



Annual Report

1 April 2017 – 31 March 2018

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Foreword from the Independent Chair

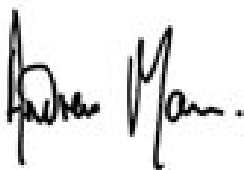
We are fortunate in Telford & Wrekin to have a strong partnership committed to safeguarding children. As a result of lessons learned from national and local audits and reviews, the Telford & Wrekin Safeguarding Children Board (TWSCB) continues to improve safeguarding arrangements for the protection of children and young people in Telford and Wrekin now and in the future. This report provides evidence of the robust work undertaken by all agencies during the year 2017/18.

One of the highlights from this year was the Children's Conference "Children United in Safety" that aimed to teach children how to keep themselves and other children safe. The conference was hosted by Telford & Wrekin Safeguarding Children Board and Team Safeguarding Voice® (TSV). Over 200 adults and children attended and it has been an important contribution to the development of a culture of safety in schools, improving children's knowledge of safeguarding and mental wellbeing. Over 40 schools have now established their own child-led safeguarding boards and we expect this number to continue to grow over the coming year.

It is important to highlight the ongoing work tackling Child Sexual Exploitation (CSE). In March 2018, TWSCB and Safer Telford & Wrekin Partnership hosted an awareness raising event linked to the national Stop CSE Awareness Day. Guest speakers from The Blast Project spoke about male sexual exploitation and the local police force highlighted work being undertaken with late night economy staff in identifying signs of potential abuse.

The challenges that arise from CSE continue to inform the Board's work to improve safeguarding arrangements for children and young people, to raise awareness of the crime and to educate children, young people, parents and all people across the Borough. This goes hand-in-hand with the decision of Telford & Wrekin Council on 10 April 2018 to commission an Independent Inquiry into historical cases of CSE in Telford & Wrekin. The Inquiry will provide an opportunity for the Board and all partners to gain a greater understanding and learning about the vile crime and to ensure that our approach to tackling this issue is effective throughout our partnership work.

I would like to record my appreciation for the TWSCB's hard work during this time of organisational transition and budgetary pressures. As always, the TWSCB can rely on the dedication and skills of all the staff engaged in working with children, families and communities. I would like to thank them for what they have achieved in safeguarding and promoting the welfare of children and young people in Telford & Wrekin. I am confident that the TWSCB and partners will continue to work together to improve the quality of services and learn from their own experience and the practice of other organisations and the final section of the report outlines our plan to do this in 2018-19.



Andrew Mason, Independent Chair
email: lsqb@telford.gov.uk

Executive Summary

The TWSCB is a key statutory mechanism for coordinating work in Telford and Wrekin to safeguard and promote the welfare of children and ensure the effectiveness of that work. The purpose of the report is to provide an assessment of the performance and effectiveness of local safeguarding services, identify areas requiring improvement and set out the actions and plans to be taken in the following year to improve the performance and effectiveness of the TWSCB.

This report covers the period April 2017 to March 2018 and is written for both professionals and members of the public.

The TWSCB has continued to work with Partners to ensure that the Board priorities are supported and risks identified, with mitigating actions. Strategies, policies and procedures, both regionally and locally have continued to be developed and reviewed to ensure they are fit for purpose and to compliment this, a Learning and Improvement Framework has been made available to all TWSCB members.

The strategic plan has been delivered through performance and quality assurance processes which include quantitative information. A culture of continuous learning and improvement has been promoted across partner agencies through the use of learning from case reviews which drive improvements in practice.

Multi agency working against Child Sexual Exploitation continues to be at the forefront of the Board's work. It is a key priority for the Board and Partners, who continue to drive strategic focus through a joint strategy with the Safer Telford & Wrekin Partnership (STWP). Actions to address CSE priorities are detailed in the Joint TWSCB and Telford & Wrekin Safeguarding Adults Board (TWSAB) Exploitation Thematic Sub-group action plan and Safer Telford & Wrekin Partnership plans which reflects true partnership working across multiple agencies and strategic boards.

The action plans incorporate 38 recommendations of the Telford & Wrekin Council's Children and Young People Scrutiny Committee's Review of Multi-Agency Working against Child Sexual Exploitation (CSE), published in May 2016. All but six of the recommendations have been implemented and a further six have been partially completed. The improvements embedded this year include:

- An audit of CSE safety planning visibility in children who are also subject to child protection plans or are children in care;
- Regular CSE raising awareness sessions have been delivered and a new TWSCB Sexual Abuse and Exploitation Training has been embedded locally;
- A revised Community Safety strategy published on the TWSCB website;
- The addition of references to CSE and sexual offences within the Joint Strategic Needs Assessment; and
- Links to the Police CSE team and the [Tell Someone Website](#) within the Children Abused Through Exploitation (CATE) Team leaflets.

Telford & Wrekin Safeguarding Children Board has, during the year, demonstrated effective safeguarding arrangements and that as a result of the lessons learned from both national and local audits and reviews, will continue to work to improve protection of children and young people in Telford and Wrekin.

a) Our Population

Telford and Wrekin is a place of contrasts, a distinctive blend of urban and rural areas, with green open spaces alongside new housing developments and traditional market towns. On the face of it, the Borough is a prosperous place but there are clear differences across it. Some neighbourhoods and communities in the Borough are among the most deprived areas nationally, whereas equally some communities are amongst the more affluent in England.

The population of the Borough continues to grow at above national rates, driven by the expansion of the local economy and record levels of housing growth. The current population of circa.175,000 is expected to grow by 23,300 or 13.4% to around 196,000 by 2031 compared to growth for England over this period of 10.2%.

The Borough's population is younger than the national structure. There are around 43,900 people aged 0-19 in the Borough (T&W 25.8%^[1], England 23.7%) and around 55,800 aged 0-24 with concentrations of younger population in south Telford. The number of young people aged 0-24 is set to increase to around 62,200 by 2031; an extra 4,800 0-15 year olds and an extra 1,700 16-24 year olds. There are just over 2,000 births per year in the Borough. The birth rate in the Borough has been falling in recent years in line with the national trend. Infant mortality in the Borough is worse than the national rate.

As the population grows, it has continued to change in line with national trends, with the population becoming more diverse and ageing. Over half of the population increase between now and 2031 will be in the 65+ age group.

Around 13.1% of young people are from a BME background, the highest rate of any age group. After White British, the next three highest ethnicities in the Borough are Other White, Pakistani and Indian. The ethnicity of school age children shows that the proportion young people from a BME background has increased in recent years (13.7% in 2012, 18.5% in 2016).

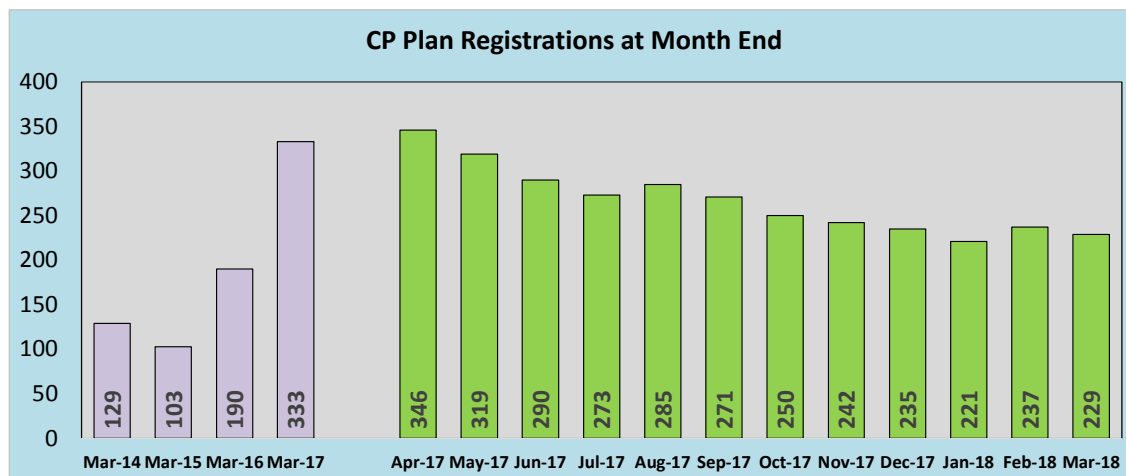
Poverty and deprivation have a known impact on people's wellbeing and their ability to fulfil their potential. Fifteen of the Borough's neighbourhoods are in the 10% most deprived nationally with a further 15 in the 10% to 20% most deprived. The latest data shows income deprivation affecting children in Telford and Wrekin increased comparative to the national position.

In total, 10,200 children (aged 0-15) in Telford and Wrekin are living in areas ranked in the 20% most deprived nationally for income deprivation affecting children, almost a third (31%) of the Borough's 0-15 population. Around 4,800 people aged 0-15 in the Borough live in areas ranked in the 20% least deprived nationally for income deprivation affecting children, around 15% of the 0-15 population.

^[1] Telford & Wrekin Population Profile

b) Child Protection and Children in Care Headline Performance

At the end of March 2018 there were 229 children subject to a child protection plan, a decrease from 333 at the same point in 2017. The rate of child protection plan registrations per 10,000 children was 60.1, a decrease from 85.6 at the same point in 2017. The England rate for 2017 was 43.3.

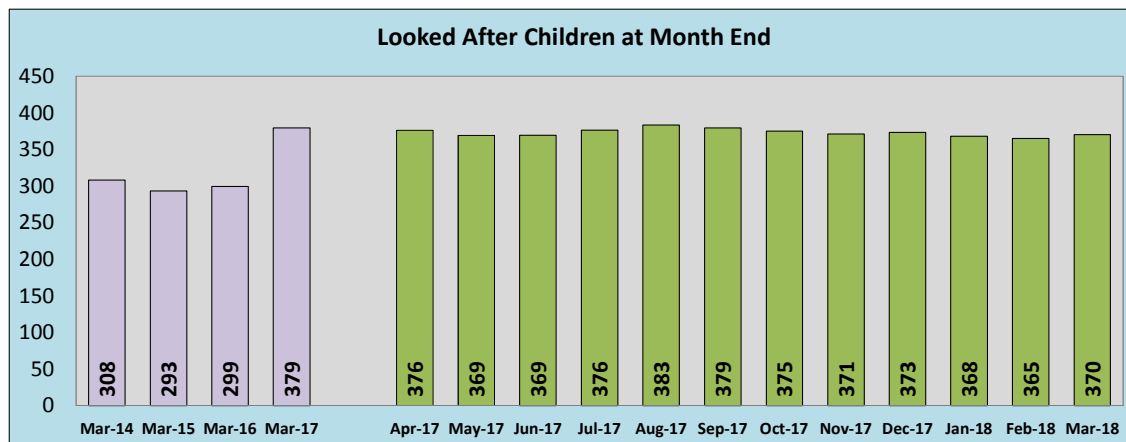


Just under half of those children who were subject to a child protection plan 31st March 2018 were categorised as being subject to neglect (46%), with a further 91 (41%) subject to emotional abuse.

The number of new children registered on a child protection plan in the 12 months to the year end was 251, a decrease of 42.6% on the previous year. Of those 251, 43 (17%) had been registered on a child protection plan previously; 20 of the 43 had been registered on a child protection plan less than 12 months prior to being registered for a second or subsequent time.

Telford and Wrekin's rate of Children in Care per 10,000 population as at 31st March 2018 was 92.3 down from was 96 in 2017. In 2017, the Borough was ranked as the 20th highest in England, and above the regional rate (75) and national rate (62) respectively. The number of Children in Care as at 31st March 2018 was 370, a decrease of 2.4% on the number as at 31st March 2017 (379).

There were 110 new periods of care in 2017/18, a decrease of 40% (182 in 2016/17). Care cessations rose from 102 to 119, up by 17%. 26.9% of children leaving care were adopted, an increase on the 22% figure for 2016/17.



Of the 370 Looked After Children as at 31st March 2018:

- 272 were in fostering placements (73.5%)
- 19 were placed for adoption (5.1%)
- 47 were in residential placements (12.7%)
- 11 were in independent living (3.0%)
- 21 were placed with their own parents (5.7%)

Excluding those placed for adoption, 212 children (60%) were placed within the local authority boundary, with 139 (40%) placed outside Telford and Wrekin. However, of those placed outside the local authority, some 66 (19%) are within 20 miles of their home address. That means 21% of children are placed outside the local authority and are more than 20 miles from their home address.

Safeguarding and promoting the welfare of children requires effective co-ordination.

Until the Children and Social Work Act 2017 came into force, the Children Act 2004 required each Local Authority to establish a Local Safeguarding Children Board (LSCB). Section 10 of this Act placed a duty to cooperate to improve the wellbeing of children and young people on the Local Authority and its Board Partners. The organisations which are partners are laid out in S 13(3) of the Act.

In 2017-18 the TWSCB was the statutory mechanism for agreeing how the relevant organisations in Telford & Wrekin cooperate to safeguard and promote the welfare of children and young people in the area and for ensuring the effectiveness of what they do.

The definition of safeguarding and promoting welfare of children and young people adopted by the TWSCB and based on Government Guidance is:

“Making sure that children grow up in safety and in a way that they are cared for; protecting them from harm or ill-treatment; making sure that their health or development is not damaged in any way and doing this in a way that means that children have the best possible chances in life.”

The role of the TWSCB is:

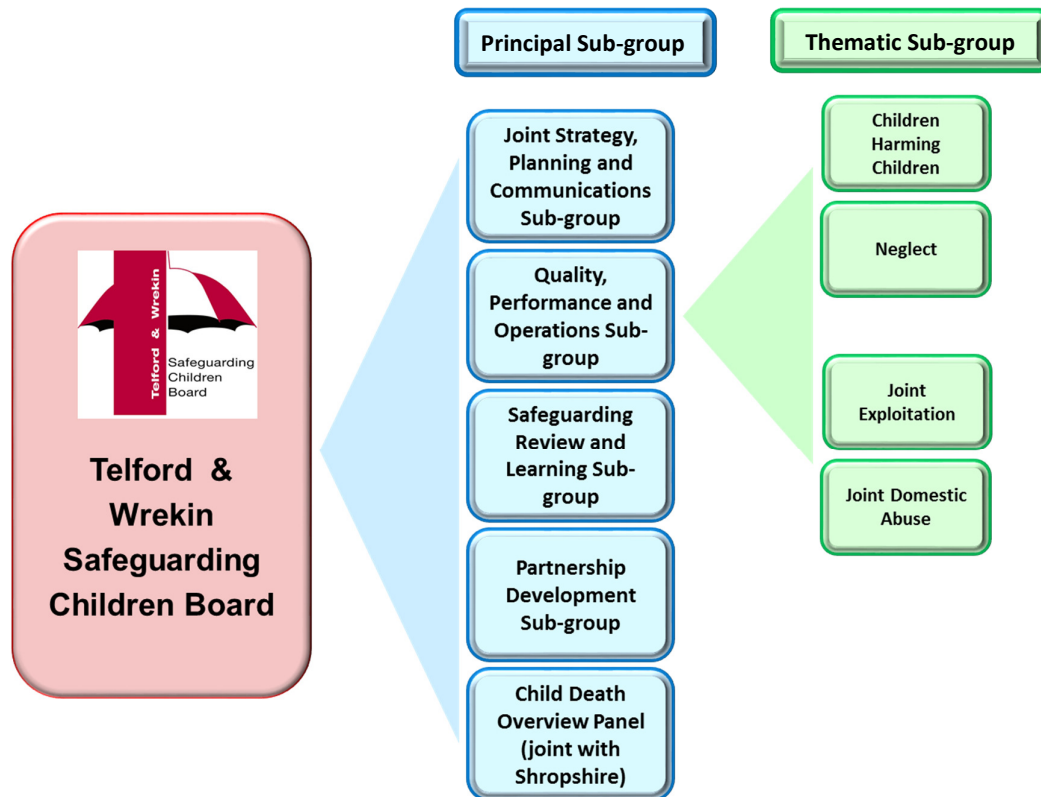
- To put the person who has been harmed or at risk at the centre of everything that we do and listen to their views about what we can do to improve the safety of people;
- To hold Board members to account;
- To collect and share information about how well we are keeping people safe and what more we could do;
- Make sure our workers and volunteers get the training they need to provide safe services and share concerns if they think a person is being hurt or abused;
- To review our policies and guidance to make sure we are constantly improving; and
- To raise awareness of safeguarding issues and what to do.
- To commission Serious Case Reviews and other reviews where appropriate in order to learn and improve practice

For more detail on the role of the TWSCB, please see the current [Terms of Reference](#).

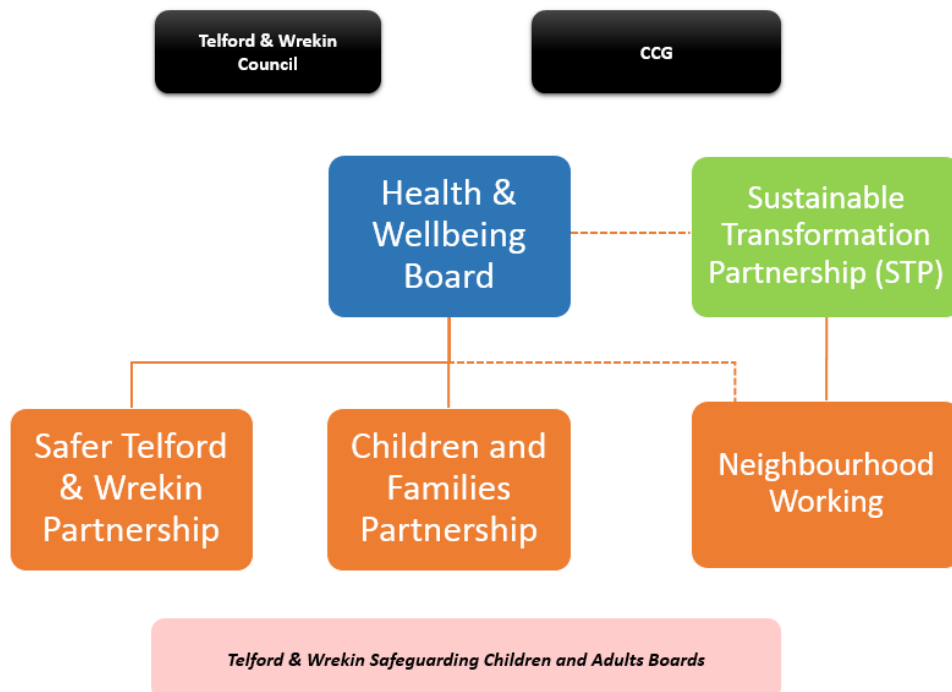
From June 2019 the three statutory partners; Telford & Wrekin Council, West Mercia Police and Telford & Wrekin Clinical Commissioning Group will have equal and joint responsibility for local safeguarding arrangements.

a) TWSCB structure

The TWSCB structure as at 31 March 2018:



The Joint Thematic Sub-groups are governed by the Telford & Wrekin Safeguarding Children and Adults Boards and Safer Telford & Wrekin Partnership, as detailed below.



b) Board membership

In line with Working Together 2015, the Board is comprised of the Independent Chair, the Partnership Manager and the following partners:

	Organisation/Representing/Job Role	Attendance
Independents	Independent Chair	100%
	Lay members ¹	0%
Telford & Wrekin Council	Director of Children and Adults Services	75%
	Assistant Director: Children's Safeguarding and Specialist Services (Chair of SRL Sub-group)	100%
	Assistant Director: Education and Corporate Parenting	50%
	Assistant Director: Health, Wellbeing and Public Protection (Public Health representative)	50%
	Local Authority Legal Representative	25%
	Lead Member for Children, Young People and Communities (<i>Observer</i>)	100%
Health	NHS Local Area Team Representative	0%
	Shropshire Community Health NHS Trust (SCHT) Representative	75%
	Shrewsbury and Telford NHS Hospital Trust (SaTH) Representative	100%
	South Staffordshire and Shropshire NHS Trust (SSSFT) Representative (Chair of QPO Sub-group)	100%
	T&W Clinical Commissioning Group (CCG) Representative (Chair of SPC)	100%
	Designated Doctor	100%
	Designated Nurse (Chair of Child Death Overview Panel)	75%
	Designated GP	100%
Police	Local Policing Commander Representative	75%
Education	Private Early Years Representative	75%
	Primary School and Team Safeguarding Voice® Representative	75%
	Secondary School Representative	75%
	Special School Representative	75%
	Academy School Representative	75%
	Further Education Representative	100%
	Lead Governor Representative	75%
Probation	National Probation Service (NPS) Representative	50%
	Community Rehabilitation Company (CRC) Representative	75%
YJT	West Mercia Youth Justice Team (YJT)	50%
CAFCASS	Children & Family Court Advisory and Support Service (CAFCASS)	0%
Housing	Wrekin Housing Trust	100%
Voluntary	Chief Officer Group Representative	25%

¹ Lay Member representatives stepped down at the beginning of the year. Attempts have been made to recruit others, however we are now waiting for the new Working Together guidance to be published before pursuing this further.

c) Financial position

The TWSCB's work is funded by the following statutory partner agencies:

- Telford & Wrekin Council;
- Telford & Wrekin Clinical Commissioning Group (CCG);
- West Mercia Police;
- Community Rehabilitation Company;
- National Probation Service;
- Child and Family Court Advisory and Support Service (CAFCASS); and
- Youth Offending Service (YOS).

The TWSCB relies not only on financial contributions from the above agencies but also resources from all agencies involved, for example, the use of meeting rooms. Their contribution and participation on the Board and its Sub-groups is vital to the effective implementation of TWSCB priorities.

The following summary details a breakdown of the budget and spend in 2017/18 and the proposed budget for 2018/19.

	2017- 18	2018-19
	Actual Outturn	Projection
Expenditure		
Independent Chair	22,000.00	20,000.00
Salaries	105,324.00	105,324.00
Non-Salaries	79,700.00	74700.00
Total	£207,024.00	£200,024.00
Income		
Partner Contributions	186,231.60	186,231.60
Training - charging and cancellation costs	200.00	500.00
Total	£186,431.60	£186,731.60

Reserves	2017-18
Opening reserves	£38,643.00
Closing Reserves	£66,000.00

The TWSCB budget is monitored by the Partnership Manager and the Joint Strategic, Planning and Communications Sub-group. An annual update is provided to the Board, or when further resources are needed, for the Board to review and revise its budget for the following year.

Sub-groups

a) Strategy, Planning and Communications

The TWSCB Strategy, Planning and Communications (SPC) Sub-group, became a joint Sub-group with Telford & Wrekin Safeguarding Adults Board in July 2017, to ensure strategic links and efficiencies across both the Boards. The SPC Sub-group remained responsible for strategy development, business planning, governance, timetabling and coordination, for both the Safeguarding Children and Adults Boards priorities. The group met on a quarterly basis and was well supported by partners.

During 2017/18 the group focused on the following.

- Development of the Communication, Inclusion and Engagement Strategy; which outlines how the Board will effectively communicate and seek feedback from the relevant audiences such as children, young people, adults with care and support needs, families, practitioners and the wider community in Telford and Wrekin. The published Strategy is on the TWSCB website
- Overseeing the monitoring of TWSAB and TWSCB budgets.
- Development of the Joint Strategic Plan for both safeguarding boards for 2018/19.
- Reviewing and monitoring the TWSCB Risk Register.
- Overseeing the development of the Club Consideration List.
- Horizon scanning and maintaining links with other strategic boards within the Borough.
- Engagement with Housing Associations and Providers to promote safeguarding.
- Reviewing the membership and attendance of all Sub-groups and challenging partners to ensure they are represented, where appropriate.

Going forward, the group will concentrate on the implementation and impact of the Communication, Inclusion and Engagement Strategy, including communication campaigns in relation to safeguarding.

b) Partnership Development

The Partnership Development Sub-group has remained responsible for the West Midlands multi-agency policies and procedures and TWSCB training courses.

The Sub-group has delegated authority for delivering the following statutory objectives and functions of Working Together to Safeguard Children 2015:

- *“Coordinating what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children and young people in the area.*
- *Developing policies and procedures for safeguarding and promoting the welfare of children and young people in the area of the authority, including policies and procedures in relation to:*
 - *the action to be taken where there are concerns about a child or young person’s safety or welfare, including thresholds for intervention;*
 - *training persons who work with children and young people or in services affecting the safety and welfare of children and young people;*
 - *recruitment and supervision of persons who work with children and young people;*

- *investigation of allegations concerning persons who work with children and young people;*
- *safety and welfare of children and young people who are privately fostered;*
- *cooperation with neighbouring children's services authorities and their Board partners; and*
- *monitor and evaluate the effectiveness of training including multiagency training to safeguard and promote the welfare of children and young people."*

The group met on a quarterly basis and was well supported by statutory partners. During 2017/18 the group focused on:

- The successful development and implementation of the [West Midlands Regional Safeguarding Policy & Procedures](#) website, which was launched in April 2017. TWSCB joined eight safeguarding boards across the region to develop the regional procedures and to procure a website to host the procedures. The initiative has provided policy consistency across Boards in the region, economies of scale (significantly reducing the cost of providing multi-agency procedures), and provided regional expertise on policy development.

The regional website allows professionals to access procedure on three levels:

- Level 1 procedures are those that are overarching child protection procedures;
- Level 2 procedures are those agreed at a regional level; and
- Level 3 procedures are area specific, including referral guidance, local levels of need, and named contacts.

The Regional Safeguarding Procedures Group (RSPG) continues to meet regularly with the TWSCB representation. RSPG has a rolling programme in place to refresh and update the West Midlands procedures. As part of the commitment to signing up to a regional site, each Safeguarding Board was given responsibility for monitoring and reviewing the content of specific sections. The TWSCB was given the responsibility for reviewing regional policies on Safer Recruitment; Information Sharing; and Child Sexual Exploitation.

- All strategies are reviewed on a regular basis to ensure they align with the Board priorities, national policy, are fit for purpose and provide consistency for the workforce. The group reviewed and agreed the following on behalf of the TWSCB:
 - Child Sexual Exploitation (CSE) Strategy (a joint document with the Safer Telford & Wrekin Partnership), which highlights the importance of CSE and the plans to further develop locally a prevention, protection and investigation strategy to:
 - prevent children becoming vulnerable to CSE;
 - identify those at risk of being sexually exploited;
 - take action to safeguard and promote the welfare of particular children and young people who are being, or may be, sexually exploited; and
 - take action against those intent on abusing and exploiting children and young people in this way.
 - Neglect Strategy, which reinforces early recognition of neglect and includes learning from local reviews.
 - Child Protection Conference paperwork
 - Core Group Practice to identify good practice and areas for development. A one-minute briefing note was developed to reinforce practice

- Children Harming Children Strategy Agenda with managers, to ensure consistent use by practitioners.

Please refer to the Training section for the training report for 2017-18.

The Sub-group will also concentrate on:

- Further development of effective Core Group working and Child Protection procedures;
- Review and revise the:
 - Threshold Document and Toolkit;
 - Policy and Procedure for Child Death Overview Panel (CDOP) and Serious Case Reviews due to legislation changes;
 - Local Area Designated Officer (LADO) process;
 - Escalation Policy;
 - Missing Protocol; and
 - Policy changes as a result of a Serious Case Review (SCR).

c) Quality, Performance and Operations

The Quality, Performance and Operations Sub-groups role is to ensure that the Board's strategic plan is delivered. The group does this through performance and quality assurance processes which include quantitative information (including targets where appropriate) and qualitative information from both multi-agency and single agency sources.

The Sub-group has delegated authority for delivering the following statutory objectives and functions of Working Together to Safeguard Children 2015:

Working Together 2015 specifically outlines that the performance management function for LSCBs is to *"use data as a minimum and should:*

- *Assess the effectiveness of the help being provided to children and families, including early help;*
- *Assess whether LSCB partners are fulfilling their statutory obligations; and*
- *Quality assure practice, including through joint audit of case files involving practitioners, identifying lessons learned and the difference it has made; challenge and test it out."*

The Sub-group provides:

- Evidence based assurance to the Board that there are robust processes for monitoring systems in place to safeguard children and young people within Telford and Wrekin.
- Assurance that the Board's Learning and Improvement Framework is monitored and reviewed effectively by the Safeguarding Review and Learning Sub-group.
- Monitoring of the progress made within each of the TWSCB thematic Sub-groups, by receiving a progress update from the Chairs of the thematic Sub-groups, at each meeting.

The group met on a bi-monthly basis during 2017/18 and remained well supported by partners.

During the year the group:

- Reviewed the performance framework to ensure the framework enables the Board to be reassured about progress against priorities and multi-agency practice to safeguard children. A framework was developed for 2018/19 for the Sub-group to review performance and provide updates to the Board;

- Coordinated and reviewed the Section 11 Audits completed by all statutory partners. Section 11 Audits are designed to allow TWSCB to assure itself that agencies placed under a duty to co-operate with the legislation, mentioned previously are fulfilling their responsibilities to safeguard children and promote their welfare. From the audits received, the average scoring for the whole section 11 was 'good', with three questions being graded as outstanding. There were 41 actions noted for the agencies to take forward to complete, by the next audit in July 2018, which will provide assurance that agencies are fulfilling their responsibilities and commitment to safeguard children and promote their welfare;
- Received updates on single agency safeguarding audits from the Local Authority which assisted the group in triangulating its' findings of multi-agency working and provided the Board with another evidence base for pieces of work including, neglect, core group working and strategy meeting attendance.
- Received and challenged summaries of partner agency annual reports to provide reassurance that single agencies are fulfilling their responsibilities and commitment to safeguard children and promote their welfare. We have challenged partner agencies on record keeping and the production of a summary of their safeguarding activity.
- Received regular reports from each of the thematic Sub-groups, Neglect, Joint Exploitation, Children Harming Children and Joint Domestic Abuse and assured the Board of the progress made in each area throughout the year.

Going forward, the group will continue to progress the actions outlined above and will also concentrate on:

- Coordinating the completion of the Section 11 Audits 2018 for statutory partner agencies, using the new West Midlands Regional Section 11 Guidance and scoring matrix, which will enable agencies who work across the region to complete the audit once and share with all Regional Safeguarding Children Boards.
- Reviewing the multi-agency performance dashboard to ensure it is fit for purpose.
- Implementing a Peer Challenge audit to hold agencies to account for their effective safeguarding practice.

d) Safeguarding Review and Learning

The purpose of the Sub-group is to promote a culture of continuous learning and improvement across the partner agencies through using learning from case reviews to drive improvements in practice.

The Sub-group meets the statutory requirements under Section 14 Children Act 2004, Regulation 5 (1)(e) and 5(2) of The Local Safeguarding Children Board Regulations 2006 [as amended] and the requirements of Working Together to Safeguard Children 2015 [Chapter 4 – Learning and Improvement Framework].

The Sub-group has progressed the following specific activities during the year:

- Ongoing evaluation and review of the available models/methodologies, to ensure that the most appropriate methods were being used for each case for consideration received by the TWSCB. This led to trial of a 'round the table' approach to cases which did not meet the criteria for Serious Case Reviews, but potential multiagency learning was identified.
- Two multi-agency 'round the table' case reviews have been conducted. The following key learning for agencies was highlighted:

- Recognition of appropriate home conditions;
- Understanding of the long-term impact of neglect on development delay;
- Role and responsibility of housing providers and private landlords in monitoring and escalating conditions of a home;
- The impact of historic and current domestic abuse, substance misuse and mental health issues on the family as a whole, and the lasting effects it can have on an individual;
- Children's emotional health and wellbeing and impact that it may have on their life as an adult; and
- Consideration and recognition for other siblings, living within the household.
- Ongoing learning/case reviews were kept under review pending decisions being made that were outside of the group's control. Learning continued to be developed and shared where appropriate and the action plans reviewed, monitored and impact recorded and challenged. Examples of this included seeking reassurance that supervision arrangements are in place for all professionals, from all agencies and recognition of disguised compliance by professionals.
- Please refer to the case review section of this report for further detail about the case reviews that the Board has undertaken during the year.
- Understanding and learning at both a regional and national level has also taken a high priority in 2017/18 with the Sub-group considering and identifying the learning from reports on:
 - The consultation document launched in October 2017 on "Revisions to statutory guidance Working Together to Safeguard Children" and a response prepared for the Board;
 - Recently published reviews from other Safeguarding Children Boards and the importance of proportionately looking at national learning and key points arising for example, Bradford 'Jack' and Child G; Wolverhampton Safeguarding Board;
 - In May 2017, the group analysed "President's Guidance: Judicial Cooperation with Serious Case Reviews, by Sir James Munby, President of the Family Division. The review concluded that judges should provide assistance to SCR's which is compatible with judicial independence and the group welcomed this decision.

e) Multi-agency Case Reviews *(written by Sarah Constable, Partnership Manager, TWSCB)*

During 2017/18 the TWSCB continued to embed a culture of continuous learning in line with its Learning and Improvement Framework. During the year the following key learning points were communicated:

- Multi-agency working in Core Groups – a briefing note on roles and responsibilities was developed and shared across the partnership. This was well received by all agencies and has provided practitioners with a consistent message about core groups and what is required of them. During 2018 this will be evaluated to see if it has made a sustained difference to practice.
- Use of appropriate escalation procedure – whilst the TWSCB has an escalation process it is rarely used. The TWSCB have agreed to review this procedure alongside the adult safeguarding process and re-launch with practitioners in 2018.
- Professional curiosity continues to be a theme in many of the reviews undertaken, and many agencies are now undertaking specific training to support practitioners to practice in this way. For example, the Police have rolled out their Vulnerability Training programme which includes

developing the full picture and thinking outside of the situation they are dealing with at that time.

- Timeliness of information sharing – the expectations around sharing of notes and minutes were clarified through the review of the Child Protection Plan paperwork and through the Core Group work. This has resulted in a clear expectation on timely information sharing by which agencies can hold each other to account over.

In Autumn 2017, the TWSCB commissioned a Serious Case Review in relation to a family of five children, known as Family Q, who were subjected to significant neglect within Telford and Wrekin and within Bedford Borough. This review was conducted under Working Together 2015 and was published on 1st June 2018. For a copy of the report, the recommendations and the TWSCB's response please refer to the [Board's website](#).

f) Child Death Overview Panel (joint with Shropshire SCB) *(written by Audrey Scott-Ryan, Designated Nurse for Safeguarding Children, Telford & Wrekin CCG)*

Following the National review of LSCBs and Child Death Overview Panels (CDOP) in 2016 the changes were embedded in legislation through the new Children and Social Work Act 2017. The changes key areas of change for CDOPs included development of a national child death database, reviewing child deaths over a larger population size, and transferring the national oversight of CDOP from the Department of Education to the Department of Health.

NHS England consulted this new model for CDOP, which concluded in December 2017. The changes as a result of their findings include:

- Role and responsibilities of the CDOP professionals employed by Telford & Wrekin Clinical Commissioning Group/Shropshire Community Health NHS Trust
- Changes in the functioning of the CDOP Panel.
- CDOP Panels will cover a population large enough to be able to identify trends etc. (i.e. a minimum of 80 child deaths per year). Locally this will result in the Joint Shropshire and Telford & Wrekin CDOP Panel working in partnership with other CDOP Panel(s).

These changes are likely to take place during 2018/19 and will be continue to be closely monitored by the TWSCB in relation to local impact.

Whilst these changes are being finalised the Joint Shropshire and Telford & Wrekin Child Death Overview Panel continues to review all child deaths to learn lessons in preventing child deaths in the future and improving care for children and young people across all agencies.

In 2017-2018, CDOP has been notified of a number of child deaths normally resident in Telford & Wrekin.

Learning from these reviews included:

- An Independent Review of how Shropshire and Telford Hospitals (SaTH) reviewed/learned lessons relating to some neonatal deaths was undertaken in 2017 and the report is anticipated in the near future.
- A regular update on perinatal mortality for the Shrewsbury and Telford Hospital NHS Trust is given by Anthea Gregory-Page, Deputy Head of Midwifery and neonatal focused CDOP Panels are attended by a Consultant Neonatologist from the Shrewsbury and Telford Hospital NHS Trust.

- Learning Disabilities Mortality Review (LeDeR) Programme is commissioned by the Healthcare Quality Improvement Partnership (HQIP) on behalf of NHS England. The LeDeR Programme was one of the recommendations of the Confidential Inquiry into premature deaths of people with learning disabilities (CIPOLD). One of the key recommendations of CIPOLD was for greater scrutiny of deaths of people with learning disabilities. The LeDeR Programme was rolled out across Shropshire and Telford & Wrekin in June 2017.
- In February 2018 the CDOP Panel agreed a modified review of the deaths of babies born at less than 24 weeks gestation and weighing less than 500gms within the CDOP Process.

The SUDIC (Sudden and Unexpected Deaths in Childhood) professionals, police, health and social care, continue to meet bereaved families following an unexpected death allowing them to tell their /their child's story and offer/signpost them to bereavement/counselling services.

CDOP Professionals are active members of the West Midlands Regional CDOP Group, influencing the transfer from the Department for Education to NHS England.

Going forward, the group will continue to progress the actions outlined above and will also concentrate on:

- Further Safer Sleep multi-agency training session with the Lullaby Trust regional advisor;
- Continue to partake in the multi-agency work on suicide prevention;
- Review with local public health, the uptake of Health Start Vitamin D administration in line with NICE guidance (2017);
- Review and update the West Mercia Sudden and Unexpected Death in Children (SUDIC) protocol; and
- Implement any changes to the CDOP process as a result of changes in legislation.

a) Children Harming Children

Locally, learning from the local Multi-Agency Public Protection Arrangements (MAPPA) Discretionary Serious Case review into the murder of Georgia Williams identified a need to review the local practice for children who harm other children. In July 2015, the TWSCB approved the creation of the thematic Sub-group to start in September 2015 to progress the following key actions:

- Ensure policies and procedures are fit for practice and develop common multi-agency good practice guidance and practice tools.
- Scope what services are available to support children who harm other children and their victims.
- Partake in the NSPCC/Research in Practice Harmful Sexual Behaviour Framework Pilot.
- Ensure online safety information is up to date and of use to children, young people, parents, carers and professionals.

Over the previous two years, significant progress had been made by; holding a 'Children Harming Children' themed event for practitioners to share the local and national learning; developing good practice guidance for children who harm children; and evaluating the difference the framework has had on the partnership's response to harmful sexual behaviour and identify next steps.

During 2017-18 the Sub-group:

- Agreed a common definition for Children Harming Children and embedded it into practice, which also involved a review of the pathway to ensure it was fit for purpose.
- The Strategy Agenda was rolled out and embedded into practice. New laminates of the Strategy Agenda were provided as an 'aid memoire' for practitioners undertaking Strategy discussions/meetings.
- Undertook four multi-agency audits, to quality assure:
 - the use of the Strategy Agenda;
 - the involvement of the appropriate agencies; and
 - the information recording of each agency involved.

The outcomes of the audits identified that there was evidence of the Strategy Agenda being used consistently, within Strategy meetings. All agencies were involved in the discussion, and where agencies were not present, the agency was contacted for further information. There was evidence of the strategy discussion contained within each agencies' record.

- Developed a Service Directory for professionals, to enable them to signpost victims and perpetrators to the most appropriate services for ongoing support.
- Challenged partner agencies, to ensure that they are putting in measures to either monitor or resolve all identified risks or areas of concern, when closing a case.

The next Steps and priorities for 2018/19 will be to make links with the work of the Joint Exploitation Sub-group, to provide efficiencies in working and streamline meetings.

b) Neglect

The Neglect Sub-group ensures that there is improvement in the identification investigation and support for those who are subject to neglect within Telford and Wrekin and reduce the numbers of those at risk.

During 2017-18 the Sub-group:

- Redesigned the existing Developing Practice Module – Neglect Training Course to become a one-day course with a focus on conferences and core groups, which had been identified as needing strengthening. A briefing was prepared to share with staff.
- Reviewed the multi-agency Neglect strategy, to ensure that it is in line with the TWSCB strategic priorities and included the new NICE guidance on Child abuse and neglect, which was published in October 2017.
- Reviewed the dataset for neglect to incorporate new working practice and ensure that it monitored the quality of practice across early help, children in need and child protection interventions. The dataset has also been included within the TWSCB full performance framework.
- Reviewed the multi-agency pathway to meet the needs of Adolescents (11-18 year olds). In order to do this the Sub-group undertook a review of the pathways and concluded that the pathway for adolescents did not differ to that of other children. From the review, it became apparent that the differences for adolescents is the services that are offered to an adolescent who experiences neglect. The group created a service directory, which was shared with members of all agencies, to spread the knowledge of what is available specifically for adolescents who experience neglect.
- Further promoted the NSPCC Graded Care Profile 2 (GCP 2) training and embedded practice tools to provide practitioners with a consistent and objective approach to working with neglect. The TWSCB developed briefing sessions for professionals who may be working with children and families who experience neglect, to raise awareness of the toolkit and how it can be used for the early recognition of neglect, and promoting a referral to Family Connect to engage the family at the earliest opportunity. The numbers trained in GCP2 are detailed on page 27.

The next steps and priorities for 2018/19 are:

- Engagement of Dentists and GP's in the identification of Neglect;
- Continue to deliver GCP2 briefings and full training sessions;
- Review agency paperwork in line with the new NICE guidelines on Child Abuse and Neglect;
- Embed learning from Serious Case Reviews; and
- Continue to raise awareness of the signs of neglect through:
 - Briefing Notes;
 - Scope what services are available to support Children and Families; and
 - Ensure learning from systemic practice methods is made multi-agency addressing issues with Neglect.

c) Exploitation

In November 2017, the Child Exploitation Thematic Sub-group became the Joint Exploitation Thematic Sub-group with the Telford & Wrekin Safeguarding Adults Board. The purpose of the Sub-

group is to address the issues of exploitation within Telford and Wrekin through improvement in identification, investigation, prosecution, prevention and support. The main focus of this thematic Sub-group is on Sexual Exploitation (adult and children) and Modern Slavery including Human Trafficking.

Female Genital Mutilation, Honour Based Violence and Forced Marriage were originally included within the Child Exploitation Thematic Sub-group; however, these have now moved to the Joint Domestic Abuse Thematic Sub-group.

The purpose of the Sub-group is to address issues of exploitation within Telford & Wrekin through improvement in identification, investigation, prosecution, prevention and support.

During 2017-18 the Sub-group:

- Reviewed and updated the Child Sexual Exploitation Strategy. The strategy was developed in joint partnership with the Safer Telford & Wrekin Partnership (STWP), to ensure that it is fit for purpose and reflects current issues around CSE and includes relevant intelligence, in line with the TWSCB and STWP strategic priorities.
- Reviewed and updated the information leaflets for the Children Abused Through Exploitation (CATE) team. The leaflets are designed for children, families and professionals to update on the current support avenues of support which are available.
- Considered whether there were any requirements for further support for parents of those exploited. Following consultation with the parents of children who have been exploited, it was concluded that generally parents felt that they were already receiving 'lots of different support which is good' and 'the support is there and had been brilliant'² there was a need for more support around managing their child's anger/behavioural issues.
- Recruited to a dedicated CSE post to develop an appropriate raising awareness course for parents and carers around, for example CSE and online safety. The post will help raise awareness of CSE, associated risk factors and what to do, within the community including the hard to reach areas.
- Delivered training to Foster Carers, to ensure that they feel confident that they understand the characteristics of CSE and what to do should a concern arise.

The next steps and priorities for 2018/19 are:

- To review the current pathway and establish areas for further development, in particular in relation to young adults who been subject to CSE during their childhood and are now in need of support (those that do not meet the adult service threshold). This will ensure that professionals feel confident that they understand the pathway and support for young people transitioning into adulthood and are able to signpost accordingly.
- Further develop the local raising awareness and training package for practitioners, which includes reviewing the e-learning CSE package and Developing Practice Module: Child Sexual Abuse and Exploitation to ensure they are still current and relevant.
- To research the prevalence and review current information available to practitioners about sexual exploitation in adults and modern slavery to ensure that professionals feel confident

² Quotes received from responses, from parents to the questionnaire on whether any additional support was required that would further enable them to support their child.

and understand the characteristics of sexual exploitation and modern slavery and know what to do to raise a concern.

d) Domestic Abuse

The group was newly reformed in December 2017, and the terms of reference revised to address the issues within Telford and Wrekin through improvement in identification, investigation, prosecution, prevention and support of:

- Domestic abuse;
- Female Genital Mutilation,
- Honour Based Violence; and
- Forced Marriage.

The Sub-group is accountable to the Quality Performance and Operations Sub-group of the Telford & Wrekin Safeguarding Children Board and Telford & Wrekin Safeguarding Adults Board. The Sub-group is also delivering against the Safer Telford & Wrekin Partnership Strategy and the Health and Wellbeing Board's workstream.

During 2017-18 the Sub-group:

- Developed a dataset which included a profile on:
 - a victim and perpetrator;
 - geographical; and
 - an understanding of the types of domestic abuse being perpetrated in the Borough.
- Reviewed and developed multi-agency pathways for both victims and perpetrators. This involved reviewing the children and adults' pathways for reporting and recording domestic abuse incidents and understanding what it looks like in Telford & Wrekin.
- Reviewed the multi-agency support available for children, adults, victims and perpetrators of domestic abuse and identify areas for development. This involved reviewing what support is available in the Borough to support male victims, specifically vulnerable and frail people and support perpetrators to change their behaviour.

The next steps and priorities for 2018/19 are:

- To evaluate Operation Encompass, the initiative by which the Police alert schools of incidences of domestic abuse affecting children, and establish what difference it has made to the children and schools;
- To review and update the Domestic Abuse Strategy, to ensure that the community have a clear understanding of the partnership commitment to tackling domestic abuse in the Borough and how this will be achieved;
- To develop practitioners' knowledge on the impact of domestic abuse on the whole family and provide them with the appropriate training and resources to support the family;
- To increase awareness in the community of domestic abuse and how to seek support, by maintaining Telford as a White Ribbon Town and associated community awareness projects;
- To embed learning from Domestic Homicide Reviews (DHR'S); and
- To raise awareness of Female Genital Mutilation, Honour Based Violence and Forced Marriage across the professional workforce and ensure that there are policies and procedures available and data intelligence is available to inform practice.

a) Children's Safeguarding Boards

There are currently over 40 school safeguarding boards, across the Borough, with further schools planning and delivering training throughout the summer 2018.

The safeguarding boards are run by children for children within their schools. The safeguarding boards encourage children to have a voice on their own safety, which helps develop resilience and a clear understanding of what constitutes abuse of young people.

The safeguarding boards give children the right to speak out about abuse and an opportunity to drive the safeguarding agenda.

Each TWSCB member is affiliated with a school within the Borough, to link with the children safeguarding board, to ensure that the young people's voice is heard and informs the TWSCB strategy development.

b) Children's Conference 2017

The 'Children United in Safety' Conference 2017 took place on 11 October 2017, and involved 233 adults and children. The conference was open to all Telford & Wrekin schools, members of the Telford & Wrekin Safeguarding Board (TWSCB) and representatives from other West Midlands Local Safeguarding Children Boards (LSCB).

The aim of the conference was to:

- Teach children how to keep themselves and other children safe;
- Teach children various ways of dealing with safeguarding issues that arise and how to raise these with trusted adults; and
- Showcase how children's safeguarding boards in schools can work, and the benefits that it brings to not only children, but the school and its' community.

The conference was hosted by TWSCB, along with Team Safeguarding Voice© (TSV) and other local children's safeguarding boards.

Feedback from the children, indicated that the conference helped them to start to understand the forms of child abuse. The adults feedback included comments about understanding the impact of children's safeguarding boards in different settings and how to engage children in safeguarding. The feedback received demonstrates the positive effect this event has on both children and adults, raising awareness and increasing knowledge.

TWSCB are hoping to host the next Children's Conference in October 2019.

Training

The TWSCB has continued to provide a comprehensive programme of targeted training for partners, both statutory and non-statutory, during the year. The programme is supported and delivered by members of the TWSCB training pool and is reviewed annually to ensure the programme is fit for purpose and reflects and local or national learning.

The TWSCB's training budget has continued to be aligned towards the Board's priorities to enable more effective implementation of the training required. This has included providing specialist trainers who can support practice development, for example, Child Centred Practice when working with Resistant Families training. The following section summarises the courses that have run during the year and the total number of attendees.

a) Courses run from 1 April 2017 – 31 March 2018 *written by Nikki Barden, Assistant Partnership Development Officer*

From April 2017 – March 2018, TWSCB have provided a number of training courses for partner organisations, schools and volunteers to attend.

Table 1: TWSCB training courses run from April 2017 – March 2018

Course	Number of courses held	Total number of attendees
Themed event: Children United in Safety	1	233
Themed event: Stop Child Sexual Exploitation (CSE) Awareness Day	1	66
Child Centred Practice when working with Resistant Families	6	95
Graded Care Profile 2 (GCP2): Full training	3	55
Graded Care Profile 2 (GCP2): Briefing	4	55
Developing Practice: Child Sexual Abuse & Exploitation	3	49
Online Safety	2	108
Raising Awareness of Multi Agency Public Protection Arrangements (MAPPA)	1	17
Raising Awareness of Private Fostering	4	38
Understanding Child Death Reviews	2	34
Reducing the Risk of Sudden Infant Death Syndrome	1	26

b) Effectiveness of training

Model of Evaluation

In order to ensure that the training we provide is effective, a Stage 1 and Stage 2 evaluation form is completed by each training delegate whenever they attend training organised by TWSCB.

Stage 1 of the evaluation is completed prior to the course commencing and looks at:

- Whether the delegate has undertaken the training previously;
- Knowledge at that moment in time;
- Relevance to job roles;
- Confidence in practice prior to the course; and
- Reason for attending the training.

Stage 2 of the evaluation, completed post course, looks at:

- How knowledge has changed following training;
- Whether confidence in practice has increased;
- If the delegate feels their job relevance has changed;
- What the key learning has been from the course; and
- What difference they feel that the training has made to their work with children, young people and families.

All training courses are evaluated and an evaluation report is compiled and submitted to either the Sub-group that requested the training, or to the Partnership Development Sub-group for review and challenge.

Some of the evaluation highlights from this year's training programme include:

- The majority of delegates attending courses felt that the topic of training was extremely relevant to their role.
- A high percentage of delegates on the Sexual Abuse and Exploitation training course had some knowledge of the subject matter prior to attending the course.
- Child Centred Practice when working with Resistant Families training received very positive and encouraging comments from delegates, with the majority finding it very helpful and interesting.

Partnership working

The year has seen continuing improvements in partnership working including working closely with the Health and Wellbeing Board, Children and Families Partnership Board, the Children & Young People Scrutiny Committee and the Safer Telford & Wrekin Partnership to coordinate activity and further reduce any duplication.

Each agency was asked to summarise what they have done to contribute to delivering the TWSAB's priorities for 2017/18 and a copy of these submissions can be found in Appendix 1.

Summary of partner contributions to delivering the TWSCB's priorities for 2017/18:

- All TWSCB partners acknowledge that "safeguarding is everyone's business" and there must be a "Think Family" approach.
- Partners have been integral in ensuring the TWSCB is aware of the current issues within the Borough. For example: South Staffordshire and Shropshire Foundation Trust has remained committed to raising awareness of CSE within their workforce.
- Partners have disseminated the key learning from audits and reviews conducted by the TWSCB, including updating single agency training and sharing information in their own newsletters.
- Partners have continued to engage in the safeguarding process and have been a key part of developing procedures and guidance during the year. For example, the Core Group Briefings.
- Engagement is a key part of all agency's roles and responsibility and in partnership with the TWSCB supported the CSE Awareness Day 2018 and promoted the awareness of what abuse is within the community.
- Partners have continued to promote TWSCB training within their organisations and courses are being jointly delivered by a number of agencies. For example, Developing Practice: Child Sexual Abuse & Exploitation is delivered by trainer from the CATE Team, T&W CCG and SaTH.

Summary of the key partner developments that have impacted on safeguarding children during 2017/18:

- All partners have strived to improve the training they provide to their staff around safeguarding and training and raising awareness of this continues to be a priority for them. For example, Telford & Wrekin Council Education have run refresher courses which focused on thresholds. This enabled the designated safeguarding leads to discuss professional curiosity and judgement; and Telford has increased the number of trained Designated Safeguarding Leads to ensure they are better resources to support the students.
- Partners have concentrated on improving the quality of practice, by continuing to undertake regular case file audits, to monitor the recording and practice.
- Partners have contributed towards serious case reviews through the provision of reports and attendance at learning events to ensure engagement and information sharing to support continued improvement in practice.
- During the year several partners underwent change programmes, including the South Staffordshire and Shropshire Foundation Trust who became responsible for the 0-25 emotional health and wellbeing service and West Mercia Police. Both changes were reported to the Board using a standard risk assessment template and potential impact (both positive and negative) were discussed. In both cases the Board members understood the rationale for the changes and were supportive of those agencies and the changes they were making. The impact of these changes on safeguarding children in the Borough continues to be monitored by the TWSCB at every Board meeting and where appropriate mitigating actions agreed.

Summary of partner's plans for 2018/19 in relation to safeguarding children?

- Partners have agreed to continue to support the TWSCB and its priorities, and continue to work in partnership to improve outcomes for children in the Borough.
- All partners have identified priorities for 2018/19 which includes some thematic areas, including, but not limited to: Domestic Abuse, Neglect, Modern Slavery, and Exploitation.
- Awareness raising in the community about what abuse is, is a key aspect of prevention and this is a key theme in partner's plans for 2018/19.
- Ensuring professionals have the relevant knowledge and up to date information about abuse is key to prevention and support; all partners have agreed to continually review their training to ensure that it is up to date.
- All partners will be working with the TWSCB to update policy and procedures in line with the new Working Together 2018 and Keeping Children Safe in Education 2018 guidance.

a) Scrutiny review of CSE

In May 2016, Telford & Wrekin Council's Children and Young People Scrutiny Committee completed their review of Multi-Agency Working against Child Sexual Exploitation (CSE). The report was published and the Safeguarding Children Board (TWSCB) agreed to take responsibility for coordinating the multi-agency response and monitoring the progress against the report's recommendations, as it built on the work that was already progressing within the partnership.

The TWSCB are responsible for monitoring the recommendations and ensuring progress is made in a timely manner. This was done through two Sub-groups of the TWSCB: the Quality, Performance and Operations Sub-group (oversight of all actions) and the Child Exploitation Thematic Sub-group (to progress the multiagency actions).

The TWSCB are in the process of compiling an action plan that will detail how the recommendations were implemented and this will be used by both groups to monitor and challenge progress.

In September 2017, a full progress report was presented to the Children and Young People Scrutiny Committee (a copy of the report is available on the [Scrutiny website](#)). The report outlined progress against the thirty-eight recommendations.

Since the interim progress report was presented, in January, the Telford & Wrekin Safeguarding Children Board (TWSCB) has continued to drive, monitor and challenged the progress made against the recommendations.

A key recommendation from the review was about understanding the scale of CSE within the Borough. Over the last 12 months the TWSCB has worked with partners to:

- Establish a multi-agency dataset which is used to monitor the impact of the CSE Pathway (including contact and referral numbers).
- The effectiveness of the new 0-25 Emotional Health and Wellbeing service, which was launched on 1 May 2017 continued to be challenged and monitored by the TWSCB, to ensure that new service allowed better access to mental health services without the need for a referral.
- To utilise resources when required to inform practice from the [National Working Group's \(NWG\) National CSE Response Unit](#) (set up, and funded, as part of the Government's response to CSE) For example, some of the resources have been included in the bespoke training course that has been developed and the unit has been consulted in terms of types of support for parents.

Partnership engagement in work around CSE continues to be strong within the Borough. In the last few months, further service developments have strengthened the Borough's multi-agency ability to tackle CSE:

- The new conditions for licence of Hackney Carriages and Private Hire vehicles was implemented on 1st April 2017. This incorporates the requirement for operators to have a

designated CSE contact for drivers to report concerns to, confidentially, and that they will display relevant CSE material on their premises as required by Telford & Wrekin Council.

- The process for out of area placements has been enhanced, whereby information is being shared with Family Connect and the Telford specific Police CSE team.
- Identification and re-education of perpetrators has been developed across the partnership landscape. For example, the new Telford and Wrekin Police CSE Team and the Council's CATE team have reinforced the strong links between the two agencies.

Raising Awareness and Training

- All educational establishments (primary and secondary) will be teaching Relationship and Sex Education (RSE) and Personal, Social and Health Education (PSHE) from September 2019. The implementation of this, and inclusion of CSE, is monitored through the TWSCB.
- Raising awareness of CSE and training professionals to recognise the signs continue to be key elements of the TWSCB's work, through the following:
 - An annual CSE Raising Awareness Day.
 - The TWSCB has worked with the Safer Telford & Wrekin Partnership (STWP) to recruit a specific post to look at raising awareness of CSE in the community, including parents. This is monitored closely by the STWP and quarterly updates are to be provided to the Police Crime Commissioner (PCC).
 - The local Policing team continues to deliver CSE awareness training to hotels, B&B's and late-night economy staff. The awareness training covers safeguarding (including domestic abuse and CSE), drugs and prostitution. The training has given the staff a structure to report their concerns, know that they will be listened to, and information will be shared between internal departments and the police.
 - The TWSCB and the CATE team have developed and delivered alongside partners, a bespoke multi-agency training course for front-line safeguarding practitioners across the Borough. This course is delivered on a regular basis.

Priorities and Challenges for 2018 – 2019

In January 2018, the Joint Strategic, Planning and Communications Sub-group reviewed the progress of the TWSCB and agreed the priorities for the following year. This was done jointly with the TWSAB and has resulted in a Joint Strategic Plan across both Boards.

The four key strategic priorities for 2018/19 are:

- **Community Engagement** - to actively engage people, raise awareness about safeguarding and to inspire people to take action to prevent abuse and neglect.
- **Safeguarding Pathways** – ensuring that practitioners across agencies have information to assist them to work together to safeguard that child, adult, family for harm.
- **Workforce Development** – ensuring that practitioners have appropriate support to develop their practice in line with changes in legislation and learning from reviews and audits.
- **Quality and Assurance** – ensuring that the work of the Boards and its partners, is making a positive difference to individuals and that arrangements for safeguarding are effective.

As well as addressing the four strategic priorities, the Board will continue to tackle issues that the Borough are facing, including domestic abuse, exploitation (including child sexual exploitation), financial abuse, neglect and children harming children. These decisions were based on feedback/evidence from the community, professionals and intelligence and the TWSCB agreed that step change in performance was needed.

During 2018/19 the TWSCB's strategic business plan will be reviewed and updated to reflect the new strategic priorities; this will be published on the TWSCB's website in accordance with the Children Act 2004.

Some of the key areas of work to implement the priorities include:

- Develop a Communication, Engagement and Inclusion Strategy for the Boards;
- Further develop links with the housing sector in the Borough to raise awareness of their roles and responsibilities in respect of safeguarding;
- To focus specifically on the development of multi-agency transition processes from children to adult services where required;
- To develop an ongoing review processed for the current local multi-agency procedures to ensure they are fit for purpose;
- Revisit the Board's approach to multi-agency audits in line with General Data Protection Regulations;
- Provide learning opportunities for professionals in Telford & Wrekin that meets the identified learning needs.

Appendix 1: Agency Contributions to TWSCB work in 2017/18

Children and Family Court Advisory and Support Service (CAFCASS) *written by Phil Beaumont, Service Manager*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

CAFCASS has been represented at the TWSCB through the following mechanisms:

- Oversight of LSCB agendas and papers, and a contribution on those matters that fall within CAFCASS' functions and operations;
- Actively bringing developments within family justice, and safeguarding matters derived from our work in this field (including operational matters, management information, matters addressed by Local Family Justice Board and research) to the attention of the LSCB. Thus, CAFCASS can help to 'bridge' safeguarding and family justice;
- Contribution to learning and development through LSCB training events that relate to CAFCASS' functions; and
- Acting as the link person, with whom the LSCB can liaise, and who will respond quickly to requests from the LSCB to provide information.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

- CAFCASS is not named within the Children Act 2004 as an organisation to which S11 applies, but contributes to such audits as a statutory board partner (Children Act, 2004) through the provision of a corporate submission. We provide a corporate submission as the matters addressed in s11 audits relate, in line with the statutory guidance, to the policies, procedures and governance of organisations. Within CAFCASS – a large national organisation – these are handled at a national level. This information is therefore best provided in a standardised form; and
- CAFCASS contributes to SCRs, at the request of LSCBs, through the provision of written reports and chronologies, panel membership and attendance at learning events.

Early Years (Private) *written by Christine Harding, Private Early Years representative*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

We have focused on CSE for all designated persons' and Domestic Abuse for the full team. Several staff have been on the initial training for Graded Care Profile and we will put a team member forward for the full training in the new academic year.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

- Staff knowledge of Domestic Abuse and CSE.

- Staff are better equipped to recognise domestic abuse and support families. Injuries and comments are better challenged.
- Clearer challenging of anything that may impact on Domestic Abuse.
- Designated persons consider children's knowledge of sexualised, behaviour and comments to better effect.
- They also use Personal, Social Emotional Development to help staff and children discuss such issues as safe relationships.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

Designated persons fully understand CSE and the use of the Brook traffic light system in relations to young children and will be delivering more training to the wider team on this in September.

Healthwatch Telford and Wrekin *written by Shobha Asar-Paul, Managing Director*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

As part of our engagement and informing themes we have contributed to ensuring local people are made aware of the work of the Safeguarding Children's Board.

Our volunteers are trained on safeguarding procedures and all are required to complete a DBS.

We have undertaken key research projects such as YOUTH Surveys which have directly considered matters related to children and young people's safety and well-being; CSB has endorsed the recommendations which have subsequently been agreed by Health and Wellbeing Board.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

Accessing a broader range of children and young people, particularly those who are not in employment, education or training and from BME backgrounds is key for us, our YOUTH survey for 2018-19 will further focus on ensuring a more diverse in-take.

These groups have also contributed to the topic of this years' survey through our engagements and research.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

Our priorities are mental health; accessibility to preventative services; children and young people and lesser heard groups.

Our 2018-19 YOUTH survey will involve local schools and colleges as well as local groups for young people who are not in employment, education and training, so we can include their voice. It will focus on the patterns of abusive behaviours online and offline, between friends, partners and others.

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

The National Probation Service (NPS) works with people over the age of 18. Key priorities are the protection of the public and the rehabilitation of those who have committed offences. Though there is no direct involvement with children and young people below this age, they can still be affected by the work undertaken with people subject to probation management and supervision. Safeguarding is a key priority and staff are required to undertake training in Safeguarding Adults, Safeguarding Children and Domestic Abuse every 3 years as a minimum requirement.

The NPS is most active in board priorities relating to domestic abuse, safeguarding processes, quality assurance and staff training. Offence focussed work is undertaken by officers; this includes victim awareness and addressing thinking and behaviours that contribute to offending. In cases where there is non-compliance, enforcement action is taken.

Safeguarding concerns are discussed in staff supervision sessions with their line managers. NPS officers are involved in MAPPA (Multi Agency Public Protection Arrangements), MARAC (Multi Agency Risk Assessment Conferences), MASH (Multi Agency Safeguarding Hubs), Child Protection conferences and Victim Liaison via specialist officers.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people?

Each year the NPS undertakes an annual safeguarding audit in West Mercia. The most recent audit (November 2017) identified the following good practice:

- effective multi agency working
- positive engagement with offenders in supervision
- well managed cases and sentence plans linked to safeguarding
- attendance at child protection meetings
- detailed case recording

Areas for improvement were also identified. Some cases would benefit from further contingency planning, follow up home visits and increased professional curiosity. These findings have been discussed and circulated by team managers so that common themes can be addressed.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

The NPS Quality Development Team will deliver a National Child Safeguarding briefing in mid-2018. This seeks to ensure that practitioners have a clear understanding of the NPS Child Safeguarding Policy and how to embed the policy into practice. The briefing will also promote the use of a newly developed Child Safeguarding Referral practice improvement tool.

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

The Trust is committed to improving child safeguarding processes across the organisation and aims to safeguard all children who may be at risk of harm. Processes are developed to empower staff, to be child centred, preventative and holistic. The safeguarding team continues to deliver the safeguarding agenda encompassing a multi-agency and partnership approach.

The governance arrangements for children's safeguarding remain in place to allow for effective monitoring and assessment of compliance against locally agreed policies and guidelines.

The Trust has contributed to the TWSCB priorities by continuing to deliver a high standard of training to all staff.

Shrewsbury and Telford Hospitals (SaTH) has continued to be an active partner agency in Sub-groups addressing the priorities.

SaTH has continued to be an active partner in information sharing to safeguard children and families.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

The Trust has continued to increase the number of Domestic Abuse referrals through the Multi Agency Risk Assessment Conference (MARAC) process and works closely with the MARAC co-ordinators across Telford and Wrekin and Shropshire.

Domestic Abuse training continues to be part of the Statutory Training for all clinical staff across the Trust.

Implementation of Child Protection-Information Sharing (CP-IS) across Shropshire and Telford has improved information sharing.

Increase in Wellness Recovery Action Planning (WRAP) training sessions.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

Looking forward; the national and local policy drivers that will be of focus within the Trust for 2018/2019 are to:

- Continue to provide attendance at TWSCB and its Sub-groups.
- Contribute to the development of multi-agency training strategy and procedures.
- Provide local guidance for our staff in synergy with TWSCB procedures, protocols and practice guidelines.
- Ensure that the Trust adheres to the recommendations for Safeguarding Children training.
- Continue working with our partners and agencies to effectively safeguard our population of children.
- Participate in Child Death Overview Panels.

- Continue to work with Human Resource department in ensuring Disclosure and Barring Service (DBS) checks and “Managing Allegations against Staff” policy and process are adhered to.
- Continue to ensure that staff adhere to the training programmes and training figures continue to increase.
- To improve training across the PREVENT agenda for staff.

Shropshire Community Health NHS Trust *written by Julie Harris, Named Nurse, Safeguarding Children.*

How has your organisation contributed to delivering the TWSCB’s priorities for 2017-18?

Shropshire Community Health Trust (SCHT) is represented at Telford & Wrekin Safeguarding Children board by the Medical Director who has safeguarding responsibility for the Trust and the Named Nurse, Safeguarding Children.

The safeguarding children team participate in all of the Sub-groups and therefore the work streams of T&WSCB. This facilitates information flow and shared learning between the Board, the Trust and its employees.

The Nurse Specialist Safeguarding Children and the Nurse Advisor Safeguarding Children represent SCHT at the Neglect Sub-group, are facilitators of Graded Care Profile 2 (GCP2) Inter-agency Training and are champions of GCP 2 providing in house training and support for staff using GCP2.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

In order to strengthen our service SCHT has reviewed and reshaped its provision for Looked After Children. There is now a Nurse Specialists for Looked After Children with responsibility for ensuring a robust and timely service for each local authority in Shropshire. There is administrative support within the Safeguarding Children Team to support the Nurse Specialist.

We will be auditing once the changes are embedded which will provide evidence to support the changes we have made in our service for Looked after Children.

We have reviewed and strengthened the provision of safeguarding children supervision to SCHT staff. Additional staff groups are being offered regular supervision which is supplementary to the support offered through telephone and email advice.

What are your organisation’s plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

The Trust plans around safeguarding children are to continue to provide a robust service and participate in multi-agency working to benefit children, their parents/carers and to support our staff.

The current Nurse Specialist for Child Death Overview Process retires in July 2018, her successor has been appointed and there will be a handover period to ensure the quality of the service is maintained.

The Trust has implemented a 0-19 service which will support and strengthen the current school nurse and health visitor teams in their safeguarding and public health roles.

Moving towards an integrated 0-19 service the most appropriate health care professional for the child young person and family will be identified to ensure health needs are met and supported. This will avoid duplication and ensure families have a cohesive service.

South Staffordshire and Shropshire NHS Foundation Trust *written by Sharon Conlon, Safeguarding Lead*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

SSSFT have continued to deliver on the SCB priorities by promoting domestic abuse awareness training, improving information sharing arrangements at MARAC and providing directorates with quarterly reports that cover domestic abuse. This allows the directorate to measure its activity in recognising and responding to domestic abuse.

SSSFT remains committed to raising awareness of CSE within our workforce to ensure that where young people come into contact with our services, the possibility of CSE is considered. SSSFT has developed a bespoke CSE training programme which is being delivered to all of our staff that work directly with children.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

In May 2017 SSSFT became the lead contractor for the 0-25 emotional health and wellbeing service. Since the commencement of the contract SSSFT have sought assurance from all of the contract partners regarding their policies and procedures for safeguarding, and to ensure that these are in line with local policy. All contract partners have been requested to demonstrate compliance with Section 11(Children Act 2004).

To ensure that all staff within the Young Peoples Specialist Mental Health service are aware of, and compliant with, SSSFT safeguarding procedures we have implemented the following:

- Integrated safeguarding referrals into electronic patient records, this enables the organisation to maintain oversight of safeguarding activity.
- Made safeguarding supervision available to the workforce
- Ensured that all staff are compliant with safeguarding training
- Implemented a system to ensure that the service can respond to the need to contribute to child protection conferences. This can be reported on and compliance can be monitored.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

In June 2018 SSSFT will become Midlands Partnership NHS Foundation Trust following the merger with Staffordshire and Stoke on Trent NHS Partnership Trust. This will be a much larger organisation and provide services across Staffordshire and Shropshire including Telford and Stoke on Trent. The primary focus for the Trust safeguarding team will be to ensure consistency in delivery and support

in relation to the Trusts safeguarding responsibilities, and to continue to work with our partners via the safeguarding children's boards.

Telford & Wrekin Clinical Commissioning Group (CCG) *written by Christine Morris, Executive Nurse/Deputy Chief Nurse and Audrey Scott-Ryan; Designated Nurse for Safeguarding Children and Young People and Child Death Overview Chair*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

The Clinical Commissioning Group (CCG) has a clear accountability structure for the safeguarding of children and young people within the Borough.

The Executive Nurse provides strategic leadership to safeguarding children, young people and adults, working with multi-agency partners to ensure the highest possible standards are achieved for our population. In addition, key subgroups are chaired by CCG safeguarding leads working with partners to deliver the LSCB's priorities. In addition, all CCG Board members including non-executives have undertaken national safeguarding sand story training.

The Designated Nurse for Safeguarding Children offers advice, guidance, and training across the health economy to professionals including dentists and GPs with a well-attended training event held for all GPs and their teams in June 2017. A new Pharmacists e-learning package for safeguarding is currently under development and Prevent training within the CCG has also been implemented by Central Support Unit Prevent Lead. Annual audits of practice safeguarding processes show continued positive engagement supported by the recruited Named GP for Safeguarding.

The Child Death Overview Panel (CDOP) Sub-group, (across Shropshire and Telford and Wrekin) has been identified as an effective multi agency panel in preventing child deaths locally. The Designated Nurse chair's CDOP continuing to review local cases with a low number of reported deaths to date for this year. Annual & Quarterly Reports are produced. Also, active member on Child Sexual Exploitation, Neglect, Safeguarding, Review and Learning, Partnerships, Children Harming Children and Training Subgroups. Completes CCG learning reviews including recent Significant Incident Learning Reviews.

The CCG has a Designated Looked After Children Nurse who has worked to raise the profile of looked after children within the Borough and to ensure that the overall health of children in care is robustly monitored and reviewed.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

- Care Quality Commission recommendations actioned and monitored across the whole health economy.
- Commissioned with partners a new 0-25 years Emotional Health and Wellbeing service to replace the previous Child Adolescence and Mental Health Services (CAMHS) intervention to safeguard children locally and out of area.
- Child Sexual Exploitation involvement in relevant work streams.
- Contributed to policy and procedures updates and major contributor to LSCB Sub-groups.
- Multi-agency learning following case file audits, child deaths and significant incident reviews.

- Multi-agency and single agency safeguarding training to health professionals and other relevant organisations and agencies.
- Child Death Overview panel case review learning lessons actioned and on-going multi-agency training, e.g. safe sleep, suicide prevention, home safety.
- Looked after children quality assurance development and monitoring.
- Safeguarding supervision by designated professionals to named professionals.
- Development of Transforming Care Partnership for children and adults with a learning disability.
- GP training conference which addressed child sexual exploitation, female genital mutilation, modern slavery and the Prevent agenda, and also arranged training in respect of Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) and consent/capacity which was well attended. The team is currently engaged in planning for a GP training event in the summer of 2017.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

- To provide leadership to all health agencies to achieve effective inter-agency working.
- To hold health agencies to account for their responsibilities to safeguard children and young people.
- To co-ordinate a multi-agency approaches across health economy to minimise harm to children and young people.
- To contribute to deliver effective training that responds to the needs of health and partner agencies.
- To contribute to an effective Learning and Improvement Framework to enable health NHS commissioners and providers to be clear about their responsibilities, to learn from experiences and to improve services as a result.
- To manage change positively in response to Working Together to Safeguard Children 2018 and Child Death Overview Panel Guidance 2018.
- To ensure the involvement of children and young people in the work of the Board and other health agencies.
- To raise the profile of the TWSCB amongst frontline practitioners, children and young people and communities within Telford and Wrekin.
- To ensure publication of an annual report reflecting safeguarding and promoting the welfare of children and young people in the Borough.

Telford & Wrekin Council *written by Jo Britton, Assistant Director, Children's Safeguarding and Early Help Services*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

Domestic Abuse: Within Early Help, the coordination of domestic abuse support groups is ongoing. Telford & Wrekin Council have now joined up with Shropshire support services to secure funding for two workers to take domestic abuse case referrals from Telford and Wrekin. The workers will undertake work with families within their own home environment from September 2018.

There has been a strong focus on protective factors; with services disseminating information on and options for new apps which will enable victims to make contact with the emergency services on their mobile phones without appearing to have called 999.

Over the last year, there has been positive take up for both the Freedom Programme and the 'My Child and Domestic Abuse' course. The offer will continue over the forthcoming year with further

courses scheduled to commence in September 2018. We have encountered challenges regarding capacity to provide the programme, such is the demand, but we are working with partners in terms of providing increased support to enable the programme to be provided to a wider cohort.

Children Harming Children (CHC) Pathway: The CHC pathway continues to be a key focus of our work with ongoing quality assurance mechanisms in place to reflect that the pathway is being utilised effectively. Further progress is being made in establishing performance data and performance indicators in this regard.

Child Exploitation: Support for young people at risk of Child Sexual Exploitation (CSE) continues to be a strength, and additional capacity was made available in the CATE (Children Abused Through Exploitation) Team to ensure that we could continue to provide a good quality service. Our approach towards working with young people through robust risk assessments and structured work, overseen by a multi-agency risk panel, is successful in helping them take action to reduce risk. Where this is not possible, our child protection processes are used to help keep them safe.

In order to strengthen the independence of Return Home Interviews, a post of Missing Co-ordinator has recently been established in our CATE Team. The offer of advice and support to parents whose children are referred to the CATE Team has been strengthened.

Neglect: Over the last 12 months, neglect has been a key area for QA activity. We are auditing on an ongoing basis and driving practice to ensure that there is good, clear evidence of the child's day to day experience within recording. We are also strengthening statutory visit recording mechanisms and have been working with partners to develop training as to how agencies can effectively work together in core groups.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

The children and family agenda is led by three directorates:

- Children's Safeguarding & Early Help Services
- Education & Corporate Parenting
- Governance, Procurement and Commissioning

These areas work collaboratively to oversee delivery of our improvement programme. Over the last 12 months, a strategic change has been made to the remit of these service areas to strengthen our offer and better support whole family working. The children, family and adult parts of Early Help and Support Services which were all sitting within the Adults directorate, have been split and with effect from September 2017, the family part of the service moved across to sit with Children's Safeguarding (Children's Safeguarding and Early Help Services). The integrated locality-based teams that have proved enormously positive in developing the delivery of a 'whole family' approach have continued.

As a Council, we believe we know our areas of strength and development well and have a clear set of priorities to drive improvement and ensure that children and young people come first. We believe our strengths are:

Ofsted: There has been a significant amount of improvement activity across Children's Safeguarding and Specialist Service since the Ofsted inspection in June/July 2016. From the quality

assurance activity and performance data we can see that this is resulting in improvements in practice and in the quality of service being offered to children and young people.

Family Solutions: Our Family Solutions service was consolidated in Autumn 2017 and aims to support children and young people to grow up in their family environment where it is safe and reasonable to do so and helps prevent children and young people entering into care. The service also provides support to children and young people to return home following a period of time of being accommodated by the local authority. There are three parts to the service – intensive family support practitioners, Family Group Conferencing team and ‘Changing Futures’ Team (supporting parents who have had children permanently removed). We are seeing some early impact from the service and alongside other initiatives it is contributing towards reducing referrals into safeguarding services and reducing numbers in care.

Permanence for children and young people: We have been working towards a robust permanence agenda for Looked after Children in Telford and Wrekin. Achieving permanence is multifaceted and requires children to experience not only physical permanence in the form of a family they are a part of and a home they live in but also a sense of emotional permanence, of belonging and the opportunity to successfully build a strong identity. Legal status may also impact on children’s sense of permanence. Providing stability relies on identifying the right placement for a child early in their care journey whilst ensuring that individual and family needs are properly assessed and support services provided in order to achieve early permanence.

Our permanence project is looking to ensure that as an authority, we are providing a range of placement options that ensure that the right placement is available for every child. For many children returning home to their family after a period in care will be the route to permanence. For others, returning to other family or friends under a formal or informal arrangement will be the setting they need in order to thrive. Remaining in care with a long-term foster family or finding a new permanent family through adoption, special guardianship or residence orders are other routes to permanence.

While it is evident that achieving timely permanence is desirable, Ofsted had identified that we needed to strengthen and speed up permanence planning for children and young people. Over the year to March 2018 98% of children in care had a permanence plan in place by their second child in care review. This is an improving picture and reflects the work completed by the permanence panel in improving oversight of permanence planning.

The refreshed permanence strategy and robust monitoring arrangements will support ongoing improvement to reduce drift and ensure best outcomes for children and young people who are looked after by Telford and Wrekin.

Systemic Practice: We are receiving support on implementing and embedding a Systemic Practice framework from the Royal Borough of Kensington & Chelsea under the Department of Education’s ‘Partners in Practice’ scheme. Over the last 12 months, SDMs, AD and the DCAS have attended a programme of ‘systemic leadership’ training and several team managers attended ‘systemic supervision’ training delivered by Kensington & Chelsea - this will continue during 2018.

We are in the process of integrating the new approaches, systemic practice and evidence-based interventions to develop holistic therapeutic support and recovery to children, young people and their families. Building on strengths of families, the service we are looking to build will enable us to offer a range of short-term therapeutic interventions to meet assessed needs to promote recovery. The framework will assist us in assisting children to explore their feelings, tell their stories and build

resilience through talking, play and creative therapy and will also enable us to offer a service where we can support parents/carers to develop their capacity and confidence to provide a stable and safe home environment which supports their child's emotional recovery.

To support the framework, we have successfully recruited three Systemic Practitioners. They are due to commence in post within the next three months and will be working across Children's Services and Early Help Services. The roles will support the delivery of a therapeutic service to vulnerable children and families, facilitating work with wider family networks to enable full use of family resources, and ensure engagement with key services to support children to remain at home with their families wherever safe to do so. To support our systemic work, we are also investigating how we can use some of our community assets to support our work with families.

Volunteer Roles: Children's Safeguarding & Early Help are working with the Community Participation Team to pilot a volunteering scheme in Children's Safeguarding & Early Help. We are looking to launch the campaign for 'Child and Family Ambassadors' who will support a number of different initiatives across the directorate with a 'go live' date of September 2018.

Community Assets: We grasped the opportunity to reimagine our approach to tackling harm caused by substance misuse in the Borough. Through this we have improved outcomes and made savings. We now see our service users and volunteer peer mentors, through their lived experience of substance misuse, as experts and our greatest assets. Our peer-led, community-based recovery organisations, Telford Aftercare Team (TACT), Recharge and A Better Tomorrow (ABT) are growing and evolving rapidly. We have increased the number of people successfully completing treatment for alcohol problems, improving successful completions, from 37% which was worse than the national average, to 46% which is significantly better than the England benchmark.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

Children's Safeguarding and Early Help Services will continue to work with children and young people and their families in order to improve outcomes and help to ensure that wherever possible, they can continue to live at home safely. Where this is not possible, our role is to act as corporate parents for those children, ensuring they are safe and well cared for and supported through to adulthood.

Our vision is to have thriving children and families, and thriving professionals working in a value driven organisation. Although we continue to develop and consolidate our areas of strength, we acknowledge that there is always more that we can be doing and we need to work hard to ensure that we are confident that we are consistently delivering best practice and good outcomes across all areas. Our priorities for 2018-19 are:

- Our Early Help service will continue to work with our new Community Participation Team to help build resilience into communities in order to meet needs at the lowest level and safely manage demand for safeguarding service. This will help ensure safeguarding services are able to focus their work on those children and young people with the most complex needs and who are in need of protection;
- Child Protection and Family Support (CPFS) Service workflows have been redesigned in order to improve the flow of work through the system. This includes the recent establishment of an additional child protection team and manager;
- Continue with systemic practice implementation and embedding plan;

- Reduced bureaucracy - a significant piece of work is being undertaken to improve document templates across the board, which will support improvements in the quality of assessments and plans;
- Ofsted ILACS (focused visits);
- Improved participation and consultation across services;
- Recruitment and retention of experienced and passionate practitioners to facilitate our 'grow your own' philosophy;
- Permanence for children and young people; and
- 'Whole family' working.

Telford & Wrekin Council Education *written Cathy Hobbs, Group Manager - Access and Inclusion*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

The Board's priorities are highlighted within the Whole School Basic awareness training, the Newly Appointed Designated Safeguarding Leads training and the training for Governors with Safeguarding responsibility.

We have trained 76 Newly Appointed Designated Safeguarding Leads (DSL) and we deliver whole school training to schools. The whole school training provides information on the Board's priorities and how to access the LSCB website.

A refresher programme for experienced DSL's has been developed and focuses on the use of thresholds.

Keeping Children Safe in Education requires all school staff to have received Basic Awareness training at least every 3 years. In 2017/18, it was delivered to 60 schools.

We run a briefing each term for Designated Safeguarding Leads. Attendance is high with an average attendance of 75 delegates representing an average of 55 schools. Within the briefings in 17/18, we have specifically focused on: raising awareness of the TWSCB Board, CSE, Data protection and record keeping, recording contacts with parents, the Ghanaian community, Cyber Safety, Police and Youth engagement, Suicide Intervention Policy, Child Employment, parental substance misuse, private fostering, asthma management, and OFSTED inspections of safeguarding.

CSE: In addition to the unit within the whole school training, we have developed a CSE training course for education. This is available each term and can be delivered in individual schools on request. Within the whole school training programme, we discuss research from Barnados on CSE, being the most pressing and hidden safeguarding issue, and provide information on the work of the CATE team and the referral pathway for concerns.

Domestic Abuse: There is a specific unit on domestic abuse within the whole school training and a focus is made on the 'toxic trio.' It also explains Operation Encompass to all staff and provides information on MARAC. A representative attends each MARAC meeting in order to be able to liaise with the relevant schools and ensures that there is an opportunity to be part of a multi-agency forum to provide a multi-agency approach. Within the training, information is shared on the purpose of MARAC to help the development of an understanding within schools and how their concerns of the impact of Domestic Abuse on children is considered in the meeting.

Neglect: The whole school training contains a unit on Neglect including the SCR of Hamzah Khan. Reference is made to Family Q, SCR and the local learning. A trainer has attended Graded Care Profile 2(GCP2) Train the Trainers in January 2018 and plans to link with the Early Years trainer to deliver the training to education settings and also as part of a multi-agency training pool to the wider workforce. The GCP2 toolkit will provide a comprehensive way of assessing neglect.

There is a unit within the whole school training on Children Harming Children.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

CSE Risk Panels have been restructured so that the DSL from the school can attend the scheduled meetings, instead of the Safeguarding Children in Education Officer. The change was slowly introduced so that a smooth transition took place. Previously the information was being filtered down to the DSL but their actual presence has been more effective. The impact of this is that the DSL's know the children and their peer group associates best, and are best placed to support the process, ensuring more streamlined and effective outcomes for children at risk. Verbal feedback from the Panel Chair has confirmed this. Also, the Safeguarding Children in Education Officer has had this verbally confirmed by the DSL's attending.

Domestic Abuse: Evidence is documented by the feedback to schools for any relevant actions and the attendance register signatures for education showing 100% attendance.

Children Harming Children: There has been attendance at the Sub-groups to undertake a case file audit on 4 selected files. This has reviewed the files and assessed whether there was a joined up multi-agency approach being used to inform learning if needed. Individual feedback has been given to individual schools and is globally informing practice. Impact and evidence are 'Evidence-Feedback', given back to each individual school for any areas of learning.

The DSL refresher course focusing on thresholds was delivered to 28 delegates. The impact has been where DSL's have been able to reflect on thresholds and serious case reviews where cases of children harming children have been a focus along with other threshold cases with the Team Leader within Family Connect. There has been an impact by enabling the DSL's to take time out to reflect and discuss professional curiosity and judgement and use the Child's Journey assessment document and consequently make more informed judgements when referring cases in. The evidence is in the percentage of cases that are referred to Family Connect and go on to be a safeguarding case.

The updating of the section11 (s11) audit workbooks and Schools Child Protection and Safeguarding Policies covering all 4 priorities has been a key development. Updated annually in September, these have been refined to include additional information contained above. Additionally, a Governor Section 11 audit workbook is a new innovation that sits alongside the DSL s11 workbook so that appropriate challenge can be made in an open and transparent way by nominated Governors.

The impact has been in providing a continuous support tool for DSL's for them to refine and give them confidence in keeping children safe as best as they can within the 4 priorities and keeping them up to date with current legislation change and guidance.

The evidence of effectiveness is that currently any Ofsted inspection has not made a special measures judgement in relation to safeguarding children. Most judgements have been classed as effective or outstanding. All schools inspected in the last 12 months have had very positive comments on safeguarding.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

The revision of and reissue of Working Together 2018 and Keeping Children Safe in Education 2018 will lead to the updating of section 11's, and the policy for schools.

There is a plan to develop a short course on Domestic Abuse to supplement the basic awareness, or CSE units currently available, to enable schools to have 3 different units on a rolling annual programme.

It is intended to focus on Children Harming Children and Neglect within the DSL termly refreshers in 2018-19.

Termly refreshers will focus additionally on emerging needs either from audits, inspection outcomes, Board priorities or government publications.

Telford College *written by Chris Wain, Director of Services to Students, Marketing and Admissions*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

- Attendance at Safeguarding Board and relevant Sub-group meetings;
- Contribution and feedback to proposed policies and procedures; and
- Attendance at Channel Panel meetings.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

- Increased volume of DSLs to ensure we are better resourced to support students;
- Increase counselling services with support from local authority to offer more support to vulnerable learners;
- Changed recording systems so we can identify quickly who needs additional pastoral support;
- Devised a safeguarding action plan for any areas of concern to ensure that these are addressed; and
- Increased input regarding key issues such as staying safe online, safeguarding issues, CSE in Tutorials so students can increase their awareness of these issues.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

- Continue practices above and to continue to evaluate these through local authority tools such as the Section 11 Audit.

Warwickshire and West Mercia Community Rehabilitation Company (WWMCRC)

written by George Branch, Assistant Chief Officer - Head of Service

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

Section 11 of the Children's Act 2004 makes it clear that there is a duty on Probation providers to make arrangements to ensure that in discharging their functions, they have regard to the need to promote the welfare of children and ensure they are protected from harm.

WWMCRC adopt a 'Think Family' approach. We have a role in improving support for offender's children and families at each stage of the criminal justice system.

WWMCRC staff contribute by:

- Assessing the offender's relationship with partners and family;
- Identifying where family or parenting problems are linked to offending and consider how interventions could help;
- Considering the impact upon children when offender managers are planning or making home visits;
- Planning and delivering offender programmes with consideration to the needs of children;
- Having awareness of the impact of domestic abuse, substance misuse and mental illness upon children in the family;
- Assessing the impact of release arrangements (on either bail or licence) on children in the household;
- Considering the impact on dependent children of the offender being in custody; and
- Assessing the significant contacts, the offender has with any other children and their parents or carers.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

WWMCRC has focussed on ensuring safeguarding checks have been completed on all cases on an offender managers' caseload. This information is critical in ensuring the Offender Assessment Systems risk of harm screening is accurate. It is essential that where there is no response this is followed up and escalated if required.

The information assists in the safeguarding of children linked to the offender throughout the order/licence. Any information indicating a risk of harm to any child triggers a review of the Offender Assessment Systems assessment of the offender.

Data provided as shown that 90% of cases have safeguarding checks recorded.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

Review and update our safeguarding procedures and policies in response to CSE, gang affiliation, violent extremism and hate crime .

Ensure ALL cases have safeguarding checks recorded on Offender Assessment Systems.

West Mercia Police *written by DI 537 Scott, West Mercia Police*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

- Telford & Wrekin Policing Area is only one of two areas within the Alliance (the other being Shropshire) that have maintained a Protecting Vulnerable People Team, with dedicated and experienced Detectives working in Child Abuse and Domestic Abuse.
- CSE Team has continued to develop and expand and has had many successes over this 12-month period and continue to work closely with partners and develop strong bonds with the Children Abused Through Exploitation (CATE) team.
- Telford & Wrekin now have a designated Vulnerability Chief Inspector (Graham Preece) along with a Vulnerability Inspector (Mark Reilly) and both work closely with the Protecting Vulnerable People and the Harm Hub team at Telford and also the Harm Assessment Unit.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

- The media spotlight on child sexual exploitation in Telford and Wrekin has had a big impact on both the Police and Local Authority.
- The Child Sexual Exploitation (CSE) Team and how it works has been reviewed internally and the way the Telford Team work and the partnership work it does is likely to be the template of good practice for the rest of the Alliance. A report is being completed at this time to be shared with Senior Officers for an Alliance wide model to be developed.
- Funding has been found to support the work of the CATE Team and CSE Team, with new parenting workers being taken on by the Local Authority and Training Coordinators who will go out in the Community and educate all groups from Hotels, Schools, and Sports Clubs.
- A review is currently under way and an Investigation Team (operation Vapour) has been set up in light of the recent media around CSE in Telford looking at the non-recent investigations and visiting new victims that have now come forward along with victims who had also come forward previously.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

- Continue to work closely with all partners by developing the Harm Assessment Unit and the links they have alongside the close working that takes place with the Protecting Vulnerable People Team.
- Continue to develop and improve the CSE Team with the Team being expanded both here and the Local Authority CATE Team.
- Maintain Staffing levels within the Child Protection Team and Domestic Abuse Team.

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

- 100% attendance and contributions at TWSCB meetings;
- Resource committed to Family Connect to support our multi-agency approach to children's safeguarding;
- Member of the Multi Agency Safeguarding Hub (MASH) strategic group, sharing good practice and considering options for developing working processes in connection with overall safeguarding; and
- Internal sharing of all relevant literature and campaigns.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

- Continued staff awareness for frontline staff of all safeguarding issues, both from the person and the property perspectives;
- Consistent approach to dealing with cases with a safeguarding element. The approach is via a multi-agency partnership, utilising our Family Connect resource;
- Scrutiny of our safeguarding cases internally via our Board; and
- Basic preventative work carried out on a day-to-day basis via routine housing and tenancy management. This includes pre-tenancy advice and support, rapid response repairs service, dealing with anti-social behaviour (ASB) and general nuisance, offering money matters and welfare advice and support with Domestic Abuse issues. All of the services offered have the ability to deal with issues that can impact upon safeguarding.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

- Continued monitoring and updating of all policies and procedures;
- Continued support via a dedicated resource working from Family Connect; and
- Continued training and awareness as necessary with regards to elements of effective tenancy management, incorporating safeguarding elements. There will be a full and comprehensive awareness of Domestic Abuse delivered by autumn 2018.

Youth Offending Service *written by Keith Barham; Head of Service*

How has your organisation contributed to delivering the TWSCB's priorities for 2017-18?

The Youth Justice Service works with young people who are subject to court orders and out of court disposals made for their criminal behaviour with the addressing assessed risks and needs to support desistance and reduce risk of harm posed to the young person, and harm the young person may pose to others.

As such the service makes a contribution across all four main service delivery priorities of the safeguarding board, but in particular the children harming children priority.

During 2017-18 the service developed a single agency domestic abuse policy, reviewed and revised the single agency safeguarding policy and implemented a new management or risk policy.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding children and young people? What impact have they had?

During 2017/18 the service has concentrated on improving the quality of practice, in particular the assessment of young people. Case audits have demonstrated continuous improvement in the quality assessments over the year with a 28-percentage point increase in the number of assessments being judged as good or above, between the start and the end of the year.

The service has continued to undertake learning reviews as part of the Youth Justice Board Community Safeguarding and Public Protection Incident reviewing process, and although there were no safeguarding reviews from Telford and Wrekin during the period, the actions addressing learning from the one review conducted in the period have been implemented across the service.

The Youth Justice Service was subject to a pilot inspection in March 2018 and the inspectors agreed with the assessment of safety and wellbeing in three quarters of cases inspected.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard children and young people?

In 2018-19, in terms of quality of practice, the service will concentrate on improving the quality of intervention planning.



Team Safeguarding Voice Annual Report 2017-2018

A culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services

(Working Together 2013)

What's gone well



We ran the I am Me! Campaign again, where we promise to treat everyone the same and focus on what is similar rather than different. This time we included Year 2 children, as they understand how to treat others equally.

Team Safeguarding Voice Tip of the week

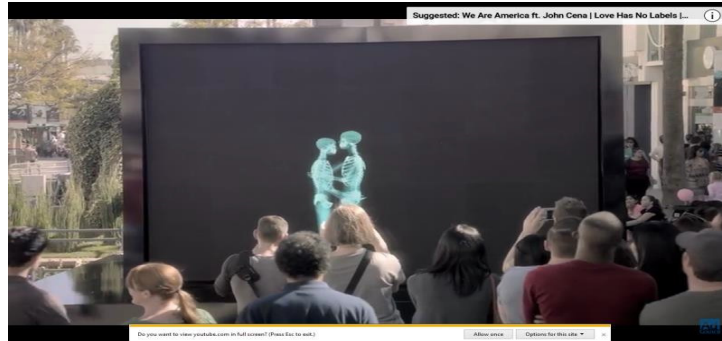
We have continued with our top tip each week, here is an example:

"Make sure that you teach your child to stay with their friends when they are out and even if they fall out they need to come home together."

Love has no labels

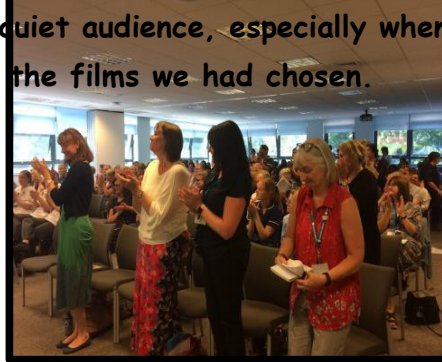
This year, we combined Love has no labels with our 'I am Me' campaign. We believe that it doesn't matter whether you have a disability, the colour of your skin, you are lesbian, bisexual, gay or trans, old or young, whatever your religion; love crosses all those things. If you haven't seen it, please take time to watch the video.

<https://www.youtube.com/watch?v=PnDgZuGIhHs>



Helping other schools and professionals to know and understand why it is really good for children to be keeping other children safe

This year we were invited to speak to 140 health professionals about our work. They were really impressed and some of them e-mailed us to tell us. A school in Staffordshire has asked if we can share our work with them and help them to set up a safeguarding board in their school. We think that the audience were quite surprised at how young we were and how much we knew and taught other children ~~at Holmer Lake about Keeping Safe!~~ They were a very quiet audience, especially when they were watching the films we had chosen.



NSPCC PANTS Campaign



As usual we ran the NSPCC Campaign! We think it's really important that everyone knows that their body is private to them and no one at all can touch it unless you give your permission!

Captain Pants says!



P - Privates are private

A - Always remember your body belongs to you.

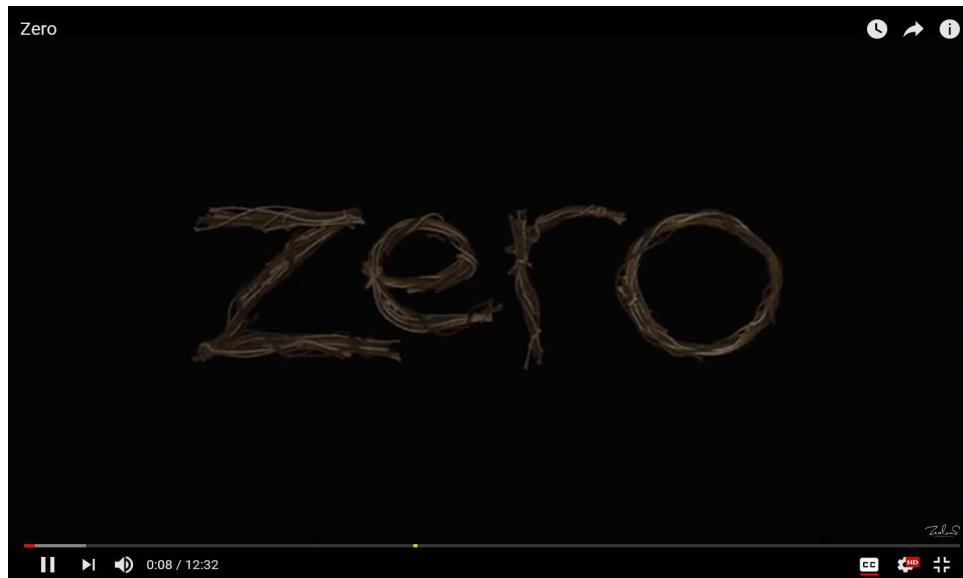
N - No means no!

T - Talk about secrets that upset you

S - Speak up someone can help

The story of Zero

<https://www.youtube.com/watch?v=LOMbySJTKpg>



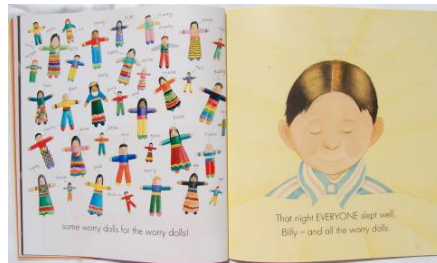
This is about the story of zero who was thought of as the lowest number of all. We used this film to show that everyone contributes something special to the world and that everyone should be respected for this and treated fairly.

This film is really hard to watch the first time but makes you think about the way you behave and how you affect the way other people feel.



Silly Billy

We used the story of Silly Billy, to help children understand what stress, worry and anxiety is. We used it during Stress-awareness week. Billy worried about everything. His Gran gave him a worry doll to put under his pillow and to stop him from worrying. It worked! So we gave out worry dolls to children and they told us they work! We now make our own worry dolls to give out to children on the playground. If people need a worry doll they look for our red sweatshirts and come and find us. We make them every lunchtime, so there is always a good stock of worry dolls.





We are working with Ann Shaw to write a booklet and make a film about Safe Places. The booklet and film will make sure that children and people with learning disabilities know where to go if they are lost in a public place or they feel anxious and scared.

<https://www.devon-cornwall.police.uk/advice/your-community/adults-at-risk/safe-places-scheme/>

We hope that you will read our booklet and watch the film at your next meeting!

What next?

We are already planning for 2018-2019. We will need a new Captain Pants as Molly is going to secondary school!