Developing 'Inspirational Leadership in Safeguarding and Protecting Vulnerable Children'

Name of Organisation: Children and Young Peoples' Directorate, Staffordshire County Council and Faculty of Health, Staffordshire University

#### What is it?

An accredited training module designed jointly by Staffordshire County Council and Staffordshire University to develop critical reflection, appraisal skills, management and leadership amongst front line managers, commencing January 2010 and finishing in June 2010.

# Who does it, when and where?

The module is a 30 credit programme assessed at Masters level. The emphasis is on the significance of effective leadership in safeguarding services. A key feature is the collaboration and partnership between academic and practice settings to support the development of theory and practice links and building on the value of work-based learning.

### What difference has it made?

Core outcomes are:

- An enhanced ability to build and devlop effective working relationships;
- Confidence and competence in decision making;
- Using practice based theory and leadership skills to supervise staff and understanding the impact of policy on the leadership role in a statutory setting.

A range of teaching and learning approaches are used, including:

- lecture:
- self-assessment tools;
- action learning sets:
- experiential learning and individual and group directed study.

Information and materials are supplied to participants through the blackboard virtual learning account minimising demands on students outside programmed learning.

Assessment is based on an evidence portfolio from practice and theory including a SWOT analysis, a case study and a critical analysis of a case.

The course has been fully subscribed and the evaluation of the outcomes will support both the development of future learning but also the local authority's workforce development priorities and its training priorities.

# **Contact Details for Further Information:**

The teaching team are drawn from social work and law, both academic and practice based and the programme includes visiting national lecturers.

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**Practice Type:** An e-Safety solution with supporting infrastructure encompassing the wider aspects of e-safety including multi-agency working.

Name of Organisation: Staffordshire Safeguarding Children's Board

#### What is it?

Staffordshire County Council (SCC) is responsible for 391 schools (including residential care homes) 43 libraries and 19 youth centres and has made significant investments in technology providing a County Wide Learning Platform/Virtual Learning Environment broadband and a comprehensive ICT service including training and support. An e-safety solution has been added to the portfolio with supporting infrastructure encompassing the wider aspects of e-safety including multi-agency working.

The Government's Children's Plan 2007 set out a national strategy and measures covering all aspects of a child's life, ensuring that all children enjoy a happy, healthy, safe childhood and achieve their full potential. Staffordshire's estimated population is approximately 828.9k of which 0-19 age group makes up 23.18%.

The most common ICT breach in schools comes from young people accessing unsuitable material online. Filtering of e-mails and websites is seen as the de facto standard. These systems are insufficient as these are easily bypassed by pupils and do not capture content within documents.

# Who does it, when and where?

SCC in conjunction with the Staffordshire Safeguarding Children Board (SSCB) e-Safety Group, selected Securus as its e-safety monitoring solution. This will be implemented in all county settings where children have access to the internet, not only on the schools network but also the public access network. The software solution will monitor computers and will only record evidence of misuse, alerting staff to issues of concern when children and young people use bullying or threatening behaviour and access inappropriate sites. The solution also gives an early warning to harmful situations such as signs of depression or suicide and predator grooming.

Through Staffordshire's Violent Extremism Group agenda we were able to take our innovative work a step further in conjunction with Staffordshire Police Special Branch division. We have put a mechanism in place to assist the identification of children at risk of radicalisation via means of a terrorism category. Special Branch now works with Securus to update the data dictionary which captures these instances.

Some of this innovative approach has now been brought in to form part of the Prevent Project Team agenda. This multi-agency group have developed a "Building a Resilient Community within Staffordshire" plan which has been endorsed by members of the Staffordshire Children's Trust and Staffordshire Safeguarding Children's Board. The plan has also been identified as best practice by Government Office West Midlands. We have recently submitted our work on internet safety to the DCSF as best practice as part of their review of the DCSF "learning together to be safe" annual review.

We are also working with partners, other agencies and the voluntary sector, to ensure the same appropriate level of e-safety safeguarding provision is in all settings where children and young people have access to the internet.

The e-safety solution was officially launched during the SSCB e-safety month in October 2009, bringing together representatives from each of the main agencies and professionals responsible for helping to protect children from abuse and neglect. The aim of the month was to raise the profile of e-safety with children and young people, parents, carers and practitioners. To ensure the project met the needs of local young people, the Children's Trust Participation Support Team carried out a series of e-safety workshops aimed at engaging with over 100 young people in the consultation process (of which at least four groups were hard to reach/vulnerable children and young people). In total the process engaged with 128 young people from voluntary groups, Young Carers, 'That Place' (Mental Health Project), and young people with disabilities.

Art and media students at schools/colleges/university were invited to put their creative talents to good use by producing a piece of artwork, music or film that will promote e-safety to other youngsters across the county. The competition was open to 16-19 year olds, giving talented teenagers a platform to showcase their work whilst promoting messages that will keep other young people safe online. Some secondary and primary schools used the competition to undertake e-safety projects with their pupils to highlight the issue of e-safety.

### What difference has it made?

An interview with Councillor Mark Winnington highlighted the commencement of Staffordshire's e-safety month stating "This state-of-the-art monitoring system will make a real difference to ensuring that we keep our children safe." The article raised wider issues about children and young people's health and wellbeing through profiling our work, resulting in third sector organisations being encouraged to consider e-safety solutions e.g. Tamworth Cornerstone Housing Association, an organisation who provide an alternative education programme to young people who reside with them as well as programmes for non school attendees from local schools. The Association is made up of a partnership of local churches, representatives of Cornerstone Christian Charity, Touchstone Housing Association and Tamworth Borough Council and has recently bought into the solution. We worked with the Association and the supplier to enable them to implement the solution, and will support them moving forward with their policies and procedures.

The successful implementation of the project has helped to identify and reduce e-safety incidents, cyber-bullying and radicalisation. The project has increased practitioners' and children's awareness of e-safety issues transforming behaviour and helping to identify and support vulnerable children. It also ensures we meet BECTA's safeguarding children in a digital world model for limiting e-safety risks i.e. policies and practices; education and training; infrastructure and technology; standards and inspection.

Following a meeting with BECTA (the ICT agency for schools and colleges) SCC has been chosen for a case study and will be used as an 'exemplar' whose standards of excellence should be copied by other authorities.

The result is that Staffordshire County Council is now believed to be the first to have an e-safety solution that is available county-wide to all its schools, libraries, youth centres, care homes and children's centres. We are working closely with Securus to test their latest software releases to meet the needs of our foster carers. Future developments include rolling out the solution to travelling children and Connexions.

# **Contact Details for Further Information:**

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Practice Type: Safeguarding induction training for parent support workers

Name of Organisation: Community and Learning Partnership Parent Support Worker Service, Staffordshire County Council

#### What is it?

All Parent Support Workers (PSWs) have completed a seven day induction programme which was initially developed using the Training and Development Agency for Schools (TDA) induction programme.

# Who does it, when and where?

This comprised of five generic modules utilising Children's Workforce Development Council (CWDC) materials plus two PSW role-specific modules. The programme was enhanced with facilitation from other service areas and includes:

- Induction Programme;
- Initial TDA training;
- Safeguarding training;
- Training for lone and/or home workers;
- Common assessment framework (CAF);
- Input from Parent Partnership, Parent Direct, CAF Training, EWO, Safeguarding, School Nurse, School Improvement Division, Behaviour and Attendance Officer;
- A multi-agency "Market Place" was held in the second week enabling the PSWs to engage with other agencies rather than contacting each agency individually;
- All phase1 Parent Support Workers have completed a Learning Log and the SWiS (support work in schools) qualification;
- All PSWs complete the Artemis Children's Workforce Induction Programme which is an e-learning tool, designed to provide an introduction to Every Child Matters and a sound induction of learning and development for the "one children's workforce".

### What difference has it made?

99.5% of PSWs felt that the training achieved the aims and outcomes expected.

All PSWs have completed the Level 3 diploma qualification SWiS (support work in schools, Parent support). Personal Safety and Lone Working training has also been completed.

The TDA leading on the implementation of PSWs have identified Staffordshire as a model of good practice for their induction programme, particularly highlighting the safeguarding element.

# **Contact Details for Further Information:**

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Practice Type: Safeguarding training for parent support workers

Name of Organisation: Community and Learning Partnership Parent Support Worker (PSW) Service Staffordshire County Council

#### What is it?

PSWs have access to a range of training courses on safeguarding and child protection. The courses span a number of levels, with staff trained to a baseline level on awareness and basic procedure. Through professional supervision and individual performance management, more specialised needs may be identified for PSWs, and supervisors progress these accordingly.

# Who does it, when and where?

The Staffordshire Safeguarding Children Board owns the safeguarding policies and procedures for the county. The Education Welfare Service leads on the implementation of these for education services, and has two Education Safeguarding Officers and four part-time district based Safeguarding specialists who deliver safeguarding/child protection training in the county.

All training is recorded by the officers and reported to the SSCB. The log of training planned and undertaken by PSWs is regularly reviewed with the county lead. SSCB have a training programme for the year, offering courses from level 1 to level 4, through traditional and e-learning mechanisms.

The PSWs completed the level 1 training during induction.

Following induction, the PSWs complete the level 2 training, a multi-agency 2-day course on working together to safeguard children. The aim of the course is to enable participants to work together effectively in child protection whilst maintaining an anti-discriminatory focus. The line managers of the PSWs will ensure that this training is attended.

The PSWs are able to pursue level 3 training opportunities in safeguarding, as part of their personal development planning with their line manager.

### What difference has it made?

If a PSW encounters something in their daily work that causes concern, they report the concern to their line manager and the designated school safeguarding officer. The case may then be referred into First Response and the (local authority district officer) LADO. Support for PSWs around their safeguarding practice is provided through their supervision relationship with an Assistant District Education Welfare Officer.

# **Contact Details for Further Information:**

Barbara Hine

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**Practice Type:** A safe environment with multi-agency support to work with young people to help them overcome barriers to learning and so raise educational attainment and make a difference to their lives

Name of Organisation: Room 21, Leek High Specialist Technology School, Staffordshire County Council

### What is it?

Room 21 provides a safe environment where students can access a range of multi-agency support. It is open every day, including school holidays, to all students and their families. The purpose of the unit is to work with young people to help them overcome barriers to learning and so raise educational attainment and make a difference to their lives. Referrals to services are via agencies, school staff and family or self referral. Students can either drop in or attend by appointment.

# Who does it, when and where?

Room 21 provides access to universal services for young people and their families, progressing into targeted support delivered through either a single practitioner or integrated intervention. It is managed by the High School and supported through the Community and Learning Partnership and other agencies involved with young people. Community and Learning Partnership funding had developed the accommodation and pooled resources from service providers, in conjunction with the school budget, funds the daily running of the facility.

Collaboration with locality Family Advisory Support Service (FASS) team and social workers ensures a quality seamless approach to safeguarding within the multi-agency team.

The agencies that access Room 21 on a regular basis include: Youth Offending team, Neighbouring schools, Young People's Substance Misuse Key Worker for North Staffordshire (T3), Connexions Personal Advisor, Mind, CAMHS, Social Services and Young Carers, Staffordshire Police, Education Welfare Officer and Changes Mental Health Service. Agencies also use the facility to deliver the following projects/services: Person Centred Listening Skills, Cognitive Behaviour Therapy, Common Assessment Framework (CAF), Restorative Justice, Motivational Interviewing Techniques, Sign Post and Referral, Group Work, 1:1 Support, Reflection, Role Play and SEAL (Social and Emotional Aspects of Learning), Support Worker.

### What difference has it made?

The impact is improved attendance and behaviour and there have been no permanent exclusion for the last three years. There has been a 21% rise in those achieving 5+ A\* - C.

# **Contact Details for Further Information:**

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**Practice Type:** A drama and workshop which demonstrates to children the wonders of the internet and the importance of following safety rules

Name of Organisation: Staffordshire Safeguarding Children's Board

### What is it?

The Staffordshire Safeguarding Children Board in collaboration with the Saltmine theatre company of Dudley have provided to schools a unique drama production - 'ESCape' for pupils in years four, five and six.

# Who does it, when and where?

The drama production and workshop demonstrates to children the wonders of the internet and the importance of following safety rules. The production has been shown to 131 schools including special schools and schools in the independent sector (over 13,000 children) and continues.

The production is a half day event with the play being followed by a workshop where the messages are reinforced and the children are able to 'replay' the action and ask questions. The production is both funny and inter-active.

### What difference has it made?

The production has given children (and their parents) and their teachers an introduction to the importance of reinforcing e-safety awareness and many schools have gone on to embrace the e-safety message and run further events and initiatives.

The productuon has made a massive difference in awaking our children, parents and professionals to the importance of e-safety no matter what age the child.

### **Contact Details for Further Information:**

Jane Rowbottom

Staffordshire Safeguarding Children Board Training

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Practice Type: Partnership working to bring about an effective new approach to tackling domestic abuse (DA) problems that affect safeguarding children

Name of Organisation: Domestic Abuse Partnership (DAP), Staffordshire Safeguarding Children's Board

#### What is it?

The Domestic Abuse Partnership (DAP) is a co-located team based in Stafford Borough Council offices and covers the three local authority districts of Stafford Borough, South Staffordshire and Cannock Chase. The Partnership includes statutory and voluntary agencies involved in the delivery of services to victims, perpetrators of domestic abuse and their children.

# Who does it, when and where?

The DAP was established through a commitment by all partners to make a real difference for victims and their children within our communities and to reduce the impact and devastation of domestic abuse. Since the development of the team improved information sharing and a multi-agency approach to protecting victims, has meant better safeguarding of all children who are identified as high risk through the MARAC (Multi-Agency Risk Assessment Conference) process.

The DAP has been incredibly successful in increasing partnership working, information sharing and communication between agencies. There are established clear lines of governance and protocols resulting in effective collaborative working arrangements. These are all key to protecting children as highlighted by Lord Laming and through recommendations from Serious Case Reviews.

### What difference has it made?

The DAP has undoubtedly contributed to the effectiveness of MARAC and raised the profile of domestic abuse for staff from all agencies working with children. Early identification of children at risk of harm or in need of services will improve long term outcomes for these children.

A recent independent evaluation highlighted that there was a clear sense of 'team' with a positive atmosphere and participation by all involved. This is an effective new approach to tackling problems that affect safeguarding children.

### **Contact Details for Further Information:**

Charlotte Almond

Domestic Abuse Partnership Strategic Co-ordinator

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Practice Type: The North Staffordshire Young Apprenticeship in Care Scheme

Name of Organisation: University Hospital of North Staffordshire, Healthcare Careers and Skills Academy

#### What is it?

The Healthcare Carers and Skills Academy takes the safeguarding of young people very seriously. As lead partner on the North Staffordshire Young Apprenticeship in Care Scheme, we work closely with schools, colleges and employers to ensure the welfare of all young people that access the Young Apprenticeship programme and other 14-19 activities.

# Who does it, when and where?

The Young Apprenticeship is a national programme for 14-16 year olds. Attendance on programme is two days per week out of school, where one day is dedicated to the qualification and day two is for students to carry out work placements. Each student has to complete 50 days placement over the two years in three Sectors, Health, Social Care and Early Years.

All staff members are CRB cleared to the enhanced level and a database maintained to ensure checks are renewed every three years. We also attend child protection training and dedicated managers are updated regularly on safeguarding practices through our partners, Skills for Health and the local authority, which are then disseminated out to the team as appropriate.

Before students commence on placement, in collaboration with our workforce design and development team, students participate in an induction programme from our staff members

## What difference has it made?

The induction programme, is in-situ to protect the Young Apprentices, for example travel to and from placement, and health and safety. It also raises awareness of some of the vulnerable clients that they may come across whilst on placement and the steps to take if they are concerned. Whilst on placement regular contact is maintained with the all young learners.

# **Contact Details for Further Information:**

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Practice Type: Multi-Agency S11 Peer Audit undertaken on behalf of the Stoke on Trent Safeguarding Children Board

Name of Organisation: Stoke-on-Trent Safeguarding Children's Board

#### What is it?

Stoke-on-Trent Safeguarding Children Board has developed excellent partner relationships under the leadership of its Independent Chair, but is not complacent in its task to hold to account partner contributions to safeguarding children and young people. It is a board open to scrutiny and challenge is encouraged.

Self assessment by SCB partner agencies is acknowledged as being an important element of performance monitoring and evaluation. However, in order to obtain a clear picture as to how we are performing collectively and as an individual and partner agency, we need to ensure that we are evaluating our performance openly and honestly and that we are committed to partnership working, challenge and statistical interrogation.

### Who does it, when and where?

Stoke-on-Trent Safeguarding Children Board is committed to the robust scrutiny of the S11 Self Assessment Audit process. In addition, all partner agencies have agreed to participate in the Peer Audit process. This has enabled all partners to have a clear understanding as to how agreement was reached by individual agencies during the scoring process.

A task and finish group from the Performance, Monitoring and Evaluation Sub Committee met to devise a template and agree a process whereby a single element of the S11 Self Assessment Audit Tool would be the focus of further interrogation.

Element 5 - Staff training was chosen to reflect the recommendations contained in the Laming Report where the issue of training was highlighted and given considerable focus.

### What difference has it made?

Ten partner agencies were paired up in order to complete this audit. Initial analysis has shown that partner agencies accurately completed their S11 Self Assessment Audit Tool which was confirmed and verified through the Peer Audit.

The Peer Audit was seen as being a mechanism by which the partner agencies could scrutinise and challenge each other in a constructive way in order to share good practice or to make suggestions for improvement.

### **Contact Details for Further Information:**

Paula Carr

Designated Nurse Child Protection and Officer of the Safeguarding Children Board

Telephone: 01782 401004 Email: Paula.carr@stoke.nhs.uk Practice Type: An innovative approach to understanding lessons learned and practice change needed from serious case reviews (SCRs)

Name of Organisation: Stoke-on-Trent Safeguarding Children Board

#### What is it?

Following a number of Serious Case Reviews, Stoke-on-Trent SCB have been very conscious that we needed to improve the way in which feedback is given to all staff in order for them to understand what lessons were to be learnt, and how practice/processes would be changed in order to embed all recommendations from the SCRs.

We wanted something that first and foremost would be effective and really hard hitting whilst at the same time, something innovative.

Therefore, we came up with the idea of making a CD, which told the story from the child/young persons view point. It tries to highlight what it is like to be a service user in receipt of services, to be labelled, to be 'lost' in the assessment process and to be culturally disadvantaged.

### Who does it, when and where?

The SCB Board manager wrote six scripts - one for each child/young person who had died. Information was gleaned from personal knowledge of the case and case file recordings.

We arranged for a group of six social work students to go into a local recording studio to do the voice overs. The studio then added background music for additional effect. The scripts and music put together are indeed haunting, and I am aware that Lord Laming specifically requested to hear the CD and positively acknowledged this innovative method of learning.

### What difference has it made?

The CD is now used in monthly 'lessons learnt' workshops by the SCB Training Team for all multi-agency staff. In addition, the workshop programme is designed to incorporate not only the local learning, but also includes national learning from such cases as Baby Peter, the Hackney SCR Recommendations and more recently the Doncaster Recommendations.

The CD has enabled staff from all partner agencies to gain a greater understanding in respect of learning lessons from previous SCRs, in a no blame culture and to understand why specific changes to practice have needed to be made. In addition, the CD also encourages staff to think about their own approach to the assessment process, the importance of multi agency partnership working, the importance of sharing appropriate information and the paramount principle which is to keep safeguarding the welfare of the child/young person at the heart of all that we do.

### **Contact Details for Further Information:**

Carole Preston

Stoke on Trent Safeguarding Children's Board Manager

Telephone: 01782 235863

Practice Type: A Champion for Children and Engagement Service to ensure the views of our most vulnerable children and young people are considered

Name of Organisation: Stoke on Trent Safeguarding Children's Board and VAST (Voluntary Action Stoke on Trent)

#### What is it?

The organisation is commissioned by the Children and Young People's Services Directorate to provide a Champion for Children and Engagement Service support to services working with children and families in the Stoke-on-Trent. This ensures the views of our most vulnerable children and young people are considered.

# Who does it, when and where?

VAST host the post of Champion for Children, and the post holder has a strategic role in ensuring the views of children, young people and parents are fed through to the Children and Young People Trust and the LSCB. The organisation has also been responsible for ensuring the development of an effective Children in Care Council.

In addition, through the Champion for Children VAST provide support and guidance to enable the voluntary and community sector to engage with the Children and Young People's Trust and LSCB.

### What difference has it made?

Through this process we have ensured that not only is there a mandated representative to the Trust Board and the LSCB, but also on each of the sub-groups and working groups. Representation is ratified through the voluntary community service (VCS) Safeguarding group, a sub-group of our VCS Engagement Partnership. This is only achievable because of the support to partnership of the LSCB in the City.

The difference made is to ensure that partners in the voluntary sector, as well as children, young people and parents have influenced the work of the LSCB. This has ensured that key issues are fed through an appropriate structure.

# **Contact Details for Further Information:**

Sue Thomas, Champion for Children

Telephone: 01782 683071

**Practice Type:** Staying Safe Bookmark competition throughout all schools in Stoke on Trent to engage all members of the community

Name of Organisation: Stoke-on-Trent Safeguarding Children Board

#### What is it?

In Stoke-on-Trent we have made a lot of effort to engage members of the community in the safeguarding agenda.

We have a SCB website which has a specific area for children, young people and families offering information and support contact details. However the SCB were committed to undertaking a more proactive engagement approach.

Therefore, we have recently held a bookmark competition throughout all schools in Stoke on Trent. The theme of the competition was Staying Safe. The schools then engaged the children and young people to think about things such as stranger danger, water danger, bullying, road safety, abuse and who to tell if they don't feel safe or are aware of a friend who may need help. We purposely didn't just focus upon abuse as we wanted safeguarding learning to encompass all aspects of the wider staying safe arena.

In addition, we engaged local businesses who offered to provide prizes for the winning entrants. Again we felt this was very important as safeguarding is everyone's responsibility.

# Who does it, when and where?

We received hundreds of entries which also evidenced a commitment from local schools to ensure that safeguarding is high on everyone's agenda.

Members of the board have now completed the judging of the competition and have been really impressed by both the standard of entries and sheer number of entries.

# What difference has it made?

The winners will not only receive an individual prize, they will also have their winning bookmark printed and published so that all children and young people in the community will receive a bookmark.

It is hoped, that this specific piece of work will enable children and young people to think about staying safe, and who they should tell/where they can go if they don't feel safe.

# **Contact Details for Further Information:**

Carole Preston

Stoke-on-Trent Safeguarding Children's Board Manager

Telephone: 01782 235 863 / 235 885

**Practice Type:** Improving practice through learning lessons through auditing cases under 8.10 Working Together to Safeguard Children

Name of Organisation: Stoke on Trent Safeguarding Children Board

#### What is it?

Under paragraph 8.10 of Working Together to Safeguard Children, Safeguarding Boards are enabled to conduct audits of case files of those children where there are multi-agency lessons to be learnt but the criteria for a Serious Case Review are not met.

In Stoke on Trent we have pioneered a case file audit process that is influenced by the narrative methodology of the Social Care Institute for Excellence model of serious case reviews.

# Who does it, when and where?

The process is contained within our Serious Case Review procedure and audits are called within one month of a decision that the threshold criteria are not met but there are lessons to be learnt from conducting an audit.

Managers from agencies that have been involved in the child's life attend for a day long session with their agency's case file(s) and the circumstances are discussed chronologically rather than by agency.

The result is a rich mixture of information that is jointly owned by the meeting as opposed to considering the details agency by agency where there is a tendency to become defensive and to lose the narrative thread of the case.

The meeting then undertakes a joint analysis and agrees the main points of an action plan which is subsequently fleshed out by the Board Manager and the Strategic Manager for Safeguarding who chairs the meeting.

The action plan is entered into the board's cycle of meetings and is ultimately signed off by the full Safeguarding Board after which it is monitored by the board's Serious Case Review subcommittee.

#### What difference has it made?

There have been several significant improvements in practice as a result of the audits and these are incorporated into the Board's Annual Business Plan.

# **Contact Details for Further Information:**

Carole Preston

Stoke-on-Trent Safeguarding Children's Board Manager

Telephone: 01782 235863

Practice Type: Model Youth Club Policies and Procedures

Name of Organisation: Voluntary/Community Services, Telford & Wrekin Safeguarding Children

Board

#### What is it?

A series of policy documents and procedural guidance has been designed as templates for use by Youth Clubs and other small voluntary organisations to ensure that they meet their safeguarding duties.

# Who does it, when and where?

The Club Committee can amend these templates to reflect their local purposes, situation, structures and facilities. These procedures ask that the Committee addresses individual and group responsibilities for a range of duties.

# What difference has it made?

The provision of a range of template documentation enables the Committee to focus on best practice and amend the wording accordingly.

Once drafted the Committee can formally adopt and implement the pertinent policy and procedures as part of their Constitution. They are then advised to review the documentation as incidents occur or on an annual basis.

The agreed documentation may then be used to review whether policy and procedures were followed in the event of an incident, whether they remain fit for purpose and they will form a framework by which the actions of Club Members can be judged.

# **Contact Details for Further Information:**

Karen Perry, Telford & Wrekin Safeguarding Children Board

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Practice Type: DVDs to support community against bullying and surviving year seven

Name of Organisation: Healthy Schools Team, Telford & Wrekin Council in conjunction with Urban Voice productions

#### What is it?

The nomination for four DVD's written, directed, produced and acted by young people from four local secondary schools.

The DVD's are a series covering:

- Bullying "How Does it Feel" Lord Silkin School
- Cyber Bullying "Virtually Missing" The Sutherland School
- Sexual Bullying "PROUD" (People Responsible for Our own Unique Decisions) The Phoenix School
- "How to Survive Year 7" Burton Borough School

### Who does it, when and where?

The project concentrates on giving those children who would probably not normally put themselves forward, a chance. Many of them lack confidence or feel their "reputation preceded them". For instance, some of the young people are low attendees, exhibit disruptive behaviour to the extent of being at risk of exclusion and have poor communication and social skills.

# What difference has it made?

On speaking with some of those selected, a common comment was, "I cannot believe I was selected". The team cannot put into words the profound positive effect this work has had on the young people, especially in terms of developing self confidence.

One of the most challenging young males recognised that this project turned his life around. He never knew he had the acting skills he displayed and freely admitted that previously he was a bully himself. He went on to further education to study drama. Words or any amount of money cannot buy that change.

It was found that after completion of the project attendance went up as well as self esteem, purely by being given a chance.

The DVDs sell the nomination in the most powerful way; "Virtually missing" has been used as a national training resource for "Families do matter". "How to survive year 7" is used by all Telford and Wrekin Primary schools as part of transition planning.

### **Contact Details for Further Information:**

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**Practice Type:** A multi-agency service made up of statutory and voluntary services, acting as a single point of information sharing, contact, assessment and intervention

Name of Organisation: DART - Domestic Abuse Response Team, Walsall Safeguarding Children's Board

#### What is it?

In Walsall, we have been working closely together on a multi-agency basis to deal with the unprecedented rise in referrals relating to somestic abuse (DA). We have acknowledged that as well as setting up a Strategic Steering Group across the multi-agency partnership, we needed to develop a menu of responses based on robust risk assessment and a menu of complimentary services. The multi-agency Domestic Abuse Response Team (DART) grew from the multi-agency domestic abuse screening meetings set up to screen all police referrals involving domestic abuse.

# Who does it, when and where?

The DART Team is a multi-agency service made up of statutory and voluntary services. The purpose of DART is to:

- Ensure a timely and structured intervention to all referrals;
- Consider each referral from the perspective of the child, the victim and the perpetrator;
- Offer the most appropriate services based on a multi-agency assessment;
- Make early referral to single agencies where appropriate;
- Ensure all service delivery is informed by the victim's perspective;
- Recognise the harm to children and young people involved in domestic abuse and to provide support for them to improve the outcomes for children.

# The Team comprises of:

- The Domestic Abuse Operations Manager
- Independent Domestic Violence Advocates
- Domestic Abuse Police Officer
- Children's Services Social Worker
- Walsall Domestic Violence Forum Social Worker
- Specialist Health Visitor
- Information Officer
- Administrative Assistant
- Volunteers

### What difference has it made?

The team currently act as a single point of information sharing, contact, assessment and intervention for all domestic abuse incidents referred to the Police. Referrals are considered on a daily basis and actions agreed.

Urgent or high risk situations continue to be dealt with by individual agencies in line with statutory responsibilities and local child protection procedures. In these circumstances, DART follow up is determined on a case by case basis.

The DART Team will discuss at their daily meetings each incident and decide on the appropriate response based on the level of risk and decide upon the appropriate level of response based on their working protocol.

Although the DART has been in operation for 18 months in Walsall, the model was recognised as an example of good practice and is now being replicated throughout the West Midlands.

# **Contact Details for Further Information:**

Sheri Rogers

Walsall Domestic Violence Forum

Telephone: 01922 406767 Email: rogerss@walsall.gov.uk Practice Type: A multi-agency collaboration ensures a timely response and support for children and young people who run away

Name of Organisation: Children Missing From Home and Care Project, Walsall Safeguarding Children's Board

#### What is it?

A multi-agency collaboration ensures a timely response and support for children and young people who run away.

A notification system has been developed between the Police and Children's Servcies, to notify them of all children who go missing. This information is shared with a third sector agency (Walsall Street Teams (WST)) who contact the young person and undertake an independent return interview.

# Who does it, when and where?

WST are then able to undertake more in-depth work, refer to other agencies, signpost the young person, as necessary. They are also working closely with the Police to gather intelligence and pursue prosecutions of perpetrators where appropriate.

Social Care and the Police have revised their risk assessment for missing people and aligned them, therefore residential staff or foster carers are able to use the same tool as the Police prior to them reporting a young person missing. This enables them to risk assess 'unauthorised absences' and also have all pertinent information available to the Police when they do report them missing.

The notification system has also enabled more detailed data to be collected about running episodes in the borough, which is proving useful in the planning and development of services.

#### What difference has it made?

Links between young people running away and those at risk of sexual exploitation have been significant. This has led to a restructure of current systems to risk assess and plan for individual young people. A multi-agency panel, which previously had a remit for assessing and planning work around young people at risk of sexual exploitation, has been expanded to include high risk or repeat missing young people, to ensure their individual circumstances receive a multi-agency overview.

To underpin this work, young people in the Youth Service have produced a film and resources which can be used by group leaders/teachers to raise with young people the issues around running away and how they can seek help and support.

This has all led to children and young people who were previously a hidden group, receiving a coordinated multi-agency response, from statutory agencies and the third sector.

# **Contact Details for Further Information:**

Sarah Barker, Development Coordinator Walsall Safeguarding Children Board

Telephone: 01922 726984 Email: barkers@walsall.gov.uk Practice Type: A comprehensive training programme which was based on local needs, reflected current national guidance and was based on the findings of serious case reviews

Name of Organisation: Walsall Safeguarding Children Board

#### What is it?

In 2007 the take up of multi-agency safeguarding training in Walsall was poor. Only 42% of training places offered were utilised. The appointment of a new training officer in early 2008 revolutionised the training programme and a new marketing strategy proved extremely successful.

A comprehensive training programme which was based on local needs, reflected current national guidance and was based on the findings of serious case reviews was launched.

# Who does it, when and where?

By developing relationships with partner agencies, the Walsall Safeguarding Children Board (WSCB) has also been able to offer accredited level 1 safeguarding (City and Guilds) training, in partnership with Walsall College.

When the College moved to a new multi million pound state of the art facility in September 2009, they worked with WSCB to provide free accommodation and training facilities for multi-agency safeguarding training. With an enthusiastic and competent training pool this has led to an increased attendance at training and over 85% of places on courses are now filled.

# What difference has it made?

The training also evaluates extremely well, and additionally, during WSCB development and away days it has scored as the most consistently successful area of LSCB work, with members feeling it ensures:

- Each partner identifies the safeguarding training needs of their workforce and plans and delivers appropriate intra-agency training;
- Inter-agency safeguarding training is targeted, planned, commissioned/delivered by two training sub-group in line with Working Together expectations.

There is an audit and an evaluation (beyond immediate reactions) of the impact of training showing that:

- Year on year the training programme successfully reaches a wider group of staff for example managers;
- Training for trainers programmes is in place.

### **Contact Details for Further Information:**

Seona Baker, Training and Development Officer Walsall Safeguarding Children Board

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**Practice Type:** A young people's shadow safeguarding board to consult community and feedback to Walsall SCB

Name of Organisation: Walsall Young People's Safeguarding Group, Walsall Safeguarding Childen Board

#### What is it?

Since Walsall Safeguarding Children Board began in March 2006, there has been a young person's representative who has participated in board activities and attended meetings, as well as leading on some projects.

As this young person has developed he is now able to mentor another young person, to take over the role.

Between them they have consulted with other young people on the concept of a young people's shadow safeguarding board. The young people have used their contacts with schools, third sector providers and youth settings to establish a core group of interested individuals who will take this forward.

# Who does it, when and where?

With support from the WSCB Chair and Development Coordinator the group are now seeking funding to support their work through the Youth Opportunities Fund. The group have also held discussions with Board members about the governance arrangements and scope of the group's work.

## What difference has it made?

This is an innovative and young people led project, which will ensure the board is informed by young people's views and experiences of service quality, impact and outcomes. It will also enable young people to shape and steer safeguarding work in the borough.

# **Contact Details for Further Information:**

Sarah Barker, Development Coordinator Walsall Safeguarding Children Board

Telephone: 01922 726984 Email: barkers@walsall.gov.uk Practice Type: Promoting a Locality Improvement Programme for safeguarding children

Name of Organisation: Warwickshire Safeguarding Children Board

#### What is it?

Warwickshire LSCB in partnership with Warwickshire County Council Law and Governance Directorate has championed a unique approach to driving improvements in safeguarding children at local level.

## Who does it, when and where?

In a series of locality based workshops, service managers from the statutory and third sector, and designated child protection leads from across the safeguarding spectrum, have worked together to identify what works well in their locality and what changes and improvements are needed to better safeguard children who live there.

This has been made possible by the innovative application of the SCIE Model for Conducting Serious Case Reviews to the needs and requirements of local practice and service development. This approach has been blended with the processes used corporately by the local authority to identify and manage risks and opportunities in its provision, to produce a searching analytical tool.

### What difference has it made?

By enabling participants to apply a systemic as opposed to a person-centred approach to the identification and management of local risk factors, the workshops, led by the WSCB Interagency Training Officer, Principal Risk Assurance Officer for Warwickshire County Council, and WSCB Development Manager have collectively identified "strengths" and "gaps" and laid the foundations for developing a local risk management strategy to close those gaps and build on strengths.

This work is being taken forward by the Warwickshire Safeguarding Children Board in partnership with Warwickshire Children's Trust Board. The workshops have revealed themes and issues that are unique to each locality and those that require a county-wide response. This innovation demonstrates what can be achieved to improve outcomes for children when strong theoretical models, derived from current research, are applied to practice.

### **Contact Details for Further Information:**

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Practice Type: The Warwickshire Risk Assessment Model for Safeguarding Children

Name of Organisation: Warwickshire Safeguarding Children Board

#### What is it?

The Warwickshire Risk Assessment Model provides professionals from social care, health and education and other agencies with a systematic approach to identifying and analysing risk in situations where children need to be safeguarded. In doing so it provides a clear pathway for "judgement-forming", making it distinctive from other models.

# Who does it, when and where?

Detailed testing and evaluation has found it to be effective in enabling professionals to compile much more clearly focused reports for child protection conferences that promote sound decision-making and planning for the most vulnerable children.

Constructed from research findings on the links between social disadvantage and harm to children and the innovative blending of a series of key theoretical concepts, including those which underpin the Assessment Framework, the model enables practitioners to form clear judgements about the likelihood of future harm to children and the protective factors that need to be strengthened in order to reduce the risk of harm. Professionals using the model have consistently reported being better equipped to explore with parents and carers what needs to change if their child is to be kept safe, and identify with them the help and support needed to promote change.

# What difference has it made?

The model is a dynamic approach to interagency risk management, providing a mechanism for core groups of professionals to update risk assessments on a regular basis and measure demonstrable change, involving parents in the process. It provides a facility for a deeper level of risk analysis in cases of chronic abuse and neglect. Professionals report that this has reduced the risk of children being exposed to "drift" and "start again" syndrome.

The Warwickshire Risk Assessment Model is a regionally and nationally recognised innovation which has been adopted by many LSCBs. It is currently being implemented in Birmingham.

### **Contact Details for Further Information:**

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Practice Type: The Taking Care Scheme

Name of Organisation: Warwickshire Safeguarding Children Board

#### What is it?

The Warwickshire Taking Care Scheme is an important preventative service, organised through the Safeguarding Children Board, working to ensure that children across the county have the opportunity to learn skills and strategies that they can use to help themselves keep safer in a variety of situations, including abusive ones. The scheme is founded on the principles and practice of Protective Behaviours, an internationally recognised process used particularly in the UK, USA and Australia.

# Who does it, when and where?

92 schools are involved currently, with approximately another 25 joining next year. The service is funded by Warwickshire Safeguarding Children Board. The Board's aim is that all primary schools will eventually be involved.

School staff are trained together and provided with free curriculum materials to help them deliver this prevention programme to the children.

Protective Behaviours training is provided across the county for staff from statutory and voluntary agencies working with Warwickshire children and families. Practitioners are equipped to use the approach in their practice.

### What difference has it made?

A recent independent evaluation of the scheme found the following:

- Schools are able to use the programme to support the development of a 'whole school' culture in relation to children's safety and to children's rights;
- The programme has a high reputation and track record of support from colleagues / schools across the county;
- Although contributing to children's general life skills and wellbeing, the Scheme's real strength
  lies in its sharp focus on personal safety and from deliberate abuse. For staff in the county
  working with children, the scheme's training, resources and support provide the tools and the
  confidence to address personal safety in a direct way with children to 'grasp the nettle' on
  what, otherwise, is a tricky area to address other than in a general way.

# **Contact Details for Further Information:**

Ann Seal

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Practice Type: Interagency processes for escalating complex cases

Name of Organisation: Warwickshire Safeguarding Children Board

### What is it?

An enduring challenge in safeguarding the most vulnerable children is how to best manage cases which are in danger of "drifting" or "getting stuck". It is a challenge linked with what has been described as "start again syndrome".

In response to this, Warwickshire Safeguarding Children Board has set in place and tested a new approach to Case Escalation that promotes effective professional challenge when cases are in danger of drifting and plans are moving off course. What makes the approach especially unique is the option of an independent review of a case by the NSPCC with which WSCB is working in partnership.

# Who does it, when and where?

When children are set to become the subjects of a third child protection plan or have been subject to a plan for an extended period, our systems trigger the intervention of the WSCB Quality and Audit Subcommittee. Its members conduct a review of the case to establish that it is not "drifting". If there are concerns about the direction of the case, then recommendations are made to professionals to help bring the case back on course. This may involve moving the case into the legal arena. Should the concerns about the management of the case be severe, then the NSPCC are invited to conduct a review.

To minimise the number of cases triggering these processes, WSCB has put in place a new tier of its well established Risk Assessment Model. This is called the Enhanced Risk Analysis and it has proved effective in enabling professionals to capture the full history of the child and family, which is essential if effective case planning is to take place. A full and regularly updated chronology of the case is part of this analysis.

### What difference has it made?

The WSB Escalation Process has been welcomed by professionals and is part of an integrated approach to escalation, which encompasses the resolution of contested thresholds of intervention and addressing situations where concerns about the quality of professional practice are raised.

# **Contact Details for Further Information:**

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Practice Type: The single point of contact service, West Midlands Ambulance Service

Name of Organisation: West Midlands Ambulance Service

#### What is it?

The single point of contact service is a dedicated phone service which allows crews to make child and adult safeguarding referrals 24/7.

Before this service was introduced crews used a paper system which at times was not robust. Crews have pressure to become operational as soon as possible after every incident. The added pressure of filling in another form, getting it to the appropriate place to make a safeguarding referral and the time it takes to ring the appropriate service to make a safeguarding referral did not encourage crews to make referrals. The added danger of the form getting lost and no referral being made was also a risk.

### Who does it, when and where?

This service became live on 1 July 2009. The line is staffed by trained personnel in safeguarding children and adults. All staff who work for WMAS are issued with a key ring with the safeguarding line number and are expected to carry it at all times whilst on duty.

### What difference has it made?

Now crews ring the dedicated line and are asked a question set designed to get as much information as possible to the appropriate agency. Using the safeguarding line, staff ring the referral through to the correct agency and follow up with a faxed copy of the referral. All the crews receive a letter of acknowledgement for their own records. The safeguarding line team then follow up the referral to ensure that the referral has been received and what action is being taken. They then ensure that the safeguarding leads for each area are aware of any meetings or follow up action that is required, and ensure that outcomes are recorded for each case.

# **Contact Details for Further Information:**

Single Point of Contact Service, West Midlands Ambulance Service Telephone: 01384 215 555

Practice Type: Launch of TextSafe Initiative, West Mercia Police

Name of Organisation: West Mercia Police

#### What is it?

In 2009 West Mercia Police in partnership with the charity "Missing People", launched a ground breaking initiative to enhance the safeguarding of the many vulnerable children, who were reported missing in their force area.

### Who does it, when and where?

Following the report of a missing child and with the consent of the parent/carer, the child's mobile phone number is shared with "Missing People" who within minutes send a supportive text message to their mobile phone.

A text message is sent from Missing People rather than directly from the police.

When a person goes missing, it is important that they feel they have options and are empowered to make informed decisions about their next actions. By informing a missing person of Missing People's services, they can choose to contact them and access the options that are open to them. The offer of help lets them know that there are people who care about their welfare and want to help.

### What difference has it made?

It may be that as a result of getting in contact with Missing People, the missing person then decides to initiate contact with the police, their family or social services. Therefore, as well as providing a crucial safeguarding role, TextSafe is also likely to reduce the number and duration of missing episodes. With each missing incident costing police forces over £1,000, this could also represent a financial saving especially considering that the TextSafe pilot is free of cost to police forces.

The new text number received more than 1,000 requests for help from desperate young runaways in its first few months of service, demonstrating the demand amongst young people for a text service of this kind.

The initiative has proved so successful that it is now being opened up to all other UK Police Forces.

# **Contact Details for Further Information:**

Inspector Phil Shakesheff West Mercia Police

Telephone: 07903 525283

Practice Type: Use of new technologies in keeping children safe

Name of Organisation: Public Protection Unit, West Mercia Police

#### What is it?

The nomination is the Internet Safety Awareness "Think You Know Do You?" DVD

# Who does it, when and where?

A fantastic resource produced 2009/10. The DVD has a hard hitting but balanced message on the use of the internet and potential dangers.

The DVD is interactive, flexible to use, portable and can be used on a multi-agency basis.

Over 4,000 professionals have attended this training DVD package, which has branched out across the whole West Mercia Region. The package can be scaled down to easy teaching units and can be delivered to children and parents alike.

# What difference has it made?

The package has the endorsement of all four West Mercia SCB's. The difference this has made has been immense, in that it encapsulates key messages mixed with thought provoking sections of film. What it allows professionals to do is tell a story to the public, whilst having limited knowledge yourself. It is a vital aid professionally produced which covered an area that was badly needed.

# **Contact Details for Further Information:**

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**Practice Type:** The adoption of the Barnados children in domestic abuse screening tool across the West Midlands Police and the seven West Midlands local authorities

Name of Organisation: Public Protection Unit, West Midlands Police

#### What is it?

The screening tool assists in identifying vulnerabilities and protective factors in domestic abuse situations. It aims to identify children at risk, and promotes earlier interventions. It is used to screen initial referrals, but also assists professionals conducting initial assessments.

# Who does it, when and where?

The model was promoted in the region by Detective Inspector Wallace (Public Protection) West Midlands Police. It requires joint screening of referrals by child abuse investigators from Public Protection Units, senior social workers and wherever possible partners, such as health.

The screening meetings, conducted within each of the ten local policing units which constitute the West Midlands Police area, identify cases which may require an initial assessment or which should go to section 47 enquiries. Agencies have access to their intelligence systems, in one location, which significantly simplifies a screening process which had previously been unilateral.

#### What difference has it made?

The screening tool has had a significant impact on the safeguarding of children.

This approach promotes genuine information sharing which is more focused and accurate, as well as more current. It gives key workers within the children's workforce a shared understanding and language in identifying thresholds for intervention. The MARAC process provides support for 'high risk' domestic abuse victims and their children.

Together with the domestic abuse, stalking and harrassment (DASH) risk model, the identification of families at risk from domestic abuse has become very sophisticated. The addition of the Barnados model, with its particular emphasis on child protection, ensures that police and partners deal holistically with vulnerability arising from domestic abuse.

As with all similar tools, this does not remove the need for professional judgement and is always a dynamic risk assessment.

The joint screening reduces the danger of children at risk not being identified. It raises the profile of child protection, and ensures that staff in all agencies, whatever their role, appreciate the part they have to play in child protection.

### **Contact Details for Further Information:**

Detective Chief Inspector Sean Phillips

West Midlands Police

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Practice Type: Protection against Forced Marriage/Honour Based Violence (FM/HBV)

Name of Organisation: Public Protection Unit, West Midlands Police

#### What is it?

As a response to emerging issues from diverse groups in the West Midlands, the Police have developed an HBV/FM officer role. DS Wendy Bird, DC Harjindra Rennison and PC Gill Squires are specialised advisors and assist in the application process in this important area. This role is contained within the Public Protection Support Unit, in Birmingham.

In November 2008, the civil legislation for Forced Marriage Protection Order's went live and the police organised a conference to promote HBV/FM issues and train staff in how to apply for one.

## Who does it, when and where?

The Forced Marriage Protection Orders protect people being forced into marriage and can protect those who have already been forced to marry. There are also conditions that can be set, for example, to seize passports, stop violence/abuse, make parents disclose where their children are, or get them produced at the nearest embassy.

Almost 100% of our victims are from the Black and Minority Ethnic community, mainly south Asians.

All frontline police staff have had mandatory HBV/FM training over the last nine months alongside Domestic Abuse and Stalking Harassment Model (risk assessing model) training which includes elements of Honour Based Violence. The Domestic Abuse and Stalking Harassment model is used for 16 year olds and over victims of domestic abuse.

## What difference has it made?

There have been approx 124 Forced Marriage Protection Order's nationally and we have approximately 28 Forced Marriage Protection Order's (both adults and child victims) in the West Midlands area.

Initially, the police were the lead agency in this area of business and the applications for child Forced Marriage Protection Orders were mainly carried out by the police. With increased application other partners such as Social Care have now taken more of them out. This has helped to build stronger relationships between the Police, Social Care, Forced Marriage Unit (joint Home Office/Foreign and Commonwealth office) and the Civil Court.

We have taken part in a number of multi-agency conferences relating to these issues i.e. run by Birmingham City Council (BCC) Childrens Service, and Legal Services department and another crime prosecution service (CPS) event. BCC Children's services manager Elaine Webster and also legal services staff (Trish Jervis and Monika Bindal) are developing policy and procedure in this area.

The training and conferences have made a difference to the way staff deal with these issues; understanding that the threat to be married abroad, even for under 16 year olds is very real. The majority of cases are dealt with by the Public Protection Unit staff. Two children have returned from Pakistan after serving Forced Marriage Protection Order's on the family.

We now receive on average 200 - 300 Honour Based Violence/Forced Marriage cases a year.

## **Contact Details for Further Information:**

DS Wendy Bird West Midlands Police

Telephone: 0121 609 6909



**Practice Type:** Providing practice learning opportunities for final year social work university students

Name of Organisation: Public Protection Unit, West Midlands Police

## What is it?

The West Midlands Police and the four local universities have come together with 'Skills For Care' to provide practice learning opportunities for final year social work students. The students have been placed within Public Protection Units, with the support of child abuse investigators and/or vulnerable person's officers.

## Who does it, when and where?

It is usually the custom for third year students to work with a qualified worker in a social work setting. However, this innovative approach was developed to increase the range of practice learning opportunities, and helped both officers and students prepare for a future where interprofessional and interagency work will be the accepted norm. Students were able to complete their National Occupational Standards

The 14 students on the current programme (09/10) were offered a very supportive environment and were given a positive learning experience. Officers supervising the students were committed to providing the best possible learning opportunities in-spite of increased workloads and pressures of work.

## What difference has it made?

The placements have led to an improving outcome for children as both police officers and student social workers have a greater appreciation of their respective roles.

This promotes greater understanding, as well as service users being given better access to professional expertise. Officers are able to explore social work theories and reflective practice and students are given an insight into criminal justice processes. It helps to provide workers within the children's workforce a shared understanding and language in identifying the risks to children and the need for intervention.

It raises the profile of child protection, and ensures that staff in both agencies, whatever their role, appreciate the part they have to play in child protection.

### **Contact Details for Further Information:**

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**Practice Type:** Training available to staff (paid and unpaid) working in Early Years to support safeguarding

Name of Organisation: Worcestershire Early Years and Childcare Service, Worcestershire Safeguarding Children Board

#### What is it?

The good practice approach we are nominating for a Safeguarding Award relates to the work of my colleague Jan Nelson and her team within Worcestershire's Early Years and Childcare Service. Over the past few years, they have significantly developed the training available to staff (paid and unpaid) working with the youngest, and therefore potentially some of the most vulnerable, children in Worcestershire.

## Who does it, when and where?

Working closely with WSCB they have developed a range of training which is available in a number of different formats, including e-learning, evening/weekend events and high profile staff conferences. Their training strategy has enabled diverse groups of staff (some working in relatively isolated situations) to come together and learn about the importance of safeguarding in 'Early Years'.

The guidance they published has been very well received and has been used to promote a systematic approach to learning across the sector. During the past 18 months, they have supported the development of 'champions' in each setting who in turn, help staff to understand their role in ensuring children are given the very best opportunities at such a crucial stage in their development.

Building on this success, the team recently engaged with employers, who attended a day conference in respect of safer recruitment and the management of allegations.

## What difference has it made?

As a result we have seen much greater involvement of Early Year's settings within early intervention and through the Common Assessment Framework. We are in no doubt that the work of this team has contributed to a process of culture change within which safeguarding issues now have a high profile.

The Worcestershire Early Years and Childcare Service model for workforce development in respect of safeguarding clearly represents an example of best practice within this sector.

## **Contact Details for Further Information:**

Jan Nelson, Operational Manager Worcestershire Early Years and Childcare Service Telephone: 01905 763763 Practice Type: Engagement of Children and Young People in Child Protection

Name of Organisation: Worcestershire Safeguarding Children Board

## What is it?

A task group was established by WSCB following an audit completed by Hear by Right into the engagement of children and young people in child protection processes in 2007. The audit made a series of recommendations for improving practice.

The Task Group has to date completed the following:

- Developed a policy statement on the engagement of children and young people;
- Completed a case file audit of children's participation in child protection processes within Worcestershire;
- Co-ordinated a multi-agency conference for practitioners on the engagement of children and young people drawing on research, the local experience, examples of good practice and a young person's perspective;
- Developed an information leaflet for young people about child protection conferences (with plans to develop an alternative version using symbols for children and young people with additional communication needs);
- Developed a feedback form for young people who have attended their Child Protection Conference;
- Produced guidance for practitioners on the participation of children and young people during child protection processes;
- Supported the development of systems for collection of management information about the participation of children and young people;
- Established the WSCB Young People's Panel (a group of young people who have direct experience of child protection processes) and undertaken consultation with them leading to the production of a DVD for practitioners.

## Who does it, when and where?

Young people who have been directly involved in child protection (CP) processes, including Child Protection Conferences, are being provided with opportunities to provide direct feedback about what things support their participation in assessment and decision making, and about what barriers exist which work against their effective participation. Supported by a Worcestershire County Council Engagement Officer and WSCB team member, young people have been able to meet on at least a monthly basis to discuss their own experiences of the child protection system and provide constructive feedback about how service provision could be improved for other children and young people.

The current development of a DVD, being made in conjunction with a local film company, is to be played at roadshow events to be held in May 2010, where guidance for practitioners will be formally launched. The young people themselves are extremely enthusiastic about the prospect of using the medium of film to convey their message, which they hope will bring a powerful dimension and encourage practitioners to reflect on aspects of current practice.

Feedback already provided by the Young People's Panel has been incorporated into a course for social workers on assessment skills. In addition, feedback has been provided directly to child protection co-ordinators with responsibility for chairing child protection conferences.

The WSCB Young People's Panel is currently a small group and its existing members have developed their own version of an invitation leaflet to encourage other young people with experience of the child protection system to join them. However, it is not all about work and the young people themselves emphasise that the opportunity brings with it lots of fun activities and plenty of food! As an added incentive the young people involved have also been awarded a Level 1 Youthworks Award as a direct result of their contribution thus far, and are currently working towards Level 2.

#### What difference has it made?

It is envisaged that through this exciting project, the voice of young people will be heard loudly and clearly in the shaping of child protection practice in Worcestershire. It is a pleasure to witness the positive contribution which these young people are making, especially in view of their difficult family circumstances. One group member recently informed the Chair of her child protection conference that participation in this group is one of the best things in her life.

## **Contact Details for Further Information:**

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Practice Type: E-Safety Strategy

Name of Organisation: Worcestershire Safeguarding Children Board

#### What is it?

In Worcestershire the safeguarding needs of children and young people who access new technologies has been prioritised, reflected in both the Children and Young People Plan and the Business Plan for Worcestershire Safeguarding Children Board.

Having recognised the need for a co-ordinated and positive local response, a sub-group of WSCB was established in 2007 and continues to meet bi-monthly to progress the strategy. Representation constitutes a wide range of partner agencies to include the local Chamber of Commerce, Voluntary/Community sectors, Looked After Children services, library service and district councils.

Much of the initial impetus for the formation of the group was provided by James Green, Teacher Adviser e-learning, and Heather Giannassi, WSCB Development Officer. This was reinforced by the enthusiasm and strong leadership provided by Detective Superintendent Martin Lakeman, Head of West Mercia Police Public Protection Unit and WSCB board member, who chairs the meetings.

## Who does it, when and where?

The rate of activity has been significant and there have been numerous outputs which have served to raise the profile of e-safety issues across the county. Achievements to date include:

- Production of the Worcestershire e-safety Pledge which has become the bench mark for organisations in Worcestershire. This was launched on e-safety day in February 2008 at a large scale event held at Worcester Guildhall. The Pledge has been adopted by BECTA as good practice.
- Press and promotional events since February 2009.
- A DVD produced by West Mercia Police, in conjunction with WSCB, aimed at parents/carers to support them in addressing e-safety issues with their children which has been widely promoted.
- Development of WES (Worcestershire e-safety) portal to provide information for young people.
- Support of cyberbullying initiative and event.
- Extensive promotion of 'Thinkb4upost' with press/radio presentations hosted by West
  Mercia Police. During Internet Safety week, over 400 people attended presentations across
  Worcestershire and Herefordshire provided by West Mercia Police and many more children took
  part in activities in school around using the internet safely.

## What difference has it made?

Comments from people who attended 'Think you know ... do you?' presentations in February 2010:

'I thought the presentation was excellent and certainly engaged your attention' (BECTA)

'It was extremely interesting, well presented and shockingly thought provoking.'

'An excellent and impactive presentation - I certainly had my eyes opened and found it very useful.'

'The best training/conference event that I have attended for some years! Can't remember better.' (Crackerjack Training)

## **Contact Details for Further Information:**

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**Practice Type:** Rapid Response Team for Sudden Unexpected Deaths in Childhood (SUDC), Worcestershire

Name of Organisation: NHS Worcestershire Provider Services, Worcestershire Primary Care Trust

#### What is it?

This is a 24 hour service from a dedicated health team who respond to any unexpected death of a child/young person in Worcestershire, providing early support to parents/carers in the Accident and Emergency Department/hospital setting.

## Who does it, when and where?

The team undertakes early home visits as necessary with police colleagues to provide additional information to the Coroner and pathologist and co-ordinates the information sharing process between the parents/carers and professionals.

The team was established in September 2008 and is headed by the Designated Doctor sudden unexplained death in children (SUDC) and supported by a Nurse Co-ordinator SUDC, SUDC Administrator and seven Named Nurses with extensive experience from health visiting, school nursing, paediatric nursing and safeguarding children.

This was one of the first teams nationally to use a combined skills approach across medicine and nursing and has been seen as an exemplar of good practice across the West Midlands by other Primary Care Trusts and NHS West Midlands

## What difference has it made?

The service aims to provide consistent support to parents/carers following the death of their child by providing one health professional from the team, who follows the whole process through and liaises closely with the family.

Since its implementation there has been a strengthening of multi-agency partnerships between Health and Primary Care Services, West Mercia Police and Children's Services who are now confident of each others roles and responsibilities through the use of local protocols and joint training. There has been an overall benefit across agencies in pooling their expertise and supporting each other in dealing with complex cases.

### **Contact Details for Further Information:**

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**Practice Type:** Supporting the Voluntary and Community Sectors (VCS) to safeguard children, Worcestershire

Name of Organisation: Worcestershire Council for Voluntary Youth Services (WCVYS)

#### What is it?

WCVYS has been working since 2006, supported by funding from CWDC, to ensure that the voluntary and community sectors are operating best practice in relation to the safeguarding needs of children and young people.

Other priorities have been engagement of the sector in the Integrated Work Programme, including Common Assessment Framework, and enabling the sector to contribute to the Every Child Matters (ECM) outcomes for children and young people in line with the Children's and Young Peoples Plan for Worcestershire.

## Who does it, when and where?

Work has been overseen by a steering group which meets on a regular basis to include representation from VCS, LSCB, Children's Services and Chamber of Commerce.

The provision of information for agencies about safeguarding and child protection has been very successful, in part due to materials being marketed through the newsletter, website and bulletins, and in part due to the extensive networks across which WCVYS has links.

WCVYS provides an effective gateway into the VCS for partner agencies and its staff and Chair are linked to many strategic groups and cross sector networks. This enables them on behalf of the VCS to both feed into and take information from the agendas for the emerging Children's Trust and the LSCB.

## What difference has it made?

- Publication of a guidance document, 'Safeguarding Children and Young People guidance for the voluntary and community sectors'. This is provided to groups free of charge and has been extremely well received and has gained great credibility. This is a comprehensive but accessible document targeted for and extremely relevant to the VCS, endorsed and promoted by the LSCB.
- Publication of a family of leaflets providing information in respect of CAF, managing allegations against staff, and the responsibilities of trustees and management committees (to include translations into other languages).
- Production of wallet size cards giving advice about what to do if you have concerns about children and young people and relevant phone numbers.
- Regular newsletters and bulletins which include a section on safeguarding issues and training.
- Convening conferences and workshops for agencies on safeguarding children and young people, safe recruitment and the management of allegations against staff.
- Support for organisations in developing safeguarding and safe recruitment policies .
- Work is ongoing in relation to the development of a safeguarding accreditation scheme for VCS agencies in Worcestershire.

It is clear that WCVYS has succeeded in delivering the safeguarding message across VCS. A survey of organisations indicated that 55% of respondents considered themselves 'well informed' on safeguarding issues and a further 45% considered themselves 'informed'. 90% of respondents were familiar with the guidance document and 55% of respondents had staff who had attended core safeguarding training provided by LSCB.

In summary, WCVYS continues to demonstrate that it has credibility with strategic partners and is also trusted by VCS organisations themselves. It is ideally positioned to support and challenge as appropriate and demonstrates an example of very strong partnership working within Worcestershire.

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