



Telford and Wrekin Safeguarding Partnership

Annual Report

1 April 2019 – 31 March 2020

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Contents

1. Foreword and Executive Summary from the Independent Chair	<u>3</u>
2. Introduction	<u>6</u>
3. Safeguarding Activity and Performance	<u>6</u>
a) Local Context	<u>7</u>
b) Headline Children Performance	<u>9</u>
c) Headline Adult Performance	<u>10</u>
4. The Partnership	<u>11</u>
a) Partnership Structure	<u>13</u>
b) Membership	<u>15</u>
c) Financial position	<u>16</u>
5. Sub-groups	<u>16</u>
a) TWSCB & TWSAB Strategy, Planning and Communications	<u>16</u>
b) TWSAB Quality, Performance and Operations	<u>17</u>
c) TWSCB Quality, Performance and Operations	<u>17</u>
d) TWSAB Partnership, Training, Learning and Development	<u>18</u>
e) TWSCB Partnership Development	<u>19</u>
f) Adult Review, Learning and Training	<u>19</u>
g) Child Review, Learning and Training	<u>20</u>
h) Child Death Overview Panel	<u>21</u>
i) Serious Case Reviews and Child Safeguarding Practice Review Panel	<u>23</u>
j) Safeguarding Adult Review Panel	<u>24</u>
6. Thematic Sub-groups	<u>25</u>
a) Adult Criminal Exploitation	<u>25</u>
b) Child Exploitation	<u>25</u>
c) Domestic Abuse	<u>26</u>
d) Neglect	<u>27</u>
7. Training	<u>27</u>
a) Courses run from 1 April 2019 to 31 March 2020	<u>27</u>
b) Effectiveness of training	<u>29</u>
8. Priorities for 2020 – 2021	<u>29</u>
9. Partnership Working	<u>30</u>
a) Agency contributions to TWSP work in 2019/20	<u>30</u>

1. Foreword and Executive Summary from the Independent Chair

I am pleased to present the Telford and Wrekin Safeguarding Partnership (TWSP) annual report for 2019/2020. This report covers the period from 01 April 2019 to 31 March 2020.

The purpose of this report is to provide an update on progress made by the TWSP over the last 12 months and an assessment of its effectiveness, as well as outlining the development plans for the next 12 months.

We are fortunate in Telford and Wrekin to have a strong partnership committed to safeguarding children, adults, and families. As a result of lessons learned from national and local audits and reviews, the TWSP continues to improve safeguarding arrangements in Telford and Wrekin now and in the future. This report provides evidence of the robust work undertaken by all agencies during the year 2019/2020.

I would like to record my appreciation for the TWSP's hard work during this time of organisational transition and budgetary challenges, and at the beginning of 2020, the extraordinary pressures brought on by the COVID-19 pandemic. I am pleased to say that all partners responded quickly and effectively to this new challenge and the success of the new safeguarding arrangements once again demonstrated the underlying resilience of the partnership.

As always, the TWSP can rely on the dedication and skills of all the staff engaged in working with children, adults, families, and communities. I would like to thank them for what they have achieved in safeguarding and promoting the welfare of the population of Telford and Wrekin. I am confident that the TWSP 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 2020/2021

Executive Summary

This report covers the first full year of the new operating arrangements by which the TWSP took over responsibility for the objectives and activities previously undertaken by the Safeguarding Children and Safeguarding Adults Boards.

While there was a significant reduction in the number of children subject to a child protection plan during the year, there was a slight increase in the number of Looked after Children.

Compared to the previous year, the number of adult safeguarding concerns fell slightly, with the number resulting in a Section 42 Enquiry having fallen from 125 to 93, with neglect and acts of omission being the most prevalent types of abuse.

For the early part of the reporting period, the previous sub-group structure was in place, until the new arrangements were formally implemented in June 2019.

Key achievements under the old arrangements were:

- overseeing the transfer of TWSAB and TWSCB budgets to the TWSP budget and reviewing the TWSCB & TWSAB Risk Register, and transferring risks to the TWSP Risk Register;
- developing and embedding assurance processes, including peer reviews, self-assessments and multi-agency case file audits;
- reviewing performance framework to ensure they were fit for purpose and evidenced the multi-agency safeguarding activity of all Partners;
- supporting the development of West Midlands regional safeguarding policies and procedures to ensure consistency across the region; and
- promoting a culture of continuous multi-agency learning and improvement through the co-ordination of the review of Serious Case Reviews and Adult Safeguarding Reviews and the development of and communication of appropriate learning, training and practice.

The thematic sub-groups continued their good work, including:

- the development of a multi-agency Criminal Exploitation Pathway for Adults who have been exploited;
- ensuring that the child exploitation pathway was developed, implemented and embedded and that all partner agencies were confident in recognising child exploitation and applying the pathway;
- improvements in the identification, investigation, prosecution, prevention and support of; domestic abuse; female genital mutilation, honour-based violence; and forced marriage;
- hosting a Joint Adult Safeguarding Awareness Conference alongside the Keeping Adults Safe in Shropshire Network, to raise awareness of domestic abuse in older people amongst practitioners;
- hosting a Reducing Serious Violence Conference in November 2019, as part of the White Ribbon campaign; and
- delivering nine separate safeguarding training courses to 799 participants.

The five key strategic priorities agreed by the Partnership Executive for 2020-2021 are:

- Community engagement - to actively engage people, raise awareness about safeguarding and to inspire people to take action to prevent abuse and neglect.
- Implementing learning from reviews – to share learning across the partnership following Rapid Reviews, Local Safeguarding Practice Reviews, National Safeguarding Practice Reviews and Safeguarding Adult Reviews.
- Further develop policies and procedures – Use technology to enable partners to identify emerging issues and collaborate to develop solutions.
- Ensure appropriate single agency and multi-agency quality assurance processes are in place – “So what outcomes” – to enable the Partnership to challenge organisations about how they keep people safe and prevent harm/abuse/neglect.
- Effective training – To support practitioners to develop their practice in line with changes in legislation and learning from reviews and audits.

All partners have continued to be actively engaged in safeguarding the population of Telford and Wrekin and details their individual contributions are included as appendices to this report.



Andrew Mason
Independent Chair, Telford and Wrekin Safeguarding Partnership
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2. Introduction

Safeguarding and promoting the welfare of the Borough's most vulnerable children and adults is at the heart of what our organisations do.

We recognise for children to grow up safe, happy, and healthy they must be nurtured within their community. Adults that need our support thrive best when they are supported in their community. These principles underpin our work. Equally, our work must be informed and challenged by the voice of children, adults and their families.

The Telford and Wrekin Safeguarding Partnership (TWSP) enables us to develop strong and effective partnerships which enable us to challenge each other to do better, to learn and to aspire for the best outcomes for children and adults who need our support and protection.

Protecting and supporting vulnerable children and adults is a core priority of how Telford & Wrekin Council, Telford & Wrekin Clinical Commissioning Group (CCG), and West Mercia Police work together.

In 2018, "Working Together" statutory guidance for multi-agency safeguarding children arrangements were revised by Government. These changes set out the following objectives:

- Three safeguarding partners (Police, Council, CCG) must make arrangements to work together to safeguard and protect the welfare of children. The arrangements must enable local agencies and partners to work together in a system where:
 - Children are safeguarded and their welfare promoted;
 - Partner organisations and their agencies collaborate, share and co-own the vision on how to achieve improved outcomes for children;
 - Organisations and agencies challenge appropriately and hold one another to account effectively;
 - There is early identification and analysis of new safeguarding issues and emerging threats;
 - Learning is promoted and embedded in a way that local services for children and families can become more reflective and implement changes to practice;
 - Information is shared effectively to facilitate more accurate timely decision making for children and families;

- These arrangements link with other strategic partnership work locally e.g. Health & Wellbeing.
- The responsibility for Serious Case Review (SCR) will move to a National Child Safeguarding Panel where the case is complex or of national importance. Local safeguarding partners will be required to complete local reviews where the partners believe there are lessons to be learned.

In Telford & Wrekin, partners also took the opportunity to review arrangements to safeguard adults too – although there have been no changes to the statutory requirements to do this set out in the Care Act 2014.

The [Care Act 2014](#) requires local authorities to set up a Safeguarding Adults Board (SAB) in their area, giving these boards a clear basis in law for the first time. The [Care Act 2014](#) guidance provides further detail on how this should be achieved.

The objective of a SAB is to help and protect adults who have needs for care and support, who are experiencing or are at risk of abuse or neglect, and as a result of their needs are unable to protect themselves from abuse or neglect. This is whether or not the adult is having their needs met or they meet the local authority's eligibility criteria for care and support services.

The Act says that the SAB must:

- Include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues;
- Develop shared plans for safeguarding, working with local people to decide how best to protect adults in vulnerable situations;
- Publish a safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way.

The SAB is the key statutory mechanism for agreeing how the relevant organisations in Telford and Wrekin will cooperate to safeguard adults at risk in the Borough and for ensuring the effectiveness of what they do. The work of the Board is governed by the following principles:

- **Empowerment** – Presumption of person led decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in the greatest need.
- **Accountability** – Accountability and transparency in delivering safeguarding.

The aim of the new arrangements is to ensure that our partnership working will effectively safeguard vulnerable children and adults.

3. Safeguarding Activity and Performance

Local Context

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. As the population grows, it has continued to change in line with national trends, with the population becoming more diverse and ageing. Although the population is ageing, it is younger than the national structure – with concentrations of younger population in south Telford. However, growth in the 65+ age group is considerably faster than the whole population with an increase of 42.0% between 2019 and 2034 (12.5% whole population).

One of the biggest challenges for the Borough remains health inequalities. For a number of key measures the health of the population is not as good as the national average. This gap to the national position is most evident in the most deprived communities of the Borough with key challenges including a lower life expectancy, higher rates of long term illness and disabilities, high obesity rates and high rates of admissions to hospital for a variety of conditions.

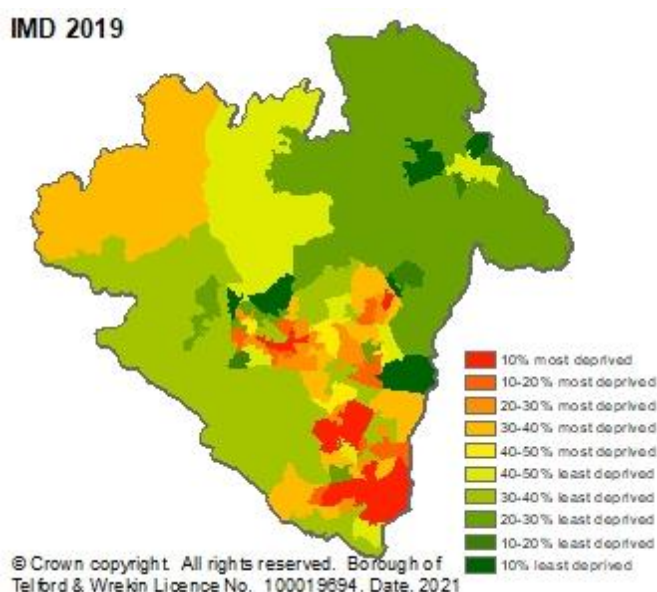
- Telford & Wrekin has an estimated population of 179,900 (ONS 2019 MYE). The population is younger than the national picture, with a greater proportion of the population aged under 20 (T&W 25.2%, England 23.6%).
- The population of the Borough is projected to grow at a faster rate than the England population (T&W 13.2%, England 6.8%) and is projected to grow to 201,200 by 2033, an increase of some 23,400 people.
- There were around 45,300 people aged 0-19 in Telford and Wrekin based on the 2019 mid-year estimates, and around 56,200 in the 0-24 age bracket. As the population of the Borough grows, the number of young people aged 0-24 is set to increase to around 60,200 by 2034 – an extra 100 0-15 year olds and an extra 3,900 16 – 24 year olds. While the 0-15 age group in will increase only a small amount, this is in contrast to the national picture where this age group is projected to decrease (TW change 0.3%, England -5.0%). There are just over 2,000 births per year in the Borough. The Total Fertility Rate in the Borough has been falling since 2015 but at 1.80 remains above the national (1.66). Infant mortality rate in the Borough has remained similar to the national rate since 2014-16.
- Around 13.1% of young people were from a BAME background during the 2011 census, the highest rate of any age group. After White British, the next three highest ethnicities in the Borough are Other White, Pakistani and White and Black Caribbean. The proportion of school age children from a BAME background in the School Census shows a year-on-year increase- 15.1% in 2014 to 24.9% in 2020.
- Around a third of households in Telford and Wrekin (33%) contained dependent children during the 2011 census- higher than the England rate (29.1%).
- 1,530 (2.8%) children and young people (aged 0-24) provided unpaid care during the 2011 census, and around 200 of these young people provided care for 50+ hours per week.

Poverty and deprivation have a known impact on people's wellbeing and their ability to fulfil their potential.

Indices of Multiple Deprivation

- A total of 18 areas in the Borough are ranked in the 10% most deprived nationally in 2019 (Brookside x2, College, Madeley & Sutton Hill x4, Dawley & Aqueduct x2, Donnington, Hadley & Leegomery, Malinslee & Dawley Bank x3, Woodside x4), with a further 10 areas ranked in the 10-20% most deprived nationally (Arleston, Donnington, Hadley & Leegomery, Haygate, Oakengates & Ketley Bank, St Georges, The Nedge x2, Woodside, Wrockwardine Wood & Trench).
- It is estimated that a quarter of the Borough's population (26%), some 53,800 people are living in areas in the 20% most deprived nationally with 27,300 (16%) in areas in the 10% most deprived.
- The most deprived LSOA in the Borough (Brookside) is ranked 346 nationally (where 1 is most deprived) placing it in the top 2% most deprived of areas nationally, this LSOA was also the most deprived area in the Borough in 2015, but was ranked at 575 nationally, showing an increase in relative deprivation.

Map: Indices of Multiple Deprivation 2019

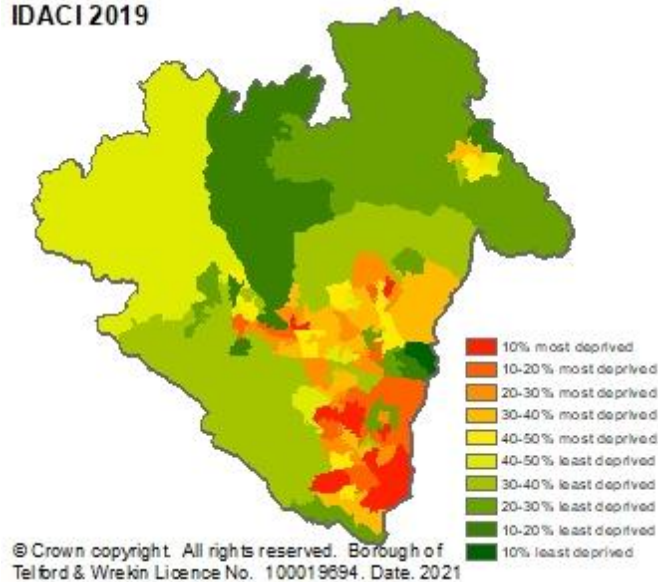


Income Deprivation Affecting Children

- Sixteen of the Borough's neighbourhoods are in the 10% most deprived nationally for Income Deprivation Affecting Children, with a further 10 in the 10% to 20% most deprived.
- Some 19% of Telford and Wrekin's children live in areas ranked in the 10% most deprived nationally, with a further 9% living in areas ranked 10-20% most deprived.

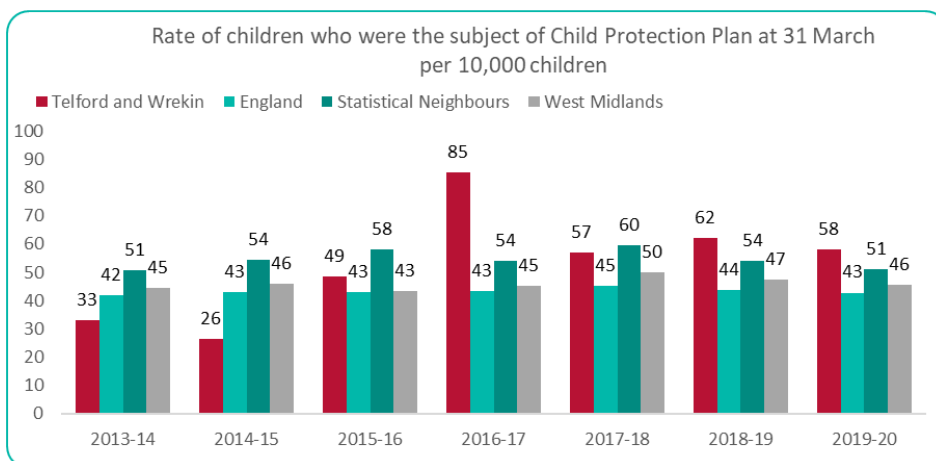
- There are four areas in Telford and Wrekin (Malinslee & Dawley Bank, Brookside x2, and Madeley & Sutton Hill) where more than half of children are estimated to live in income deprivation.
- The most deprived area in Telford and Wrekin is in Malinslee & Dawley Bank and is ranked 171 of 32,844 areas nationally.

Map: Income Deprivation Affecting Children 2019
IDACI 2019



Headline Children Performance

At the end of December 2020 there were 192 children subject to a child protection plan, lower than 397 at the same point in 2019. The rate of child protection plan registrations per 10,000 children was 58.1, a reduction from 62.0 a year previously. The England rate was 42.8.



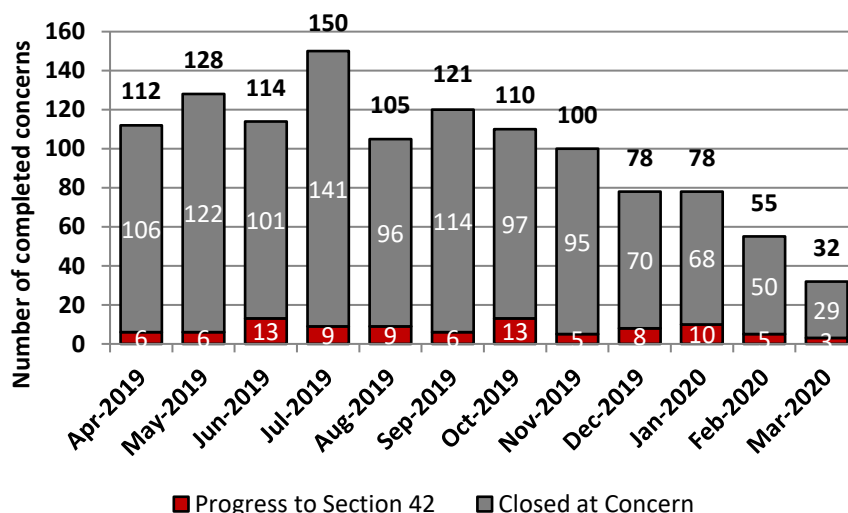
Of the 192 child protection plans started during the year, 46.3% (89 children) were categorised as being subject to neglect with a further 43.7% (84 children) were subject to emotional abuse.

In 2020 20.5% of children became the subject of a Child Protection Plan for a second or subsequent time, a lower rate than regional, national and statistical neighbours (Stat Neighbours 22.7%, West Mids 22.7%, and England 21.9%).

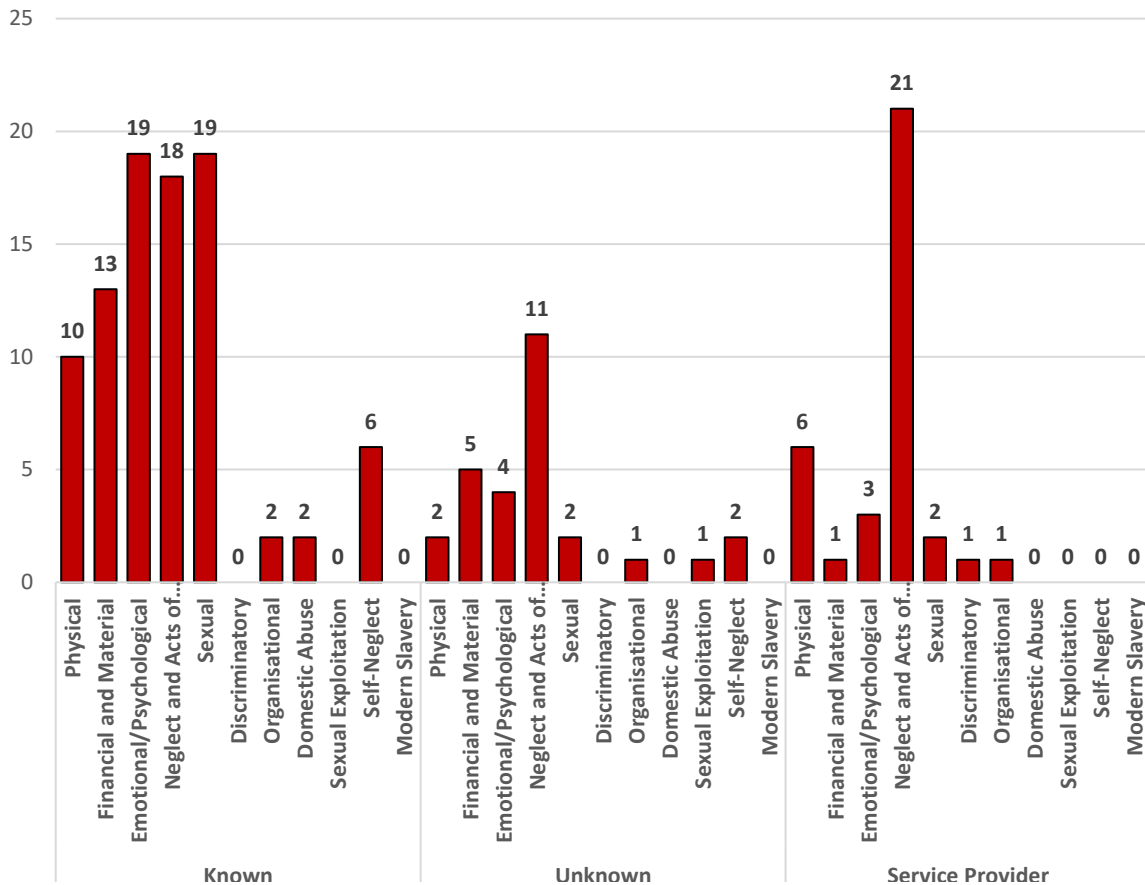
The Borough's rate of LAC per 10,000 population rose from 96 in 2018/19 to 98 in 2019/20, a 2% increase. The Borough's rate of new LAC episodes per 10,000 children fell slightly from 27 in 2019 to 26 in 2020. Over the same period, its rate of LAC cessations also fell slightly from 23 per 10,000 population in 2019 to 22 in 2020.

Headline Adult Performance

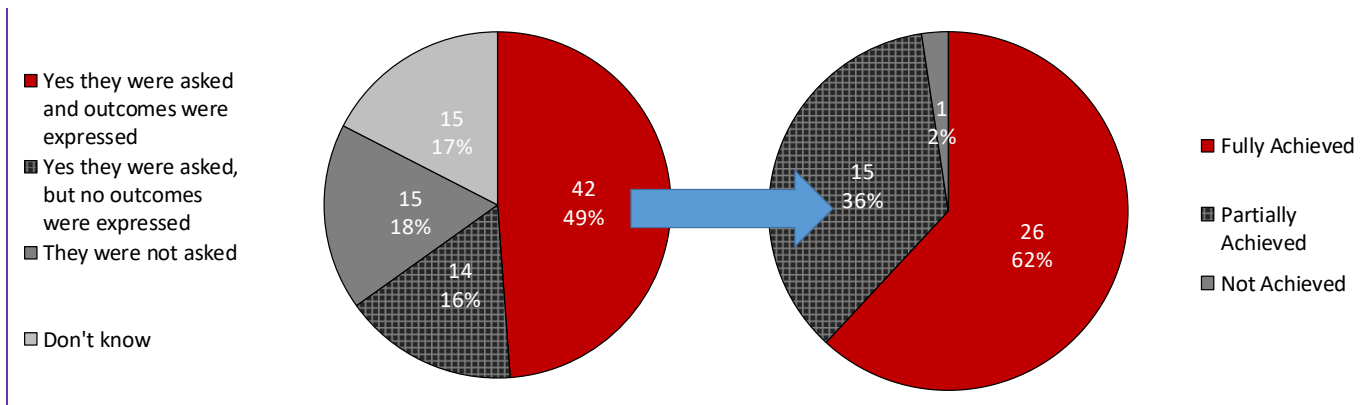
A total of 1,183 Safeguarding Concerns were completed, with 93 of those progressing to a Section 42 Enquiry. In comparison to 2018-19, Concerns decreased from a total of 1,210, and Section 42 Enquiries decreased from 125. The conversion rate therefore dropped from 10% in 2018-19 to 8% in 2019-20. This is down from 33% in 2016-17.



The most prevalent type of abuse was Neglect and Acts of Omission. This was high where the source of abuse was people known to the individual, unknown to the individual and service providers. The second most prevalent type of abuse was Emotional/ Psychological and then sexual abuse, with both of these highest where the source of risk was known to the individual. A total of 89 types of abuse involved people known to the individual, which accounts for 59% of all enquiries. 35 (23%) were providing social care support and 28 (18%) were unknown to the individual.



Out of a total of 86 completed Section 47 Enquires, 56 were asked about the outcomes they desire, with 42 expressing a desired outcome(s). Of these 42, 98% of their outcomes were either fully or partially achieved.



4. The Partnership

Under the new arrangements the Telford & Wrekin Safeguarding Adult Board (TWSAB) and Safeguarding Children Board (TWSCB) ceased to exist, and a new Telford and Wrekin Safeguarding Partnership (TWSP) has been created, to create a structure which is streamline and focuses on improving performance against a set of strategic priorities that are agreed annually. The TWSP were required to publish their new arrangements by 29 June 2019 and implement by 29

September 2019. Therefore, the previous TWSAB/TWSCB structure became obsolete on 29 September 2019.

The Partnership is driven by an Executive which is supported by a Review, Learning and Training Sub-group and a series of thematic sub-groups and standing sub-groups.

The remit of the Executive is to provide strategic oversight and scrutiny of safeguarding arrangements across Telford & Wrekin by holding partners to account, meeting four times per year.

Membership of the Executive includes representatives from the three statutory Partners as mentioned above and the Independent Chair. As and when there are emerging needs and new priorities, other relevant agencies may be invited to join.

The Executive ensures effective safeguarding on the basis of understanding of:

- Outcomes and performance dataset;
- Quality, audit and assurance findings;
- Progress against thematic priorities; and
- The voice of children, families and adults.

The Executive have commissioned thematic sub-groups to focus on specific priorities which are time limited. The groups are kept under review by the Executive to ensure that they reflect local safeguarding priorities. The current thematic groups are:

- Adult Exploitation;
- Child Exploitation;
- Domestic Abuse; and
- Neglect.

In addition to the thematic sub-groups, there are two standing sub-groups who report to the Safeguarding Executive, as they are an essential part of our safeguarding arrangements. These are:

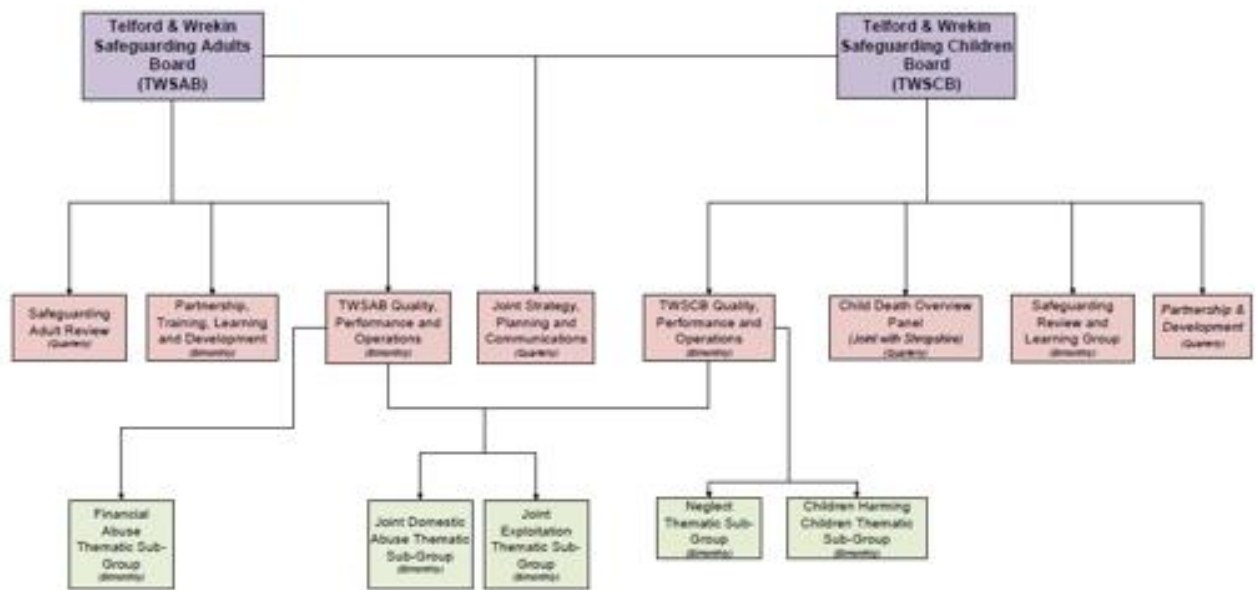
- **Early Help** - our Early Help arrangements provide the threshold and “pathway” to access our safeguarding services built on a holistic “Strengthening Families” model. All partners use and work within these arrangements. It is essential that the Executive understand the effectiveness of these arrangements.
- **Corporate Parenting Strategic Group** – this group focuses on securing the best possible outcomes for our children and young people in our care so that as care leavers they are able to achieve independence and in doing so, have the life chances and opportunities that are at least equal to those of their peers.

The wider Safeguarding Partnership meet twice per year and engages the wider “relevant agencies” to:

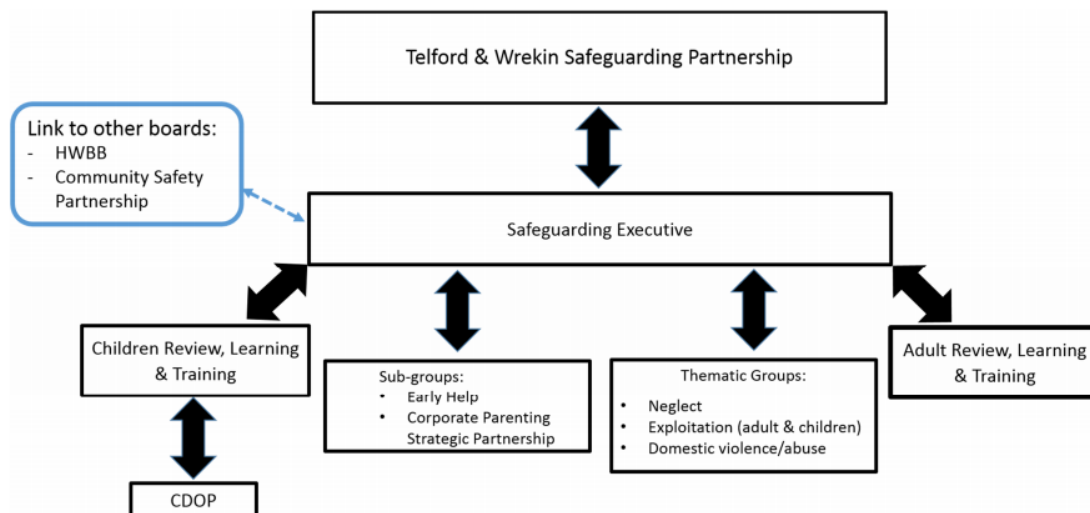
- Understand local safeguarding arrangements and the expectations that this places on partners;
- Share learning and best practice on local and national issues and challenges;
- To identify new and emerging safeguarding challenges and influence the work of the Partnership.

a) Partnership Structure

The TWSAB and TWSCB structure as at 29 September 2019:

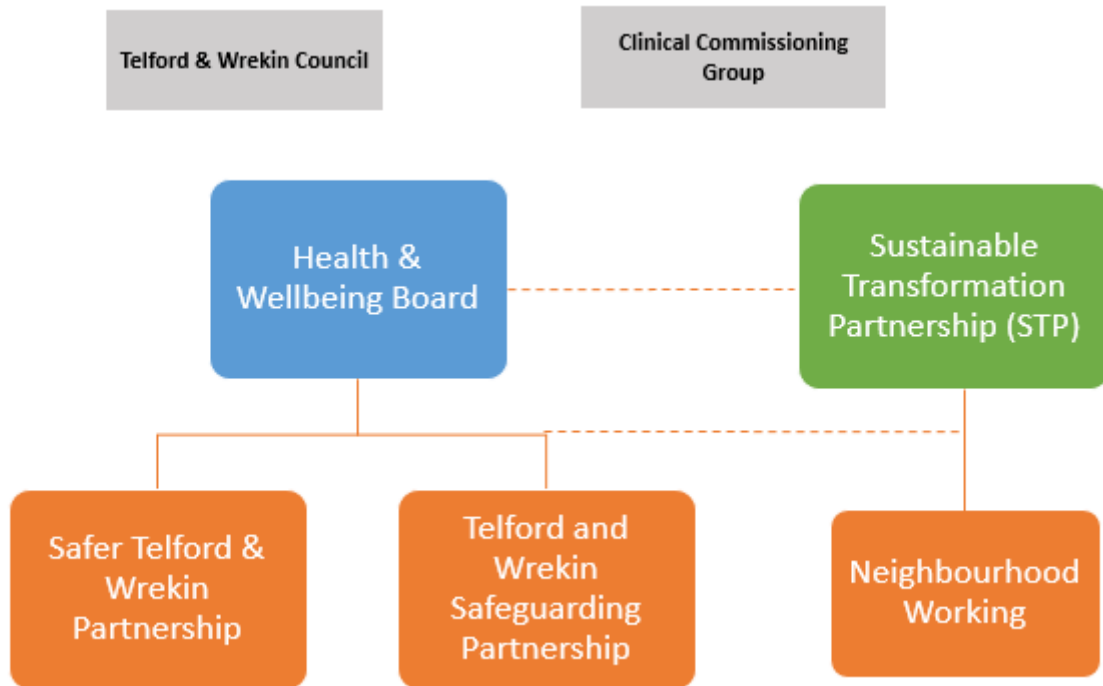


The new TWSP Structure as at 31 March 2020:



The TWSP maintains close links to the Health and Wellbeing Board and the Community Safety Partnership – known locally as the Safer Telford & Wrekin Partnership, as detailed below.

The Thematic Sub-groups Domestic Abuse and Child Exploitation are governed by both the Telford and Wrekin Safeguarding Partnership and Safer Telford & Wrekin Partnership.



The purpose of the Health and Wellbeing Board is to ensure that Telford & Wrekin Council and the Telford & Wrekin Clinical Commissioning Group work effectively together in planning health and social care services to improve health and wellbeing in Telford and Wrekin.

The Board has specific responsibility for:

- Ongoing development of the Joint strategic Needs Assessment (JSNA);
- Developing a high level, all age, Health and Wellbeing Strategy;
- The establishment of sound joint commissioning arrangements;
- Maintaining effective relationships between the Health Scrutiny Committee and other partnerships ; and
- Pharmaceutical Needs Assessment (PNA).

The Safer Telford & Wrekin Partnership has been formed as the Crime and Disorder Act 1998 requires local areas to have a Community Safety Partnership (CSP). Section 17 of this Act places a legal duty on the responsible authorities to work together to tackle and reduce crime and disorder, including anti-social behaviour, domestic abuse, substance misuse, reduce re-offending and reduce the fear of crime.

b) Membership

The Partnership is comprised of the Independent Chair, the Partnership Manager and the following partners:

	Organisation/Representing/Job Role
Independents	Independent Chair
Telford & Wrekin Council	Executive Director: Adults Services
	Executive Director: Children Services
	Director: Adult Social Care (Chair of SAR Sub-group)

	Director: Children’s Safeguarding & Specialist Services
	Director: Education & Corporate Parenting
	Director: Health, Wellbeing & Public Protection
	Service Delivery Manager Community Social Work and Safeguarding (Chair of PTLD Sub-group)
	Local Authority Legal Representative
	Lead Member for Children & Adults, Early Help & Support
Health	Shropshire Community Health NHS Trust (SCHAT) Representative
	Shrewsbury and Telford Hospitals NHS Trust (SaTH) Representative
	Midlands Partnership Foundation NHS Trust Representative (MPFT)
	T&W Clinical Commissioning Group (CCG) Accountable Officer
	Designated Nurse Children Safeguarding (Chair of CDOP)
	Named Nurse, Adult Safeguarding (Chair of QPO Sub-group)
	Designated Consultant Safeguarding Lead
	Designated Doctor Safeguarding Lead
	Designated GP Safeguarding Lead
	NHS Local Area Team Representative
Police	Local Policing Commander Representative (Chair of Safer Telford & Wrekin Partnership)
Education	Private Early Years Representative
	Primary School and Team Safeguarding Voice [©] representative
	Secondary School representative
	Special School representative
	Academy School representative
	Further Education Representative
	Lead Governor representative
Probation	West Mercia National Probation Service (NPS) Representative
	West Mercia & Warwickshire Community Rehabilitation Company (CRC) Representative
Youth Justice	West Mercia Youth Justice Team Representative
CAFCASS	Child and Family Court Advisory and Support Service (CAFCASS) Representative
Housing	Wrekin Housing Trust
Voluntary	Shropshire Partners in Care (SPiC)
	Chief Officer Group Representative
	Healthwatch

c) Financial position

The TWSP work is funded by the following statutory partner agencies:

- Telford & Wrekin Council;
- Telford & Wrekin Clinical Commissioning Group (CCG);and
- West Mercia Police

The contributions are reviewed on an annual basis and presented to the Board for approval. Additional contributions were also received from Child and Family Court Advisor Support Services (CAFCASS) and West Mercia Youth Justice Service (WMYJS).

The TWSP relies not only on financial contributions from the above agencies but also resources from all agencies working as part of the Partnership Their contribution and participation on the Board and its sub-groups is vital to the effective implementation of TWSP’s priorities.

The following summary details a breakdown of the budget and spend in 2019/20.

	2019-20
	Actual Outturn (£)
Expenditure	
Independent Chair	35,794.00
Salaries	115,000.00
Non-salaries	18,534.00
Total	£169,329.00
Income	
Partner Contributions	222,363.00
Total	£222,363.00

Reserves	2019-20
Opening Reserves	£86, 062.00
Closing Reserves	£174,891.00

The TWSP budget is monitored by the Partnership Manager and the TWSP Executive. An annual update is provided to the Board, or when further resources are needed, for the Partnership to review and revise its budget for the following year.

5. Sub-groups

a) TWSAB and TWSCB Strategy, Planning and Communications

The joint TWSAB and TWSCB 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 2019/20 the group focused on the following:

- Developing, publishing and implementing the new multi-agency safeguarding arrangements with effect from 29 September 2019, which included a review of the membership and attendance of all sub-groups, and associated governance structures;

- Overseeing the transfer of TWSAB and TWSCB budgets to the TWSP budget;
- Reviewing the TWSCB & TWSAB Risk Register, and transferring risks to the TWSP Risk Register;

The TWSAB and TWSCB SPC Sub-group ceased to exist in the new TWSP structures, and handed over all functions of the group to the TWSP Executive in June 2019.

b) TWSAB Quality, Performance and Operations Sub-group

The key objective of the Quality, Performance and Operations (QPO) sub-group, is to ensure that the Board's strategic plan is delivered by evidencing successful outcomes for adults, ensuring development priorities and objects are achieved and that targets and performance data, including audit findings, are available to the Board within agreed timescales.

The Sub-group met on a quarterly basis and has delegated authority for delivering the following objectives of the TWSAB:

- Ensuring that the collation and interrogation of data on safeguarding occurrences is being undertaken in order to ensure that the prevention of abuse is being applied across all partner agencies within Telford and Wrekin;
- Developing and embedding assurance processes, including:
 - peer reviews
 - self-assessments
 - multi agency case file audits;
- Seek Assurance whether TWSAB partners are fulfilling their statutory obligation for adult safeguarding; and
- Monitoring of the progress made within each of the TWSAB Thematic Sub-groups, by receiving a progress update from the Chairs of the thematic Sub-groups, at each meeting.

During the year the group:

- Reviewed the performance framework in line with the NHS Digital: Safeguarding Adults guidance to ensure the framework assured the Board on progress against priorities and multi-agency practice to safeguard adults.
- Monitored and challenged the performance dashboard on a quarterly basis providing regular summary updates to the Board;
- Monitored the TWSAB Risk Register, and provided regular updates to the Board regarding this, identifying any risks that require Board consideration and action at each Board meeting;
 - Continued to review key national/regional documents including, Liberty Protection of Safeguards national review; and
- Received regular reports from each of the thematic Sub-groups.

The TWSAB QPO Sub-group ceased to exist in the new TWSP structure, and handed over all functions to the TWSP Adult Review, Learning and Training Sub-group in September 2019.

c) TWSCB Quality, Performance and Operations Sub-group

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:

- Quality assure practice including through joint audit of case files involving practitioners, identifying lessons learned and the difference it has made;
- Monitor the progress made within each of the TWSCB Thematic Sub-groups, by receiving a progress update form the Chairs of the Thematic Sub-groups at each meeting.

The group met on a quarterly basis and was well supported by statutory partners. Until 29 September 2019 the group focused on:

- A review of the TWSCB performance framework to ensure that it was fit for purpose and evidenced the multi-agency safeguarding activity of all Partners of the TWSCB.

The TWSCB QPO Sub-group ceased to exist in the new TWSP structure, and handed over all functions to the TWSP Child Review, Learning and Training Sub-group in September 2019.

d) TWSAB Partnership Training, Learning and Development Sub-group

The key objective of the Partnership Training, Learning and Development (PTLD) Sub-group, is to take responsibility for the complete partnership development process, which will include learning, training and policy and procedures but will also be responsible for overseeing multiagency development initiatives. The group has delegated authority for delivering the following objectives of the TWSAB:

- Supporting the West Midlands regional safeguarding group who develop policy & procedures at a regional level to ensure consistency across the region;
- Ensuring the adoption and compliance of the adult safeguarding policies and procedures in accordance with The Care Act 2014 by monitoring and developing the interagency safeguarding systems and processes;
- Developing local guidance which supports and interprets regional policy & procedure into a practical 'how to' guide for local staff;
- Implementing best practice developments following evidence based reviews and research; and
- Developing a framework for multi-agency learning, development and training.

As well as these objectives PTLD also:

- Ensures that the TWSAB and single agency training programmes reflect the identified learning and improvement from serious case reviews;
- Ensure participation in regional activity to share good practice and learning.

During 2019/20 the Sub Group has:

- Reviewed the regional Position of Trust policy and procedure;
- Reviewed Safeguarding Adult Reviews for rough sleepers, in line with National guidance;

The TWSAB PTLD Sub-group ceased to exist in the new TWSP structure, and handed over all functions to the TWSP Adult Review, Learning and Training Sub-group in September 2019.

e) TWSCB Partnership Development Sub-group

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:

- 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; and
- To 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. The group focused on reviewing and contributing towards the development of:

- The Child Protection procedures review, in line with the Working Together 2018 changes, on the West Midlands Procedures website;
- The West Midlands Missing Procedure and a West Mercia Missing Pathway;
- The review of all chapters on the West Midlands Procedures website;

The Sub-group also:

- Received updates on the new 0-19 Public Health Nursing Service contract; and
- Monitored the progress of the development of a Fabricated or Induced Illness Pathway and Best Practice Guidance.

The TWSCB PD Sub-group ceased to exist in the new TWSP structure, and handed over all functions to the TWSP Child Review, Learning and Training Sub-group in September 2019.

f) Adult Review, Learning and Training Sub-group

The purpose of this group is to promote a culture of continuous multi-agency learning and improvement through the co-ordination of the review of cases and the development of and communication of appropriate learning, training and practice (guidance, resources and tools).

The group ensures that a process exists for evaluating the effectiveness and impact of the findings and recommendations from practice reviews, audit and multi-agency learning, and meets on a quarterly basis.

The ARLT sub-group members have oversight of the work of the Safeguarding Adult Review (SAR) Panel.

Since October 2019, the group have:

- Planned and hosted a joint event alongside the Keeping Adults Safe in Shropshire Board to commemorate the World Elder Abuse Awareness Day 2019, with a focus on domestic abuse in older people;
- Reviewed the TWSP Adult Safeguarding Training Plan;
- Participated and received regular feedback from regional network and editorial groups, to inform regional policies, procedures and updates on best practice;
- All Partners completed and returned the West Midlands Care Act Compliance Audit 2019;
- Promoted Safeguarding Adults Week – November 2019, using materials provided by the Ann Craft Trust;
- Reviewed the regional organisational failure or abuse framework and developed local best practice guidance;
- Reviewed the Threshold for Access to Safeguarding Services matrix and the TWSP Hoarding Policy & Procedure;
- Received regular updates on the new Liberty of Protection Safeguards which is due to replace the Deprivation of Liberty Safeguards (DoLS) in April 2022; and
- Received regular updates on DHR's in progress, from the Safer Telford & Wrekin Partnership.

g) Child Review, Learning and Training Sub-group

The purpose of this group is to promote a culture of continuous multi-agency learning and improvement through the co-ordination of the review of cases and the development of and communication of appropriate learning, training and practice (guidance, resources and tools).

The group ensures that a process exists for evaluating the effectiveness and impact of the findings and recommendations from practice reviews, audit and multi-agency learning, and meets on a quarterly basis.

The CRLT sub-group members have oversight of the work of the Child Safeguarding Practice Review (CSPR) Panel and ratify the arrangements for commissioning and publishing CSPR's.

The group also consider learning from the Child Death Overview (CDOP) Panel to identify and embed necessary learning and practice development.

Since October 2019, the group have:

- Ratified guidance, policies and procedures on the following:
 - Fabricated or Induced Illness;
 - Injury in babies or children who are not independently mobile;
 - Online safety; and
 - West Mercia Missing Pathway
- Reviewed TWSP Child Safeguarding Training Plan; and
- Regularly attended the Regional Safeguarding Procedures Group.



The Regional Safeguarding Procedures Group (RSPG) continues to meet regularly with TWSP representation. RSPG has a rolling programme in place to refresh and update the West Midlands

procedures, which are hosted on a regional website. As part of the commitment to signing up to a regional procedures site, each Safeguarding Board was given responsibility for monitoring and reviewing the content of specific sections. The TWSP was given the responsibility for reviewing the policy on Exploitation which started in the previous financial year, and was completed in autumn 2019.

h) Child Death Overview Panel (CDOP)

The duty to review child deaths sits with the child death review partners (Telford & Wrekin CCG and Telford & Wrekin Council). Our CDOP arrangements were reviewed to ensure that they meet statutory guidance and are effective.

Name of Agency	CDOP
Name and Title of Person completing request:	Bea Jones, Nurse Specialist: Child Death Reviews
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>Part of the CDOP process involves a coordinated, multi-agency Joint Agency response, (previously referred to as a Rapid Response) providing a framework for a comprehensive and sensitive enquiry aimed at establishing the cause of sudden unexpected deaths in infants and children. An unexpected death is defined as the death of an infant or child which was not anticipated as a significant possibility for example, 24 hours before the death; or where there was an unexpected collapse or incident leading to or precipitating the events which lead to the death (<i>WT 2018</i>). This immediate response is led by the Police/HM Coroner and also includes information sharing and decision making with Social Care, Health and Agencies providing care immediately before and at the time of the death.</p> <p>The other 'arm' of the CDOP Process is the Joint Shropshire and Telford & Wrekin Child Death Overview Panel. This meets 6 times a year to review all child deaths, identifying trends, and working together across agencies to make recommendations to help reduce the number of potentially preventable deaths in the future. The statutory basis of the CDOP's is documented in Working Together.</p> <p>Shropshire Community Health NHS Trust employs the key professionals to support the CDOP Process:</p> <ul style="list-style-type: none"> • Dr Sam Postings – Associate Specialist Paediatrician, Lead Paediatrician for CDOP and Named Doctor for Safeguarding Children • Bea Jones – Nurse Specialist, Child Death Reviews for CDOP • Sam Wheatley – CDOP Administrator <p>These key professionals provide the health element of the multi-agency rapid response following a sudden and unexpected death of a child, working alongside Police, HM Coroner and Social Care. The CDOP Administrator acts as the first point of contact for notification of a child death, requests and gathers information from agencies and arranges and</p>

	<p>provides minute taking to the CDOP Panel. The Nurse Specialist for Safeguarding / CDOP presents each child death case to the CDOP Panel.</p> <p>In 2019-2020 there were 5 CDOP Panel meetings held and three of these were neonatal focused meetings. 7 Telford & Wrekin cases were reviewed of which 4 were identified as having modifiable factors. Modifiable factors included risks associated with premature birth e.g. smoking in pregnancy, smoking in the household, drug and alcohol misuse, domestic abuse. Sleeping environment is still an issue with babies co-sleeping, sleeping on the sofa, sleeping in rocking chair and the use of pillows and soft bedding.</p> <p>The number of Telford & Wrekin child death notifications for 2019-2020 was 9.</p> <p>CDOP continue to enter all Child death data into the National Child Mortality Database. The NCMD will drive improvement in the quality of health and social care for children in England to help reduce potentially avoidable death. The collection, analysis and public reporting from all child deaths will facilitate learning to reduce preventable child mortality.</p> <p>In 2019-2020 we identified 6 deaths in babies, fewer than 20 weeks of age where hazardous unsafe sleeping practices have been identified as modifiable factors. It has also been identified in cases that the babies sleeping area was not viewed or the 'safer sleep assessment' was not completed. In response to these deaths, three briefings were sent out from CDOP, a Datix completed and the issue raised at Shropshire Community Health's Trust Learning from Deaths meeting and the Quality and Safety meeting. The briefings were discussed in maternity safety huddles and in supervision with 0-19 services. Funding has been agreed by the 0-19 service for Safer Sleep training but this will not take place until Autumn 2020 and will be delivered via a webinar by The Lullaby Trust.</p> <div style="text-align: center;">  March CDOP safe sleep briefing.docx </div> <div style="text-align: center;">  February CDOP safe sleep briefing.docx </div>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p>	<p>A child who had previously been subject to a LeDeR review was also reviewed at CDOP panel during 2019-2020. The panel ensured that LeDeR programme was represented at the meeting when the death was reviewed, thus the LeDeR reviewer and the child's allocated social worker were both able to offer expertise about learning disabilities. The LeDeR review identified good examples of collaborative working between hospital and Community Pediatricians and the Children's Nursing teams. There was joint working between the Community Children's Care Team and Hope House to cover home support and symptom management for end of life care. The amount of support to the family by the Community Children's Nursing Team went above and beyond. A Community Consultant Pediatrician stated '<i>the CCNs and palliative care team worked</i></p>

<p>What impact have they had? Please provide evidence to support this.</p>	<p><i>incredibly hard to help and support A and his family over the last few years, particularly during the last few of weeks of life and should be highly praised”.</i></p> <p>Learning points identified by the review was that Palliative Care was not a strength of the acute service and that the Community Nursing Team needed regular support for children with complex needs. A recommendation from the LeDeR review was that 24 hour community Consultant provision be discussed and identify how this could be taken forward within local service change. However, currently, only 5 areas provide this specialist service and the RCPCH suggested an option for the future is thought to be a networked provision across several areas to offer 24/7 coverage. This was discussed at the Palliative Care Steering Group on the 09/09/2019. Going forward, the plan to address this issue is for the CCNs to attend the Paediatric handover at SaTH on a Monday at 4.30 pm and a Friday at 9.00 am to discuss through the cases of the children nearing their end of life so that the Acute Paediatricians are aware of the relevant children.</p> <p>At a CDOP Panel it was identified that there was no paediatric bereavement services at SaTH, the nurse specialist for child death reviews does contact each bereaved parent for support and to signpost but this is only Monday to Friday 9-5. This can result in a delay for the parents. This issue was raised with the interim director of nursing and at the SaTH mortality meeting, this resulted in a business plan being developed for a paediatric bereavement post.</p> <p>Following the identification of increased deaths related to unsafe sleeping practices this issue was raised and highlighted by CDOP and briefings sent out in January, February and March 2020 to all agencies, the last death associated with unsafe sleeping practices was March 2020.</p>
<p>What are your organisation’s plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<ul style="list-style-type: none"> • Safer Sleep training over four sessions for 80 practitioners • Continued bereavement support to families • Continue to review child deaths to identify themes and prevent potentially avoidable deaths. • To work with SaTH to ensure confidence and understanding amongst the A and E staff. This will ultimately improve the quality of SUDIC investigations and experiences for families. • To contribute to themed panels across the West Midlands region.

i) Serious Case Reviews and Child Safeguarding Practice Review Panel

The CSPR Panel took over responsibility from the TWSCB Safeguarding, Review and Learning Sub-group for overseeing the process and arrangements for identifying, commissioning and reviewing serious child safeguarding cases and responding to serious incidents of harm in accordance with the CSPR guidance (Working Together 2018, Chapter 4, paragraph 10 &11).

The work of the CSPR is also informed by the West Midlands Regional Framework for commissioning and dissemination of learning from local CSPR’s.

The Panel 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 TWSP.
- There was one serious case review outstanding from the previous safeguarding arrangements, which was 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.
- The Panel received three cases for consideration, whereby two of these were Rapid Reviews, and undertaken within the specified national timeframes. A decision was made by the CSPR Panel, to undertake local learning multi-agency reviews for all three cases.

j) Safeguarding Adult Review Panel

The purpose of the group is to meet the TWSP statutory requirements of the Care Act 2014, to conduct Safeguarding Adult Reviews (SARs). This Panel has delegated authority to undertake this activity to promote a culture of continuous learning and improvement across the organisations by using learning from case reviews to drive improvements in practice. The Panel met on a quarterly basis, whilst under the TWSAB arrangements, and under the new TWSP arrangements met on a monthly basis.

Since October 2019, the group have:

- Reviewed the West Midlands SAR Guidance; and
- Reviewed the SAR Quality markers.

During the year, there were two ongoing Safeguarding Adult Reviews which had been carried over from the previous financial year. Both the reviews were published on the TWSP website in February 2020. The first review centred on an individual who had a number of long standing health problems which impacted on her health and care needs throughout her life. She was dependent on others for many activities of daily living. Her mother, with whom she lived was her main carer, which resulted in no health or social care practitioners having regular contact with either her or her family carers. The admission to hospital, which prompted the safeguarding adult review strongly indicated that her health and wellbeing were neglected in the weeks leading up to the admission, and contributed towards her death.

The second review centred on an individual who had been unemployed for a number of years and had no close family or friends. The home was in a state of disrepair and his body was found in situ by Police, in a state of decomposition.

As part of the reviews, agencies reflected on any learning and recommended actions to ensure better outcomes for adults with care and support needs in similar circumstances. These actions

were monitored and signed off by the Panel to ensure that each agency had completed each of their actions.

The group also received two new SAR referral, which were considered by the group. Neither SAR meet the criteria for a SAR, however the panel agreed to undertake a joint round the table review with the Child Safeguarding Practice Review Panel for one of the cases.

The planned round the table review unfortunately, had to be rearranged due to the COVID-19 pandemic.

6. Thematic Sub-groups

Adult Criminal Exploitation	Purpose
	The purpose of the Adult Exploitation sub-group is to develop and deliver an action plan to address safeguarding issues and challenges as defined by the TWSP Executive.
	Activity
	<ul style="list-style-type: none"> • Developed – alongside the Child Exploitation sub-group – multi-agency Exploitation & Vulnerability training in two levels – raising awareness and enhanced; • Developed a Multi-agency Criminal Exploitation Pathway for Adults who have been exploited, both with Care & Support Needs and without; and • Began to develop a transitional Pathway for Adults who have been/are being exploited, both with Care & Support Needs and without. To include a Multi-Agency Vulnerable Adult Conference (MAVRAC).
Child Exploitation	Purpose
	To ensure that as a partnership, we are fit for purpose to respond to all existing and new forms of child exploitation and to remove any strategic barriers to achieving this purpose while bringing recognition that children and young people are vulnerable to exploitation in a range of social contexts by applying the principle of contextual safeguarding to help respond and prevent child exploitation.
	Activity

	<ul style="list-style-type: none"> • Developed – alongside the Adult Exploitation sub-group – multi-agency Exploitation & Vulnerability training in two levels – raising awareness and enhanced; • Developed a programme of training and suite of resources to cater for different levels of understanding and practice - universal, operational and professional; • Ensured that the child exploitation pathway is developed, implemented and embedded across the Borough of Telford and Wrekin and that all partner agencies are confident in recognising child exploitation and applying the pathway; • Ensured that new Level C West Midlands Regional Policies and Procedures are embedded; • Revisited the recommendations of both internal and external reviews to ensure they are completed and reflected in both single agency and multi-agency practice; • Developed a performance framework and explored how multi-agency data can be used to measure impact of the pathway, training programme and identify factors of exploitation within Telford and Wrekin; and • Continued the culture of listening to children; to ensure the voice of the child is heard and used and is used to inform our practice in relation to Child Exploitation.
Domestic Abuse	Purpose
	<p>The Domestic Abuse sub-group addresses the issues within Telford and Wrekin of domestic abuse through improvement in identification, investigation, prosecution, prevention and support of:</p> <ul style="list-style-type: none"> • Domestic abuse; • Female Genital Mutilation, • Honour Based Violence; and • Forced Marriage. <p>The Sub-group is accountable to the TWSP Executive. The Sub-group is also delivering against the Safer Telford & Wrekin Partnership Strategy and the Health and Wellbeing Board’s workstream.</p>
	Activity
<ul style="list-style-type: none"> • Hosted a Joint Adult Safeguarding Awareness Conference alongside the Keeping Adults Safe in Shropshire Network, to raise awareness of domestic abuse in older people amongst practitioners; • Supported the re-commissioning of the IDVA service; 	

	<ul style="list-style-type: none"> • Hosted a Reducing Serious Violence Conference in November 2019, as part of the White Ribbon campaign; • Reviewed and developed specialist services and support and implement comprehensive multi-agency pathways, for both victims and perpetrators and children and young people affected by domestic abuse; • Used intelligence to inform service provision and raising awareness campaigns; • Increased awareness in the community of domestic abuse, and how to seek support; • Reviewed current policies and procedures associated with Female Genital Mutilation (FGM), Honour Based Violence (HBV) and Forced Marriage within the community and across the professional workforce; and • Continued to embed learning from Domestic Homicide Reviews (DHRs).
Neglect	Purpose
	<p>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.</p>
	Activity
	<ul style="list-style-type: none"> • Promoted a culture of continuous multi-agency learning and improvement through the development and communication of guidance, and resources (pathways, assessment tools) and ensure there are robust processes for monitoring learning outcomes; • Disseminated national and local learning in relation to neglect, including learning from Serious Case Reviews (SCR) which is to be called Child Safeguarding Practice Reviews (CSPR) and Multi Agency Case File Audits (MACFAs); • Reviewed and developed multi-agency policies and procedures relating to neglect, in line with national guidance and best practice models; • Reviewed the interventions available for neglect cases and identified preventative and therapeutic support tools, in addition to the Early Help Assessment (EHA) and Graded Care Profile 2 (GCP2); • Reviewed the suite of training courses and evaluate the impact and effectiveness of training; and • Reviewed the dataset for neglect, and identify trends, areas of concern and areas to improve.

7. Training

During 2019/20 51 people attended or booked on to the TWSP Adult Safeguarding training sessions and 18 people completed the Introduction to hoarding eLearning course.

eLearning completions for 'An Introduction to Hoarding' course, by year	
1 April 2017 to 31 March 2018	15
1 April 2018 to 31 March 2019	16
1 April 2019 to 31 March 2020	18
Total	49

Bookings and attendance rates for 'Adult Safeguarding Awareness' course, by year	
1 April 2017 to 31 March 2018	36
1 April 2018 to 31 March 2019	72
1 April 2019 to 31 March 2020	51
Total	159

The following lists the training courses, either undertaken or in the booking stages, for the year 2019-2020. The joint safeguarding boards have a priority aim of workforce development, and continue to make efforts to achieve this through the identification and delivery of targeted training.

Course name	Number attended or booked to attend
Adult Safeguarding Awareness	51
Enhanced Raising Awareness of Exploitation and Vulnerability	48
Managing Allegations	24
Raising Awareness of Child Protection	93
Raising Awareness of Exploitation and Vulnerability	437
Raising Awareness of Multi Agency Public Protection Arrangements (MAPPA)	26
Raising Awareness of Private Fostering	1
Threshold Guidance, including Early Help Assessments and Support Plans briefing session	64
Threshold Guidance, including Early Help Assessments and Support Plans full training	55
Total	799

Managing Allegations, which provides an understanding of what constitutes an allegation, and how these are managed and investigated by the Local Authority Designated Officer (LADO), is a brand new course for 2019-20, and the first session held in October 2019 was oversubscribed. The second session had to be subsequently cancelled, due to the Coronavirus restrictions.

Effectiveness of training

In order to ensure that the training we provide is effective, an evaluation form is completed by each delegate whenever they attend training organised by our partnership. Regular updates and discussions take place at the Partnership Development and Partnership Training, Learning and Development sub-groups, under the TWSCB and TWSAB arrangements, and the Adult and Children Review, Learning & Training sub-groups under the new TWSP arrangements. This ensures that the courses are regularly reviewed to ensure effectiveness of the training, and making any necessary changes.

8. Priorities for 2020 – 2021

In June 2019, the TWSP Executive reviewed the progress of the TWSAB and TWSCB, and as part of the review of safeguarding arrangements, which came into effect from 29 September 2019, agreed the priorities for the following year.

The five key strategic priorities for 2020-2021 are:

- **Community engagement** - to actively engage people, raise awareness about safeguarding and to inspire people to take action to prevent abuse and neglect.
- **Implementing learning from reviews** – to share learning across the partnership following Rapid Reviews, Local Safeguarding Practice Reviews, National Safeguarding Practice Reviews and Safeguarding Adult Reviews.
- **Further develop policies and procedures** – Use technology to enable partners to identify emerging issues and collaborate to develop solutions.
- **Ensure appropriate single agency and multi-agency quality assurance processes are in place – “So what outcomes”** – to enable the Partnership to challenge organisations about how they keep people safe and prevent harm/abuse/neglect.
- **Effective training** – To support practitioners to develop their practice in line with changes in legislation and learning from reviews and audits.

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

The strategic priorities document is published on the TWSP website in accordance with the Care Act 2014.

9. Partnership Working

Name of Agency	Chief Officers Group
Name and Title of Person completing request:	Caia Bryant-Griffiths, Manager
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	Through multi-agency collaboration and different voluntary sector services.
During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults? What impact have they had? Please provide evidence to support this.	<p>The Chief Officers Group is a collaboration of voluntary sector organisations and we work together to improve services, identify gaps, improve communication, etc.</p> <p>During the pandemic we have networked to provide solutions for vulnerable families impacted by the situation.</p> <p>We have provided services remotely where required and posted advice and support on social media.</p> <p>Families have had counselling, food vouchers, crisis support, CAB advice, food parcels, Christmas hampers, toys, signposting to information and support, peer mentoring, support groups.</p> <p>We are a collaboration of agencies which makes it difficult to provide evidence from across the sector.</p>
What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?	To keep up-to-date with plans and legislation and to work together to identify gaps, support families and safeguard children in the Borough.

Name of Agency	Early Years - Private
Name and Title of Person completing request:	Christine Harding, Manager
How has your organisation contributed to delivering the	We have cooperated with agencies to help keep children safe. We remained open for the majority of the pandemic lockdowns to ensure children have a safe place to attend.

TWSP's priorities for 2019-20?	
During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults? What impact have they had? Please provide evidence to support this.	<p>We focused on exploitation and supported staff understanding of this.</p> <p>This had an impact on some of the vulnerable, younger staff to be more aware of the wider issues relating to exploitation and keep themselves safe as well as monitoring vulnerabilities in both children and parents.</p>
What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?	To focus further on exploitation and Neglect.

Name of Agency	Healthwatch Telford And Wrekin
Name and Title of Person completing request:	Janet O'Loughlin, Director
How has your organisation contributed to delivering the TWSCB's priorities for 2019-2020?	<ul style="list-style-type: none"> • Healthwatch Telford and Wrekin (HWT&W) have engaged with the public to gather their views and experiences of using a range of health and care services, through engagements also sign posting/enquires. • HWT&W have attended relevant meetings which included: local CQC/HW liaison meetings, Quality Surveillance Group to share information and concerns. • HWT&W have reported concerns directly to Children's Safeguarding Services. • Safeguarding Adult and Children Training (and updates) for all staff. Completing training is a requirement of volunteer Enter and View (E & V) Authorised Representatives (AR's) and other volunteers. • HWT&W have been represented at TWSAB boards meetings and relevant work streams. • HWT&W have attended TWSCB's Safeguarding Children Training event

<p>During 2019-2020 what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<ul style="list-style-type: none"> • HWT&W have raised issues/concerns to Children’s Safeguarding team but have also had telephone calls from people not wanting to leave any details but have advised them to report to the Children’s and Young people’s Safeguarding. • We have received and shared information around Safeguarding. This includes signposting people to the local authority. • We have been asked by Donna Ockenden to provide information we have which is relevant to her maternity review of SaTH. • HWT&W produce and publish feedback reports which are then distributed to authorities, commissioners and various other organisations • HWT&W ensure Children and Young people’s health and care services understand their role/ responsibilities to consult with them and other people to ensure they are appropriately implemented and people receiving services and their staff are safeguarded. • To protect Children and Young people in health settings from harm, abuse or risk and report any feedback/information/concerns. • Where events/ concerns have been raised, they are then promptly reported to the SG teams where health services are prompted by us to raise Safeguarding concerns or events. • HWT&W follow up to confirm it’s been reported.
<p>What are your organisation’s plans for 2020-21 in relation to your responsibilities to safeguard children young people and adults?</p>	<ul style="list-style-type: none"> • HWT&W will uphold the key principles that include: • Ensure all members of staff, directors and volunteers are fully aware of the law and statutory requirements in order that vulnerable children receive the protection of the law and access to the judicial process. • Provide appropriate assistance and sign-posting to relevant agencies, including advice. • Safeguarding is considered in all policies and procedures. • HWT&W will undertake safe recruitment practices for staff/ volunteers. • Give guidance about appropriate behaviours during HWT&W inductions. • To ensure any member of staff, director or volunteer whose work involves direct contact with children at risk/or children or health settings receive face- to – face Safeguarding Training including “ Child Protection” and awareness of procedures including how to deal with concerns. • Ensure E & V Representatives and those involved in Safeguarding and resolving enquiries/signposting are aware of the procedure for raising and reporting Safeguarding events and concerns.

Name of Agency	Midlands Partnership NHS Foundation Trust
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Name and Title of Person completing request:	Sharon Conlon, Head of Strategic Safeguarding
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>MPFT Safeguarding service have continued to deliver against the partnership priorities by:</p> <ul style="list-style-type: none"> • Promoting the work of the board via our internal communication strategy • Delivering face to face safeguarding supervision to our clinical teams. This is delivered by the named nurse for safeguarding and follows a programme of topics that reflect the priorities of the board.
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>During 2019/20 MPFT carried out a review of the safeguarding service following this review a Named Nurse for safeguarding was allocated to the Shropshire Care Group of MPFT. The Named Nurse works directly with MPFT staff and partners to deliver the following:</p> <ul style="list-style-type: none"> • Supporting staff to manage complex safeguarding cases • Provide safeguarding supervision in line with MPFT safeguarding supervision framework. • Building relationships with partner agencies • Providing safeguarding training • Completing audits • Representing MPFT at C SPR • Producing learning materials • Completing safeguarding governance reports for the Care Groups assurance
What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?	<p>Continue to progress the work of the named nurse for safeguarding.</p> <p>Consider the possibilities of a health system response to safeguarding.</p>

Name of Agency	The Shrewsbury & Telford Hospital NHS Trust
Name and Title of Person completing request:	Teresa Tanner, Safeguarding Children Lead (Named Nurse) Kathy George, Head of Adult Safeguarding, MAC Lead and Prevent Lead
How has your organisation contributed to delivering the	The Trust has contributed with Named Professionals attending and contributing to the various subgroups of the T&WSP.

<p>TWSP's priorities for 2019-20?</p>	<p>The Trust has been active in promoting awareness of Domestic Abuse via the White Ribbon Campaign.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>Training has increased across the staff groups which have raised awareness, there have been staff from areas such as Maternity and Children's ward who have attended specific training in Neglect and Domestic Abuse.</p> <p>Neglect, Exploitation (both adult and children) and Domestic Abuse continue to be part of the training at levels 2 and 3 for all staff</p> <p>The Trust hosted West Mercia Police Exploitation Training team throughout 2019 as the Level 3 training delivered was exploitation and the police provided the 4 hour training to all staff in ED and Children's ward, the impact has been a greater awareness especially amongst ED staff who have made more referrals across the Local Authorities for possible exploitation of all types.</p> <p>In the latter part of the year Level 3 Adult Safeguarding training was introduced into the Trust. Alongside this the promotion of Making Safeguarding Personal was given additional support and recognition through the introduction of Mental Capacity Act Training to promote better outcomes for adults with care and support needs.</p>
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<p>Exploitation has continued to be a priority for the Trust and the Level training for 2021 is Exploitation, specifically County Lines and Criminal Exploitation.</p> <p>Staff from Maternity are attending GCP2 Train the Trainers in 2021 to enable more focus on Neglect by Maternity.</p> <p>To further develop the training programme for Adult Safeguarding to incorporate both local and national learning and priority themes, such as Adult Exploitation with an emphasis on modern slavery.</p>

<p>Name of Agency</p>	<p>Shropshire Community Health NHS Trust</p>
<p>Name and Title of Person completing request:</p>	<p>Julie Harris, Head of Safeguarding</p>
<p>How has your organisation contributed to delivering the TWSP's priorities for 2019-20?</p>	<p>Shropshire Community Health NHS Trust (SCHT) attend and participate in Telford and Wrekin Safeguarding Partnership (TWSP) sub groups for both adults and children thus facilitating a two way information flow between the partnership and SCHT.</p> <p>A member of SCHT is a long standing and participatory member of the Child Exploitation Panel and MARAC.</p>

	<p>SCHT have two Graded Care Profile 2 (GCP2) trainers who have supported multi-agency training on neglect using the CGP2 package.</p> <p>SCHT staff contribute to the review and refreshing of multi-agency policies and procedures and our internal policies and procedures reflect and compliment the regional one.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>Safeguarding Children and Safeguarding Adults have now been brought together to form a single Safeguarding Team. This has improved communication and promoted a more joined up approach which supports our teams where then they identify safeguarding issues relating to both Children and Adults.</p> <p>The integration of Safeguarding Adults and Children into one Team and the addition of a Nurse Specialist Safeguarding Adults has helped to raise the profile of Safeguarding Adults across the Trust. It has also enabled us to share more information more widely and provide advice and support more staff.</p> <p>The review and redesign of health input into Family Connect resulted in the development and recruitment four Safeguarding Nurses, who are managed by SCHT Safeguarding Team.</p> <p>A quarterly Safeguarding Team Newsletter has been developed and each specialism with the Team showcase developments and learning pertinent to that area. This acts as a vehicle for sharing learning from local Safeguarding Practice Reviews, updated local and regional policies in addition to disseminating learning from external sources.</p> <p>In February 2020 a Safeguarding Children briefing was circulated which provided information on the following topics, Child Sexual Abuse, Modern Slavery, SSP Neglect screening tool and House Of Commons Briefings on Children & the Law.</p> <p>The team provide advice and guidance and safeguarding supervision, which promotes critical thinking, supports respectful challenge and professional curiosity and encourages staff to think 'what is the child's daily lived experience'.</p> <p>Looked After Children</p> <p>In September 2019 the commissioning arrangements for completing Review Health Assessments (RHA s) was transferred from the 0-19 service to the Looked After Children Team and a Nurse Advisor and Administrator was appointed. This has improved the quality and timeliness of the assessments which in turn improves outcomes for our Looked After Children.</p> <p>In addition the Nurse Specialist Looked After Children developed a training package to support the Foster Carer training delivered by the</p>

	<p>Local Authority. This was well received by Foster Carers and Local Authority colleagues.</p> <p>Health Passports for Children and Young People leaving care were introduced in Autumn 2019. This provides the young person with their birth, medical and health history in a concise format.</p> <p>The most recent innovation was the Nurse Specialist holding drop in sessions for Young People Leaving Care (15 plus age group) in the Leavers Lounge.</p>
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<p>The Team will continue to promote safeguarding within the Trust and work with our partners to meet our safeguarding responsibilities.</p> <p>Facilitation of safeguarding supervision, monitoring of safeguarding training compliance and dissemination of information and learning through our Newsletter and Trust Communications will continue.</p> <p>The Team will support staff to identify and secure Safeguarding Adults level 3 training to ensure compliance with the additional training requirement set out in the RCN Intercollegiate Roles & Competencies Document.</p> <p>Specific work with regard to planned audits will be reviewed in line with national guidance relating to the Covid 19 pandemic.</p> <p>To support practitioners using virtual platforms instead of meeting people face to face to complete health assessments we are developing a "Think Safeguarding Keep People Safe" prompt sheet.</p>

<p>Name of Agency</p>	<p>Shropshire Partners in Care</p>
<p>Name and Title of Person completing request:</p>	<p>Nicky Jacques, Chief Officer</p>
<p>How has your organisation contributed to delivering the TWSP's priorities for 2019-20?</p>	<p>Shropshire Partners in Care delivers a wide range of core activities which contribute to delivering the TWSP's priorities including:</p> <ul style="list-style-type: none"> • Training: <ul style="list-style-type: none"> ○ A range of clinical training for the health and care sector ○ Mental Capacity Act related courses ○ Deprivation of Liberty safeguards ○ First Aid ○ Lead to Succeed ○ Nominated Individuals ○ Medicines Management

	<ul style="list-style-type: none"> ○ Consent and Capacity sessions for dental professionals, Hospital staff and G.P.'s ○ Moving and Handling ○ Safeguarding related courses <ul style="list-style-type: none"> ● Bespoke sessions for partner agencies to address specific issues connected to safeguarding and prevention agendas including: <ul style="list-style-type: none"> ○ a professional boundaries induction session for all new staff in an organisation (monthly) ○ a safeguarding adults session for opticians ○ a safeguarding adults session in a sports context ○ safeguarding adults for dental professionals ○ an informal safeguarding adults session for informal carers supporting family or friends who live with dementia ○ Developed a new training course in collaboration with Joint Training focused on supporting adults using services to have a safe on-line presence ○ Delivering an in house Confidentiality Workshop ○ Value Based Recruitment/Coaching in the Workforce ○ Mentoring the Workforce within domiciliary care Provision ● Disclosure and Barring Service Checks Service ● Representation at a range of sector related meetings including Safeguarding Adults Partnership and relevant Sub Groups ● Networking opportunities for SPiC members including Registered Managers meetings and Safeguarding Adults Forums ● Workforce development, recruitment and retention work <p>This range of activities aims to support the development of quality care services in Shropshire and Telford and Wrekin.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<ul style="list-style-type: none"> ● Working with Adults who Self-neglect project including: <ul style="list-style-type: none"> ○ Developing a workbook, PowerPoint presentation and lesson plan on working with adults who self-neglect to be available on-line ○ Developing a new training course in collaboration with Joint Training specifically on supporting adults who hoard ● Information, advice, support and signposting ● Safeguarding Adults Forums for Care Providers ● Commenced planning with national charity on a national project to raise the profile of adult safeguarding ● Mentoring opportunities for our members ● Developed the 'Nominated Individuals' training and workbook programme

	<ul style="list-style-type: none"> • Delivery of Health and Care local economy training programme for ReSPECT
What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?	Whilst we do not deliver direct care services we will continue to develop, deliver and facilitate a range of training courses, networking opportunities and forums. These are intended to develop practice and support both our care provider members and partners to increase their awareness of safeguarding, understand their responsibilities and raise appropriate safeguarding concerns.

Name of Agency	Taking Part
Name and Title of Person completing request:	Julie Mellor, CEO
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>In October 2019 Taking Part was not successful in securing the Advocacy Contract for Telford and Wrekin. So I was unable to provide the board with the number of advocacy referrals and outcomes.</p> <p>However, being a Delivery Partner in the Wellbeing Independence Partnership along with AGEUK and Carers Centre, we do liaise very closely with the Safeguarding Team in Telford. We work with members of the public who may be experiencing issues of abuse and we support them to report their concerns into Safeguarding using 'Making Safeguarding Personal' approaches.</p>
During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults? What impact have they had? Please provide evidence to support this.	<p>As part of the Voluntary Sector representation, I share information received from T&W Safeguarding Partnership with other voluntary sector colleagues. This is very much welcomed and appreciated.</p> <p>Our practices in all of our organisations are about the safety and welfare of our communities, adults and children. We all provide many low level interventions to help the public stay safe from harm but where there are incidents of abuse, we support them to access the necessary levels of help required.</p>
What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young	As above – this will continue to be ongoing.

people and adults?	
Name of Agency	Telford and Wrekin CCG
Name and Title of Person completing request:	<p>Audrey Scott-Ryan, Designated Nurse for Safeguarding Children</p> <p>Working across Shropshire and Telford and Wrekin CCGs</p>
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>The Safeguarding Team (Designated Nurse for Children and Looked-After Children, Named Nurse for Adults) continue to offer advice, guidance, support, supervision and training across the health economy to professionals including care homes, dentists, pharmacists and GPs.</p> <p>The national COVID 19 pandemic lockdown came into effect on the 23 March 2020 with major health and social care emergency planning implications including contextual safeguarding and serious pandemic public health risks. Local multi-agency restoration planning is ongoing.</p> <p>The CCG Executive Nurse and Safeguarding Team have contributed to both Shropshire and Telford and Wrekin Safeguarding Adult, Children and Looked After Children new Partnership boards and sub groups arrangements locally including the new adult safeguarding arrangements required by the two statutory safeguarding boards. National Working Together to Safeguard Children Guidance (2018):</p> <p>http://www.gov.uk/government/publications/working-together-to-safeguard</p> <p>The CCG has implement statutory changes locally with initially Telford and Wrekin Local Safeguarding Children Board (LSCB) including new Statutory Partnership Board Membership and Rapid Review/Response Processes and Child Death Statutory Guidance (2018) new statutory requirements:</p> <p>https://www.gov.uk/government/news/members-announced-for-new-child-safeguarding-practice-review-panel</p> <p>Shropshire and Telford and Wrekin Safeguarding Partnerships (include police, social care and health) joint adult and children priorities are exploitation, domestic abuse, child neglect and adult self- neglect and transitional safeguarding.</p> <p>The CCG Executive Chief Nurse retired in April 2020 with a new Executive Director of Quality appointed in April 2020 to lead the management of change to one Shropshire and Telford and Wrekin CCG. CCG structures are being reviewed, with a new Assistant Director of Safeguarding post created and appointed too on an interim basis until the new structure is introduced. Statutory Designated Doctor and Nurse roles remain in CCG new structures with multi-agency contribution to TWSP's priorities in preventing abuse by supporting vulnerable people and reducing health</p>

	<p>inequalities with health promotion local activities like crucial crew, adult and child protection and looked after children case quality assurance, domestic violence and suicide prevention strategies, with additional training and resources.</p> <p>The CCG safeguarding team have actively participated in TWSP multi-agency partnership priority meetings and sub groups including CDOP rapid response and rapid reviews processes, including during the COVID 19 lockdown period. The prevention of adult self-neglect, coronavirus, financial abuse, child death, child sexual exploitation and criminal exploitation, domestic violence, serious crime and neglect are constant multi-agency priorities that have continued through pandemic with children dial ins and planning of local children’s return to full time schooling. The CCG team has also been deployed to front line urgent care and hospital centres and worked with providers including local care homes to improve infection control and use of Personal Protective Equipment (PPE) to prevent the elderly and young from contracting coronavirus.</p> <p>Telford and Wrekin Children’s Partnership board received Ofsted ‘outstanding rating’ in March 2020 in which the CCG Designated Nurse for Safeguarding Children was strategically and operationally involved in inspection from health economy perspective with focus group/case participation.</p> <p>The CQC/Ofsted Special Educational Needs and/or disabilities (SEND) inspection reported, ‘inadequate’ locally with the CCG quality/transformational teams who managed SEND services/cases working with partner agencies to improve service provision with partnership action planning following inspection recommendations for improvement.</p> <p>All recent Care Quality Commission (CQC), Ofsted, Joint Targeted Area Inspection (JTAI) and Serious Case Review, Safeguarding Adult Review reports findings progress is monitored monthly by the Clinical Commission Group (CCG) via Clinical Quality Review Meetings (CQRM) with NHS providers and relevant sub groups. Adult, Children and looked after children safeguarding performance dashboard monitoring included.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please</p>	<p>Telford and Wrekin GP Audit findings concluded that there is a considerable improvement on previous safeguarding audits with enhanced recording of vulnerable adults and children including looked-after children. A new updated CCG GP safeguarding practice audit template has been devised and agreed for Shropshire and Telford and Wrekin for 2020. The CCG Safeguarding Team also monitors NHS/Non-NHS safeguarding providers’ performance via quarterly dashboard completion, i.e. training levels and referrals. Safeguarding Policy and Procedures and Serious Case Rapid reviews are on-going multi-agency statutory work in progress with Adult and Children’s Partnership Boards across Shropshire and Telford and Wrekin including looked after children.</p> <p>There is current high media interest in Telford and Wrekin Child Sexual Exploitation (CSE) past and present multi- agency activity with Local Safeguarding Children’s Partnership Board statutory partners all</p>

provide evidence to support this.

contributing to Telford Independent Inquiry Child Sexual Exploitation (IICSE). Tom Crowther QC is the appointed Telford inquiry lead with commissioning solicitors support. The Inquiry Terms of Reference for Telford have been completed after public consultation and circulated to provider agencies with privacy policies. The Telford Independent Inquiry Child Sexual Exploitation/Abuse (IICSEA) chair Tom Crowther, QC has met with CCG Accountable Officer, Executive Nurse and Designated Nurse for Safeguarding Children leads with his commissioned solicitor's team, with a further briefing to NHS local Community and Hospital Providers of the Independent Inquiries requirements. Each health organisation has submitted Inquiry evidence.

Additional inquiry victim counselling care services has been funded by Telford and Wrekin Partnership Board to support local survivors. The National Independent Inquiry Child Sexual Abuse Truth Project, 'It's Time to be Heard', locally is hearing from victims and survivors. Exploitation and Vulnerability safeguarding training is on-going provided by West Mercia Police to safeguarding board partners that includes adult and child protection, child sexual exploitation, county lines, domestic abuse, modern slavery and prevent radicalisation.

Shropshire CCG Named GP post has been recruited to. They have linked with Telford CCG Named GP who already implements lead GP safeguarding forums and chairs the neglect sub group with further GP neglect training. Telford CCG Named General Practitioner (GP) for Safeguarding has set up a local Telford and Wrekin GP forum that has met up four times with key themes identified for further local development such as updates on safeguarding adult and children referral processes/ identification of abuse/ thresholds/ policies/procedures, Graded Care Profile 2 (GCP2) neglect and non-accidental injury case issues and continual case discussions supervision. Consequently, when Shropshire CCG appointed a Named GP in 2020 they have replicated this structure with the first forum starting in July 2020.

Six Children Safeguarding Serious Case Rapid Reviews have been completed with lessons learnt identified and service improvements. Internally identified recommendations for the CCG are being actioned.

Two Child Learning Disabilities Mortality Reviews (LeDeR) in progress.

The guidance for looked-after children has been shared with GPs to ensure that knowledge around this area of work is up to date. The recording of 'hosted' looked-after children should also be completed by GP medical practices. Dashboard monitoring continues via Clinical Quality Review Meeting (CQRM).

Oversight has continued over the last 12 months around provision of health services for children in care to ensure improvements in timeliness and data reporting, Positive achievements have been seen in the overall data for review health assessments of looked after children 0-18 years. The Quality Lead Nurse and Children's Commissioner are overseeing discussions around the removal of completion of LAC Health

Assessments from the 0-19 contract which have taken effect from August 2019.

The recent Care Quality Commission (CQC) Report of Shropshire and Telford NHS Hospital Trust Inspection reported, 'inadequate' service provision on key areas and national improvement intervention now in situ with Quality 'special measures' status. Maternity achieved an improved safety rating in the most recent report, however remains a key area of on-going service improvement. The CCG held a maternity specific CQRM with SaTH to monitor and oversight progress and the Local Maternity System (LMS) Programme Board oversees progress against the national improvement framework for maternity services. Previously, children safeguarding in SaTH has received a 'good' rating. However, due to concerns in adult and maternity provision the overall safeguarding rating was downgraded this year.

The Secretary of State for Health has commissioned Donna Ockenden to undertake an independent review of maternity services at SaTH. The number of cases of interest to be reviewed is 1862 and span an extended time from of up to 40 years. The CCG is contributing a significant amount of information to the review team. The review is expected to formally report during 2021.

The Local Maternity Transformational Action Plan is on-going with Shrewsbury and Telford and Wrekin NHS Trust (SaTH) with NHS England/ Health Improvement & CCG strategic monitoring and quality assurance meetings taking place on a monthly basis. A new Chief Executive/ interim Director of Nursing, a new Assistant Director of Nursing/ Medical Director and Director of Midwifery have been appointed and NHS England/ Health Improvement support in SaTH to move forward lessons learnt and promote a change in culture. An alliance with University Hospitals Birmingham (UHB) has been made to further improve services.

West Mercia CDOP themed meeting was postponed in March 2020 due to COVID 19, with intent to reconvened post-COVID 19. Shropshire and Telford & Wrekin CDOP panel have continued to review local cases throughout COVID 19 via Microsoft Teams technology.

A regular update on perinatal mortality for SaTH is given by the Deputy Head of Midwifery and neonatal focused CDOP Panels are attended by a Consultant Neonatologist from the trust. The national Perinatal Toolkit system has been implemented at SaTH and public health campaigns on safer sleeping, improvements in antenatal, labour, neonatal, perinatal and postnatal care including mental health support and identification of foetal movements in pregnancy and warning of risk of cord blinds/nappy sacks/sea/swimming pools/ button batteries to babies and infants are on-going.

There has also been recognition of the need to provide support to SATH in order to ensure improvements to the adult safeguarding and MCA functions across both sites. This has involved the Adult safeguarding lead's special secondment at the early stages of lockdown during the height of the pandemic which has now been formally extended. This work

	<p>is intended to improve the governance and operational safeguarding requirements with the Trust and delivering upon SATH's external review of safeguarding.</p> <p>Adult safeguarding statutory legislation (Mental Capacity Act / Deprivation of Liberty Safeguards [MCA/DOLs] and Making Safeguarding Personal Principles), policies and procedures development are on-going in line with the Care Act (2014) and the Adult Safeguarding: Roles and Competencies for Health Care Staff (2018). The CCG continues to work alongside multiagency colleagues to identify and consider implications of responsibilities resulting from the Mental Capacity Amendment Act 2019 (for both the joint CCGs and Providers). This has included being instrumental in setting up the Liberty Protection Safeguards implementation task and finish group, STING (Shropshire and Telford Implementation Network Group). This remains an ongoing process and the CCG/SaTH leads are liaising closely. . The lead for Telford and Wrekin CCG has joined the NHS England National Group for MCA/DOLs and Liberty Protection Safeguards as NHS England regional representative. There are significant delays noted at a national level in the publication of the Code of Practice, Regulations and Impact Assessment which makes implementation preparation difficult. Helen Whateley, Minister for Care at DHSC announced on the 16.07.2020 that LPS is now to be delayed until April 2022, which provides an opportunity for STING to continue its preparatory work. A Domestic Homicide Review (DHR) has been forwarded to the Home Office for consideration and one further DHR is pending its final draft. Internally identified recommendations for the CCG have been actioned.</p> <p>The Adult Safeguarding Forum 2019/20 programme continues with funding provided through Shropshire Partners in Care for 2020/21. The forum provides support and shared learning, in respect of local themes and trends, with our residential care and domiciliary care providers across both Telford and Wrekin and Shropshire CCG areas. The Adult Safeguarding team assist in identifying agenda items and presents topics to the groups where appropriate.</p> <p>In response to the introduction of the Adult Safeguarding: Roles and Competencies for Health Care Staff 2018 RCN https://www.rcn.org.uk/professional-development/publications/pub-007069 a three-year training programme is underway to ensure compliance by the next iteration of the guidance in 2021. . Additional training support, to ensure compliance with the programme, is being provided through Mental Capacity Act Peer Supervision Groups on a quarterly basis. Additional face-to-face training is planned to compliment the available e-learning modules from the range of health organisations who need to comply with the guidance.</p>
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard</p>	<ul style="list-style-type: none"> • COVID 19 pandemic Emergency/Restoration Planning system wide on-going with partnership agencies; • Working Together to Safeguard Children Statutory Guidance multi-agency on-going including reducing child poverty locally; • Restore cancer and GP services, expand and improve mental health services and prepare for winter hospital pressures;

children, young people and adults?

- Care Home Infection Control and Personal Protective Equipment Support (PPE);
- CCG safeguarding team restructure under management of change to one single Shropshire and Telford & Wrekin organisation;
- CCG Named GPs appointed with GP forum commencement to lead safeguarding GPs in medical practices in Telford and Wrekin;
- Adult safeguarding 3 year training improvements
- SEND recommendation action planning and improvement plan in partnership with T&W LA;
- Rapid Response and Reviews on-going with Telford Partnership;
- Care Quality Commission recommendations actioned and monitored across the whole health economy via Clinical Quality Review monthly meetings with NHS providers;
- Child Adolescence and Mental Health Services (CAMHS) intervention and monitoring to safeguard children locally and out of area;
- Independent Inquiry into Child Sexual Exploitation;
- Independent Review of local Maternity Services;
- Maternity Reviews and implementation of Local Transformational Plans;
- Support Children's Continuing Health Care nurse case management to include safeguards;
- Children's Commissioner update of contracts, dashboards and service specifications including 0 -19 years and family connect services with public health;
- Child Sexual Exploitation involvement in relevant work streams;
- Contribute to policy and procedures/ threshold document 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 (CDOP) Reviews and Learning Disabilities Mortality Reviews (LeDeR) and Rapid Review completion with learning lessons actioned and on-going multi-agency training, e.g. advanced care planning, button batteries safety, safer sleep, suicide prevention, home, road and water safety, accident prevention including non-accidental injuries, ICON (infant crying is normal, Comfort methods can Help, its ok to walk away, never ever shake or hit a baby) campaign advice, etc.;
- West Mercia CDOP themed meeting after COVID 19;
- Safeguard Adult and Domestic Homicide Reviews actions;
- Safeguarding incident recording for themes and trends in area;
- Safeguarding performance monitoring via dashboard completion by NHS providers with CCG Team scrutiny to improve services;
- Looked after children quality assurance development and monitoring;
- Safeguarding children supervision by Designated professionals to named professionals;
- On-going programme of Mental Capacity Act (MCA/Deprivation of Liberty/Safeguards Liberty (DoLs) audits and training;

	<ul style="list-style-type: none"> • E learning Safeguarding Children and Adults on going NHS staff; • GP training conference event in planning for the summer of 2021. • To further understand the landscape of Residential settings in Telford & Wrekin / Shropshire; • To support plans for robust service delivery around the 0-19 component of review health assessments.
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Name of Agency	Telford & Wrekin Council - Adult Social Care
Name and Title of Person completing request:	Victoria Worthington, Service Delivery Manager - Community Social Work and Safeguarding
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>The Council's Adult Safeguarding Team has continued to actively contribute to meeting the key challenges and priorities set out by the TWSP including:</p> <ul style="list-style-type: none"> • Delivery of the Council's statutory safeguarding duties and responsibilities as the lead agency for undertaking section 42 enquiries; • Working across partnerships to raise awareness of adult safeguarding to prevent abuse and neglect; • Reviewing and updating the local safeguarding adults protocol to ensure robust referral pathways, and provide clarity regarding how agencies and individuals across the Borough should work together; • Implementation of a comprehensive safeguarding adults competency framework for all frontline practitioners to ensure a fully competent workforce, and improve experience and outcomes for people; • Implementation of enhanced quality assurance, including monthly case file audits with emphasis on person centred practice, and making safeguarding personal; • Completion of comprehensive internal 'Taking Stock' safeguarding practice audit; and • Active participation and contribution to the TWSP's thematic sub-groups including exploitation and domestic abuse.
During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?	<p>Adult Exploitation</p> <p>The adult exploitation sub-group identified gaps in support for those adults who do not meet the criteria for statutory safeguarding, but nonetheless are vulnerable and at risk from abuse, harm, or neglect. For these people who do not fit into traditional services, and consequently receive limited support, they often look inappropriately to the emergency services such as Police or Fire service or the Ambulance service for assistance.</p>
What impact have they had? Please	<p>To provide more effective support for this cohort of people the adult safeguarding team implemented a pilot service in January 2020 to provide</p>

<p>provide evidence to support this.</p>	<p>intensive short term support for adults at risk outside the safeguarding eligibility criteria. This involved:</p> <ul style="list-style-type: none"> • Establishing pathways for referral and support; • Designing a risk evaluation windshield to support decision making; and • Partnership working with key agencies including Health, Housing and the Police. <p>The service has so far supported several individuals to achieve positive outcomes, and further work will continue into 2020 to evaluate performance, and the benefits of the service across the system.</p> <p>Domestic abuse</p> <ul style="list-style-type: none"> • Joint work undertaken with partners to review policies and ensure clear pathways are in place, and professionals are aware of how to support victims and perpetrators; • Domestic abuse training and awareness delivered for front line staff; and • Attendance and contribution to MARAC arrangements. <p>Self-neglect</p> <ul style="list-style-type: none"> • Review of safeguarding policy and procedures on neglect, ensuring specific approaches are clearly to aid frontline practitioners; • Clear referral pathways and multi-agency approach established with respect to hoarding; • Mandatory self- neglect training delivered for front line staff; • Annual self-neglect refresher training built into the training plan; • Specific self-neglect training package and on line resource for all staff implemented; and • Self- neglect best practice guidance and procedures implemented across the service. <p>Deprivation of Liberty Safeguards</p> <ul style="list-style-type: none"> • Implementation of a local DOLS process to supplement countywide overarching policy and procedures; and • Implementation of practice standards and process for Best Interest Assessor Re-approval.
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young</p>	<ul style="list-style-type: none"> • Roll out of the adults at risk service pilot – present evaluation and recommendations for future service development to TWSP; • Implement a revised policy and procedure for responding to organisational concerns;

people and adults?	<ul style="list-style-type: none"> • Review the performance dashboard, strengthening the focus on qualitative data with a focus on equality and diversity, and making safeguarding personal; • Strengthen our communication and engagement with people with lived experience to inform practice and shape service delivery; • Continue to build on integrated working with children’s services , and support the development and implementation of the Hertfordshire Family Safeguarding Model; and • Complete the West Midlands Regional safeguarding audit and identify any areas for further development.
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Name of Agency	Telford & Wrekin Council – Children’s Services
Name and Title of Person completing request:	Darren Knibbs: Strategic Lead - Practice Development and Innovation
How has your organisation contributed to delivering the TWSP’s priorities for 2019-20?	<p>The Council continues to play a pivotal role within the Telford and Wrekin Safeguarding Partnership taking a proactive approach to leadership and delivery of TWSP’s priorities. Work to deliver the priorities is embedded across the range of services Telford & Wrekin Council provide to children and families.</p> <p>Domestic Abuse</p> <p>Strengthening families have continued to contribute to the Domestic Abuse priority delivering one to one support and group work such as Crush and the Freedom Programme for children and families impacted by domestic abuse. The council has continued to engage with the domestic abuse agenda, policy development and the delivery of support.</p> <p>The Council’s commitment to raising awareness of domestic abuse has continued during 2019-2020 with Telford continuing to be a White Ribbon town, a campaign lead by a Cabinet Member.</p> <p>Child Exploitation</p> <p>Child Exploitation support for young people at risk of Child Sexual Exploitation (CSE) continues to be a strength, through the CATE (Children At Risk from Exploitation) Team. During 2019/2020 we have increased our capacity in our CATE Team and developed further our services to those young people at risk of criminal exploitation (CCE). We have achieved this by building upon the positive work of the CSE pathway and developed this further into a Child Exploitation pathway.</p> <p>Our approach towards working with young people through robust risk assessments and structured work, overseen by a multiagency 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. Our innovative approach encourages young people to engage with services and is helping them to understand and reduce risk.</p>

	<p>Timely Return Home interviews for children and young people who have been missing from home or care are undertaken by an independent person and we have a key role in the Missing Children multiagency pathway helping to keep children safe from harm. During 2020 our services to children at risk from exploitation were independently inspected by Ofsted who concluded we have a very strong and positive offer for children and young people.</p> <p>The Council along with West Mercia Police have been leading a multiagency approach to 'Building Safer Stronger Communities' this also includes a focus on children who are criminally and sexually exploited. Intelligence and data is used to inform emerging patterns of child exploitation and vulnerability. The Council along with partners have developed, delivered a series of successful and innovative developments, interventions and service improvements across the borough. This includes the successful Steer Clear programme for young people at risk of knife crime.</p> <p>We continue to have a lead role in the Child Exploitation sub group and have developed support services across the partnership to ensure that children and young people affected by child exploitation receive the right level of support at the right time. The Council commissioned Independent Inquiry into child sexual exploitation chaired by Tom Crowther QC continues.</p> <p>Neglect</p> <p>Strengthening Families have continued to support the neglect priority by building positive relationships with families that request their assistance. It is recognised that the best chance of success is when individuals and their families feel supported to find their own solutions to the issues facing them.</p> <p>This help often comes from within the family or community, and much earlier than help from statutory services. Families and communities are also better at finding personalised low cost solutions which are easier to sustain over time.</p> <p>Strengthening Families have embedded new whole family working practices to address matters of neglect using Graded Care Profile 2, home conditions visual tool and Family Group Conferencing all evidence based working in support of assisting families make positive changes themselves.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding</p>	<p>The council's approach to 'Care, Protect and Invest to Create a Better Borough' symbolises the whole council approach to support children and young people.</p> <p>There has continued to be significant focus within the Council's Children Safeguarding and Family Support Services on the range and quality of services offered to children, young people and families within Telford and</p>

<p>children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>Wrekin. We have continued to review our services to fully understand the impact they have on the lives of vulnerable children, the strengths and areas for further development.</p> <p>We have had a relentless focus on practice, continuing to meet the aims set out within our Strategic Plan:</p> <ul style="list-style-type: none"> • We will continue to improve practice across all children’s services • By improving practice we will improve outcomes for the children, young people and families who we work with • By improving practice and outcomes, we will appropriately manage demand for higher cost intervention and • We will continually strive to keep children and young people safe from harm. <p>Children’s Services are subject to Ofsted inspections and the Council has maintained focus on ensuring readiness for an inspection knowing that we would be subject to an Inspection within the 2019-2020 period. The inspection commenced in January 2020 where all areas of Children’s Safeguarding and Family Support and our Joint Adoption Service were inspected. The activity that had taken place in the period since the 2016 inspection and the focussed visit by Ofsted in September 2018, to review our arrangements for permanence and permanency planning for our looked after children was subject to much praise during the 2020 inspection which saw our Children’s Services rated as Outstanding. Ofsted commented that; <i>Members and senior officers’ work together successfully to deliver this ambitious agenda to improve services, which has been implemented and embedded by committed and skilled social workers and managers.</i>”</p> <p>Ofsted found that children in Telford were ‘cared for and cared about.’ High praise was also given in relation to the impact of leaders. Ofsted made the following comment in relation to leaders; <i>They aspire to a service for every child that they would welcome for their own.’</i></p>
<p>What are your organisation’s plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<p>Children’s Safeguarding and Family Support will continue to deliver high quality services to children, young people and their families in order to improve outcomes working to support children to live safely at home. In circumstances where this is not possible, we will act as corporate parents, ensuring that children in our care are well cared for and are fully supported.</p> <p>During 2020-2021, the Council will move forward with its implementation of the Family Safeguarding Model. Which will further enhance and support our endeavours to provide the right support at the right time for the right length of time to enable children to live safely at home. The whole system change as a result of this model will result in the integration of Children’s Social Workers with adult practitioners from the specialisms of domestic abuse, mental health and substance misuse providing a holistic approach to safeguarding children and young people whilst meeting the needs of their parents which in turn has a positive impact on the outcomes achieved for children and young people.</p>

	We will continue to look at options to further develop our services.
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Name of Agency	Telford & Wrekin Council - Early Years and Childcare
Name and Title of Person completing request:	Lisa Seymour: Early Years and Childcare Team Leader
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>CPD</p> <p>We have delivered:</p> <ul style="list-style-type: none"> • 6 x Child Protection Awareness raising sessions (98 attendees) • 4 x Designated Safeguard Lead in early years and childcare training (36 practitioners) • 3 x Designated safeguard lead 2 yearly update training (35 attendees) • 3 x Designated Safeguard Lead Network meetings (199 attendees) • 5 in house whole setting Child Protection Awareness raising training delivered. (150 practitioners) <p>We had to move to a virtual training module as COVID-19 took a hold. This has been successful and we have reached attendees that did not usually attend face-to face training.</p> <p>Early Years Section 11 safeguarding audits and assessments.</p> <p>75 out of 111 childminders engaged with the process, 67.5% and 51 out of 61 nursery/pre-school settings engaging with the process 85.5%. COVID restrictions did mean that some settings could not be accessed due to being closed from early lockdown which have impacted on the number of completed audits. Virtual audits were conducted as an alternative. The uptake was higher than the previous year.</p> <p>Designed an additional section for schools 157/175 safeguarding audits that relates to EYFS provision. Worked in partnership with schools education safeguarding team in several schools to identify action points to ensure compliance.</p>
During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young	CPD programme – practitioners in Early Years settings have up to date child protection and safeguarding knowledge. Networks promoted the Early Help Assessment Process, COVID-19 updates and West Mercia Police delivered Child Exploitation training. All of these contributing to a greater understanding of local issues, reporting processes and the TWSP's priorities.

<p>people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>COVID -19 Vulnerable children log- completed weekly by Early Years team via weekly contact with EY settings to ascertain that vulnerable children were attending or that contact had been made. Early identification of absence alerts could have been provided if necessary to safeguard children.</p> <p>COVID updates sent out via e mail, face book and the Education Notice Board to ensure that setting were operating safely and meeting EYFS disapplication requirements (Keeping vulnerable children safe)</p> <p>Safeguarding audits – monitoring the effectiveness of settings policy and procedures to safeguard children and to test the knowledge of staff with regards to the safeguarding and protection of children.</p> <p>Offered support advice and guidance to Early Years Settings not meeting the Statutory Safeguarding and Welfare Requirements of the EYFS. Two Childminder settings have been supported in this period one 'Inadequate' rating the other 'Requires improvement'. The inadequate childminder has been visited by Ofsted and had met actions set. All other settings rated good or better by Ofsted. (No inspections during COVID-19)</p>
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<p>To continue to offer a full range of CPD as evidenced above this will include roll out of the new prevent training and as the team are trained in March 2021 safer recruitment training.</p> <p>Continue to conduct S11 safeguarding audits in early years settings and provide an audit tool for completion.</p> <p>Work in partnership with education and contribute to the S157/175 audits of early years provision in schools.</p> <p>We will be rolling out revised Early Years Foundation stage training including the Statutory Safeguarding and Welfare Requirements (2021) this year to ensure compliance at Ofsted inspection and that EYFS provision has an updated knowledge and understanding of the revised framework.</p> <p>As set out in the Childcare Act 2006 offer support advice and guidance to settings rated less than good, new settings and for those settings wishing to access local authority support.</p> <p>To further build relationships with social care to promote the funded childcare places in particular the vulnerable 2 year old funding.</p>

Name of Agency	Telford & Wrekin Council - Education
Name and Title of Person completing request:	Cathy Hobbs, Group Manager
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>The TWSCB priorities are a focus in the training that is delivered to:</p> <ul style="list-style-type: none"> • all school staff in the Raising Awareness Training • all newly appointed DSL's in the Newly Appointed training and; • newly appointed safeguarding governor training <p>They are shared widely as part the raising awareness of child protection training through links to the TWSCB website.</p> <p>During this time we have trained 56 newly designated safeguarding leads, delivered refresher training to 105 DSLS and 20 safeguarding governors.</p> <p>The training has been a mixture of face to face and on line as the impact of COVID took place.</p> <p>The designated safeguarding lead biannual refresher training has been revised to strengthen the learning outcomes. The current 'rolling unit' is on Safeguarding and the Use of Alternative Provisions.</p> <p>Keeping Children Safe in Education requires all staff to attend child protection training every three years. During the period of 2019-21 we delivered 68 bespoke sessions to schools and 99 delegates in 'mop up' sessions.</p> <p>The termly designated safeguarding lead updates now include safeguarding governors. During the period of 2019-20 we have had 335 attendees at these updates. The updates are held three times a year and have a different focus at each session. The themes of these updates during 2019-20 has included:</p> <ul style="list-style-type: none"> • Keeping Children Safe in Education updates • Fabricated and Induced Illness pathway and case study • Management of schools and safeguarding during COVID • COVID and return to school • Prevent Update • CLIMB and referrals to the Children's Society • CE Practitioners from the CATE Team regarding the new pathway risk panels • CEOP and on line Safety • Update on babies born in lockdown

- Use of Restraint
- RHSE and Expect Respect
- NSPCC SEND update
- West Mercia Women's Aid
- Strengthening Families Update
- Parental Conflict TRAINING
- Emergency Planning for Schools
- BREXIT potential impact
- Samaritans support for schools
- Suicide Intervention Policy for schools
- Mental Health First Aid

We have worked with a range of internal colleagues and external agencies to deliver on these priorities, including Family Connect, Police, Samaritans, Loud Mouth Theatre in Education Company, DAAT Co-ordinator Public Health, Strengthening Families Team, CPOMS and Information Governance.

Exploitation

- The exploitation training content in raising awareness of child protection training has been updated.
- CATE team referral pathway is referenced in the revised TWSCB child protection policy for schools.
- The CATE Team leader attended the DSL Update to share information related to the updated pathway, risk panels and consultation sessions.
- We are working closely with all schools and education settings to ensure they access the Vulnerability and Exploitation training. All education staff have attended the training. We are promoting parent Vulnerability and Exploitation workshops via schools.
- Education attend or provide information for the Steer Clear intervention panel.
- The Prevent training unit has been reviewed in conjunction with the CTP and is being delivered to school staff.

Domestic abuse

- The domestic abuse training content in raising awareness of child protection has been updated. There are now more specific information on the indicators and impact of children witnessing domestic abuse and the role of MARAC.

	<ul style="list-style-type: none"> • Education triage representatives attend monthly MARAC meetings to provide and receive updates in relation to children to help promote integrated working. • Education are working with Information Governance on a review of Operation ENCOMPASS due to a low number of successful alerts being shared with schools. There was a pilot in September and October 2019 to consider new pathways for information sharing with schools. This is now progressing towards all schools being mandated for its use for the receiving of alerts. • Education has participated in the recent unpublished Homicide review. Learning from that review have been included in the Raising Awareness training for all staff and in the DSL Refresher training in terms of thresholds. <p>Neglect</p> <ul style="list-style-type: none"> • The training materials have been updated to reflect different types of neglect. • GCP 2 continues to be promoted in all safeguarding training and there are education representatives trained to deliver briefing sessions of the audit tool. • The neglect training content in raising awareness of child protection has been revised. <p>The TWSCB template child protection policy for school has been updated to improve schools awareness of safeguarding issues of children being homeless and their responsibilities to liaise with the local housing authority.</p> <p>The Education Safeguarding Team have developed their communication systems to improve the way information is shared from the TWSCB to schools in a more timely and informative manner.</p> <p>We have contributed to the development of the multi-agency performance dashboard using information about the effectiveness of safeguarding in school.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young</p>	<p>The impact of the national lockdowns during COVID has necessitated separate guidance to schools on managing information and also on ensuring that children are safe. Template policies and guidance documents were provided to schools at each point.</p> <p>Extensive tracking mechanisms were put into place to track the attendance of key vulnerable groups across schools throughout the lockdowns. All children open to a social worker were rag rated by social</p>

people and adults?

What impact have they had? Please provide evidence to support this.

care and schools supported accordingly to the rag rating. One positive of this has been an improved understanding on the part of schools in relation to the assessments undertaken by social care.

All maintained schools and academies inspected in this time have judged to have effective arrangements for safeguarding by Ofsted. 1 independent school did not meet standards at inspection and have now received a satisfactory inspection. We provided specific support to the school which is noted in their most recent inspection report. We have developed strong relationships with independent school sector to monitor and improve their arrangements for safeguarding.

The revision of all training content now ensures that all staff in schools and education settings can access training that meets the requirements of Keeping Children Safe in Education.

The revision of the TWSCB template child protection policy now ensure that school have access to a policy that meets the requirements of Keeping Children Safe in Education.

All evaluations of training of the training provided is positive and all report increased knowledge of all areas of safeguarding and child protection, including Exploitation, Domestic Abuse, Children harming children and Neglect.

Schools have accessed the new Telford & Wrekin Threshold Guidance and Early Help Assessment training. This training has been actively promoted by the Education Safeguarding team. The impact of this is that schools remain the second highest agency to complete Early Help Assessments after the local authority Strengthening Families Team.

Partnership working between education, internal service areas and other agencies remains high, this is demonstrated through the range of multi-agency attendees who attend training to provide and disseminate information to schools.

The impact of training to schools is demonstrated through the % of safeguarding referrals to Family Connect and use new Telford & Wrekin early help and referral processes. Where appropriate or necessary education safeguarding will follow through any particular concerns raised in relation to schools and understanding of thresholds.

The current audit model for schools was revised under section 175/157 of the Education Act 2002 to improve the effectiveness of the audit roll out the audit to independent schools. All schools returned their audit. These

include, 1 FE College, 5 Independent schools, 54 Primary schools, 13 secondary schools and 6 special schools and Pupil Referral Units.

In order to gain an overview in the review process individual schools were not identified but 16 were identified for an audit visit.

The themes for Telford & Wrekin Safeguarding Partnership visits this year across all our sampled schools were:

- Safer recruitment
- Safeguarding supervision
- Safeguarding in the environment
- Staff knowledge and skills
- Role of the safeguarding governor.

Analysis of key findings/highlights was as follows;

- Overall the sample of 16 was extremely positive and many areas RAG rated Green. We should not be complacent that the self-rating of green should be taken at face value. In some of the samples the evidence was not as complete as expected whilst being rated as green.
- It was found there was strong arrangements for safeguarding during COVID-19. Schools had adopted the TWSP COVID-19 Addendum policy and guidance for safeguarding. There were good arrangements for working with social care professionals to RAG rate children and monitor their safety and well-being at home. Our attendance of vulnerable children in school was the highest in West Midlands region during the first lockdown period.
- Staff knowledge and skills is also another key strength of our schools. The education workforce regularly update their knowledge of safeguarding and child protection through a range of training and professional development opportunities. We found staff knowledge is regularly tested to help address any weaknesses. We did identify there is scope to improve governor (including trustees) knowledge of safeguarding to ensure all governors have a strong knowledge of child protection and safeguarding as part of their collective responsibilities.
- It is our view from the evidence gathered that our schools are physically safe places for children. Health and safety hazards are identified and risks are minimised. We provided advice to some schools about particular risks to early years children. Due to the age of some of our school buildings work is being undertaken to improve site safety, for example, the covering of old exposed strip lighting.
- It should be recognised that safeguarding supervision does take place in our schools on a day-to-day basis to help ensure those

	<p>managing concerns about the safety and welfare of children receive the support and oversight needed. However, the recording of safeguarding supervision is still in its infancy. New strategies are being developed to improve this record keeping.</p> <ul style="list-style-type: none"> • While we have very few concerns about safer recruitment processes in our schools, the recording and monitoring of these processes could be improved even further. This would help to ensure there is a high level of monitoring and scrutiny of all safer recruitment processes. It was found schools work hard to deter, prevent and reject unsuitable candidates entering into the children’s workforce. <p>Training on supervision has been made available to schools. We worked with Caroline Eyre, an independent consultant who advises CAPE (Child Protection in Education), the DfE and Safer Recruitment Consortium to lead train the trainer training to support this. This was identified as an outcome in the MACFA neglect audit. The Education Safeguarding Team are now delivering this training to schools.</p>
<p>What are your organisation’s plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<ul style="list-style-type: none"> • The Template policy will require a full revision in line with the anticipated KCSIE Changes for September 2021. • We remain committed to the rollout of Encompass using CPOMS, and extending the use of CPOMS to provide a better communication route for schools from social care in general. • There will be a need to write and publish a Managing Allegations Policy for schools. • There will be a need to write and publish a whistle blowing policy for schools and the LA updated policy for staff no longer includes this and as such this need for schools is not currently documented in a policy. • We are developing a DSL and Governor Workbook for school governors to enable improve monitoring. • Education Safeguarding and Early Years are developing an Education Representation group to strengthen the representation of schools and settings within the partnership. The initial focus of this group is around revising Professional Curiosity. <p>There remains an ongoing commitment from education to the multi-agency safeguarding hub to support schools and Family Connect to work together effectively. We are supporting the implementation of the CEE tracker within Family Connect.</p> <p>Termly updates for designated safeguarding leads and governors will continue to be tailored to emerging needs and local priorities.</p>

	All education staff will receive an update on raising awareness of child protection and managers within the service area will receive an update on safer recruitment processes.
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Name of Agency	Warwickshire and West Mercia Community Rehabilitation Company
Name and Title of Person completing request:	George Branch: Head of Service
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>WWM CRC safeguarding children policy and home visits policy 2019-20 set out clear standards, expectations and guidance for practitioners in assessing and managing risk to children including the multi-agency referral process.</p> <p>WWM safeguarding adult's policy 2019 cites the importance of multi-agency working in protecting adults at risk and WWM CRC public protection policy 2019 highlights that safeguarding takes priority over confidentiality.</p> <p>We have representation at multi-agency risk management meetings e.g. MARAC.</p> <p>WWM CRC undertakes a holistic assessment of risk, need and vulnerability for every service user. This assessment of risk includes an assessment of risk posed to children and vulnerable adults.</p> <p>WWM CRC use the Offender Assessment System (OASys) to measure and record the risks and needs of service users including formulating sentence plans and risk management plans. OASys supports the clinical evaluation of service users and each assessment is individualised and outcome focused.</p> <p>All domestic abuse and child protection cases are allocated to qualified probation officers. Probation practitioners use professional judgements based on professional curiosity as well as motivational interviewing techniques and solution focused communication within supervision sessions.</p> <p>We ensure strategic management attendance at Local Children and Adult Boards and have policy and functional leads that are clearly defined.</p>
During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young	We have developed and improved our internal assurance mechanism. Internal assurance is achieved via monthly, quarterly and annual processes referenced in 1.2 – WWMCRC Quality Assurance Framework (QAF) informing organisational assurance and continuous improvement of individual practice, policy and operational procedural guidance, critical procedures and strategic assessment and planning. WWMCRC QAF quality standards are developed from and integrate HMIP domain two quality standards applicable to assessment, sentence planning,

<p>people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>implementation and review of practice and quality framework for the management of all service users.</p>
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<p>Safeguarding is integral to all training offered by WWMCRC. Staff training to be scoped as part of Probation transition reunifications June 2021 and inform HMPPS – WWMCRC transition Learning & Development West Midlands sub-group.</p>

<p>Name of Agency</p>	<p>West Mercia Police</p>
<p>Name and Title of Person completing request:</p>	<p>Superintendent Jim Baker</p>
<p>How has your organisation contributed to delivering the TWSP's priorities for 2019-20?</p>	<p>Neglect</p> <p>In Telford we maintain a Specialist Vulnerability Department which investigates any reports of Child Neglect. Working closely with partner agencies we are able to provide Specialist Officers between 0800 – 2300, 7 days a week to deal with any immediate safeguarding concerns and commence an investigation.</p> <p>Along with the training these Specialist officers received, West Mercia Police have also provided training and Digital Learning to encourage 'Front Line Officers' to look beyond the obvious when considering vulnerabilities and in particular identify signs of neglect.</p> <p>Officers continue to use their powers under the Children's Act to protect and safeguard children where it is believed that a Child is likely to suffer significant harm and work closer with partners to ensure the child is protected in the short and long term.</p> <p>Telford has two Child Protection Liaison Officers who attend Child Protection Conferences to assist in the information sharing and decision making process surrounding the long term provisions for care for children who are at risk or have suffered neglect.</p> <p>During this time period a number of significant investigations have resulted in suspects being charged.</p>

These include the serious assault of baby aged 8 weeks, where Detectives investigated this matter resulting in her mother being charged and remanded with the offence of wounding with intent, the investigation demonstrated excellent partner working with Children's Services and medical professionals.

A further example being an allegation of rape of a child aged 13 by her father, he was arrested and bailed, following a breach of these police bail conditions, robust action was taken resulting in a further arrest and charge to Court.

Exploitation

May 2019 saw the Child Sexual Exploitation team become the Child Exploitation team which has resulted in a realignment of police resources in this critical area of business. The uplift in the police team mirrors the approach of the local authority. This empowers both organisations to better understand the scope and nature of the problem in the borough.

An important part of this work is the early identification of children at risk of CE along with management of the perpetrators and locations associated.

Child Abduction Warning Notices have been an important tool in keeping young people safe and have been issued to suspected perpetrators in the past year. The Child Exploitation Team have also been using an innovative approach to use the anti-social behaviour legalisation to target perpetrators.

A significant operation has taken place in South Telford around concerns that adults are using children to deal drugs. Joint working was carried out to support the children and their families to find a way out of exploitation. Analysis of this operation showed that of the 18 children identified only one remained at acute risk of exploitation at the conclusion of the operation.

Further joint investigation continue into the criminal exploitation of children in two areas of Telford.

The LSCB Child exploitation sub group has significantly evolved in the past year, and real effort has been made by all partners to increase the joint focus upon developing threats associated within the criminal exploitation of children, and has led the creation of a Child Exploitation pathway, being developed. The Police are key participants in the Child Exploitation Panel which occurs every week. In order to maintain the focus

on CSE the panel is now divided into a CSE panel the one week with the criminal exploitation in a separate panel the following week.

We have continued to operate a County Lines investigation team which has pursued and disrupted offenders who were exploiting children or young persons, both from Telford and outside of the Policing area. A number of significant operations have disrupted persons engaged in child exploitation and the team have undertaken involvement in National disruption weeks working with partners. These activities have included Licence checks and stops on Taxis and other Public Transport including popular Train routes for youth gangs from West Midlands in conjunction with the British Transport Police.

The pandemic has brought significant challenges to engaging in schools whilst children are being home schooled. Police have continued to employ the Exploitation and Vulnerability Trainers who have developed interactive training that can be delivered over Microsoft Teams. The team continue to promote the effective way of sharing information and ensuring education establishments report things in correctly to the police or relevant partner (e.g. Family Connect).

Operation AIDANT is the NCA focus on Modern Slavery / Human Trafficking. Pre pandemic through the MATES programme we have been able to run a number of operations in the area. Through this work both offenders and potential victims have been identified. Through the NRM process relevant support is then considered and applied.

Domestic Abuse

West Mercia Police remains committed to tackling Domestic Abuse and in Telford we maintain a Specialist Vulnerability Department who investigate High risk domestic incidents and robustly deal with perpetrators.

Within this department we have Domestic Abuse Risk Officers who work closely with victims insuring that risk is appropriately managed and that the victim is directed to support and advice. Our Design Out Crime Officers are also able to make visits and offer safety advice as well and installing other safety measures including Personal Attack Alarms.

Telford Police continue to Chair MARAC and work closely with partners to ensure the management of risk and support to Victims.

Uniform Officers continue to attend Domestic incidents taking a proactive and robust approach towards the arrest and process of perpetrators to safeguard victims.

	<p>Telford Police have made appropriate use of DVPN's and utilise a small team of trained Officers to attend Court and present them. This has ensured best practice and meant that the applications for such orders are more often successful and are used as a disruption and safeguarding policing tool. The Vulnerability department closely monitor the subsequent DVPO's and task Patrol to make regular checks on the perpetrators and victims to ensure compliance.</p> <p>During this time period Telford Police have ran Domestic Abuse Scrutiny Panels internally where timely reviews were made of investigations and the victims thoughts on Police action considered. Any organisational learning was suitably delivered in local training sessions.</p> <p>Our Safer Neighbourhood teams continue to oversee Domestic Risk Management plans by making regular personal visits and contact with victims of Domestic Abuse. Recording there interactions, interventions and management of which is fully auditable.</p> <p>In 2019 a significant Telford investigation resulted in a male perpetrator being convicted for Domestic Homicide with a firearm being used for the Murder. This has been subject to a Domestic Homicide review which has returned with recommendations and organisational learning.</p> <p>There was also a successful charge for a Domestic Stabbing and Attempted Murder following a period of Stalking by the perpetrator – this resulted in a conviction at Court and an 18 year prison sentence.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>Our Exploitation and Vulnerability trainer has delivered the Child Exploitation awareness training to professionals and community members from an array of organisations, backgrounds and institutions, delivering to 13,759 delegates from September 2018-2019 into 2020 people within Telford and Wrekin.</p> <p>A few examples of organisations who have received the awareness training are: college staff, early years/primary and secondary school staff, transport organisations, police officers / PCSO's, social workers, health care professionals, taxi drivers, hotel staff and faith groups.</p> <p>Detectives from CID offered training presentations to all Secondary Schools in Telford covering how to remain 'Cyber Smart' focussing on the exchange of indecent images between peers, CSE and Sextortion, which is Blackmailing for Sexual Images. The majority of Education Establishments accepted the offer throughout 2018-2019.</p> <p>The Steer Clear project is one element of this work which has worked with children and young people suspected of carrying knives. Working with families and the young person, workshops have been held involving West Midlands Ambulance Service, Social Workers, Youth Workers and Police</p>

	<p>Colleagues educating attendee's on the realities involved with carrying knives, which have been linked to violence associated with child exploitation, both nationally and locally.</p> <p>Our CSE team have now changed to become a CE team which is working closely with our partners and other Policing Departments such as Proactive CID and the Serious Organised Crime Unit to target those who exploit children for criminal gains. This has resulted in a number of significant Operations and Investigations into Criminal Child Exploitation across Telford.</p> <p>An innovative approach of the use of Community Protections Notices to intervene and engage with Children and their Parents believed to be involved in the dealing drugs was undertaken in partnership with Child Services. These notices have seen some children be re-directed away from this activity and safeguarded them from harm and appears to have had a positive impact.</p> <p>An emerging trend in Urban Street Gangs led towards a number of Police lead problem solving meetings resulting in an Operation which was focussed on the gathering of intelligence to inform a local picture. West Mercia Police also gave significant training to all Officers in all roles reference Domestic Abuse, including inputs on honour based violence and violence against children.</p> <p>Within this training Domestic Abuse Champions were identified who were given enhanced training to serve as points of contact and advisors in all areas of Policing.</p>
<p>What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?</p>	<p>West Mercia Police continue to undertake our obligations and responsibilities which align with 3 of our Force Priorities:</p> <p>Child Exploitation – Safeguard Victims by knowing the indicators of victimisation and identifying how technology facilitates CE.</p> <p>Serious Organised Crime – Establish a single whole-system approach to reduce the level of SOC affecting our communities including Modern Slavery and Human Trafficking.</p> <p>Domestic Violence – Increase confidence in reporting by working with partners and providing the best service to victims. 2020 sees a significant uplift of Detective posts into our specialist Vulnerability Department. The new model provides coverage 7 days a week and between 0800-2300hrs, significantly increasing the time periods that Specialist Officers are available. The Safer Neighbourhood Teams are also getting an uplift of posts, particularly into the wards where it is believed vulnerable people are at greatest risk.</p>

We have a number of ongoing investigations and operations which will look to target perpetrators of Child Exploitation.

We are working towards a model of closer relationships between our Specialist Departments to allow us to have all the tools required to deal with these issues in a Proactive manner to disrupt perpetrators along with continuing to safeguard children and consider all aspects of contextual safeguarding.

Our Missing persons coordinators, CE Team and Youth engagement teams will form closer relationships and we look to understand the overlaps with these areas which provide indicators of children at risk.

We are committed to understanding and dealing with upcoming trends of gang culture and knife related violence by engaging closely with our partners to find joint solutions.

We continue to monitor this and are seeking opportunities to learn from other Police Forces who are already dealing with these emerging trends in Metropolitan locations.

Our Exploitation and Vulnerability trainers will continue to deliver Child Exploitation awareness training. This work will continue to be supplement by the Youth Engagement Team and Steer Clear project to ensure harmonised approach to training and education for adults and children.

Internally with an uplift in new Uniform Officers and Supervisors we are utilising opportunities for them to spend time in our Specialist Vulnerability Department to improve understanding and assist with engagement on the frontline with Children in our communities. In 2021 this includes the new degree programme Officers spending 10 weeks with Vulnerability, during which time they will be mentored by accredited Detectives.

We continue or commitments to involvement in the Thematic Sub Groups providing Senior Police Leaders to attend along with a nominated Deputy.

Finally, we are seeking new innovative means of identifying Children at Risk with discussions being undertaken with Information Technology suppliers with regards to risk matrix software which could receive data from partners in order to identify those children.

We are also looking at the potential of piloting a Domestic Abuse perpetrator program which would be an added tool in keeping families and children safe.

Name of Agency	West Mercia Youth Justice Service
Name and Title of Person completing request:	Keith Barham, Head of Service
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>West Mercia Youth Justice Service works with young people who are subject to criminal court orders and out of court disposals, addressing the young persons assessed risks and needs to support desistance from offending and reduce harm posed to the young person and harm posed by the young person to others. As such the service contributes to the priorities of the safeguarding partnership, and in particular the exploitation priority.</p> <p>During 19/20 the service has contributed to the local "Steer Clear" knife crime programme. Service staff have also been trained to deliver AIM3 assessments and interventions, an evidence based programme for young people who are demonstrating harmful sexual behaviour.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>There has been significant turn over within the Telford and Wrekin team during 2019/20, and between summer 2019 and the end of 19/20, all the generic youth justice worker posts have had new personnel within them. The main priority for the latter part of the year has therefore been inducting and training new staff.</p> <p>The main development in the organisation during 2019/20 has been the implementation of a new joint decision arrangement for out of court disposals called the Joint Decision Making Panel.</p> <p>The new arrangement widens the scope for young people to receive an informal response to both initial and low level offending behaviour. This approach will mean that young people will receive a youth justice assessment at an earlier stage in the system than previously, and needs and risks, including safeguarding risks addressed. It will also serve to identify those who may have been criminally exploited and divert them from youth justice system sanctions.</p> <p>Due to the staff changes outlined above the implementation of the JDMP in Telford was delayed until March 2020, so it is too early to measure the impact of this new arrangement.</p> <p>A new set of National Standards for Youth Justice were introduced in 19/20 and the service undertook a full self-assessment against those standards which was completed in March 2020.</p>
What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard	One of the main priorities in 20/21 will be responding to Covid-19 and ensuring the delivery of a service to young people in the youth justice system. Further priorities will be the implementation of the National

children, young people and adults?	Standards improvement plan, and to review the emotional and mental health offer for young people known to the service.
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Name of Agency	Wrekin Housing Group
Name and Title of Person completing request:	Paula Reynolds – Head of Retirement Housing
How has your organisation contributed to delivering the TWSP's priorities for 2019-20?	<p>The Wrekin Housing Group this year has contributed to delivering the TWSP's priorities by:</p> <p>We have improved our own internal communication channels in response to the Covid – 19 pandemic, with has made it easier to share relevant information with our workforce, ensuring that they are kept up-to-date with any developments from TWSP. This includes creating dedicated “safeguarding resources” where our workforce can access the latest information and any changes to legislation. The Wrekin Housing Group has continued to work with the TWSP, ensuring that we have been available to communicate remotely, when face-to-face meeting has not been possible.</p> <p>We have reviewed our internal safeguarding pathways, making it easier for staff to report abuse and this multi-agency approach is upheld.</p>
<p>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</p> <p>What impact have they had? Please provide evidence to support this.</p>	<p>We have implemented a new Group Safeguarding Policy, and are in the process of delivering an online awareness session to all employees.</p> <p>We have reviewed how we report abuse internally, developed a new online system and created a dedicated team of safeguard leads to ensure that supporting children and adults at risk of harm is at the fore-front of everyone's mind, regardless of their area of work and team.</p> <p>In line with the review of our internal Safeguarding Policy, we have also implemented a new Whistle-blowing Policy to ensuring transparency within our business.</p> <p>We are committed to development of our workforce, to ensure that they are aware of all forms of abuse and how to report them. We have started this process through the delivery of Crime and Exploitation training to all front line employees. We have also committed to the 'Making a Stand Pledge' from the Chartered Institute of Housing to support people experiencing domestic abuse.</p>
What are your organisation's plans for 2020-21	We are in the process of implementing monthly internal Safeguarding Working Group meetings for the dedicated team of Safeguarding Leads.

in relation to your responsibilities to safeguard children, young people and adults?	<p>These groups will act as a catalyst to share information and knowledge, ensuring that every member of our workforce feel confident to report abuse.</p> <p>The Wrekin Housing Group are currently reviewing our Domestic Abuse Policy in line with the new Safeguarding Policy and aim to deliver formal training to all employees by the end of 2021.</p>
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KEY to Acronyms

CCG	Clinical Commissioning Group
CSE	Child Sexual Exploitation
DoLS	Deprivation of Liberty Safeguards
DHR	Domestic Homicide Reviews
GP	General Practitioner (Doctor)
MCA	Mental Capacity Act
MPFT	Midlands Partnership NHS Foundation Trust
MSP	Making Safeguarding Personal
NHS	National Health Service
PH	Public Health
SAR	Safeguarding Adults Review
SaTH	Shrewsbury and Telford Hospital NHS Trust
TWC	Telford & Wrekin Council
TWSP	Telford and Wrekin Safeguarding Partnership
SCHT	Shropshire Community Health NHS Trust
WMP	West Mercia Police