



**Minutes of Herefordshire Safeguarding Children Board
Board Meeting
Tuesday 3 July 2018, 9.30am to 12.30pm
Committee Room 2, Town Hall, St Owen Street, Hereford**

Present:		
Sally Halls	SH	Independent Chair, Herefordshire Safeguarding Children Board
Chris Baird	CB	Director of Children's Wellbeing Services, Herefordshire Council
Alison Curson	AC	Deputy Director of Nursing, 2gether NHS Foundation Trust
Councillor E Swinglehurst	ESw	Lead Member, Children's Wellbeing (participant observer)
Emma Shearer	ES	Headteacher, Riverside Primary School, primary schools representative
Sian Bailey	SB	Headteacher, Blackmarston School - special schools representative
Neil Austin	NA	Detective Chief Inspector, West Mercia Police, representing Sue Thomas
Lucy Flanagan	LF	Director of Nursing, Wye Valley NHS Trust
Dr Sally Stucke	SS	Designated Doctor, NHS Herefordshire CCG
Philip Hudson	PH	Lay Member
Keith Barham	KB	Deputy Head of Service, West Mercia Youth Justice Service
Liz Elgar	LE	Assistant Director Safeguarding and Family Support, Childrens Wellbeing
Jocelyn Anderson	JA	Chief Executive Officer, WMRSASC representing HVOSS
Tim Knapp	TK	Headteacher, Whitecross School, secondary schools representative
Tabetha Darmon	TD	Interim Designated Nurse, NHS Herefordshire CCG
Jackie Stevenson	JS	Head of Service, National Probation Service
Margo Evans	ME	Manager, Oaks Ltd Childrens Centre - early years representative
Adele McGuigan	AM	County Manager, West Mercia Women's Aid
In attendance:		
Ed Hughes	EH	Business Support Coordinator, Safeguarding Boards Business Unit
Anne Bonney	AB	Learning & Development Officer, Safeguarding Boards Business Unit
Ben Straker	BS	Manager of Social Inclusion and Equality Education (attended for item)
Apologies:		
Bill Joyce	BJ	Development Consultant (Safeguarding)
Lisa Beavan	LB	Learning & Development Officer, Safeguarding Boards Business Unit
Debra Baldwin	DB	Director of Personnel and Senior Designated Safeguarding Person, Herefordshire and Ludlow College - FE Colleges representative
Sue Thomas	ST	Superintendent, Local Policing Commander for Herefordshire, West Mercia Police
Sue Coleman	SC	Chief Executive, West Mercia Womens Aid
George Branch	GB	Assistant Chief Officer, Warwickshire & West Mercia CRC
Helen Richardson	HR	Chief Nursing Officer, NHS Herefordshire CCG

1.	Introduction	
	The Chair welcomed all to the meeting and introductions were made. It was noted that Bill Joyce had now left and he was thanked for his work as manager of the Business Unit and latterly as Development Consultant (Safeguarding).	
2.	Minutes of last meeting, matters arising and action log	
	<p><u>Minutes of the last meeting</u></p> <p>The minutes of the last meeting on 24.04.18 were approved as an accurate record.</p> <p><u>Matters arising from the minutes</u></p> <p>SH reported that the CCG Safeguarding Annual Report will be presented at the October meeting, once it has completed NHS Herefordshire CCG governance processes.</p> <p>JA requested an update on the closed Action No. 84:</p> <p>Sexually harmful behaviour – LR/AS to oversee development of a care pathway for children who exhibit sexually harmful behaviour.</p> <p>A task and finish group was being established to implement an action plan to raise awareness and embed the guidance in relation to children who present sexually harmful and sexually violent behaviour and this will be reported to HSCB Executive Group. This will also include a pathway to support implementation of the guidance.</p> <p>CB also reported that communications had been sent widely to all schools, Herefordshire Association of Secondary Heads, Chairs of Governors and others, with the DFE guidance.</p> <p>It was agreed that CB would lead on this work as LR and AS have left.</p> <p>Action 98: NT will address the potential for a single point of contact for accessing EH services, and to provide a breakdown of recipients of EHA training and also completed EHAs, by agency.</p> <p>SH informed members that these documents were available alongside the other meeting papers and pointed out low numbers of health and police staff that were attending EHA training which should be looked at by those organisations.</p> <p><u>Action Log</u></p> <p>Action No. 69 (25.01.2017)</p> <p>CSE Strategic Group - Criminal Justice agencies (YJS/CRC/NPS) to discuss arrangements for representation on the CSE Strategic group.</p> <p>ONGOING - KB has identified a representative, and JS requested a copy of the last CSE Strategic group minutes in order to help her to identify a suitable representative.</p>	

Action No. 92 (15.01.2018)

CSE & Missing performance update (scorecard) - CSE subgroup to address the Early Help information sharing pathway in relation to CSE concerns, and to review current position in Herefordshire against the relevant JTAI CSE standards.

CLOSE - Being dealt with by CSE Sub Group.

Action No. 98 (24.04.2018)

Early Help - address the potential for a single point of contact for accessing EH services, and to provide a breakdown of recipients of EHA training and also completed EHAs, by agency.

COMPLETED - There is now a secure group email address for early help: earlyhelp@herefordshire.gcsx.gov.uk which is on the updated early help assessment form. Information on breakdown of recipients of EHA training and completed EHAs by agency has been supplied and will be uploaded with July meeting papers.

Action No. 99 (24.04.2018)

Early Help - QA sub group of the HSCB to consider the 'high level' children in need as a focus for the next Early Help audit.

CLOSE - It was agreed at QA that the audit would focus on how the new Early Help Assessment (EHA) process has been embedded, including the use of Part 1 and Part 2 of the assessment. The cohort identified includes two cases that have recently 'stepped up'.

Action No. 100 (24.04.2018)

GCP2 - P&P sub group of HSCB to review procedures to incorporate guidance and expectations on the use of GCP2.

CLOSE - Being dealt with by P&P Sub Group. West Midlands guidance 2.9 Neglect updated February 2018. Dedicated Tackling Child Neglect webpage launched on Herefordshire Safeguarding website. Includes links to Neglect guidance and specific GCP2 docs.

Action No. 101 (24.04.2018)

Resolution of Professional Disagreements - Chair of P&P Sub Group to confirm with the schools' representatives on the Board (TK/ES/SB) whether it is appropriate to discontinue the separate procedure and promote the use of the multi-agency RPD process as the single route for resolving professional differences.

CLOSE - Being dealt with by P&P Sub Group.

Action No. 102 (24.04.2018)

Practice Learning Review – SH to write to Herefordshire CCG regarding the lack of participation by primary care in the recent PLR, and also to confirm the new representative at HSCB following recent changes of senior personnel at the CCG.

COMPLETED

Action No. 103 (24.04.2018)

Voice of the Child - Seek feedback from partner agencies about the impact of the voice of the child on their work and development.

COMPLETED - Voice of the child questionnaire has been drafted and sent out to HSCB partner agencies, as well as school DSLs via MASH Education Officers.

3.	Serious Safeguarding Incidents	
	<p>TK informed members about a recent incident involving a child who was Looked After by the local authority. The current placement broke down and arrangements to find suitable accommodation were 'down to the wire' which caused a lot of distress as the child did not know where they would be spending the night. A place was found eventually late in the day but the delay was a cause of concern for the school.</p> <p>LE agreed that the lack of foster placements in Herefordshire is a big issue. It was suggested that TK and LE should have a conversation about the communications between CWB and the school to see whether anything can be learned for the future.</p>	
4.	Scrutiny / Assurance – Thematic Scorecard	
	<p>AB presented the MASH NFA audit thematic scorecard, which was produced to support the audit report and action plan (item 5.1 below).</p> <p>Members discussed the very high rates of NFA (no further action) which are currently over 60% in Herefordshire vs 1 or 2% elsewhere. This appears to be due to the method of classifying information received within the MASH, including all HAU (Harm Assessment Unit) notifications from Police.</p> <p>LE informed members that this is in the process of being changed so that enquiries and concerns are treated as contacts rather than referrals, and this was welcomed.</p> <p>AB pointed out that Police do not use MARFs because of their footprint across many local authority areas, and that a regional MARF would be beneficial for everyone concerned. There is however currently no appetite for a regional MARF.</p> <p>ME noted that when education / early years staff contact MASH staff for purely information sharing purposes, they are often asked to submit a MARF, and these would never be expected to progress to a referral.</p> <p>Other themes identified from the scorecard were that referrals from family members are very high compared to other areas, and the re-referral rate is decreasing.</p> <p>SH reminded everyone that as board members, it is their responsibility to ensure that they are quality assuring what is submitted into the MASH from their own agency, to ensure understand of and compliance with thresholds for services at all levels of need.</p>	
5.	Board Effectiveness – Delivering the Board Business Plan	
	<p><u>5.1 MASH NFA audit report and Action Plan</u></p> <p>SH introduced the audit report and action plan, noting that HSCB Executive members felt that it was so significant that it should come to this Board in its entirety, rather than just as part of the Executive Report, as would normally be the case.</p>	

Findings included that there were inconsistencies in the processing of referrals, particularly for HAU notifications from the police; there was a lack of consistency referencing the levels of need; many referrals were of poor quality; there was an inconsistent response from within MASH to notifying referrers of outcomes and giving feedback, and discrepancies in agencies' own systems for recording and responding (if necessary) to outcomes of referrals.

As mentioned above, LE informed members that enquiries and concerns are to be treated as contacts rather than referrals, and this is a key improvement. This is being done as part of a wider MASH review which is looking at pathways and decision making processes (contact / referral) including signposting to Early Help and other support; exploration and implementation of appropriate models for the front door taking into account alignment of Early Help processes and Children with Disabilities; and exploration and implementation of a revised approach to police information sharing e.g. domestic abuse triage.

Referring professionals are not always good enough at applying thresholds, and this applies internally and externally.

Training and awareness is vital for staff, and asking for feedback on referrals, if done more frequently would benefit quality in the future.

One point highlighted by the audit that several members mentioned is that if a referral is received from more than one agency (about the same child) the information is added together on MOSAIC but only the first agency receives a feedback letter, and the others do not receive any feedback at all.

There were 7 recommendations made, as follows:

- 1) A comprehensive review of MASH pathways and decision making processes (contact / referral) including signposting to Early Help and other support;
- 2) Exploration and implementation of appropriate model for the front door taking into account alignment of Early Help processes and Children with Disabilities;
- 3) Exploration and implementation of a revised approach to police information sharing e.g. domestic abuse triage.

In addition, the QA sub group makes the following specific recommendations:

- 4) HSCB business unit: review of HSCB website navigation for key documents and review the Levels of Need document. If the Levels of Need document in full needs to be 15 pages, professionals should also have a quick reference one page guide.
- 5) HSCB business unit: add more explicit information for professionals to the HSCB website so they know how to obtain more detailed feedback on referrals and what to do if they are dissatisfied with the decision.
- 6) Children's social care: include in remodelling a review of content and processing of outcome letters and consider MASH representatives making direct contact with all referrers to provide feedback where the decision is NFA.
- 7) Children's social care and police: further discussion needs to take place with the police and other local authorities across the West Mercia and Warwickshire police footprint to consider the benefits of a regional MARF.

These were all accepted by the Board and the MASH Governance group was asked to progress each of these.

Members discussed the role and effectiveness of the MASH Governance Group, which it was felt, could be improved. LE is reviewing the group and will be

chairing it in future. Dates are currently being arranged for future meetings, and the group will begin to regularly feed back to the Board, which was welcomed as a significant improvement

LE and SH will agree how often the MASH Governance Group will feed back to HSCB.

The report also contained 3 key messages for Board members as follows:

- 1) All partner agencies are asked to confirm that they have in place robust mechanisms for receiving and recording outcome letters within their organisation.
- 2) All partner agencies are asked to provide reassurance that all appropriate staff in their organisation are sufficiently knowledgeable regarding the Levels of Need and MASH referral processes.
- 3) All partner agencies are asked to provide reassurance that all appropriate staff in their organisation know how to escalate concerns regarding decision of any safeguarding partner agency using the Resolution of Professional Disagreements policy.

Board members were asked to note and take action on each of these.

5.2 Feedback from Ofsted inspection

CB gave members verbal feedback on the recent Ofsted Inspection of Local Authority Children's Services. Ofsted is the Office for Standards in Education, Children's Services and Skills.

The inspection lasted a total of three weeks, with five inspectors present. The inspection took place within a new framework introduced this year, which focuses on the journey of the child through the system; fieldwork consists almost entirely of engagement with front line staff and review of case records, and did not involve interviewing any senior staff including Local Authority Chief Executive, Councillors, Directors or the HSCB Chair.

The Local Authority is yet to receive the final report, having had only verbal feedback so far. From verbal feedback the following points have been noted:

- No children were found to be at risk of immediate harm
- Lots of good work was identified across teams
- MASH was viewed to be effective
- Good quality step down work evident in Early Help
- Social Worker's caseloads are too high
- Visits, supervisions and recording is too variable
- Thresholds inconsistently applied
- Evidence of drift and delay, sometimes because of core group delays due to agencies not completing actions, and not being followed up.
- Too many Child Protection Plans have actions listed as 'ongoing'
- Social workers are effective but there is evidence of a disconnect between front line staff and managers.
- There is evidence of a 'refer on' culture, which is a multi-agency problem
- There are robust approaches and mechanisms relating to CSE and children who go missing.

The final report, including an overall judgement, will be received on 23 July, and it will be circulated to HSCB members in due course.

<p>5.1</p>	<p>SH noted the importance of involving HSCB in the action plan, as appropriate, when looking at multi-agency area of improvement.</p> <p><u>5.3 MASH effectiveness report</u></p> <p>Due to the Ofsted Inspection, this report had not yet been completed, but will be presented to a future HSCB meeting as part of the improvements noted in 5.1 above.</p> <p><u>5.4 Inspection Report - 'Peel: Police Effectiveness 2017 an Inspection of West Mercia Police'</u></p> <p>NE gave a verbal update on the recent inspection report. West Mercia Police was assessed against the following areas in 2017, with judgements in brackets:</p> <ul style="list-style-type: none"> • Preventing crime and tackling anti-social behaviour; (requires improvement) • Protecting vulnerable people; (requires improvement) • Tackling serious and organised crime; (inadequate) • Specialist capabilities (ungraded) <p>The report is in the public domain and can be downloaded from the following link:</p> <p>https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/peel-police-effectiveness-2017-west-mercia.pdf</p> <p>NE informed members that an action plan is being produced to address the inspection findings, and the force's Head of Protecting Vulnerability and Safeguarding - Detective Superintendent Richard Long will be leading it.</p> <p>The extent of other agencies' involvement in the action plan process was not clear, and to this end it was agreed that:</p> <p>Action - SH would write to RL querying agency involvement in the development of the action plan, requesting oversight by HSCB of progress with improvements in relevant areas of activity.</p> <p><u>5.5 County Lines update</u></p> <p>NA updated members on recent Police activity in relation to 'County Lines' in Herefordshire.</p> <p><u>Transitions</u></p> <p>JA asked whether there is a pathway for children at risk of CSE when they move into adulthood, as the risk and issues don't stop when they become an adult.</p> <p>AB mentioned the reducing exploitation of vulnerable people Task & Finish Group which was set up by the Community Safety Partnership (CSP) and looked at the issue of adult exploitation, although more work needs to be done on adult exploitation.</p> <p>She also confirmed that the CSP is about to employ some data analysts who will be able to look at profiling the exploitation of vulnerable adults, which was welcomed.</p> <p>NA confirmed that Operation Saxophone staff are mindful of the risks associated with the issue.</p>	<p>Chair</p>
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Partnership Conference

NA informed members that there is a Partnership Conference being planned for September (date tbc), the subject of which will be serious and organised crime, including county lines; child sexual exploitation; and human trafficking.

It was agreed that if information were to be sent through to the Business Unit, it could be circulated to partner agencies and uploaded to the HSCB website news pages.

5.6 Education Assurance report

BS presented a summary report on feedback from the S157/175 School Safeguarding Audit 2017/18, which is outlined below:

- Revised S157/175 Audit 2017/18 extended to encompass private education providers.
- Total number of schools and providers in Herefordshire = 115 (This includes private residential providers)
- Survey sent out electronically to school leaders via Spotlight on Children, 30/10/17 and re-issued to DSLs by MASH Education Officers. The deadline for returns was set at 30/11/17.
- A letter of non-compliance was issued to those schools who did not respond by January 2018, with additional follow ups since then.
- Total number of responses to date is 112/115, with 3 outstanding.
- 5 respondents were chosen at random for QA follow-up visits by Alison Naylor and Ben Straker.

Analysis

The survey comprised 40 questions with a choice of 4 graded answers for each question – grade 1 being strongest, grade 4 weakest.

One school that is not yet open, but is DfE registered, answered grade 4 for several questions as there were no pupils or existing practice when the questions were answered.

Next steps

BS will revise and reissue the audit to take account of Keeping Children Safe in Education 2018 guidance which is coming into effect from September 2018.

Members welcomed the high level of compliance with the audit, and the many indications of improvements in understanding across schools of their safeguarding responsibilities. The need to introduce some additional QA of school responses was noted, and a suggestion was made that the current schools safeguarding group might benefit from being refreshed, with a view to taking a more significant leadership role. This might include introduction of a peer challenge and review programme across schools.

SH will contact the three schools that have not yet completed the audit, including the Chairs of Governors, reminding them of the importance of responding to such audits, so that the HSCB can be assured that they are effectively safeguarding children, and giving notice of her intention to visit the schools to assess their understanding and exercise of their safeguarding responsibilities.

	<p>JA again brought up the subject of sexually harmful behaviour / peer on peer abuse. There was a discussion re the opportunity for peer support across the sector, attendance at designated safeguarding leads meetings and for CB to include the subject at the next Head Teachers conference. JA offered to provide speakers for this event if required. There was also a suggestion of a Task and Finish group.</p> <p>CB will follow up with JA.</p>	
6.	<p>Board Effectiveness - Delivering the HSCB Business Plan:</p>	
6.1	<p><u>Executive Report</u></p> <p>The executive report was noted and the following recommendations were proposed as follows:</p> <ul style="list-style-type: none"> • To note and agree that the comments, questions and proposals in relation to the DVA case audit were to be forwarded to the CSP. • To note the Executive groups agreement with the recommendations from the MASH audit (the report which is being presented at this meeting) • To note the findings from the report received in relation to child protection conference chairs overruling majority decisions, and that this is only used in exceptional circumstances, the Executive were satisfied with the findings. <p>All three recommendations were agreed.</p> <p>With regard to the final recommendation regarding conference chairs overruling majority decisions, it was noted that this is not a power used in other areas. It was agreed therefore to revisit the issue once the Ofsted report has been delivered, to review whether it is appropriate that it remains in place.</p> <p><u>Draft Annual Report</u></p> <p>The first draft HSCB annual report was presented and will be sent to members for comment and feedback once further work has been done.</p> <p>Action – Business Unit to re-send draft annual report via email to members with a deadline for making any amendments.</p> <p><u>Revised business plan 2018-19</u></p> <p>SH presented the HSCB 2018-19 business plan which was revised following discussions at the Board meeting and development day in April. It will be cross checked with information from Ofsted when that becomes available. With regards to the section relating to children with disabilities, SB’s input would be helpful.</p> <p><u>Sub Group attendance</u></p> <p>A table was presented showing all instances where sub group members did not attend all meetings from January 2018 to date. The information was noted and relevant Board members were asked to address attendance issues relating to their own agency.</p>	Bus. Unit

7.	Any other Business (notified to the Chair in advance)	
7.1	<p><u>CSE Films</u></p> <p>JA requested that the HSCB changes its position and withdraws support for the use of CSE films and resources such and BAIT and Chelsea’s Choice which are currently to be found on the HSCB website.</p> <p>This is due to reports that have found that they are not helpful and encourage victim blaming, including a 2018 report by victimfocus. Electronic copies of that report will be circulated with the minutes of this meeting for those that have not yet read it.</p> <p>There is also opposing evidence from schools that they find these resources very useful, so it was agreed that the CSE Sub Group should review this.</p> <p>Action - CSE Sub Group members to review CSE films and resources including BAIT and Chelsea’s Choice referenced on the HSCB website, and report back to a future HSCB meeting on the appropriateness of continuing support.</p>	CSE Sub Group
7.2	<p>Action – JA to contact the Chair of the CSE Sub Group to discuss a representative from WMRSASC becoming a member of the group, given their role as a provider of a relevant specialist service.</p>	JA/ CSE Sub Group
	<p><u>Other Items</u></p> <p>The minutes of the last Executive meeting on 5 June 2018, and the updated Joint Strategic Needs Analysis (JSNA) were included as information items with the meeting papers and were noted.</p> <p>CB circulated hard copies of the draft summary Herefordshire’s Children and Young People’s Plan 2018 – 2023. Electronic copies will be circulated with the minutes of this meeting for comment and feedback.</p>	
	<p>Meeting closed at 12.20pm</p> <p>Date of next Board meeting: Tuesday 23 October 2018 Plough Lane, Hereford</p>	