

## Safeguarding Report Card and Performance Information September 2015

### 1. Purpose

- To present information about safeguarding in a way that provides a line of sight between our activities and our outcomes.
- To provide and analyse quantitative and qualitative information in a way that will enable us to evaluate the progress we are making against some key areas of safeguarding activity.
- To use a comprehensive range of performance information - from a broad base of safeguarding activity to more specific information regarding child protection case work - to help us evaluate the central questions:  
*Are all children and young people in Monmouthshire as safe as they can be?*  
*Are vulnerable children in Monmouthshire protected from harm and abuse?*

### 2. Background Information

The report should be read in conjunction with the Service Improvement Plan (SIP) for Safeguarding 2015/16 and the Strategic Report for Safeguarding September 2015. Its purpose is to offer a 'whole system' perspective into how we meet our responsibilities for keeping children safe and to analyse the impact of our performance information. It is **not** a report card on the performance and impact of Children's Services; however, there are links, and where relevant key performance indicators from within Children's Services are highlighted in green. Further detail about how Children's Service contribute to the safeguarding system is to be found in the Children's Services SIP.

### 3. Key Messages From Performance Information

- On track to achieve 100% of completed SAFEs from within the LA
- Over 2000 individuals trained at level 1 by the safeguarding unit alone – many more are being trained via cascade trainers.
- Exception reporting for safe recruitment processes, and the implementation of safe recruitment training, is driving up awareness and standards
- Slight upward trend in numbers of professional concerns being referred in (indicating good awareness of the regional arrangements for managing professional concerns)
- Neglect is the predominant category over Emotional Abuse, which is a change in pattern for Monmouthshire after several years

- Continuation of downward trend in children on the register for longer than 15 months but an increase in re-registrations possibly correlated to the increased registrations for neglect
- Adolescents, particularly those with complex risks, are prevalent within child protection and preventative services

#### 4. Next Steps

- Strengthen the quality assurance process for grant-funded, commissioned and contracted services in preparation for year 2 of the SAFE
- Complete level 1 training needs analysis across all directorates and build further capacity for directorates to be 'self-sufficient' in meeting their level 1 training needs
- Develop the role of safe recruitment champions in each directorate and ensure all recruitment managers attend safe recruitment training
- Increase take up of level 2 plus training through the SEWSCB
- Continue to raise awareness of key practice messages in working with children at risk of neglect and their families
- Continue to develop services in meeting the needs of adolescents with complex risks

#### 5. Priority Areas and Performance Information

##### i) Safeguarding Audits

**Why we focus on this:** All settings and services operating within Monmouthshire are asked to self-assess against safeguarding standards set out in the SAFE (Safeguarding Assessment Framework for Evaluation) and to make improvements where these are required.

The impact of this is that it ensures that safe systems and practices are in place across the authority and that all services are operating in ways which promote the welfare and safety of children. The assessment process exposes potential gaps so that these can be addressed. The conversations that happen as a result create pathways for open communication about individual children of concern.

The SAFE is implemented over a 2 year rolling programme.

##### **Performance Information:**

##### **Outcomes from first implementation (April 2013 – March 2015)**

In the **first year** there was 100% compliance in terms of completing the assessment from settings and services within the authority. The process facilitated much closer

links between safeguarding and individual service areas with an increased understanding of strengths and weaknesses. We were then able to focus resources and attention onto settings that required more support from a developmental perspective. However, it is an on-going process.

In the **second year**, progress was made in terms of undertaking assessments with organisations that do not fall directly under the auspices of the authority (Families First / WAIMON / SOLAS) and demonstrates the local authority's commitment to forging lines of accountability for safeguarding across the authority. However, what we learned is that connecting with these services requires a different approach and that numbers can sometimes underplay the benefit that is to be gained through building the links and opening the dialogue.

During the second implementation (April 2015 – March 2017) our aim is to:

- Increase and improve our quality assurance arrangements for safeguarding within commissioned, contracted and grant funded organisations.
- Continue to work with GAVO to ensure good safeguarding practice within voluntary organisations operating within our area.

### **The 2<sup>nd</sup> implementation of the SAFE commenced in April 2015.**

Following the first implementation, revisions to the SAFE have made it a more live 'safeguarding health check' – something that is not just relevant on the date of completion, but that is integrated into staff and governing body meetings under the safeguarding agenda item. The revised SAFE requires settings to record and report on training needs in more detail; and the Designated Officer is asked to provide specific input regarding safeguarding activity. This is aimed to enable settings to monitor and develop safeguarding practice in a more dynamic way, underpinning the message that safeguarding is everyone's responsibility.

**April 2015 – March 2015 Target:** All settings and service areas that have contact with children, young people and their families and operate directly under the Local Authority

**April 2016 – March 2017 Target:** All settings and services that have contact with children, young people and their families and i) are grant funded or commissioned by the Local Authority ii) are voluntary or third sector services operating within the borders of Monmouthshire.

<b>2nd Implementation Year 1: Services that fall directly under the Local Authority</b>			
<b>Month to issue</b>	<b>Setting / Service area</b>	<b>Numbers of audits expected and returned</b>	<b>Progress / Comment</b>
April (2015)	Primary	30/ 31	Final SAFE expected
May	Secondary Schools	4/6	Final 2 SAFEs expected
June	Maintained Early Years settings and	29	SAFEs issued
July	FLYING START	1	
August	PTU Highways	1	
Sept	Youth Service	1	
Oct	Leisure Centres and Outdoor Education	4	
Nov	Family Learning and Community Education	2	
Dec	Libraries and museums	-	Need to confirm numbers

### **Impact and Analysis**

<b>What the Audits Have Told Us So Far (2015)</b>	<b>What We have Done</b>
<ul style="list-style-type: none"> <li>Regional guidance and statutory guidance for professional allegations is not always referenced within school safeguarding documents</li> <li>Work needs to be completed in schools to evaluate the impact of safeguarding training on practice</li> <li>Not everyone who needs to has accessed safe recruitment training</li> <li>Designated officers do not fully understand their role</li> <li>Safeguarding training for school governors is not accessed by all</li> <li>Arrangements for early intervention and preventative services are not fully understood</li> <li>Reports from designated officers can identify where practice has improved and where settings can develop further</li> </ul>	<ul style="list-style-type: none"> <li>Highlighted guidance and procedures to all settings; and involved schools in the WG revision of Keeping Learners Safe</li> <li>Given guidance to help organisations develop their child protection operational procedures</li> <li>Trained designated officers to deliver training within their own settings</li> <li>Continued to train (approx 400 individuals April - Sept 15) in basic awareness training some of which is tailored individually</li> <li>Provided group supervision for designated officers of secondary schools in MCC</li> <li>Planning with TAFF to increase awareness of arrangements for early intervention, particularly regarding younger age groups</li> </ul>

	<ul style="list-style-type: none"> <li>• Provided additional links and access to SEWSCB information and training courses</li> <li>• Provided additional support for settings dealing with complex safeguarding concerns</li> <li>• Liaised with EAS regarding record keeping and the exchange of information regarding arrangements for governor's training and set further dates</li> <li>• Explored a proposal for bespoke training for COGs and safeguarding governors.</li> </ul>
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## ii) Child Protection and Safeguarding Training

**Why we focus on this:** We aim to ensure that in Monmouthshire all workers and volunteers in contact with children and families are trained and confident in understanding their roles and responsibilities in respect of safeguarding including a good understanding of the importance of information sharing and inter-agency working.

### Performance Information:

**Level 1** training provides information about basic recognition of signs and symptoms with an emphasis on the importance of reporting concerns, sharing information and being aware of operational policies within individual service areas. All staff in contact with children and their families need to be trained at level 1.

In 2013/14 **818** individuals were trained at level 1 predominantly staff based within schools and / or staff within the Children and Young People's (CYP) directorate.

In 2014/15 **730** individuals were trained at level 1 with more than half of these **non-school based staff**.

April – Sept 2015 **406** individuals were trained at level 1 with more than half of these non-school based staff.

**34** designated officers are now trained to deliver level 1 training within their own settings.

**Level 2:** Under MCC Safeguarding and Child Protection Policy Designated Officers require level 2 training which provides a more in-depth knowledge of child protection including making referrals and the statutory process.

2014/15 **105** designated officers were trained at level 2.

Level 2 figures for 2015 – 2016 are not yet available.

All designated and deputy designated officers in school settings are trained at level 2

Level 2 courses are accessed via regional arrangements with an additional two courses per year organised by the Monmouthshire safeguarding unit. This is sufficient to meet training needs at level 2.

The courses are consistently well-evaluated in terms of meeting the learning needs of candidates. The most common feedback received has been that professionals feel more confident in the multi-agency arrangements to safeguard children at each stage including being able to contribute at child protection conferences.

**Level 3:** level 3 and above courses cover specific aspects of child protection in more depth and includes courses on Neglect, Working with Child Sexual Exploitation, Child Protection Planning and Early Infant Mental Health. Designated officers and those working directly with child protection services are encouraged to attend for their on-going professional development. Course are accessed predominantly through the regional SEWSCB, however, where specific training needs are identified the safeguarding unit has been able to run additional courses.

In 2014/15 **27** individuals from a range of agencies were trained in child protection planning and **50** individuals attended the annual safeguarding conference (November 2015)

The data indicates that access to level 3 courses regionally within Monmouthshire is comparatively lower than the other authorities.

Level 3 figures for 2015 – 2016 are not yet available.

### **Impact Analysis and Outcomes:**

A comprehensive time-table of level 1, level 2 and level 3 training is in place.

Further work is required to understand the profile and needs of Monmouthshire workers accessing level 3 and above courses.

The 34 trainers that have been trained to deliver Level 1 across MCC need to operate so that each directorate can evidence that it is self-sufficient and can sustain its level 1 training needs into the future. The way that directorates analyse training needs, record, monitor and report level 1 training is not consistently in place. Resources within the safeguarding unit need to be re-aligned to focus more on providing support to trainers and to quality assurance the training that is being delivered.

The SAFE process has identified other groups of professionals who require Level 1 and training has been delivered to these groups. Examples of these groups are MCC PTU drivers and MCC licensed officers; Gwent Music; Kerbcraft volunteers; Young Carers Project; SRS service; MCC volunteers.

It is known that the current MCC workforce is 4,200; however, work is needed to ensure that we risk assess and target our level 1 resources appropriately. Evidence from the WAO survey found that 95% of individuals responded positively to the question: 'I know what to do if I have concerns about the safety and well-being of a child'. However, we need to confirm and test this further.

### iii) Safe Recruitment

**Why we focus on this:** We aim to ensure that individuals employed to work in regulated activity posts are safe and suitable, and do not pose a risk to children or young people.

#### **Performance Information:**

To date 50 recruiting managers have attended Monmouthshire's Safe Recruitment training session, 20 from within schools and 30 from within Leisure.

An audit of the cohort of new starters into regulated activity posts during the period revealed that 220 / 223 followed the correct procedure for reporting the DBS certification status to People's Services; the recruiting managers for 3 individuals needed additional follow up from People's Services to ensure that all the required checks were in place.

#### **Impact Analysis and Outcomes:**

The Safe Recruitment training has commenced and there is a plan in place to extend this across all directorates on an annual basis, including Governors.

There are checks and audits in place via People's Services to ensure safe recruitment is followed and a mechanism in place via exception reports to address any gaps identified.

### iv) Professional Allegations and Concerns

**Why we focus on this:** Ensuring that staff and volunteers are suitable and child focussed is one of the cornerstones of safeguarding. We need to be assured that any professional allegation or concern is referred, investigated and responded to effectively on a multi-agency basis. This ensures that children and young people accessing services are protected from any individuals who may pose a risk. Similarly

it ensures that any themes, trends or issues that might compromise the safety of children at an organisational level are recognised and responded to.

### **Performance Information:**

From **1<sup>st</sup> April 2015 to Sept 2015** there have been 20 new incidents of professional allegations involving 23 individual workers. This compares with 27 incidents from the previous year indicating that the referral rate for professional allegations has gone up slightly.

Of the 23 individuals 11 concerns were referred because of incidents within the workplace and 12 because of child protection concerns arising within their own family / personal context.

An additional 7 cases referred into safeguarding were deemed not to meet the statutory threshold and were managed as a conduct issue with joint working between the employers, employee services and safeguarding.

During this period 16 cases have concluded including 3 cases from the previous period. In 10/16 **cases the risks were substantiated**: 4 individuals were managed via an internal disciplinary; 4 were provided with additional support and supervision to undertake their work in accordance with appropriate safeguarding; 2 individuals were dismissed and referred to DBS.

8 cases currently remain open (1 from a previous period): 4 for further inquiries to be made within the police; 3 awaiting the outcome of an internal disciplinary process and 1 awaiting further decisions.



## Breakdown of worker designation and allegation reason

Designation	Number
Residential Manager	1
Residential Worker	2
Care Worker	3
Driver	3
Foster carer	4
Health Practitioner	3
Other	1
Nursery worker	1
Social Worker	1
Youth Worker	1
Teacher / TA	3
	<b>23</b>

Allegation Reason (Work Place)	Number
Physical Assault	4
Physical / Emotional Abuse	2
Sexualised Behaviour / Professional Boundaries	4
Neglect	1
Allegation Reason (Family)	
Physical / Emotional Abuse	5
Emotional Abuse	1
Neglect	3
Sexual Assault / Sexualised behaviour	3
	<b>23</b>

### Impact Analysis and Outcomes:

The professional allegation process identified 10 risky individuals and ensured that the risks they posed were minimised. In terms of impact this means that:

- Children and young people accessing services in Monmouthshire are protected from unsuitable/ unsafe individuals;
- Children, young people and their parents / carers can be assured that where concerns are expressed they will be taken seriously and investigated;
- Employers and governors can be assured that they will be provided with advice and support in a multi-agency context to ensure that they act in accordance with their statutory responsibilities and maintain a safe workforce.

The pattern of referral for professional issues demonstrates a wide breadth of referral sources and reasons indicating that the statutory process is widely understood and implemented. Equally the link between professional / personal conduct and the need to share information of this nature within a wider safeguarding context is being recognised. However, outcomes from the SAFE indicate that there is still work to be done to raise awareness regarding the statutory process for managing professional allegations.

The development of the role of the LOSIE is demonstrated with evidence of conduct issues being referred (where there is an element of safeguarding). This provides the opportunity both to 'test' threshold and ensure that a safeguarding perspective can be brought to bear on any internal disciplinary process / investigation.

## Patterns of referrals and child protection registrations

**Why we focus on this:** Within a 'safe system' we need to be assured that **where individual children are at risk the system reacts appropriately to refer, investigate and respond to concerns as they arise**. We also need to be able to use referral information as a springboard for analysis and further inquiry as part of our on-going planning and development work.

### Performance Information:

During April 2014 – March 2015 **71** cases (101 children) were referred to coordinated early intervention services through JAFF (Joint Assessment Family Framework), 59 cases of which went on to have a family plan of intervention (TAF). The majority were referred through education (58%). 5 of these cases went on to be referred to social services because the concerns about the family escalated. 7 cases closed due to positive progress being made within the family.

During 1<sup>st</sup> April – 30<sup>th</sup> September, Children's Services received 1,843 contacts of which we made a decision that 163 of these would become referrals, that is they required further action rather than being noted or resulting in information or advice. The contact was reviewed by a manager and a decision made within 1 working day on how to proceed (SCC/006) for 97.5% of all contacts into children's services.

17.2% (28/163) of the referrals were re-referrals within 1 year of the original (SCC/010) which is an appropriate level comparatively with other authorities.

### Chart 1 Numbers and Progression for Contacts into Children's Services



The majority of referrals have been received from the police (27%), health (14%) and education workers (12%). This is broadly in keeping with previous periods; the drop

in referrals from education could be a result of the summer holidays falling in this period. (Figures for 2014 – 2015 Education 24%, police 21%, health 11%).

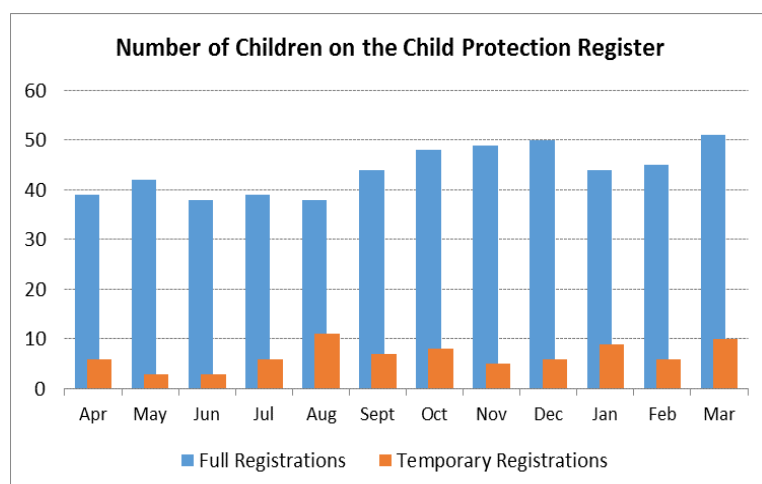
Substance or alcohol misuse is the most commonly observed issue affecting parenting capacity within Monmouthshire, present in 31% of cases (Source: CIN Census 2013/14). The second most common parenting issue within Monmouthshire is domestic abuse. **Substance misuse and domestic abuse** are recognised as the key issues impacting on parental capacity in Monmouthshire. (CIN census for 2014/15 not yet available).

From the 163 referrals generated, 98 of these referrals led to initial strategy discussions being held (concerning 84 children) and initial child protection conferences were convened for **42** children. The decision in 39 cases was to register the child. 100% of children on the register have an allocated social worker (SCC/013a). The percentage of initial child protection conference held within 15 days of the strategy discussion was 90.5% (SCC/014) still slightly short of the target of 93.2%. This is an increase from 75.0% last year, which saw Monmouthshire one of the poorer performers in Wales. The timeliness of child protection processes was identified as an area for improvement this year.

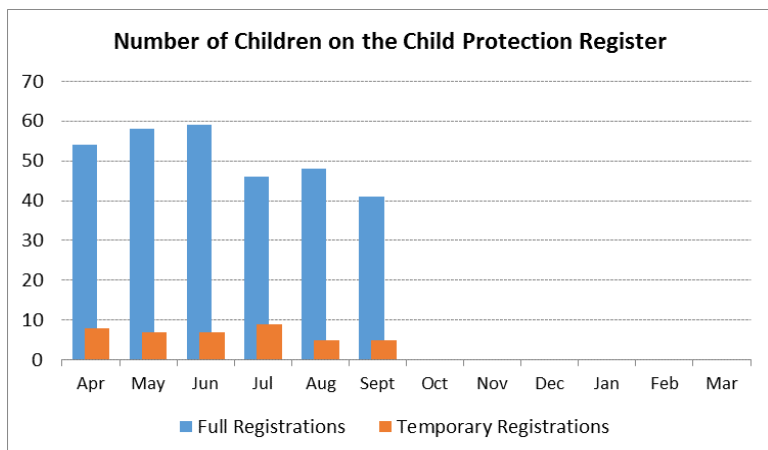
At the end of the period 41 children are registered on the Child Protection Register with an additional 5 under temporary registration. There has been a decrease in numbers of children registered during the period with 5 large sibling groups being de-registered. The numbers of children on the register in the last 2 years is showing no marked trend.

## Numbers of Children on the Register

### 2014 - 2015

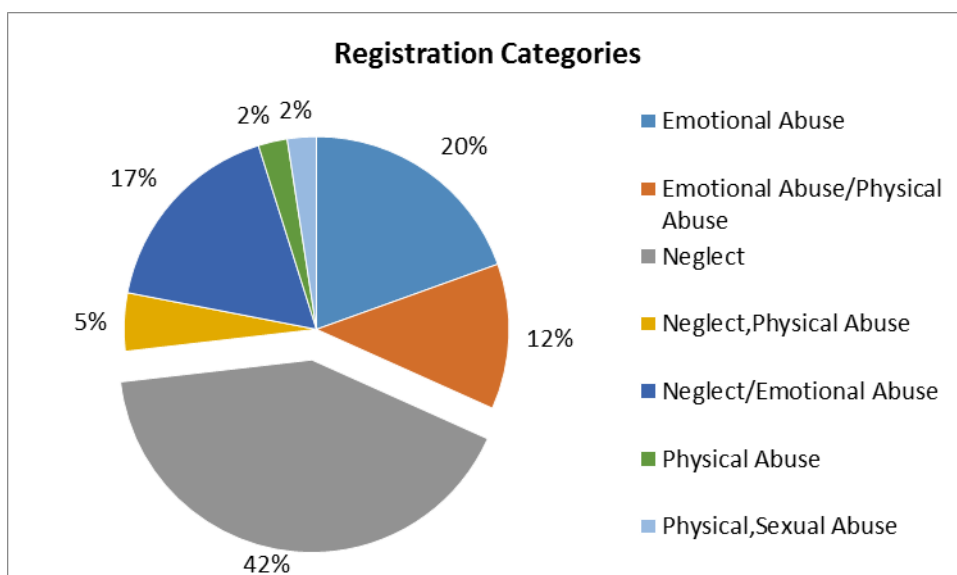


## 2015 – 2016 (as at 30th Sept)



The majority of children the 41 children registered are under the category of **Neglect**. This is the first time in recent years that Neglect has been the predominant category over Emotional Abuse.

## Breakdown of Registration Category



Of the 39 children registered this year, 7 (17.9%) had been previously registered. This is a significant increase on last year (6.8%).

## **Impact Analysis and Outcomes:**

Contacts / referrals into children's services come from a variety of sources which is a good indication that the messages about safeguarding and child protection are being disseminated.

The respective gaps between contact – referral – strategy discussions has been subject to further inquiry. Further scoping has confirmed potential areas for on-going development regarding: -the quality of referrals; the quality of response to contacts that are not progressed through formal protective services (children's services); the understanding of the threshold between early intervention and statutory services; and the quality of the initial information gathering process following referrals. This remains the same.

Registration patterns for neglect have increased which would be in-keeping with reported parenting issues of substance misuse and mental ill-health, and in-keeping with the numbers of children re-registered for a second or subsequent period (strongly correlated to neglect).

Emotional abuse being the second highest category confirms the link between domestic abuse and significant harm and corresponds to the impact of domestic abuse on children and families within Monmouthshire.

### **v) Patterns of child protection interventions and outcomes**

**Why we focus on this:** We want to ensure that our **child protection activity and interventions promote positive outcomes for the most vulnerable children** (i.e. those who are deemed to be at risk of significant harm through abuse or neglect).

#### **Performance Information:**

At the end of the period 4 children from 2 families have been on the register for over 1 year. There has been a steady decrease in the numbers of children registered for longer than a year (from 56% at the end of 2013 to 10% as of 30<sup>th</sup> September 2015). This correlates to the appointment of a permanent child protection coordinator; increase training around Child Protection Planning; and the implementation of multi-agency supervision within the authority.

Core group members for 1/2 of these families have been subject to a multi-agency supervision process to assist with the case-work and decision making. Of the 4 current children 3 are now progressing towards de-registration and 1 has been escalated via application for court orders.

Children are removed from the register when they are no longer at risk of significant harm or when they become looked after. 47 children have been de-registered in this period, 9 of whom became looked after children. This means that 38 children were

de-registered because the family had successfully engaged with the child protection process and effected change so that the risks of them abusing or neglecting their children were sufficiently reduced.

Child protection plans are managed through a 'core group' of multi-agency professionals and the parents. 97.4% of initial core groups were held on time (SCC/015) within 10 working days after registration – which is an improved performance from last year. 91.1% of review conferences were held with the statutory timescale (SCC/034), short of our 100% target.

### **Impact Analysis and Outcomes:**

Taken overall the performance information indicates that once children are registered they are actively managed and monitored and that there are mechanisms in place to identify and support cases which may be at risk of drift.

The successful outcomes for 38 children demonstrate evidence of effective multi-agency planning and engagement with families in order to support sustained change and reduce risk.

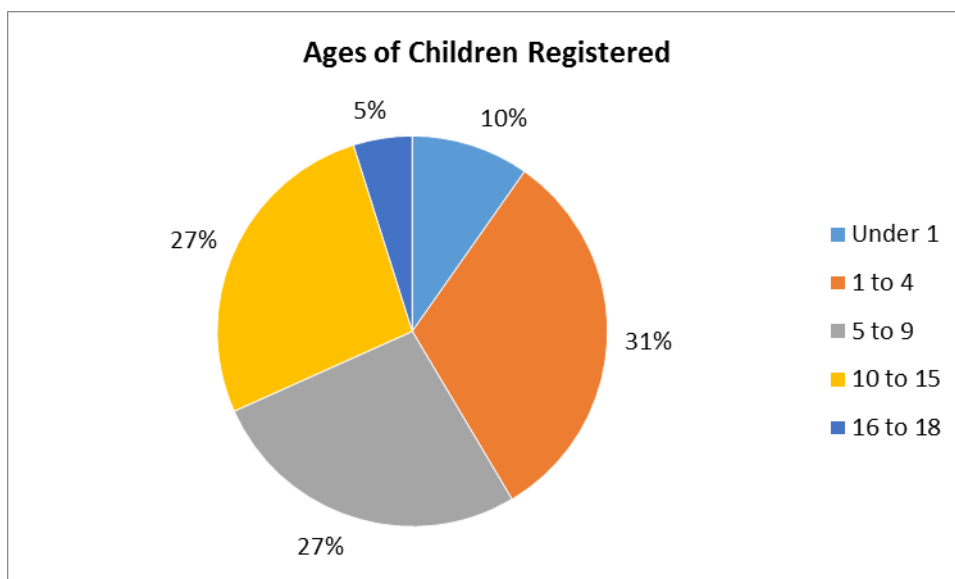
### **vi) Thematics / Working with Adolescents and Risk**

**Why we focus on this:** One of the issues that we have been focussing on over the last 12 months is work around vulnerable adolescents and risk management. The management of risk for older children has been highlighted within recent CSSIW inspections; has featured in some recent child practice reviews within the region and is a current priority of the SEWSCB.

### **Performance Information:**

At the end of the period 53/120 Looked After Children were aged between 11 – 17.

At the end of this period a third (13) of the children on the register were over 10 with 2 individuals aged 16 +.



Information from cases indicates that older young people are potentially more likely to remain on the register for 12 months or more. This reflects that safeguarding older children can present different challenges for professionals in terms of behaviours being more entrenched; difficulties in balancing wishes and feelings of the child with professional concerns and the views of other family members; difficulties in engaging young people in support services.

One of the indicators of vulnerability for young people is concerns over child sexual exploitation (CSE). The number of Multi-agency strategy meetings held about individuals where there are concerns about Child Sexual Exploitation (CSE) are listed below. Although slight, there has been an upward trend in numbers of children referred over the last 18 months. This could be attributable to increased prevalence, but equally might be explained by increased awareness and / or a better adherence to national practice guidance. Compared against neighbouring authorities, however, referral rates (and sources of referral) for concerns about CSE remain relatively low, indicating that increased awareness raising among professionals is required.

#### **Numbers of Young People at risk of CSE discussed at Multi-agency Strategy Meetings**

	<b>2015/16 (Half year)</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>
<b>Total Number of Children</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>3</b>

3 / 4 of these young people became looked after by the Local Authority and 2 were additionally subject to child protection registration.

The number of adolescents across the authority who are vulnerable and / or presenting with risk taking behaviours is not known; however, there is an emerging picture that services are being required to respond to more teenagers with increasingly complex needs. There are a number of ways in which they come to the attention of services.

- The number of multi-agency meetings held for teenagers felt to be at risk have increased. These meetings have been held under different frameworks and exact numbers of children discussed are not known.
- Over half of the children referred for early intervention are referred through education. The most common themes are the impact of mental health on families and the link between mental health and difficulties in school.
- Between April 2014-March 31 2015 there were **179** reports of children going missing.
- Contact with secondary schools and youth / health services continue to confirm that self-harming affects significant numbers of children within Monmouthshire. This corresponds to an increase in the numbers of looked after children where there are concerns around their self-harming behaviours.

#### **Impact Analysis and Outcomes:**

The information suggests that the safeguarding needs of vulnerable young people in Monmouthshire are recognised and that these children are understood as requiring of services and interventions. There is further work to be done around profiling the numbers, needs and issues of young people within Monmouthshire and in ensuring that the right processes and services are in place to promote their safety and well-being.