



## **Safeguarding Sub (Community & Children's Services) Committee**

**Date:** FRIDAY, 23 OCTOBER 2015

**Time:** 9.00 am

**Venue:** COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

**Members:** Gareth Moore (Chairman)  
Elizabeth Rogula (Deputy Chairman)  
Randall Anderson  
Marianne Fredericks  
Professor John Lumley  
Deputy Joyce Nash  
Dhruv Patel

**Enquiries:** Philippa Sewell  
tel. no.: 020 7332 1426  
[philippa.sewell@cityoflondon.gov.uk](mailto:philippa.sewell@cityoflondon.gov.uk)

**NB: Part of this meeting could be the subject of audio or video recording**

**John Barradell  
Town Clerk and Chief Executive**

# **AGENDA**

## **Part 1 - Public Agenda**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To agree the minutes of the previous meeting held on 25 September 2015.  
**For Decision**  
(Pages 1 - 8)
4. **ADULT SAFEGUARDING REVIEW REPORT**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 9 - 22)
5. **NOTICE THE SIGNS SAFEGUARDING EVALUATION REPORT**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 23 - 36)
6. **POLICY OVERVIEW: ENGAGEMENT AND PARTICIPATION OF CHILDREN & YOUNG PEOPLE INVOLVED IN SOCIAL CARE SERVICES**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 37 - 42)
7. **CHILDREN AND YOUNG PEOPLE ANNUAL CONSULTATION**  
Report of the Director Community & Children's Services.  
*Please note this report has a non-public appendix at item 12.*  
**For Information**  
(Pages 43 - 44)
8. **QUESTIONS OF MATTERS RELATING TO THE WORK OF THE COMMITTEE**
9. **ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT**
10. **EXCLUSION OF THE PUBLIC**  
MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

## **Part 2 - Non-Public Agenda**

11. **NON-PUBLIC MINUTES**  
To agree the non-public minutes of the previous meeting held on 25 September 2015.  
**For Decision**  
(Pages 45 - 48)
12. **CHILDREN AND YOUNG PEOPLE ANNUAL CONSULTATION - APPENDIX**  
*Non-public Appendix to item 7.*  
**For Information**  
(Pages 49 - 84)
13. **QUARTER 3 AND QUARTER 4 ADULT SAFEGUARDING PERFORMANCE REPORT**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 85 - 94)
14. **CHILDREN'S SAFEGUARDING REPORT FOR QUARTER THREE FOR 2014/15**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 95 - 110)
15. **CHILDREN'S SAFEGUARDING REPORT FOR QUARTER FOUR FOR 2014/15 AND FOR QUARTER ONE FOR 2015/16**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 111 - 130)
16. **INDEPENDENT FOSTERING AGENCIES - ANNUAL REVIEW 2014/15**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 131 - 140)
17. **QUALITY ASSURANCE REVIEW**  
Report of the Director of Community & Children's Services.  
**For Information**  
(Pages 141 - 146)
18. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

This page is intentionally left blank

## **SAFEGUARDING SUB (COMMUNITY & CHILDREN'S SERVICES) COMMITTEE**

**Friday, 25 September 2015**

**Minutes of the meeting of the Safeguarding Sub (Community & Children's Services) Committee held at the Guildhall EC2 at 1.45 pm**

### **Present**

#### **Members:**

Randall Anderson  
Marianne Fredericks  
Professor John Lumley

Gareth Moore  
Deputy Joyce Nash  
Dhruv Patel

#### **Officers:**

Fern Aldous	Town Clerk's Department
Philippa Sewell	Town Clerk's Department
Ade Adetosoye	Community & Children's Services
Moushumi Bhadra	Community & Children's Services
Simon Cribbens	Community & Children's Services
Pat Dixon	Community & Children's Services
Pip Hesketh	Community & Children's Services
Julia Hodson	Community & Children's Services
Sharon McLaughlin	Community & Children's Services
Chris Pelham	Community & Children's Services

### **1. APOLOGIES**

Apologies were received from Elizabeth Rogula.

### **2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations.

### **3. ELECTION OF CHAIRMAN**

Members were invited to elect a Chairman in accordance with Standing Order 29. A list of Members eligible to stand was read out and Gareth Moore and Professor John Lumley indicated their willingness to serve. A ballot was therefore conducted as below:

**Gareth Moore: 5**

**Professor John Lumley: 1**

**RESOLVED** – That Gareth Moore be elected as Chairman for the forthcoming year.

### **4. ELECTION OF DEPUTY CHAIRMAN**

Members were invited to elect a Deputy Chairman in accordance with Standing Order 30. A list of Members eligible to stand was read out and Professor John

Lumley indicated his willingness to serve. Elizabeth Rogula had expressed her desire to stand previous to the meeting and was considered as an applicant in her absence. A ballot was therefore conducted as below:

**Elizabeth Rogula: 4**

**Professor John Lumley: 2**

**RESOLVED** - That Elizabeth Rogula be elected as Deputy Chairman for the forthcoming year.

The Chairman thanked the outgoing members of the Committee, Chief Commoner Deputy Billy Dove and the Reverend Dr Martin Dudley.

5. **TERMS OF REFERENCE**

*Members had provided Officers with several questions prior to the meeting. The summary of these are presented in italics as below.*

*How can the Corporate Parenting Board exercise its role effectively without other partner agencies being at the table?*

Officers suggested that a proactive approach should be adopted and a forward plan created. Yearly updates from partners could then be scheduled. In response to an enquiry by Members the Town Clerk clarified that the Committee did have challenge powers.

*Should young people be invited?*

Members felt that the engagement of young people should be strengthened, although it was agreed that this did not necessarily require their attendance at the meetings of the Sub-Committee as long as their views were meaningfully considered. There was an option for the Committee to meet with a representative from the Children in Care Council (CiCC) and it was acknowledged that the Grand Committee was addressed by the Youth Mayor on occasion.

Members noted that the terms of reference included a reference to the committee "exercising its functions with regard to the views of relevant service users". It was felt this allowed the Committee to exercise a wide-ranging scrutiny function in regards to relevant partners.

**RESOLVED** – That a work programme be developed in consultation with the Chairman and Deputy Chair, that officers undertake to open a communication pathway with the CiCC, and that the terms of reference be noted.

6. **MINUTES**

**RESOLVED** - That the minutes of the meeting held on the 19<sup>th</sup> February be approved as an accurate record.

**Matters Arising**

Visits

Officers advised that the requested visit to Adult Care Service users had not been able to be undertaken. Members asked that a further attempt be made.

*When will the Local Safeguarding Children Board (LSCB) Annual Report be available for the Sub Committee?*

Officers advised that the report would be available for consideration at the Sub-Committee meeting scheduled for 17 December 2015.

## **7. CHILDREN'S SAFEGUARDING REVIEW**

The Sub-Committee received a report of the Director of Community and Children's Services which provided an overview of the key service improvements that had been made in relation to safeguarding. Members discussed the report, noting that communicating the message through the right channels was vital to the success of safeguarding children.

*How can the service ensure that the threshold is clear and understood by partners?*

Officers advised members that there were a minimal number of referrals that were deemed NFA's (no further action required). It was felt this was a sign that thresholds were clear to partners. Regular multi agency events had taken place to communicate threshold levels to partners, with a further event due to be held in January 2016. Officers advised that information could be found on the website and partners were regularly made aware through the work of the Early Help Sub group and the City Safeguarding Executive.

Members queried whether the low amount of NFA's could be seen as a sign that borderline cases were not being referred to the authority. Officers explained that the configuration of the Early Help and Social Care teams under a single management line allowed for cases that were under the threshold to still be picked up by the service; all partners were encouraged to approach the service if unsure about a case.

It was felt that a recent rise in the number of referrals was due to a heightened awareness of safeguarding issues amongst partners, increased activity from the police and launching of the thresholds tool. The rise brought the City in line with its statistical neighbours. Members asked that additional information on referrals form part of future performance reporting.

*What progress has been made on the recommendations of the last Ofsted Inspection?*

Officers detailed the service improvements that had been undertaken since the last inspection including the introduction of the CiCC, increased awareness of the Local Authority Designated Officer (LADO) role, the commissioning of the electronic social care recording system, Frameworki, and the introduction of the Virtual Headteacher role that has supported improvement in the quality of Personal Education Plans for Looked After Children. A strategic review of Domestic Abuse had also been completed which included a new Domestic

Abuse Coordinator role, improved Multi-Agency Risk Assessment Conferences (MARAC) and new Domestic Abuse Forum).

**RESOLVED** – That officers undertake to include referral figures in performance reporting coming to future meetings of the sub-committee, and that the report be noted.

8. **CORPORATE PARENTING ANNUAL REPORT**

The Sub-Committee considered a report of the Director of Community and Children's Services detailing Corporate Parenting developments, activity and performance for the year 2014-15. Members noted that majority of Children Looked After (CLA) in the City were unaccompanied asylum seekers. This cohort were more likely to be older and male compared to the CLA populations of other local authorities, and it was recognised that their profile is markedly different from that of the City's wider population of children and young people.

*How do the CLA numbers compare to those of other authorities and what does this say about the threshold levels?*

Officers explained that although levels were slightly higher than London levels of CLA, the small size of the cohort meant that this variance was the equivalent of a single child. Quality assurance processes, both internal and independent indicated that the threshold levels had been applied appropriately in decisions to take children into care.

*How has the consultation of CLA been used to improve the service?*

Young people had asked for better information on their entitlements and a welcome pack was being developed with current CLA as a result. CLA were noted to be integral to the development of the Corporate Parenting Strategy and the City's "pledge" to CLA. A report on consultation with young people would be coming to a future meeting of the Sub-Committee.

*How many CLA are in placements that meet their ethnic or cultural needs?*

The ethnic and cultural needs of the young people were assessed and efforts made to get placements with the closest cultural fit. The Corporation used independent fostering agencies to maximise the range and choice of potential placements to meet such needs. The suitability of the placements was reflected in their long term stability. In response to an enquiry by members, officers undertook to investigate whether the City's boarding schools could play a bigger role in the placement of looked after children.

*How do CLA and Care Leavers know what they are entitled to?*

This was achieved through the work of social workers, the independent reviewing officers and foster carers. A welcome pack of information for CLA was also being developed in consultation with young people.



*How many CLA medicals are done within the specified timescale from reception into care?*

Officers explained that medical assessments were contracted to Whittington Hospital. All CLA had a medical assessment and whilst the medicals were seen to be completed within the required timescales, the reports could sometimes take longer to be sent to the Social Worker. The issue had been raised with the Whittington at the Children Executive Board. A report on the issue would be coming to the Sub-Committee at their meeting scheduled for 17 December 2015.

*What work is being done to ensure that our CLA have a health passport?*

Work on the health passport was due to be carried out by Whittington although there had been delays in the commencement of the project at both the Corporation and Hackney Borough Council. The need for progression had been raised with the Whittington at the Children Executive Board, and the Corporation had made themselves available to pilot a system if this would assist in this. Members advised that they would be happy to be a pilot for the project.

*What progress has now been done to ensure that our CLA have all got life story work?*

Quality assurance processes had identified that life story work was not complete for all CLA; this was now being addressed and the City's recording system was being amended to better record and monitor life story work. Specialist training for staff had also commissioned to ensure the quality of life story and maximise its value to understanding and meeting the needs of CLA. It was felt this work could be more challenging to complete for unaccompanied asylum seekers as relationships between practitioners and the young people could take slightly longer to develop and support the building of trust.

**RESOLVED** – that officers undertake to investigate the potential inclusion of City Boarding Schools in the care package and that the report be noted.

**9. CHILDREN IN CARE COUNCIL**

The Sub-Committee received a report of the Director of Community and Children's Services and were shown a video of a recent activity week organised for 8 of the young people. Officers reported that the young people had received a certificate from the Royal Yachting Association, and two had been identified for excellence in leadership. The VHT added that she had received comments about one of the young people from their teacher, praising the trip and the positive impact it had on the individual's commitment to their education.

**RESOLVED** - That the report be noted.

**10. LOCAL AUTHORITIES DESIGNATED OFFICER (LADO) ANNUAL REPORT**

The Sub Committee received a report of the Director of Community and Children's Services informing members of the activity of the Local Authority

Designated Officer (LADO) over the past year. Members asked that the paper be circulated to the Committees of the City Schools to promote the LADO role.

*Is there confidence that partners are making referrals?*

It was noted that referrals made to a school would be treated differently depending on the nature of the allegation, with only those involving a member a staff being first directed to the City, with all others first going to the local authority of the child's residence. The LADO was working with agencies to help promote the role and raise awareness. There had been an increase in referrals in the first quarter of 2015.

*How well is safer recruitment policy and practice understood in the Corporation and across partner agencies?*

This was currently being reviewed by HR, who would approach Community and Children's Services if an issue arose. The Corporate Safeguarding policy, which included the role of the LADO, had been circulated to Safeguarding Champions across the Corporation.

In response to an enquiry by members, officers noted the importance that cases passed to other authorities were followed up on. It was acknowledged that it was not a statutory duty for LADO's to update the former authority on cases they had taken on. Officers advised that the LADO action plan would be coming to a future meeting of the Sub-Committee.

**RESOLVED** –that the report be circulated to the City Schools Committees and the Grand Committee, and that the report be noted.

**11. PRIVATE FOSTERING REPORT**

The Sub-Committee received a report of the Director of Community and Children's Services. Members discussed the report, noting that communications had been disseminated to raise awareness but still needed to be strengthened to ensure that all those who were private foster parents knew they were such. It was acknowledged that it was vital to know where children were placed at all times and that it was the statutory duty of a school to inform the authority if they knew a child had moved. Officers confirmed that there was Communications Plan in place and that this had also been shared with the City Safeguarding Executive.

Members asked that the paper be presented to the Grand Committee and that members of the Portsoken Ward were made aware of the issue.

**RESOLVED** – That the report be presented to the Grand Committee, that Portsoken members be informed, and that the report be noted.

**12. QUESTIONS OF MATTERS RELATING TO THE WORK OF THE COMMITTEE**

The dates of the next committees were noted to be:

23<sup>rd</sup> October 2015

17<sup>th</sup> December 2015

13. **ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT**

There was no urgent business

14. **EXCLUSION OF THE PUBLIC**

**RESOLVED** - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

**Item**

15-18

**Paragraph**

1&2

15. **NON-PUBLIC MINUTES**

**RESOLVED** – That the minutes of the meeting held on the 19<sup>th</sup> February be approved as an accurate record.

16. **COMPLAINTS REPORT APRIL 2012-DECEMBER 2015**

The Sub-Committee received a report of the Director of Community and Children's Services presenting an overview of the complaints received since April 2012.

**RESOLVED** – That the report be noted

17. **ANNUAL REPORT VIRTUAL SCHOOL HEADTEACHER ACADEMIC YEAR 2014-15**

The Sub-Committee received a report of the Director of Community and Children's Services updating them on the work of the Virtual Headteacher.

**RESOLVED** – That the report be noted

*Members agreed to the extension of the meeting under Standing Order 40*

18. **MISSING CHILDREN REPORT 2014/15**

The Sub-Committee received a report of the Director of Community and Children's Services updating them on missing children.

**RESOLVED** – That the report be noted

19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no urgent business.

**The meeting closed at 3:56pm**

-----  
Chairman

**Contact Officer: Fern Aldous**  
**Tel.no.: 020 7332 3419**  
**fern.aldous@cityoflondon.gov.uk**

<b>Committee</b>	<b>Dated:</b>
Safeguarding Sub Committee	25 <sup>th</sup> September 2015
<b>Subject:</b> Adult Safeguarding Review Report	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report, which is for information, provides details of the Adult Social Care (ASC) Safeguarding Improvement plan, which was compiled following an independent quality assurance review of safeguarding conducted within the ASC team over a period of 3 days in March 2015.

The review was carried out by the same independent consultant who had carried out the joint audit of City and Hackney Safeguarding in November 2013 which has been previously reported on. The remit in 2015 was to provide a more in depth analysis of a wider number of cases and to look at Care Act compliance within the same "outstanding" matrix as defined by the Care Quality Commission (CQC) and the Social Care Institute for Excellence (SCIE).

The original improvement plan has been fully completed following the audit in 2013. A new improvement plan has been devised following the 2015 audit. This will act as an Outcomes Framework to measure progress.

It is also important to note the statutory nature of adult safeguarding under the auspices of the Care Act 2014, which came into being on April 1<sup>st</sup> 2015.

## Recommendation

Members are asked to note the report and appendices.

## Main Report

### Background

1. In March 2015 the Adult Social Care Team solely commissioned the annual return of the independent safeguarding audit, with a wider coverage of case work.
2. As an outcome of the 2015 audit a detailed improvement plan has been developed as part of the overall learning. The plan will be reported on at the City and Hackney Safeguarding Adult Board, City of London safeguarding subcommittee, together with oversight from the Community and Children Services Safeguarding Subcommittee. The aim of this is to ensure that there is a clear accountability framework for evaluating the improvement plan.

3. The improvement plan has been formulated, to ensure that the audit remains a dynamic tool with which to measure change at a local level in order to be assured that safeguarding casework, recording quality and systems, Care Act compliance, frontline staff and management knowledge can be measured and monitored.

4. In addition to the primary benchmarking function for senior managers, it is envisaged that the Improvement Plan will also increase learning and develop practice.

5. Over the year, the Improvement Plan has helped guide practice with the recent development of a safeguarding toolkit, a case audit template (both available upon request) and a key appraisal objective (appended to the report).

6. Additionally the Notice the Signs safeguarding campaign has been evaluated and its impact is felt to have been demonstrably significant with referrals to Adult Social Care within the City increased by 27% over 2014/15.

7. The areas of ongoing development and priority are captured within the Improvement Plan.

### **Current Position**

8. The Care Act 2014 has put adult safeguarding on a statutory footing for the first time. The act requires all local authorities to have appropriate policies and procedures in place for making enquiries when it appears that an adult at risk may be experiencing abuse or neglect.

9. The Improvement Plan seeks to ensure that the key principles of the Care Act 2014 are at the heart of all safeguarding practice within ASC

10. The key areas identified for further development following the audit included the following:

- The 2014 Safeguarding Adults Improvement plan should be implemented in full.
- Ensuring that every “making it personal” measure has been taken into practice.
- To ensure all protective actions are carried through in full.
- To consider the Mental Capacity Act 2005 at all times.
- Records should give strong emphasise to the adults voice.
- The CHSAB to be asked to consider the establishment of an executive sub-group of the CHSAB.
- To develop the CHSAB five year strategic plan and bring it to fruition.
- To ensure equal weight is given to the City’s issues and priorities.
- Commissioning review and contract compliance to be implemented.
- Improved evidence of effective safeguarding regarding host authorities regarding host authorities.

11. Progress has been made across all areas and the 2014 plan has been fully implemented.

### **Corporate & Strategic Implications**

12. Safeguarding is priority 1 of the Department of Community and Children's Services Business Plan.

### **Conclusion**

13. The Improvement Plan has formed part of the ongoing professionalisation of ASC in an arena of inspection and the ongoing need to strive for "outstanding". This improvement plan and the related work has given the service a benchmark from which to continuously build on its safeguarding practice to ensure that we are offering protection to adults at risk in a person-centred and timely manner.

### **Appendices**

- Appendix 1 – 2014 Improvement plan;
- Appendix 2 - 2015 Improvement Plan;
- Appendix 3 - team safeguarding appraisal objective.

Marion Willicome-Lang Service Manager Adult Social Care

T: 020 7332 1216

E: marion.willicomelang@cityoflondon.gov.uk

This page is intentionally left blank



## Appendix 1



### Adult Social Care Safeguarding Improvement Plan

Recommendation	Action	Timescale	Lead's	Evidence	<i>Updates</i>
Case records to have clear risk assessments and inform the protection plan directly	Audit sheet compiled	August 14-December 14	Ian Tweedie  Marion Willicome-Lang	Supervision and to develop in to peer audits	Supervision audits have progressed well over the year. To be developed to peer reviews. <i>Risk Assessment and Protection plans are now mandatory documents within the safeguarding process in addition to that which is included in the minutes templates.</i>
Risk assessments and protection plans should be agreed with AAR if possible	Audit sheet and framework I work flows to capture	February 14-December 14	Ian Tweedie  Marion Willicome-Lang	Outcome to make safeguarding personal seen via risk assessment template and case recording	Increasing engagement of AAR by ASC team. <i>Of the 9 alerts that progressed since 01/01/15 AAR represented as</i>

## Appendix 1

					<i>follows: 2 Voiceability, 3 self advocates, 2 relatives, 1 other significant other (friend), 1 Victim support.</i>  <i>Risk Assessment and Protection plans are now mandatory documents within the safeguarding process in addition to that which is included in the minutes' templates.</i>
Carers' assessments and needs documented	To ensure Carers are Assessed and recorded and work flow within SA workflow	February 14-December 14	Ian Tweedie Marion Willicome-Lang	Cares assessment and safeguarding process clear cross referencing and evidenced.	To increase the numbers of carers supported and preventative support put in place to provide respite wherever possible. <i>Safeguarding 10 point checklist and SA Prompt Sheet in SA Toolkit.</i>
AAR outcomes ascertained and recorded	Via audit and FWi workflow to link with making safeguarding personal outcomes	February 14-December 14	Ian Tweedie Marion Willicome-Lang	Clear and robust case recording and work flow to evidence AAR views.	Linking to key thematic of well-being and dignity principle in Care Act <i>The Making safeguarding</i>

## Appendix 1

					<i>Personal Staff Guide in SA Toolkit</i>
CQC and SAB policy and procedures to be adhered to in relation to agency alerts	Via referral to commissioning as part of SA process and prompt follow up with agency and CQC	February 14-December 14	Ian Tweedie Commissioning team	Via contract monitoring	To ensure contract monitoring data base is updated and CQC is followed up and documented. <i>Safeguarding 10 point checklist in SA Toolkit</i>
Increased use of Advocacy.	Via monitoring of contract and advocacy service take up	April 14-December 14	Ian Tweedie Commissioning	Through reviews of safeguarding undertaken and review of advocacy contract and safeguarding specific work completed.	Evidence of increased take up via monitoring data and contract review. <i>Of the 9 alerts that progressed since 01/01/15 AAR represented as follows: 2 Voiceability, 3 self advocates, 2 relatives, 1 other significant other (friend), 1 Victim support.</i>

This page is intentionally left blank

## Appendix 2

### City of London Corporation Safeguarding Adults Improvement Plan May - September 2015

Recommendation	Action	Lead	Timescale	RAG	Comments /Updates	Assurance Test/Evidence
The 2014 <b>Safeguarding Adults Improvement Plan</b> should be implemented in full (especially: capturing Adults' desired outcomes; Carers' support; recorded risk assessment – made with the Adult where possible and with links to protection plans; consideration if use of advocacy is necessary).	<ul style="list-style-type: none"> <li><b>2014 Plan to be updated.</b></li> </ul> <b>To ensure that practice is guided by the London multiagency safeguarding adults policy and procedures 2015</b>	IT	July 2015	A	<ul style="list-style-type: none"> <li>There has been considerable progress on the 2014 plan that was not necessarily picked up in the 2015 audit which sampled cases as far back as January 2014.</li> <li>The 2014 plan has been amended to include updates</li> <li>Hackney have agreed to share their new Safeguarding Forms for Framework i (currently being signed off by Hackney senior management) which are to be reviewed by the City before updating the system.</li> </ul>	<ul style="list-style-type: none"> <li>SA toolkit</li> <li>Social Worker Appraisal Objectives</li> <li>New safeguarding Forms (in process)</li> </ul>
Ensuring every <b>'Making it Personal'</b> measure has been taken in practice to include inviting more Adults and their representatives to meetings and contacting them after Referrals to ensure a more	<b>To work with Hackney and adopt SA forms that MSP focused. To follow up proposal by</b>	LT	July 2015	A	From 01/01/15 there were 9 Safeguarding alerts that progressed following alerts where the following identified advocacy: 2 Voiceability advocates 3 Self advocates	<ul style="list-style-type: none"> <li>SA toolkit including Staff Guide to MSP</li> <li>Social Worker Appraisal Objectives</li> </ul>

## Appendix 2

personalised safety process from the outset.	<b>London safeguarding adults Chairs network to implement MSP template regionally</b>				2 relatives 1 other significant other (friend) The remaining 1 case had a Victim Support Worker involved.	
To ensure all protective actions are carried through in full, and especially where no Case Conference is held, practitioners should use 'To Do' and 'Actions Completed' lists in their Case Notes and these to be checked during supervision.	<b>Audit form has been developed</b>  <b>Supervision template will draw on the prompts for practice.</b>	LT	July 2015	A	Copy of Audit report given to all social workers. Discussed in feedback session from Jean Hanson. 27/05/15 Discussed at team meeting 08/06/15 Discussed at Safeguarding Audit feedback meeting 19/06/15 Email reminder sent to all Social workers.	Sample Audit of cases to test compliance  SA Toolkit – 10 point check list
<i>The Mental Capacity Act</i> 2005 should be duly considered and the results be recorded with clarity and ease of retrieval in every SA case, ie as well it is in City's longer-term case practice.	<b>To ensure specialism of MCA within team is held and reflects the increased work of the team and legislative changes afoot</b>	IT	July 2015		Included in SA Toolkit Checklists. Monitored in Supervision	Sample Audit of cases to test compliance  SA Toolkit – 10 point check list
Records should give <b>equally strong emphasis to the Adult's 'voice'</b> (priorities, preferences, desired outcomes) as	<b>Commissioning are currently following up Advocacy across</b>	LT	July 2015		Evidence this is happening. SA Toolkit to promote and audit it.	Evidence in minutes of increased attendance meetings: <b>There were formal meetings held in 6 City cases. Meeting</b>

## Appendix 2

well as that of the professionals'.	<b>placement with Voicability and spot purchasing PPR via Age UK EL</b>					<b>attendance as follows:</b> <ul style="list-style-type: none"> <li>• 3 of attended by AAR (2 of these together with their advocate).</li> <li>• 1 declined by AAR with capacity.</li> <li>• 1 relative attended</li> <li>• 1 No representation. (formal advocacy been requested)</li> </ul>
The CHSAB may wish to consider the establishment for the City of an Executive sub-group of the CHSAB (perhaps chaired by the CHSAB's Independent Chair) in order to ensure that the City's Safeguarding Adults interests are served robustly.		CP	September 2016			Meeting with Ind Chair , AD and /or DASS
It would be good to see that the CHSAB's <b>five-year Strategic Plan</b> with delivery plan is finalised and implemented as soon as possible, and the <b>sub-groups</b> of the Board set	To emphasise need to progress this the governance arrangements of the CHSAB	CP	September 2015			Minutes of meetings

## Appendix 2

up to lead on each desired outcome. In particular, improvements in <b>service user-involvement</b> and a framework for external challenge and <b>quality assurance</b> could be put into place by the CHSAB as soon as possible.						
All proposed action for the CHSAB, and documentation about it, should give <b>equal weight to the City's</b> issues and priorities.		CP	September 2015			Annual report Contribution and governance of CHSAB
All new, proposed and in trial <b>commissioning review and contract compliance measures</b> in the City should be implemented in full.	<b>New commissioning structure is being developed</b>	DLT	Jan-Mar 16			
Reviewing practitioners in the City should ensure their records show they have <b>reviewed the achievement or not of desired outcomes</b> by the provider as well as the inputs.	<b>Improved evidence regarding host authorities</b>				New templates on frameworki are based around desired outcomes and reviewing these outcomes.	Frameworki Forms



## **Appendix 3**

### **Safeguarding Appraisal Objectives**

From April 2015 the below Safeguarding Adults objective has been included in all Adult Social Worker Appraisals. The performance indicators are designed to be a useable measure to support the Social Worker and Social Work manager throughout the appraisal process in ensuring the principles or making Safeguarding personal are being adhered to and that practice is care Act compliant. The indicators are SMART in order to provide a definitive evidence base.

#### **Objective**

To lead safeguarding investigations under the guidance of the Safeguarding Adults Manager in adherence to the principles of the Care Act, Making Safeguarding Personal and in Line with London Safeguarding Procedures.

#### **Performance Indicators**

1. Advocacy arrangements clearly recorded in all cases.
2. Outcomes desired by the Adult identified from the outset. Recording to evidence this is kept central to the Safeguarding process and feedback given to the Adult.
3. Evidence that Adult or their representative have been included/invited to safeguarding meetings
4. Mental Capacity of Adult is taken into consideration and clearly recorded in every case including formal assessments where appropriate.
5. Risk Assessment and Protection Plan recorded and agreed with the Adult where possible. Case notes entered showing actions outstanding/completed.
6. Carers needs clearly recorded in Safeguarding documentation and their support plans/assessments reviewed.

This page is intentionally left blank

<b>Committee</b>	<b>Dated:</b>
Safeguarding Sub Committee	25 September 2015
<b>Subject:</b> Notice the Signs safeguarding evaluation report	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report seeks to inform members as to the progress and impact of the Notice the Signs Safeguarding campaign.

It sets out the City Corporation's priorities for awareness raising regarding Safeguarding Children and Adults with staff groups and with residents.

The campaign was developed to raise the understanding of our residents and our staff of noticing the signs of children and adults at risk of abuse and how they can report those concerns.

The campaign was devised at the same time as a significant legislative change within Adult Social Care; The Care Act 2014, which puts safeguarding adults on the same statutory footing as that of safeguarding children.

Additionally Safeguarding was added for the first time to the City of London's Corporate Risk Register.

A key aim of the campaign was to look at raising the number of safeguarding alerts made by residents. This report aims to evaluate the impact of the campaign.

## Recommendation

Members are asked to: Note the report.

## Main Report

### Background

1. In January 2014 DCCS developed a Corporate Safeguarding policy which aimed to ensure that all areas of the organisation had a clear understanding of the legislative duties around safeguarding children and adults at risk. Safeguarding was added to the Corporate Strategic risk register and a campaign to raise awareness was developed at the same time.
2. It was noted that as part of the corporate responsibility to safeguard, it was the responsibility of all members of staff to have a professional awareness of safeguarding in relation to the public with whom they came into professional

contact with. The City of London, as a responsible employer, saw that awareness raising should therefore be disseminated throughout the work force.

3. Additionally, it had been noted within Children's services especially, that referrals from residents regarding possible safeguarding concerns were very low, and therefore a need was recognised to raise awareness amongst the resident population also, to instil the importance of being vigilant within the community and to report concerns of potential children or adults at risk.
4. The Notice the Signs Safeguarding Campaign was therefore devised to incorporate the learning needs of both staff and residents. The key messages of the campaign were;
  - Safeguarding is everybody's business
  - Understanding some of the hidden signs of harm and abuse
  - Don't ignore the signs: Report your concerns
  - Working together to keep children and adults safe
5. Chief Officers identified Safeguarding Champions across 7 key corporate directorates, those with a more public facing role. Convened and chaired by the service manager's from Children and Adults services, safeguarding champion group meetings have been held quarterly to discuss ongoing safeguarding related matters. In addition to this group the Children's Service manager has taken the lead on working with those Champions identified within the city's educational and early year's settings.
6. Throughout August - October 2014 briefing sessions were set up with key staff teams that were identified and facilitated via the corporate champions. A PowerPoint presentation, with a Case Study format, which followed thematically the posters and visual art work of the campaign were developed and taken in a roadshow format throughout the corporation network to key sites such as Open Spaces, Trading Standards and Libraries. In addition to the roadshow briefings format, staff were asked to complete extension learning via the COL Core Zone e-learning safeguarding modules for both Children and Adults.
7. The Campaign to residents commenced in October 2014, with an initial introductory event held at the Artizan Street library and facilitated by Healthwatch. There were numerous community events held as part of the campaign to residents as well as specific events held at educational settings in the City

### **Current Position**

8. As part of the Safeguarding Adults Annual report the data for this year's activity has been compiled, and in relation to the referral source there is clear evidence that the number of alerts raised by residents and groups within the City of London has increased. There has been an overall increase in the number of referrals to the service this year.
9. The number of adult safeguarding alerts received from

April 2014 to March 2015 was 29 with **22** within the city.

In 2013/14 there were 28 with **16** within the city.

In 2012/13 there were 20 with **14** within the city

The data illustrates the impact of the campaign and the increase in the number of enquiries made to Adult Social Care regarding a potential adult at risk.

10. Since April 2015 with the introduction of the Care Act, adult safeguarding incorporates self-neglect and hoarding into its thresholds. There have been 4 cases worked with within this framework referred by neighbours, commissioned community providers and housing estate staff.
11. The written feedback from 5 public consultations within the City, following Notice the Signs briefings has additionally illustrated the significant impact on public awareness of adult safeguarding.
12. Meetings will continue to be held with corporate safeguarding champions. Adult Social Care has received 3 safeguarding adults enquiries this year from Libraries, Trading Standards and Environmental Health. Additional support and advice has been offered to Open Spaces and Trading Standards on a number of safeguarding matters.
13. With the resources of Notice the Signs, there will be ongoing options for annual reviews of safeguarding with key groups and residents forums in order to refresh residents understanding and keep safeguarding matters high on the agenda at all community events.
14. The referral and contact data for the Children and Families team shows that there was an increase of three referrals for Early Help for quarter three, between October 2014 to December 2014. This may be an anomaly; however it does appear to have peaked during the campaign. However, a more longitudinal look at the data on the number of referrals would be required if any effective analysis is to be obtained.
15. Data also demonstrates that referrals are being made by a much wider remit of professionals. An example is that the Children's Centre made five referrals in one month, some of which related to vulnerable children with disabilities. Furthermore, referrals have now been received from residents when they have had concerns about a child where they suspect domestic abuse is occurring between the adults in the household.
16. A member of staff from the Children and Families has been holding quarterly 'raising awareness' sessions in the East part of the City in an attempt to engage more meaningfully with the Bangladeshi community. This initiative overlapped with the City wide safeguarding campaign and still remains as on-going. The topics that have been covered have sometimes been requested by the residents, such as the prevent and radicalisation.

## **Corporate & Strategic Implications**

17. Safeguarding is priority 1 within the Department of Community and Children's Services Business Plan.

## **Conclusion**

18. Safeguarding is the key statutory role of Children and Adults services. The Notice the Signs campaign has sort to show through a thought provoking and conversation led awareness raising campaign that safeguarding is also everyone's business as a city resident and as a member of staff. The campaign has also shown how to report these concerns. The campaigns impact has been significant, and will continue to go on raising knowledge and understanding.

## **Appendices**

- Appendix 1 – Notice the Signs Evaluation Report 2014-15

Marion Willicome-Lang Service Manager Adult Social Care

Pat Dixon Service Manager for Safeguarding and Quality Assurance

T: 020 7332 1216/1215

E: [marion.willicomelang@cityoflondon.gov.uk](mailto:marion.willicomelang@cityoflondon.gov.uk)

[pat.dixon@cityoflondon.gov.uk](mailto:pat.dixon@cityoflondon.gov.uk)



**NOTICE  
THE  
SIGNS**

**Children & Adult  
Safeguarding Campaign  
2014**

# Appendix 1

## Introduction

In January 2014, the Department of Community and Children's Services developed a corporate-wide safeguarding policy, which aimed to ensure that all areas of the organisation had a clear understanding of the shared legal duties around safeguarding for children and adults at risk of harm. In addition to this the department wanted to raise public awareness of adult and children's safeguarding amongst residents who live in the City of London, to ensure that they understood what they needed to do should a vulnerable adult or child be identified.

The department wanted to co-ordinate the launch of the safeguarding policy with an innovative awareness raising campaign that would engage with the target audiences and result in measurable outcomes. This was achieved through the "Notice the Signs" campaign which was launched in August 2014 for City of London Corporation staff and for Residents of the City of London in October 2014.

The challenge for the City of London was the diversity of the work that goes on across the corporation and the geographical locations of many of the departments and services, which are outside of the City's local authority boundaries. This was extremely challenging because although the corporate safeguarding policy addresses the City of London's role, departments who provide services in other local authority areas will be required to follow the procedures for the local authority in which they are located.

The key objective of this campaign was to raise awareness about safeguarding by delivering informal briefings to staff and residents on what they should do if they suspect a child or adult maybe at risk of harm. The premise of this campaign was simply asking staff and residents to "Notice the Signs" and report concerns. Anonymised case studies were used in the briefings to illustrate how noticing the signs had made a difference to children and adults. These case studies generated further discussion, and in some cases evoked strong responses from the participants at the briefings.

This report will show the reach of the campaign and give an analysis of the impact of "Notice the Signs" on staff and residents in the City. That data shown will cover both Children and Adults Services.



## Appendix 1

### Briefings Completed

#### City of London Corporation Briefing

Fig1

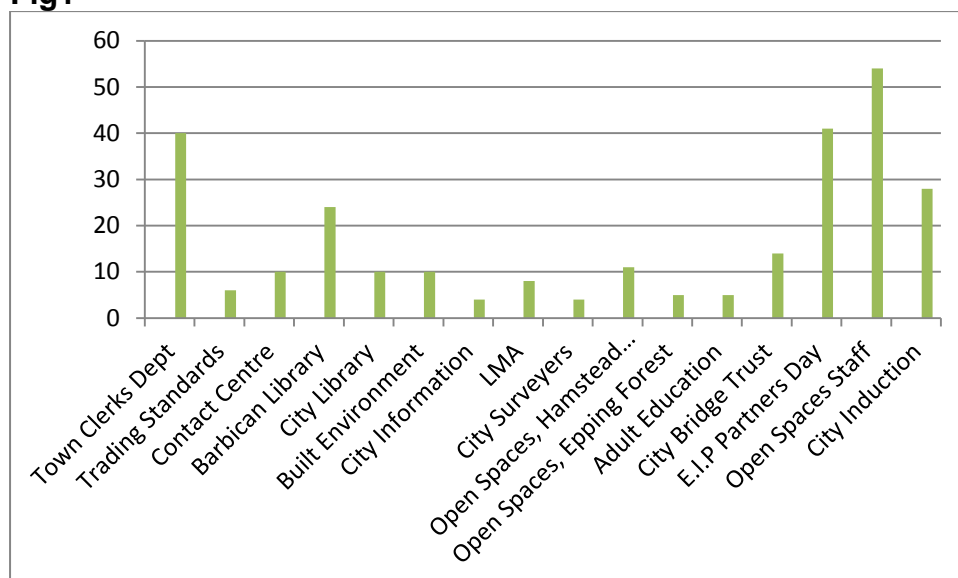


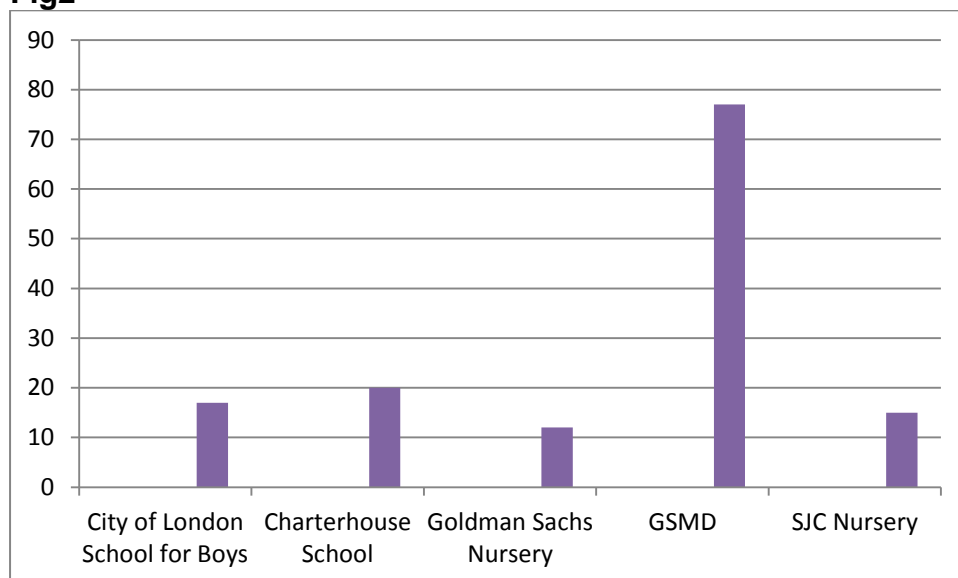
Figure 1 shows the number of briefings (is it number of briefing or number of people who attended the briefings?) that took place across the Corporation between August and September 2014, with the exception of the City Induction which took place in November 2014. The majority of the briefings were facilitated by the Safeguarding Champions, who fully supported the campaign, in total 274 staff received the briefings. The task of delivering the briefings was undertaken by Marion Willicome Lang, Adult Social Care and Pat Dixon, Children's Social Care. The majority of the briefings for Corporation Staff were in and around the City of London; however there were some briefings in Epping and Hampstead Heath, with staff from Open Spaces.

The briefings were well received across the Corporation and the informality of the safeguarding awareness campaign encouraged staff to share their experiences. The case studies used from both adults and children's social care were well received and drew out experiences from staff. It was evident during these briefings that staff were dealing with safeguarding issues for both children and adults, and although the majority of staff felt fairly confident when to refer a child there was more ambiguity in relation to adults. There were also incidents where the briefings raised issues for staff around abuse in their past.

The overwhelming picture that was coming through was that staff were committed and engaged with the safeguarding briefings, this was demonstrated through the positive feedback and the request for further safeguarding training.

## Appendix 1

**Fig2**



As Fig. 2 shows there were 226 briefings (same question, is it briefings or the number of people) that took place in schools and nursery settings across the City. After the initial joint approach to the briefings there was a separation between the adult and children's safeguarding campaign, with the corresponding service managers focusing on their area. This approach enabled a more targeted approach to delivering the safeguarding awareness campaign.

In regard to children's briefings; they took place within nursery settings, and some of the independent schools within the City, these briefings often occurred outside of normal working hours (evenings and weekends). As would be expected there did appear to be a better understanding about safeguarding for children within these areas. However, the conversations generated in some of the settings showed a limited understanding of the remit of the Children and Families Team and the work that they did.

The majority of the students who attend independent schools in the City come from neighbouring boroughs; this can pose difficulties when referring child/children for services due to the differing referral methods and thresholds. Schools were made aware during the briefings that they could contact the City of London for advice and information at any time, or support if required in making a referral. Since the completion of this campaign there has been an increase in enquiries from schools about child welfare issues involving children from other boroughs, advice and support has been offered.

## Appendix 1

Adult Safeguarding was focused on at the Adult Advisory Group, with City of London police, Health Watch AGM, the City of London housing residents' day, the Dementia Implementation group, Broadway St Mungo's rough sleepers outreach service. 'Notice the Signs' was also a central element of the City of London Adult Social Care provider's forum in December 2014, where all providers of Direct Care and support provision to City residents were invited, both communities, (Memory group, CSV Volunteers, city carers, Toynbee 50+ city advice) as well as domiciliary care provision (25 participants).

### Notice the Signs Quiz

As part of the briefings people were asked to participate in a quiz, this was given out during the briefings after they had listened to the case studies.

## Notice the Signs – IQ TEST

Answer these five questions to test your understanding of safeguarding children and vulnerable adults.

**Question one: What type(s) of abuse/neglect does this signs suggest could be taking place**



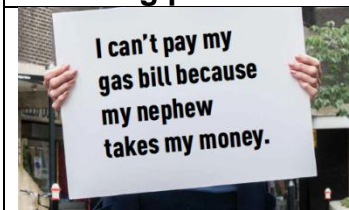
Physical    emotional    psychological    financial

**Question two: What type(s) of abuse/neglect does this signs suggest could be taking place**



sexual    emotional    psychological neglect    Physical

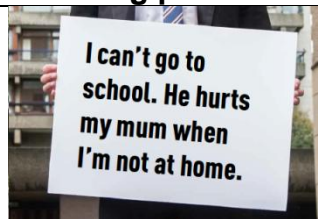
**Question three: What type(s) of abuse/neglect does this signs suggest could be taking place**



financial    discriminatory    institutional    emotional

## Appendix 1

**Question four: What type(s) of abuse/neglect does this signs suggest could be taking place**



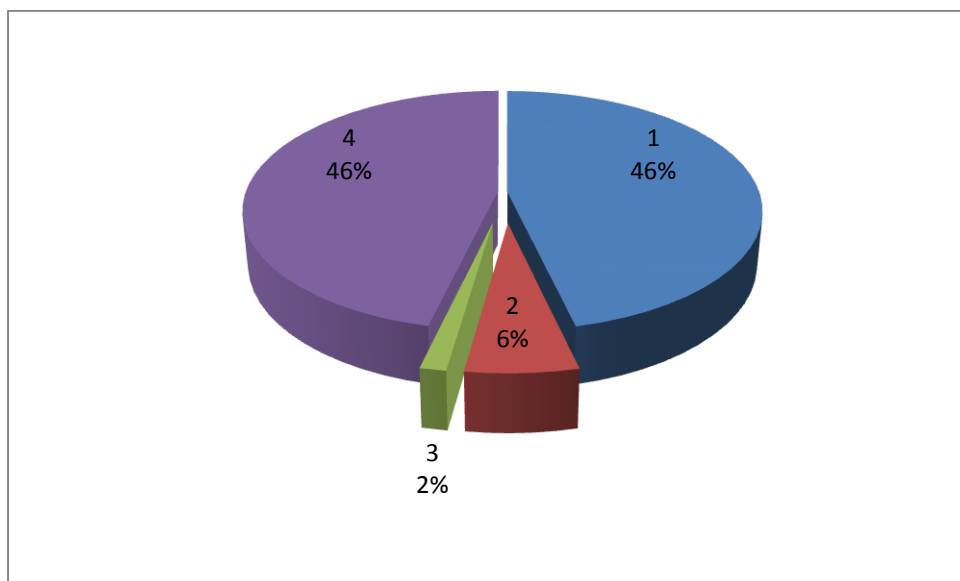
Physical emotional psychological neglect

**Question five: What type(s) of abuse/neglect does this signs suggest could be taking place**



Institutional neglect emotional psychological

### Notice the Signs Evaluation Sheets



The numbered pie chart above shows the percentage of responses given on the evaluation forms please see below;

1. 132 People, 46% who received the briefing completed an evaluation sheets.
2. 17 People, 17%, who completed the evaluation hadn't known about safeguarding prior to the briefing
3. 4 people, 2% who attended the briefings had not known about adult safeguarding prior to the briefings.
4. 132 People, 46% knew what to do if they had a safeguarding concerns after the briefings.

## Appendix 1

### Comments on Evaluation Sheets

And

Be useful to  
bring up cyber  
abuse

Helpful  
And  
Informative

Useful hand-out on forms of  
Neglect and signs to look  
out for

Safeguarding is very  
important to know. Now I  
know exactly what to do if  
I notice something is  
wrong, such as abuse,  
violence etc.

Very interesting,  
especially real life  
cases, good to know  
how and what we  
can do

Useful to be reminded  
of adults too

Useful

All safeguarding sessions provided around safeguarding  
are exceptionally helpful and a great way to keep  
refreshing our practises of safeguarding

Good to  
remind all re  
keeping an  
eye  
And what to  
do next

Please carry on with  
this work

Very easy to take in  
information..  
Easy to understand.  
Very useful contact details.

The presentation was very informative and I  
feel more confident to deal with any issues in  
my department and in the school.

More information is needed  
that's not on the sheet. It's  
too vague, it doesn't address  
specifics.

Appreciate the  
initiative, thanks

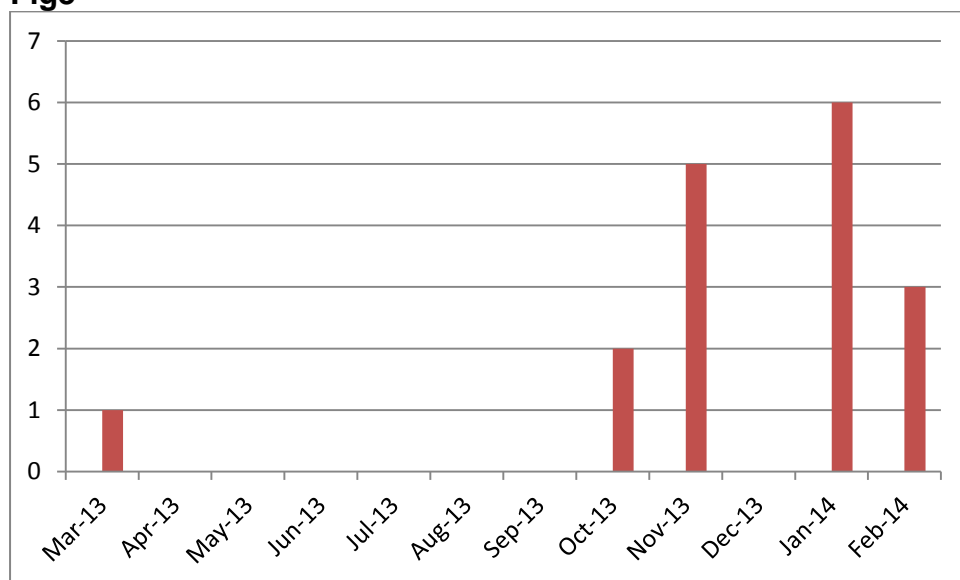
I found this session very  
useful

## Appendix 1

### Referral Data Adult Social Care

<b>Period Start</b>	<b>01/10/2013</b>
<b>Period End</b>	<b>31/03/2014</b>

**Fig3**



Adult Social Care data has been analysed with the figures from a comparative standpoint, from October 13/March 14 and October 14/March 15 for the purposes of this evaluation.

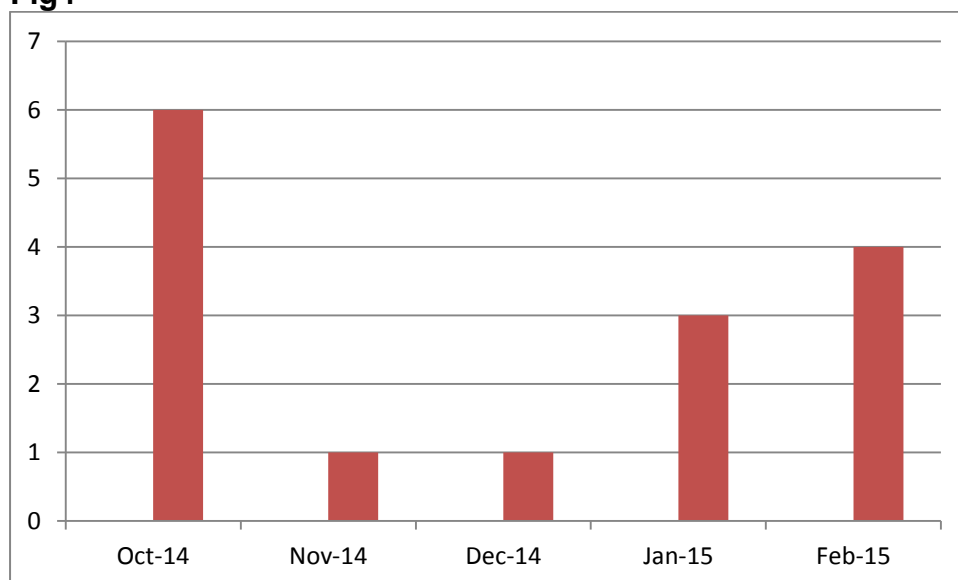
In year 2013/14 there were 17 alerts raised and in 2014/15 there were 19 raised to date(17/3/15).

When examining the referral source there is evidence that there has been a slight increase in referrals from non-professionals, and an increase in referrals from the community i.e. residents. There were 10 referrals regarding residents living in the City and this is an increase on alerts received in 2013/14 for same period. This is an illustration that there is a level of increased awareness and concern. Some enquires have crossed both staff and residents with a referral made by libraries regarding an already known elderly woman with dementia. While this does not count in safeguarding statistics this does illustrate a growth in understanding of adult safeguarding and newly developed relationship with Barbican library staff.

## Appendix 1

<b>Period Start</b>	<b>01/10/2014</b>
<b>Period End</b>	<b>31/03/2015</b>

**Fig4**



### Referral Data Children & Families Team.

**Fig 5**

	2013/14		2014/15	
	Q3 (Oct – Dec 2013)	Q4 (Jan – March 2014)	Q3 (Oct – Dec 2014)	Q4 to date (Jan – 6 March 2015)
Number of contacts to Hub	11	16	16	7 to date
Number of referrals to CSC Assessment	5	6	5 (includes one UASC LAC)	2 to date
Number of referrals to Early Help support	3	6	9	1 to date

The referral and contact data for Children's Social Care shows that there was an increase in referrals for Early Help for quarter three, between October 2014 to December 2014. This may be an anomaly; however it does appear to have peaked during the campaign. Data also demonstrates that referrals are being made by a much wider remit of professionals. An example is that the Children's Centre made five referrals in one month, some of which related to vulnerable children with disabilities. Furthermore, referrals have been made by residents when they have had concerns about a child where they suspect domestic abuse is occurring between the adults in the household. Again, this is a significant development comparatively speaking.

## Appendix 1

A member of staff from the Children and Families is holding quarterly 'raising awareness' sessions in the East part of the City in an attempt to engage more meaningfully with the Bangladeshi community. This initiative overlaps with the City wide safeguarding campaign.

### Summary

The "Notice the Signs" campaign ran for over six months, from July 2014 through to December 2014 to maximise the impact. The remit of this campaign was to raise awareness around safeguarding for children and adults across the organisation, with City of London Corporation Staff and residents in the City. Given the limited resource of just two individuals delivering on this campaign significant progress has been made with over 477 individuals being briefed during this period. This does not include the raising awareness stalls that were facilitated through various events across the City, for both adults and children during this timeframe.

There is evidence that the scope of this campaign has been effective within the organisation, in that staff are aware of their responsibilities in relation to safeguarding, and know what they should do if they have a concern. As for the residents in the City of London, there is limited data to show that there has been any significant impact at this time. However, a more longitudinal look at the data on the number of referrals would be required if an effective analysis is to be obtained.

What is evident from feedback and from the discussions that have taken place at the briefings, is that across the organisation staff are dealing with safeguarding issues from both adults and children on a regular basis. Therefore, rather than this campaign being concluded it will need to form the basis of more specific safeguarding training for staff across the organisation. In regard to City of London residents a more specific targeted approach may also be required, utilizing the support of other agencies, in the dissemination of information, as well as community events.

Pat Dixon – Children's Social Care  
Marion Willicome-Lang – Adult Social Care  
26.03.2015



<b>Committee:</b>	<b>Date:</b>
Safeguarding Sub Committee	25 September 2015
<b>Subject:</b> Policy overview: engagement and participation of children & young people involved in social care services	<b>Public</b>
<b>Report of:</b> The Director of Community and Children's Services	<b>For Information</b>

## Summary

This brief policy overview describes the framework which is being developed and employed within the City of London to enable the meaningful engagement and participation of children and young people involved in social care services. This participation provides an opportunity to learn from people's experience of City of London services, how the services work in practice and to understand and continue to develop their effectiveness – all of which contribute in turn to ensuring positive outcomes for children, young people and their families.

This framework is located within the quality assurance framework of the safeguarding sub-committee of the City of London's Children's Executive Board.

## Recommendation(s)

Members are asked to:

- Note this report providing an overview on engagement & participation of children and young people's within social care services.

## Main Report

### Background

1. The principle of children's and young people's participation in the decision-making processes affecting them is now accepted. It is embedded in recent legislation and regulation, including: Human Rights Act (1998); UN Convention on the Rights of the Child (1989); Children Act (1989 and 2004); Care Planning, Placement & Care Review regulations (2010); and the IRO Handbook (2010).
2. The benefits of participation include the following:
  - Promotion of child protection (failure to listen to children has been a recurring finding of serious case reviews);
  - Upholding children's rights and fulfilling legal responsibilities;
  - Improvement in services and decision-making for children and young people;
  - Engaging children and young people in their care planning process;

- Empowerment of children and young people through increased self-esteem and resilience;
- Enhancement of children's skills for adulthood.

### **Effective Participation: Aims & Objectives**

#### **3. Aims:**

- Enable a clear picture of the experience of children, young people and their families who engage with City of London children & family services
- Increase opportunities for children and young people within the City of London to contribute to service design and development;
- Improve professional understanding of children, young people and their families' experience of services.

#### **4. Objectives (to support achievement of the above aims):**

- Gather and collate feedback from children, young people and their families about their experience of children & family safeguarding arrangements and child protection services;
- Enhance and complement existing quality assurance and monitoring tools;
- Coordinate consultation exercises – and thus avoid gaps or duplication;
- Provide opportunities to share learning across departments, teams and individual practitioners;
- Use the learning effectively to continue to develop and shape children and family services and professional practice in the City of London.

### **Current Position**

5. At the current time there are several methods used to enable engagement and participation for children and young people involved with social care services in the City:

#### Children Looked-After and Care Leavers

6. For children and young people looked-after and for care leavers, a range of opportunities are used to gather feedback. Recently these have included:

- a) annual survey 2015;
- b) regular feedback on aspects of the City of London Pledge (within the corporate parenting strategy);
- c) consultation in relation to future career development e.g. work shadowing and work experience.

7. The Children in Care Council (CiCC) began in 2014. The group meets bi-monthly and makes use of opportunities to share and discuss views and opinion on specific agenda items e.g. development of resources to support looked-after children and care leavers. The CiCC is led by an elected CiCC officer and deputy officer, elected from the group and supported by City of London staff.

8. Example: A recent CiCC meeting brought forward the suggestion of using a Facebook group to share information and provide opportunities to raise or discuss

any issues between meetings: this is currently being explored with a view to setting it up in coming weeks. It will then be available for all CiCC members to join in as they choose.

9. Preparation and training is being developed to enable young people's participation in staff recruitment and selection processes. Training and support is also being offered to enable young people to contribute more confidently within larger meetings involving several people and to be able to chair meetings themselves.

#### 'Have Your Say' feedback forms

10. Individual feedback is gathered in relation to each individual's progress e.g. within the Pathway Plan and personal education plans.

Children and young people looked after are able to use 'Have Your Say' feedback forms as they prepare for review of their pathway plan. They are provided in different formats to meet 'age and stage' requirements of children and young people.

#### Advocacy – London Independent Visitors

11. This befriending scheme is available to children and young people looked after, and care leavers. This project provides volunteer independent visitors who can offer informal support as well as accompanying a young person to a meeting or review to ensure the young person's voice is heard.

#### Independent Reviewing Officer

12. The role of the independent reviewing officer (IRO) provides another significant route through which children and young people's views are gathered. For example, at a young person's review of their Pathway Plan, the IRO conducts a pre-and midway consultation.

13. In frontline safeguarding, as part of preparation for a child protection conference, the IRO will seek a child/young person's view independently as well as the age-appropriate contribution of the child/young person's views to the social work report.

#### Annual consultation

14. In June/July 2015 an independent organisation conducted the annual consultation with children/young people engaged with children's services – this yielded 49% response rate. Overall feedback received was positive as well as identifying a number of areas for future development, for example, ensuring that young people are aware of how they can complain and how they can be supported with an advocate if required. (This report can be viewed separately).

#### Early Help

15. Following initial assessment with a family, the draft is shared with the family and their comments are recorded within the assessment.

16. A quarterly consultation is conducted with up to five families who have received Early Help services during that period. This supports evaluation of the outcomes achieved for each family and further development of the service overall.

#### Feedback: complaints, comments and suggestions

17. A young person's version of the City of London 'complaints, comments and suggestions' material is available and can be requested through any route including social worker, IRO, foster carer.

### **Options**

18. There are a number of areas identified for continuing development of participation and engagement for children & young people in the City of London:

18.1 Increase access routes to encourage wider participation of children & young people

- a. Development of peer support in engagement;
- b. Revision of feedback forms to ensure they are engaging and accessible;
- c. Translation/interpretation of feedback forms to accommodate culture and language diversity.

18.2 Use an annual forward planner to avoid duplication and/or gaps in areas for engagement and consultation – and to ensure a cumulative picture is gathered of the presenting situation.

18.3 Continue to develop a shared access point for consultation and engagement results which can be used by different teams.

18.4 Continue to develop the information and resources available for children, young people and their parents and carers in accessible and engaging formats.

18.5 Extend and develop resources and materials available for staff to enable creative engagement with children, young people and their families.

### **Corporate & Strategic Implications**

19. These suggestions reflect the City's Children and Young People's Plan 2015-18 which states its commitment to '*ensure the voice of the child and young person informs all that we do.*'

20. This in turn reflects one of the key principles within the central government revised document '[Working Together to Safeguard Children 2015](#)' which states:

*"Effective safeguarding arrangements in every local area should be underpinned by....a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children." (Key principles, p8/9)*

## **Conclusion**

21. The ongoing development of effective engagement and participation of children and young people in the City of London, to understand their needs and how they best can be met, will enable City of London's children and family services to ensure their practice reflects and meets those needs effectively, and that it continues to encourage and enable positive outcomes for the children and young people they support.

22. The safeguarding sub-committee will continue to be updated on outcomes from participation exercises and activities. For example, this will include the annual consultation and activities within the Children in Care Council.

## **Appendices**

Appendix 1 – City of London Social Work Practice Standards – Children & Families

Appendix 2 – Children & Young People's Involvement in Review Meetings

**(hard copies will be available at the meeting, or can be provided upon request)**

## **Rose de Paeztron**

Participation Consultant, Children & Families' Team, DCCS

T: 0207 332 3621

E: [rose.depaeztron@cityoflondon.gov.uk](mailto:rose.depaeztron@cityoflondon.gov.uk)

This page is intentionally left blank

<b>Committee</b>	<b>Dated:</b>
Safeguarding Sub Committee	25 September 2015
<b>Subject:</b> Children and Young People Annual Consultation	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report presents to Members the document City of London Corporation Children's Services Annual Consultation Report July 2015 – Action for Children. The report provides the findings from the user surveys distributed to all children and young people receiving social care services from the City of London's Children and Families Team between June and July 2015.

There was a 54.5% response rate and overall, the feedback received was positive.

Children and young people receiving services as Children in Need or Children in Need of Protection reported feeling they are treated with respect, given good explanations and given time to talk resulting in better understanding about the supports and services they are receiving.

Although the response rate from the Looked After Children cohort was the lowest, the respondents indicated a high level of satisfaction due to the ease with which they were able to contact their social workers, happiness with their placements and the care they are receiving, and being supported in education.

Care Leavers, as a group, expressed the highest level of satisfaction across all areas. They reported enjoying good relationships with their workers; feeling supported; satisfied with their accommodation; and feeling safe.

The areas for future development include: ensuring young people are aware of how they can complain; how they can be supported by an advocate; increasing the profile of the virtual school; and improving support around money management and social connections.

## Recommendation(s)

Members are asked to:

- Note the report.

## Main Report

### Background

1. Action for Children, an independent children's charity, was commissioned to carry out a user survey among all children and young people receiving social care services. The purpose of which was to consult children and young people directly about the quality of the services being provided.

2. The Annual Consultation report is being presenting to Members of the Safeguarding Sub Committee to enable scrutiny of the performance of the City Corporation in delivering services to children and young people.

### **Current Position**

3. Completing this consultation with children and young people provided a valuable overview of their experience as service users. An action plan is being developed to address the findings and recommendation from the consultation and will directly inform the Service Improvement Plan underway.
4. In keeping with the City's commitment to '*ensure the voice of the child and young person informs all that we do*' as stated in the Children and Young People's Plan 2015-2018, there will be an independent consultation completed annually moving forward.

### **Corporate & Strategic Implications**

5. The City's role in supporting children and young people to be safe and achieve their full potential contributes to the fulfilment of the priorities of the Department of Community and Children's Services Business Plan, the Children and Young People's Plan and the Corporate Parenting Strategy.

### **Conclusion**

6. An action plan is required to address the areas for service development identified as a result of this consultation.
7. Overall, the City of London continues to deliver strong support and services to children and young people that is helping them to be safe and achieve good outcomes.

### **Appendices**

- Appendix 1: City of London Corporation Children's Services Annual Consultation Report July 2015 – Action for Children **Please note this is attached at agenda item 12**

### **Sham Kidane**

Independent Reviewing Officer, Safeguarding and Quality Assurance Service

T: 020 7332 3919

E: [sham.kidane@cityoflondon.gov.uk](mailto:sham.kidane@cityoflondon.gov.uk)



By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank



By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank



By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank



By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank