



Hampshire Safeguarding Children Board

Response to the Recommendations from the

Serious Case Review of Child U

The case was considered by the Hampshire Safeguarding Children Board (HSCB) at its serious case review subgroup on 20 July 2015 under Regulation 5 of the Local Safeguarding Children Board Regulations 2006. The subgroup found that this case met the criteria for a serious case review and agreed the commissioning arrangements in order to meet the requirements of such reviews as laid out in HM Government 'Working Together to Safeguard Children', 2015.

Working Together 2015 allows LSCBs to use any learning model consistent with the principles in the guidance, including systems based methodology. Phil Heasman, an independent safeguarding specialist, was commissioned as the lead reviewer to complete the work using a systems-based methodology to ensure full participation by the front line practitioners who had been involved with the family.

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

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

It is recommended that the Hampshire Safeguarding Children Board and its partner agencies:

- 1) review what are considered to be key policies, procedures and protocols for multi-professional practice and update these as necessary to meet scheduled review dates and also ensure that they reflect the latest versions of statutory guidance and advice *and* the current operational arrangements for the management of local services and practice**

Hampshire Safeguarding Children Board commissioned a task and finish group consisting of Police, Health and Children's Services. The group reviewed all current Hampshire and 4LSCB policies to ensure all were up to date and identify which are key documents. Members have considered the most appropriate way to promote and raise awareness of these documents, and have recently initiated a policy briefing newsletter in partnership with the 4LSCB Procedures group.

A significant aspect of effective multi-agency practice is ensuring clear standardised guidance for frontline staff. Health, as core partners within the HSCB, will continue to work and cooperate with the HSCB to engage with this work stream.

The Clinical Commissioning Groups will ensure that the health elements within the identified policies are kept updated in line with current health research and guidance (e.g. NICE guidance).

The Clinical Commissioning Groups have already commenced work on significant policies (e.g. unborn baby protocol) and have recently updated the bruising protocol.

Children's Services will contribute to this work by ensuring that updated policies, procedures and protocols are commensurate with Children's Services procedures and practice.

2) ensure that links are established between relevant policies and procedures and the practice based upon them, for example the *Maternity and Children's Services Unborn Babies Safeguarding Protocol* and the *HSCB protocol for multi-agency child in need planning* - updating assessments, plans and actions accordingly especially at the birth of a child

Hampshire Safeguarding Children Board will ensure that within the multi-agency child in need planning protocol there is explicit reference to the need for updating assessments, plans and actions accordingly following the birth of a child.

The Clinical Commissioning Groups designated professionals recognise the importance of policies and the impact on practice to improve outcomes for children and young people.

The Clinical Commissioning Groups will continue to work with named professionals within provider organisations in supporting frontline staff in recognising the links with relevant policies and its implication for improving outcomes for children. They will seek assurance from commissioned services that children's assessments and action plans are kept up-to-date, especially at the birth of a child.

Children's Services will contribute to the work to update the relevant procedures and ensure that managers and staff are alert to the need to update assessments after key events such as the birth of a vulnerable baby.

3) consider the strategy for promoting practitioners' awareness, use of and compliance with policies, procedures and protocols - especially in relation to practice at all levels regarding:

- information management and sharing between individuals, organisations, teams and services
- promoting the participation of parents and carers (including fathers and partners) and children and young people, and especially in relation to participation in meetings and in the development of agreed, shared plans - and work within them

Hampshire Safeguarding Children Board will undertake the following:

The Quality Assurance Subgroup of HSCB will seek assurance from board partners that key safeguarding policies and procedures are updated and complied with. The 2016/17 Section 11 audit will also include awareness and compliance of key safeguarding policies within organisations. The Section 11 audit was strengthened during 2017/18 and involved face-to-face discussions and challenge with agency safeguarding leads. The audit tool continues to include reference to compliance with policies and procedures. The 2018/19 audit will be further enhanced to introduce an additional level of verification of agency self-assessments.

The Partnership Support Team will review the terms of reference for planned thematic audits to ensure compliance of policies is incorporated. Terms of reference are reviewed and updated prior to all multi-agency audits to ensure that compliance with relevant policies and procedures can be evaluated. Collaborative working with neighbouring LSCBs has taken place on supervision standards, which will be followed-up within the 2018/19 Section 11 audit.

Feedback from agencies to the Quality Assurance Subgroup will be used to inform a targeted strategy with relevant organisations. The strategy will include consideration of the following methods of information dissemination: single/multi-agency training, agency supervision, promoting awareness through designated safeguarding leads, feature news items on the new HSCB website, social media and Board newsletters. A number of mechanisms for sharing learning and programmes of work have been developed and/or reviewed including:

- The launch of Regional Practitioner Forums with targeted messages to front-line staff rather than managers
- Publication of 'Spotlight Briefings', which focus on key policies and procedures
- Development of online toolkits for key programmes of work (e.g. Neglect, Unidentified Adults), which are available via the HSCB website
- A review and refresh of the HSCB training programme
- Targeted communications to Designated Safeguarding Leads within educational settings
- Regular updates on activity published within HSCB newsletters

It is acknowledged that there are a significant number of policies and procedures on the 4LSCB website for frontline staff. Therefore, work will be carried out to support the Clinical Commissioning Groups Safeguarding Team in identifying key policies and procedures for Health frontline staff including those within primary care.

The aim for health is to also include these policies in handbooks and continues to raise awareness through training and staff briefings.

The Health Learning & Inquiry Working Group's current work-stream includes dissemination of learning from Serious Case Reviews.

The Clinical Commissioning Groups are also working with HSCB to explore health's input into multi-agency training.

Children's Services will ensure that staff are supported to access procedures and protocols by making these as brief and accessible as possible.

In addition to this, staff will be given explicit permission to be pro-active in engaging those who are 'hard to engage', whether this is by using different styles of intervention or by the imaginative use of resources.

4) consider developing, running and evaluating the impact of a local public campaign regarding the prevention of injuries to babies especially severe head injury - perhaps as part of a wider campaign relating to the promotion of advice and information about positive and safe parenting

Hampshire Safeguarding Children Board have joined a national group working on the prevention of abusive head trauma. The core of the campaign both locally and nationally is based around coping with a crying baby. The work is expected to be launched in September 2018.

A task and finish group was established to undertake work on the dangers of unidentified adults within the lives of children and families supporting the "Think Family" approach. An online toolkit was produced which includes top tips for identifying and engaging with unidentified adults.

The Clinical Commissioning Group's Safeguarding Team, on behalf of the NHS, support the development of a public campaign to safeguard babies.

The Clinical Commissioning Group's Safeguarding Team's GP conference in December 2016 has an external speaker presenting non-accidental injuries in babies and will be promoting the bruising protocol.

Children's Services have welcomed the campaign are working with fellow professionals to promote the key messages through its many different communication outlets as well as ensuring that families who we work with are given the key messages.