



**The Surrey Context  
Addendum**

to

**Surrey Safeguarding Children Board Annual Report  
2015 – 2016**

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## Education

- Our childcare and early education services continue to provide high quality care with just over 91% rated good or outstanding by OFSTED, the same as last year.
- 79% (over 55,000) of Surrey children under five years old are now registered at a Surrey children's centre compared with 72% last year. 56% (just under 39,000) visited a centre in the last year compared with 53% last year.
- 89% (just under 5,000) of children under five years old living in disadvantaged areas are registered at a children's centre (9% more than 2014-2015) with 76% visiting a centre in the last year (11% more than 2014-2015).
- 91% of Surrey schools are now rated as good or outstanding by OFSTED as at 31 March 2016.

## Elective Home Education (EHE)

### Key Achievements in 1 April 2015 – 31 March 2016

- Continued rolling out EHE Awareness Training to Social Workers, Child Minders, Designated Safeguarding Leads (DSLs), Special Education Needs Co-ordinators (SENCO's), Youth Support Service (YSS) workers. We have covered a wide range of professionals and updated a significant numbers of workers.
- Attending (or if very rarely not attending sending a report) all Child in Need and Child Protection meetings where a child about whom there is concern is EHE
- Providing YSS with detailed and individual 'risk of NEET' (not in education employment or training) data for all Year 11 leavers from EHE
- A more robust approach to removing children with poor home education provision from EHE register and passing to Education Welfare Service for support to return to school (two have progress to Court for non-attendance)
- Full attendance and participation at London Elective Home Education Officers meetings (LEHO). 40 Local Authorities meet termly and feed into the National Group, Association of Elective Home Education Professionals (AEHEP). Themes and trends in EHE and associated risks are discussed. AEHEP is the body that the Government will consult with if/when changes to legislation are planned and implemented.

### How have these achievements impacted upon Children in Surrey (positively and negatively)

- Children at risk are less likely to be 'invisible' in Surrey if EHE as colleagues are aware that EHE Team cannot routinely monitor their progress or well being
- Children at risk, who also receive a poor home education, have their education provision monitored more robustly and are more like have improved education or a return to school as the EHE Team are working more closely with Children Services.
- Year 11 leavers will be offered more targeted support from YSS to engage with on-going education, training or careers advice

- Surrey is up to date with national themes, trends and associated risks are discussed.

#### **How do you ensure that your work is informed by the voice of children?**

- This is very difficult in EHE, as we have no statutory right to see the child and often the parents refuse to allow us to do so, many parents choose to meet outside of the family home or to send the Local Authority a report of the educational provision a child receives. We are unable to challenge this but always encourage the parent to include the child and if the child is present we will engage them in direct conversation about EHE and their views on education/future career.
- Where a child indicates a desire to return to education/enrol on a training course we support by providing options and ideas to encourage parents to facilitate this.
- We always record a child's comments in the report that we send to parents following a visit.
- It is a delicate balance, as a parent has the right to make educational decisions for their child, including choosing to home educate. Usually, even if the child would prefer to attend school, there is not a Safeguarding / Children Service role. In this situation we would again provide advice about a return but have not statutory power to compel a parent to listen to their child's views.

#### **Challenges for the Future**

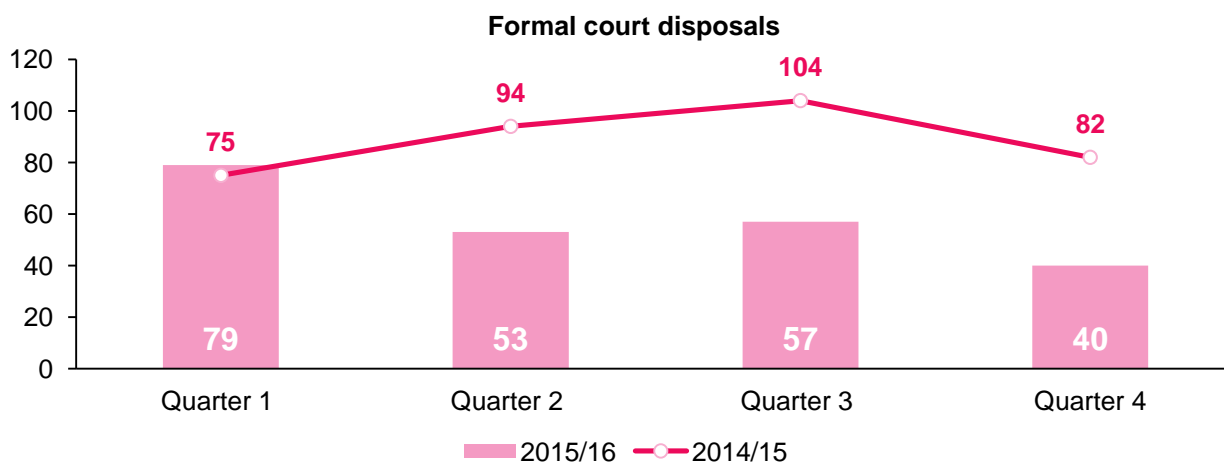
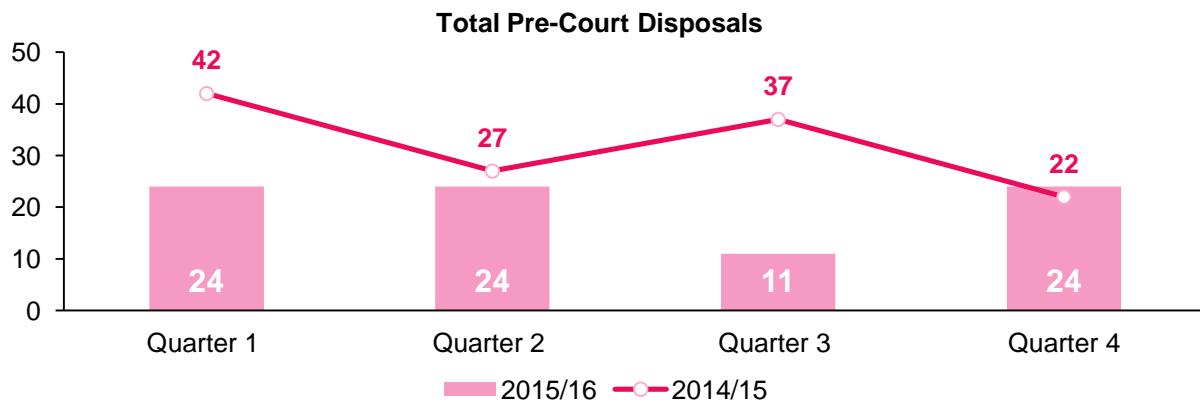
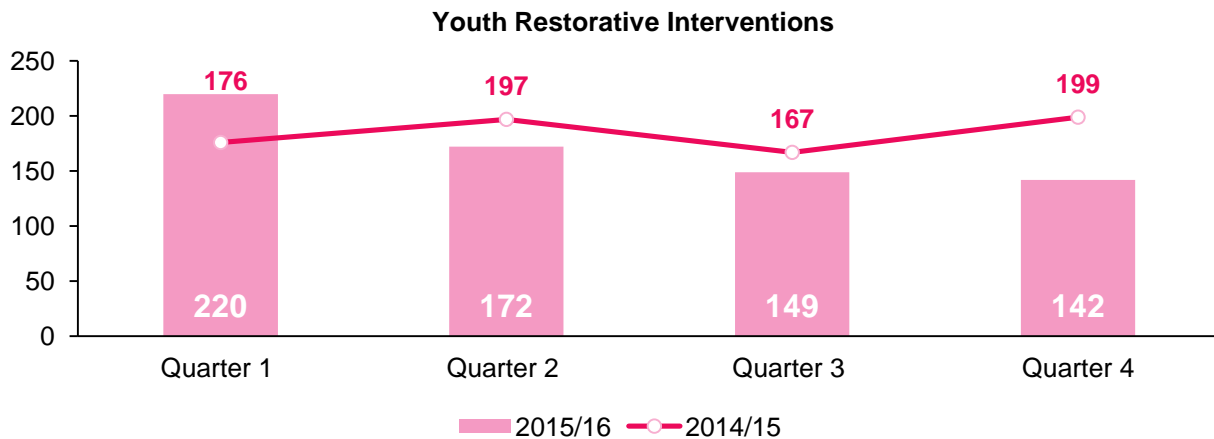
- Rising numbers of complex EHE families; increases in those who are known to be 'vulnerable families' / Child in Need / Child Protection on the EHE register.
- Rising numbers of families who state that they have been "compelled" to EHE, rather than making an actual, informed choice – reasons given include "he would have been expelled if I did not EHE" / "the school did not address the bullying my child faced" / "the school did not meet my child's Special Education Need and Disability (SEND) needs" / "I was offered a poor performing school and not my choice of school".
- The increasing numbers of families who did not choose to EHE after considering all options and planning for a long term commitment, is a challenge as these families nearly always require extra support = more visits / more attendance at meetings / more reports / more monitoring and often result in a referral back to Education Welfare Service (EWS). This is a big pressure on a very small team. There are 760 EHE students on the register (as at 28.7.16) and the team comprises of one full time senior adviser, one 0.50 term time only assistant and one 0.50 business support.
- Increasing requests from Government with regard to data provision about the EHE community without increased statutory power to insist on registration / reason for choosing EHE / engagement with Local Authority

#### **Next steps**

- The EHE policy will to be updated in September 2016
- Continued robust monitoring of children where home education provision is of concern
- Continued close working relationships with Children Service and other professionals

## Young People

### Youth Support Services



The numbers of young people offending and entering the criminal justice system in Surrey remain low. Surrey continues to have the lowest level nationally of first time entrants (FTEs) to the Youth Justice System with the number continuing to drop albeit now very slowly having seen a 92% drop from a high of 1499 in 07/08 to only 127 in 15/16. Likewise numbers in the formal justice system remain low and continue to fall but again slowly, with

these numbers having reduced by around 80% (against a South East average reduction of 60%) since 2009/10.

Over the last 5-years there has been a significant overall reduction in recorded youth crime of around 50% nationally. Against these positives there does however appear to have been a recent increase in the numbers of young people arrested for sexual offences and work is underway to better understand this data and explore the reasons behind and respond to this.

The YSS homelessness prevention service (HPS) has transformed responses to homeless 16/17 yr olds such that young people in Surrey no longer fall through the gaps between Local Housing Authorities and social care and instead are referred to HPS and supported as above. The use of B&B has fallen from around 20 young people at any one time (around 7500 bed nights pa in 2012) to almost zero over the past two years.

500 (2%) of 16-18 year olds in Surrey are not in education, employment or training. This is substantially lower than in the South East (4%) and in England (5%).

### Care Services Team (Residential)

#### Key Achievements in 1 April 2015 – 31 March 2016

Surrey Residential Service has 7 homes for looked after children across the County. The children who live there are some of our most complex children and many have experienced repeated family breakdown from birth families and adoptive and fostering families. A Children's Home is therefore a very positive option for some children.

Each Children's Home has 2 unannounced OFSTED Inspections a year and in this period all homes were rated either Good or Outstanding.

All staff are trained to understand the impact of trauma on attachment and in restorative practice. This assists staff in developing meaningful and trusting relationships with children and understanding their life journey and therefore the meaning of their behaviour. This is critical for our children to make significant progress, and assists staff to develop individual strategies to manage behaviour, and support them to make significant progress often towards independence.

The Children's Homes have played an active role in reducing the offending of Looked After Children. The Lord Laming enquiry, at the House of Lords, asked many questions about how we have adopted a restorative approach not just in reducing crime but to everyday problem solving and interpersonal relationships in the homes, as we equip children for the future and help them understand and process their own life journey. Lord Laming highlighted in his Report In Care, Out of Trouble the excellent practice within Surrey Children's Homes which has since been followed up by the national press with The Times visiting and hearing about the approach to care in our Children's Homes published recently.

The Residential Service held a highly successful Residential Conference this year, with various workshops from partner agencies such as 3Cs, ACT, Social pedagogues, Surrey

<p>Arts, as well as hearing from young people regarding their experiences of care and Paolo Hewitt another former child who has published 2 books on his experience of living in Burbank 60s/70s.</p> <p>Hope House opened in the Spring 2016 as an 8<sup>th</sup> Children’s Home, this provides care for young people in a Mental Health crisis for a short term period of 7-10 days to prevent Tier 4 admissions into Hospital where possible and to ensure that young people are not held in Police cells, A and E or Paediatric wards while experiencing these crises and offers targeted and intensive support to plan next steps, whether to return to their family or into alternative care placements. This project has been enabled through a successful bid to Government for Social Innovation funding</p>
<p><b>How have these achievements impacted upon Children in Surrey (positively and negatively)</b></p>
<p>Within Inspection reports and through observation the homes have demonstrated good and outstanding quality of care with excellent progress for many children, with stable teams of experienced staff who have a good insight into children’s needs. Children are engaged in Education, with good multiagency links to the Virtual School, the HOPE service, the Police, YSS, LAC Nurses and 3 Cs who provide regulation consultation for staff both for themselves and in understanding and caring for the children.</p> <p>Most children are making good and excellent progress in all aspects of their lives and benefit from warm and nurturing relationships with staff with whom they are able to develop strong attachments. Staff are confident to manage and coordinate episodes when children go missing and all staff have received specific training around child sexual exploitation with good careplans and risk assessments in place for each one.</p> <p>Leaders and Managers have been complimented by OFSTED on the high quality of their leadership and management and there are clear pathways for training and development for staff, and effective supervision, consultation and support.</p> <p>The overall experiences and progress of children living in Surrey homes is rated Good or Outstanding and OFSTED are confident that children and young people within Surrey Children’s homes are clearly helped and protected.</p>
<p><b>How do you ensure that your work is informed by the voice of children?</b></p>
<p>Children are regularly consulted through link working sessions and children’s meetings which assist in making day to day decisions in the home around meal planning, outings, holidays, decoration and all aspects of home life. They assist in contributing to review reports, care plans and are regularly consulted monthly by the Reg 44 Independent Visitor who is available to all young people, on their visit and who have a statutory responsibility to consult with them</p>
<p><b>Challenges for the Future</b></p>
<p>Ensuring that we maintain excellent care by motivating and training staff to offer inspirational care of children so that they can achieve the best possible outcomes both while in our care and as they transition into independence.</p>

## Hope Service / Extended Hope Service

### Key Achievements in 1 April 2015 – 31 March 2016

Launch of the Extended Hope Service set up with money from DfE Innovation Funding following a successful bid and mobilisation of the project.

From October 2015 to April 2016 Extended Hope Service set up 4 nights Thursday to Sunday between 5p.m. and 11p.m. based a mental health nurse to work alongside the Emergency Duty Team to provide assessment/support and intervention to any young people aged 11-18 years old experiencing an emotional or mental health crisis. There were over 400 contacts with the service during this period of time.

From April 2016 the service increased to operating 7 nights a week and to date has had over 900 contacts with nurses on duty at Extended Hope.

In May 2016 another part of Extended Hope Service – Hope House opened and offered 2 respite beds offering care for a maximum of 6 consecutive nights again for young people experiencing an emotional and mental health crisis and need additional support and a period away from home or placement. There have been over 22 admissions to these beds since opening and the service is now moving towards being open 7 nights a week and offering consecutive stays of 7 nights (10 maximum).

Hope service has presented nationally at the CAMHS conference in November 2015 achieving feedback rated as excellent in 95% of cases by delegates. They also presented nationally at CAMHS Benchmarking Conference in December 2016 and at NHS England conference in June 2016.

Hope service ensured that no young people left the Hope service NEET except for young people who transitioned from an adult bed from an adolescent psychiatric bed (approximately 3 young people)

Developed a comprehensive website for access by partners and members of the public.

Further developed parent and carer groups which run once monthly on both sites (Epsom and Guildford) offering a half hours presentation on different topics of interest and a further one hour of peer support amongst parents facilitated by Mental Health Nurses, Social Workers and Therapists.

### How have these achievements impacted upon Children in Surrey (positively and negatively)

Extended Hope often working in conjunction with Hope Service have managed to prevent young people being accommodated by offering support or respite bed in a timely manner to support young people, their carers or their family.

Young people who have attended Hope Service (there are on average 60 young people receiving a service at any one time) have accessed education and increased their attendance in education by good attendance at the Day Programme. Accessed opportunities



to receive teaching a support to sit GCSE's, ASDAN's and Functional skills.

Young people who have refused not wanted to access CAMHS for therapy have engaged in either 1-1 or group drama or art therapy. Alternatively have been assessed and/or been seen by Clinical Psychologists as part of their Day Programme care plan. This has provided an opportunity to explore past issues and build resilience and new coping mechanisms to improve emotional and mental health.

Clinical outcome measures (C Gas and HONOSCA) have been used to assess functioning of young people within w2

weeks of starting at the Hope Programme and then within 2 weeks of their discharge from the service and have all shown significant improvement

Several young people in Surrey residential homes have been able to access the Hope Service and this has helped to stabilise their placements where there have been concerns around placement breakdown due to behaviours resulting from attachment difficulties, trauma, depression etc.

#### **How do you ensure that your work is informed by the voice of children?**

- Young people at Hope have an allocated Hope Co-ordinator and a keyworker and have opportunities to talk with these workers regularly.
- Young People often ask Hope staff to advocate on their behalf at meetings (such as LAC reviews, Care Planning Approach meetings, PEPs, CP conferences etc).
- We have a Young People's Meetings (chaired by young people in the Hope Day Programme) every half term, where young people give their views and suggestions for the Day Programme (such as suggestions for activities, sessions, lunches and what books they would like etc). This information is feedback to staff at monthly Team Meetings.
- Young people complete a Holiday Programme Questionnaire each half term - and feedback on what activities they would like in the half term breaks.
- Young People complete both NHS and Surrey Service User Feedback questionnaires.
- Young People's involvement in foundation standards, audits and inspections.
- Young people's care plans are reviewed with young people every 6 weeks and their views are recorded on their care plan.
- Hope Day Programme staff have a timetable meeting every half term and try to incorporate suggestions young people have made.
- We have case tracking meeting once a month and case reviews 3 times a month - where we discuss young people's views.

#### **What have you found out?**

- Young people have responded well when they have been actively involved in the care planning process.
- Overall young people have been keen for Hope Co-ordinators to advocate on their behalf at meetings.

- Young people have participated well at Community Meeting and have been keen to come up with ideas and suggestions for the Hope Day Programme.
- Young People have shared that they like having consistency (i.e. knowing that their plans are and knowing what members of staff they can talk too).
- Information from questionnaires and community meeting is feedback to management and discussed in Team Meetings and management meetings.

#### **How are you using this information?**

- Young People's views shared at Community Meetings have been listened too and where possible changes within the Day Programme have been made.
- Young people's views are regularly reviewed as part of the care planning process.
- Data gathered from questionnaires is fed back and discussed at manager's meetings.

#### **Challenges for the Future**

Ensuring funding over the next few years to sustain the day to day running of Hope House  
 Recruiting Band 6 Mental Health Nurses due to a national shortage  
 Maintaining Hope Service rating as 'Good' and hopefully improving to 'Outstanding' when inspected this year.

Further reducing number of admissions to Tier 4 (adolescent psychiatric beds) and length of stays when appropriate.

#### **Next steps**

- Ensure that Extended Hope Service is open 7 nights a week offering respite beds for admission any night of the week.
- Secure funding for Extended Hope once DfE money is used
- All staff in Hope and Extended Hope to complete Team Dialectical Behaviour Therapy Training in September 2016 to further increase team approach and skills when working with young people with difficulties with regulating their emotions and self harming behaviours.

## **Private Fostering**

The family and friends team within Surrey's Fostering Service is accountable for discharging the local authority's responsibilities in respect of private fostering arrangements, as stipulated under the Children (private arrangements for fostering) Regulations 2005. The care services manager provides the strategic, developmental and operational lead, in compliance with the national minimum standards.

Surrey's statement of purpose for private fostering is updated annually. The document is available to staff, key stakeholders and the public.

A new communications strategy was developed in 2015 to promote ongoing and targeted awareness-raising to include high risk groups. Some awareness-raising in 2015 was targeted at independent school, faith groups and GP surgeries.

There have been 24 notifications of new private fostering arrangements received in 2015-2016, seven less than the previous year.

12 new arrangements started and 18 arrangements ended in 2015 – 2016. In one of the arrangements ending, the carer obtained a Special Guardianship Order for the child. There were 5 children in private fostering arrangements on 31 March 2016. There were 5 notifications of private fostering arrangements which had not yet started or been in place for 28 days or more on 31 March 2016.

- The local authority responded to 100% of the notifications by means of an initial visit to the child, carer and premises. 87.5% of these visits were undertaken within the regulated seven working days timescale. This equates to 3 private fostering initial visits not being done within 7 working days from date of notification.
- 100% of the fostering assessments due within the reporting year were completed within the regulated 42 working days timescale. There is no required performance set by the Department for Education in this regard, but Surrey has set an internal target of 70%.
- Compliance with statutory visits every six weeks to arrangements that started after 1 April 2015 was 58.3%. This is lower than performance in the previous year.
- Compliance with statutory visits to arrangements that started before 1 April 2015 (which could include both six weekly and 12 weekly visits) was 63.6%. This is lower than performance in the previous year.

An information leaflet about private fostering is provided to parents and carers once notification of a private fostering arrangement had been received. There is a separate information leaflet for children to share the same information in an age appropriate manner.

Children in private fostering arrangements, private foster carers and parents are provided with advice and support throughout the duration of the private fostering arrangement. Satisfaction surveys are completed on a regular basis by children in private fostering arrangements to get feedback about the quality of service and support.

Children who are in a private fostering arrangement at the time of their 16<sup>th</sup> birthday qualify for an assessment of needs, information, guidance and advice from the Care Leavers Service. They are advised in writing how to access this support in future. The information is also included in Surrey's family and friend's policy.

## Young Carers in Surrey

The 2011 census shows 6021 children and young people 0 - 24 providing unpaid care in Surrey. However research for the BBC (Kids Who Care 2010) suggests that there are around 14,000 young carers in Surrey. The survey suggested a figure of 700,000 young carers in the UK compared to 175,000 in the Census (four times as many). It seems clear that the Census significantly under estimates numbers of young carers as those filling out forms do not always recognise that the question about caring applies to their own children.

Our Surrey JSNA provides much more detailed information on young carers and young adult carers:

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=659&cookieCheck=true>

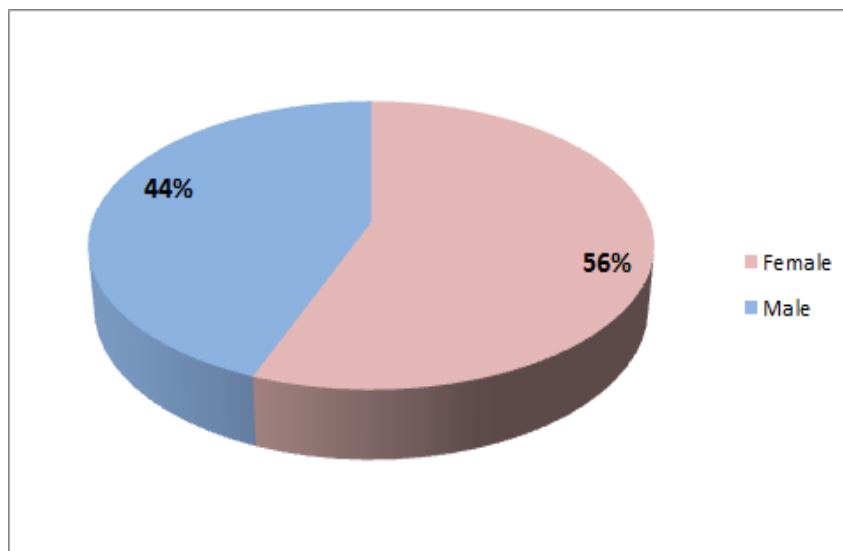
Young Carers are identified and supported through a range of mechanisms and through a range of agencies. Work is being undertaken to develop more detailed information sets and to obtain information from others such as Surrey County Council's Services for Young People and NHS Providers. Set out below is what has been gathered to date.

### Support from Surrey Young Carers

Surrey Young Carers Service now provides support to more than 2000 young carers a year; a figure that has been rising year on year as below:

- 2147 in 2015/6
- 1849 in 2014/15
- 1650 in 2013/14
- 1392 in 2012/13

The majority of young carers supported by Surrey Young Carers are female (56%) with 44% being male. This is a similar figure to that identified in Young Carers in the UK Dearden and Becker (Carers UK 1997) where 57% were female and 43% Male.



A breakdown of the circumstances of the people who are looked after by the young carers is shown below (for 2015/16). It should be noted that this figure exceeds the numbers of young carers as some look after more than one person:

Main Age Group of the 'Cared for' people	Number of 'cared for' people (Apr - Sep)	Number of 'cared for' people (Oct - Mar)	Full Year Position
Under 18	822	880	955
18-64	1078	1074	1193
65+	61	61	72
Other / age not known	60	77	82
Total (all ages)	2021	2092	2302

Main categories of the 'Cared For' people	Number of 'cared for' people (Apr - Sep)	Number of 'cared for' people (Oct - Mar)	Full Year Position
Child (parent carer being supported)			
Physical/sensory difficulties	482	473	593
Mental health exc dementia	394	314	445
Dementia	11	15	18
Learning difficulties	177	180	196
Substance misuse	33	37	42
Other/Not known	924	1073	1008
Total	2021	2092	2302

The number of referrals has also been steadily increasing from 356 in 2011/12 to 581 in 2015/16 representing growth of 63%. The sources of referrals to Surrey Young Carers received during 2015/16 can be seen in the table below:

Source of Referral for Carer	Number of new carers referred (Apr - Sep)	Number of new carers referred (Oct - Mar)	Full Year Position
Self referral	48	42	90
GP/Doctor	0	1	1
Other Health Professional	12	12	24
Adult Social Care	9	9	18
Children's Social Care	89	69	158
District/ Borough Council	0	0	0
Carers Support Orgs	31	37	68
Other Voluntary Orgs	4	5	9
Statutory/EDUCATION	97	94	191
Other	14	8	22
Total	304	277	581

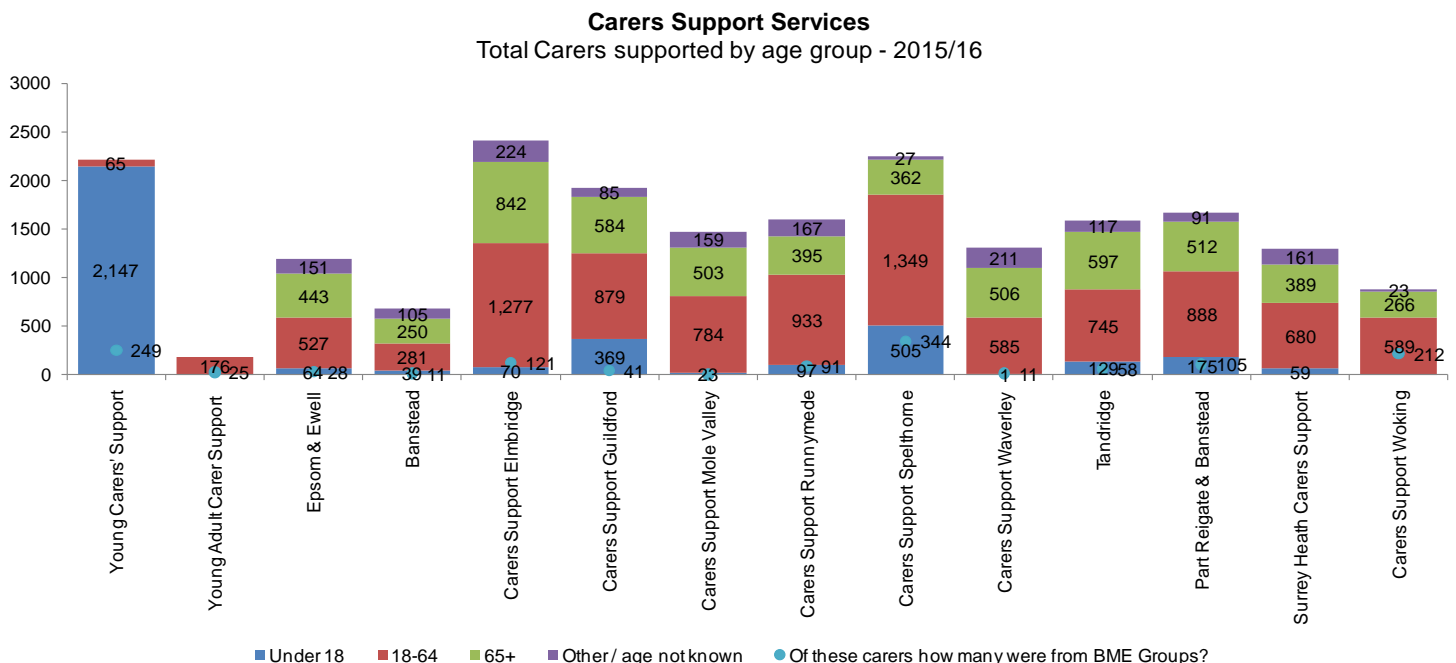
The Surrey Young Carers Service Education Advisors also work to assist education settings in supporting students/pupils who are young carers. They report having in, partnership with schools and colleges, identified a further 1000 young carers who have not been referred to SYC but are supported in school.

Action for Carers also run a smaller young adult carers network that has 280 young adults (aged 18 to 24) receiving support (at March 2016).

## Carers Support

There were 1518 young carers identified by Generic Carers Support schemes as at 31 March 2016. These are focussed on supporting adult carers including in some cases parent carers. There is a need as with other services to identify children and young people in the household who may be young carers. There is data for 9 out of eleven boroughs. The level of identification is very variable and further work is to be undertaken with schemes around this.

About 300 of these young people are being supported by Surrey Young Carers and around 1200 who are likely to indirectly benefit from support given to the adult carers (who are most commonly their parents). A breakdown of this is included in the attached table:

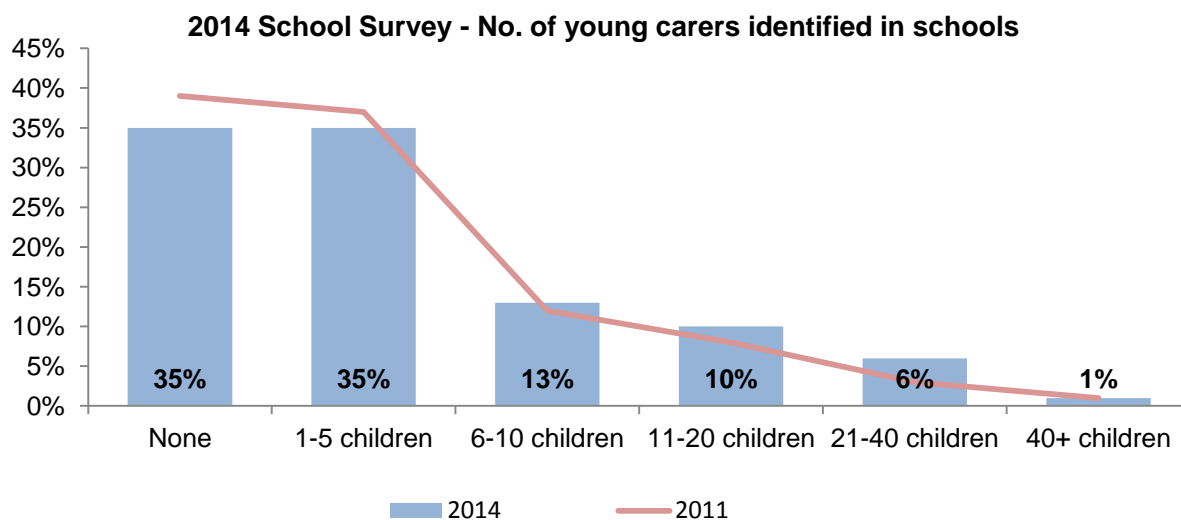


## Schools

In a survey of schools in 2014 undertaken by SCC Children Schools and families, 400 requests for information were sent out with 196 responses (49%). Schools were asked how many young carers they had identified in their school. The answers ranged widely, with 35% of respondents saying that they had not identified any to 2 schools that identified 56 and 83 young carers respectively.

The total number identified shows an increase from a very similar audit (2011) from 686 to 811. It should though be noted there may be similar numbers for the other half of schools

that did not respond. For example one secondary school in SW Surrey have identified 126 young carers (a figure in line with the BBC research referred to above). A summary of responses to the 2014 audit is shown in the table below:



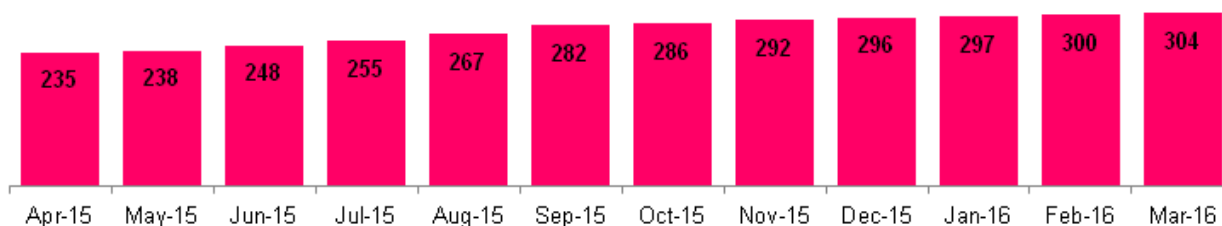
OFSTED has added young carers to the list of vulnerable children about whom schools should be aware. The numbers of children identified by schools should therefore be rising in future years.

### Adult Social Care

The number of Young Carers recorded as known to Adult Services is continuing to rise although there still is thought to be under recording. The figures below are tracking progress during 2014/15 and 2015/16. By March 2016 the number had risen to 304.

**Number of Young Carers open on AIS at month end**

*Source: AIS People List report*



### Children’s Social Care (to be updated for report to Social Care Board December 2016)

Children’s Services record where a Children and Family Assessment has noted the involvement of a young carer as a factor influencing the outcome of the assessment.

### 2014 – 2015

Total number of C&F Assessments completed = **8992**

Number of C&F Assessments with a Young Carers factor identified: **386\***

Percentage of C&F Assessments with a Young Carers factor identified: **4.3%**

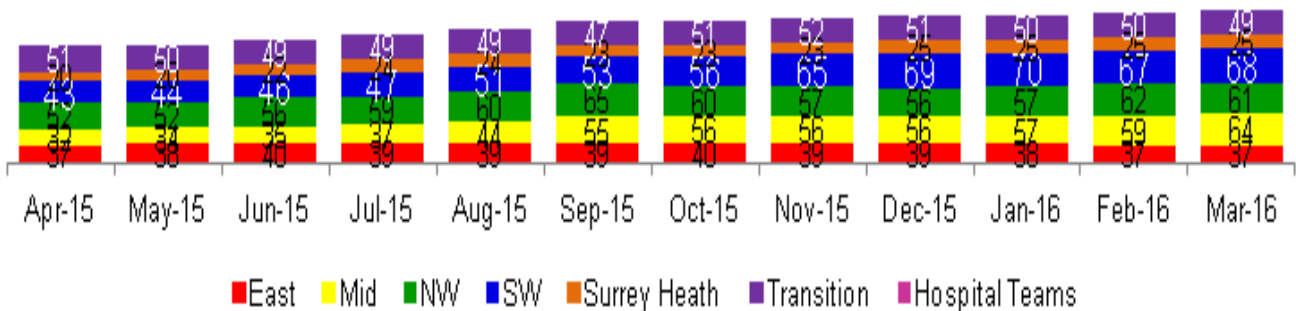
\* In 175 of these cases the outcome of the assessment included the provision of a carers support payment to help support the needs of the young carer.(see below).

### April 2015 to Aug 2015

Total number of C&F Assessments completed = **6206**

### Number of Young Carers open on AIS at month end by Adult Social Care Area

Source: AIS People List report



Number of C&F Assessments with a Young Carers factor identified: **267**

Percentage of C&F Assessments with a Young Carers factor identified: **4.3%**

### Carers Support Payments and Young Carers

We have provision to make small scale one off payments to support young carers via our contract with Surrey Independent Living Council. This comprised in 2014/15 -

- a) Payments through Children's Services - **175** costing - £77,867
- b) Preventative Payments approved by Surrey Young Carers - **285** costing - £106,319

### Young Carers and the NHS

#### Young Carers Registered with GPs

There has been a system for GP Practices registering adult carers for some years and there are now just over 20,000 adult carers registered with their GP. Young carers have recently been added to this process. The numbers of young carers are up from 58 in February 2015 to **164** in September 2015 but there is clearly far more work to be done in this area.



## Children with Disabilities

There are 2472 Children recorded as being on the Disabilities Register in Surrey Children's Services records.

### Key Achievements in 1 April 2015 – 31 March 2016

- The SEND 2020 Programme is working with partners across education health and social care and parent/carer forum Family Voice to improve special educational needs and disabilities (SEND) services in Surrey. The SEND Development plan 2016 – 2020 was published in spring 2016.
- The SEND 2020 programme has four key objectives, to:
  - transform the customer experience
  - rebuild the system around the customer
  - reshape the SEND local offer
  - develop inclusive practice
- A SEND children and young people's rights participation officer has been appointed to ensure we have the voice of children and young people at the centre of our improvement programme.
- A co-production policy has been agreed in partnership to outline how we will work with children and young people, their parents and partners.
- An analysis of the customer journey and experience alongside a SEND needs analysis has been completed identifying the needs of children and young people age 0-25 years old with SEND across Surrey and the experiences of their families.
- We are developing inclusive practice in schools by creating a pilot to implement the Index for Inclusion across schools in Surrey. 48 schools are taking part in the pilot with a plan to involve over 200 schools from November 2016.
- A short breaks needs analysis was completed as part of the specialist review of short breaks.
- A joint commissioning approach has been agreed and a joint commissioning network has been launched (May 2016)
- The SEND Employability Programme was launched in February 2016.
- The local offer to be re-launched in April 2016

### How have these achievements impacted upon Children in Surrey (positively and negatively)

Currently Family Voice are working with the SEND 2020 programme to ensure the programme impacts children and young people positively. We are starting to measure customer satisfaction but currently this survey will be completed by parents in most cases. The Children's Rights participation worker has set up a group of children and young people and moving forward we will be working with the children's rights participation officer and schools to gather the voice of children and young people and measure the impacts of change from the SEND 2020 programme.

### How do you ensure that your work is informed by the voice of children?

The SEND children and young people's rights participation officer will be working with children and young people to ensure they have their say both in the SEND 2020 programme and in decisions made about them as individuals.

The index for inclusion encourages a culture of practice that is inclusive of all children and young people and involves children and young people in shaping their learning.

### Challenges for the Future

- There continues to be a growing need and we need to manage our resources more efficiently and join up education, health and care services to improve the customer experience.
- There is financial pressure and a savings plan for SEND services is in development to increase in-house provision so that we are less reliant on independent providers which are more expensive
- There is a need to increase special school places and a plan to develop Free Schools to meet that need.

### Next steps

- A group of customer experience champions will be committed to driving improvement for customers and working towards the Customer Service Excellence Standard.
- A SEND commissioning strategy is being developed
- An Inclusion Strategy will be developed to define and drive the development of inclusive practices.
- We will publish an outcomes framework and work to ensure that the transformation will support the delivery of those outcomes.
- There are further challenges to align the SEND 2020 programme with the Early Help programme and improve SEN Support and the early help offer for children and young people with SEND.

## Harmful Traditional Practices

(including honour based abuse, female genital mutilation and forced marriage)

### Name of Group/ Organisation – Surrey Police – PPSU – HTP

#### Key Achievements in 1 April 2015 – 31 March 2016

- Since the disbandment of the Diversity Crimes Unit (DCU) in February 2016, reports of Harmful Traditional Practices (HTP) are allocated to Safeguarding Investigation Units who have officers experienced in dealing with such reports.
- DCU officers are now part of the Public Protection Standards Unit (PPSU) and act as advisors. They review HTP reports and investigations ensuring that risks are managed even if no criminal offences are evident as safeguarding is paramount.

- DCU officers have provided training inputs to Health and Education to raise awareness of HTP.
- DCU officers have provided internal training to Contact Centre Staff regarding HTP and taking of initial report.
- A risk assessment has been introduced for Contact Centre to obtain as much detail of the child / vulnerable person as well as secondary and tertiary victims in order to assess any immediate threat, harm or risk.
- A CHECK risk assessment has been introduced to assist investigating officers to consider all evident and potential risk to a child / vulnerable person including secondary and tertiary to manage immediate risk as well as the continual review of risk.
- HBA Remembrance Day (14 July) was communicated for Surrey Police to acknowledge those that have lost their lives because of honour killings. A bulletin is also created for schools and distributed via Surrey County Council.
- Between 1 April 2015 and 31 March 2016 Surrey Police had a total of:
  - 71 recorded HTP reports
  - 36 of these are crime related
  - 35 of these are non crime incidents
  - 15 victims under 18 recorded
  - 71 under 18 recorded as being involved in other ways

This is an increase in the number of reports from last year and the number of children as victims has almost doubled hopefully as an indicator of awareness raising or confidence in reporting.

- Information required for mandatory reporting has been shared with Contact Centre staff receiving the initial report.

#### **How have these achievements impacted upon Children in Surrey (positively and negatively)**

- The SIU have teams working until 10pm so cover longer hours. Their training includes inputs on HTP and they are child protection trained officers.
- The risk or concern is taken seriously and is not under estimated especially as this can escalate from a not so serious incident to more serious incidents.
- Police work in partnership with other agencies such as Social Services, Outreach, FMU and specialist charities that offer further support.
- Strategy discussions are held with social services and joint visits arranged.
- We are mindful that a person from a cultural background where honour is likely to be a risk factor, must give consideration to the implications of this even if this person comes to notice for an unrelated matter, such as a victim of sexual offence or even as a suspect for an offence.
- Protective measures are considered and put in place regardless of a crime or no crime.
- The risk assessments that are in place ensure safeguarding is paramount and assist with identifying secondary and tertiary victims that can be missed.

### How do you ensure that your work is informed by the voice of children?

- The child at risk is listened to and their views taken in to consideration.
- The norm would be to inform the parents or use them as a supporter. However, in such circumstances this could place them at further risk of honour based abuse or even a forced marriage. Consideration is given to using a teacher or social worker as a supporter to minimise risk.
- There is the fear that the abuse will worsen, or worse case scenario lead to death. Quite often it is the fear of the unknown, therefore positive action is to safeguard in the first instance and then consider appropriate action on a case by case basis.
- Safeguarding of the child / vulnerable person is paramount and may need to be managed discreetly based on what they disclose. Giving the child / vulnerable person time to disclose and to gain their trust is equally important.
- Achieving Best Evidence is practiced mainly via visually recorded interviews for children.

### Challenges for the Future

- Honour based incidents can be difficult to tackle without specialist knowledge or understanding so continued input to professionals is required.
- Gaining the trust and educating children to report incidents as such incidents take place at home, behind closed doors and often those at risk are terrified of coming forward or do not realise they are being subjected to abuse as it is the norm to them.
- When family become aware of police or other agency involvement, the risk to the child can be heightened so this needs to be managed.
- Risks can be underestimated especially if there is no criminal offence.
- Evidence for FMPOs and FGMPOs can be challenged and PPSU advisors will argue that actual evidence cannot be relied upon as by that time, the child at risk could already be subjected to the inevitable that the orders would have protected them from in the first place.
- Correctly recording and flagging reports and linking as victims so that data is accurate.
- Educating the public where appropriate especially about health implications of FGM.

### Next steps

PPSU aim to:

- Continue with outreach work and to engage with outside / partner agencies (support services / health / education / social care / SSCB).
- Continue work around the voice of the victim recognising the demographics and country of origins.
- Devise a written agreement with SSCB for parents / guardians to abide by when a FMPO or FGMPO is not appropriate.
- Revise / implement policies and procedures and seek guidance from the Home Office Units specialising in HTP.
- Provide training input to response officers on how to recognise HTP and deal with victims.

- Provide training input to Safeguarding Investigation Units about safeguarding measures and importance of a SPOC.
- Raise awareness about correct recording / flagging of HTP incidents so that this is accurately reflected in the figures for the Home Office and any other data that is required for reports.
- Raise awareness about the law and health implications internally and to other professionals (health / education/ social care) as well as to the public where appropriate.
- Identify areas where risk is prevalent and creating a problem profile.

## Gypsy Roma Traveller (GRT)

Surrey is home to the 4<sup>th</sup> largest Gypsy, Roma and Traveller community in Britain. A total of 15,180 children and young people had an open case to Surrey Children's Services at some point in the period 2015-16. Of these, 127 identified as Gypsy/Roma and 80 identified as Traveller of Irish heritage.

## Preventing Radicalisation

### Key Achievements in 1 April 2015 – 31 March 2016

The Counter Terrorism and Security Act 2015 was given Royal Assent on 12 February 2015 and states – ‘a specified authority must, in the exercise of its functions, have due regard to the need to prevent people from being drawn into terrorism’.

Under the Prevent duty element of the Counter Terrorism and Security Act 2015, it is stated that local authorities should be the lead agency in delivering a local multi agency Prevent group to monitor the impact of Prevent work. It also states that local authorities, where there is an identified risk, should develop an action plan which will identify, prioritise and facilitate the delivery of Prevent activities or interventions.

In March 2015 Surrey County Council was identified as the lead agency in the delivery of the Prevent duty in Surrey. In the period 1 April 2015 – 31 March 2016 the focus has been on getting partners across Surrey to understand their responsibilities and to develop and implement their Prevent action plans, to generally raise the awareness of Prevent across the County, to develop and roll out training to staff and Councillors and to review the future governance of Prevent.

## Local Authority Designated Officer

Managing allegations within the children's workforce

*“ I have always felt very supported and effectively guided by the LADO services in Surrey. I believe I have a good working relationship with all Surrey LADOs and have no hesitation in contacting them for advice as well as referrals” Surrey Head Teacher*

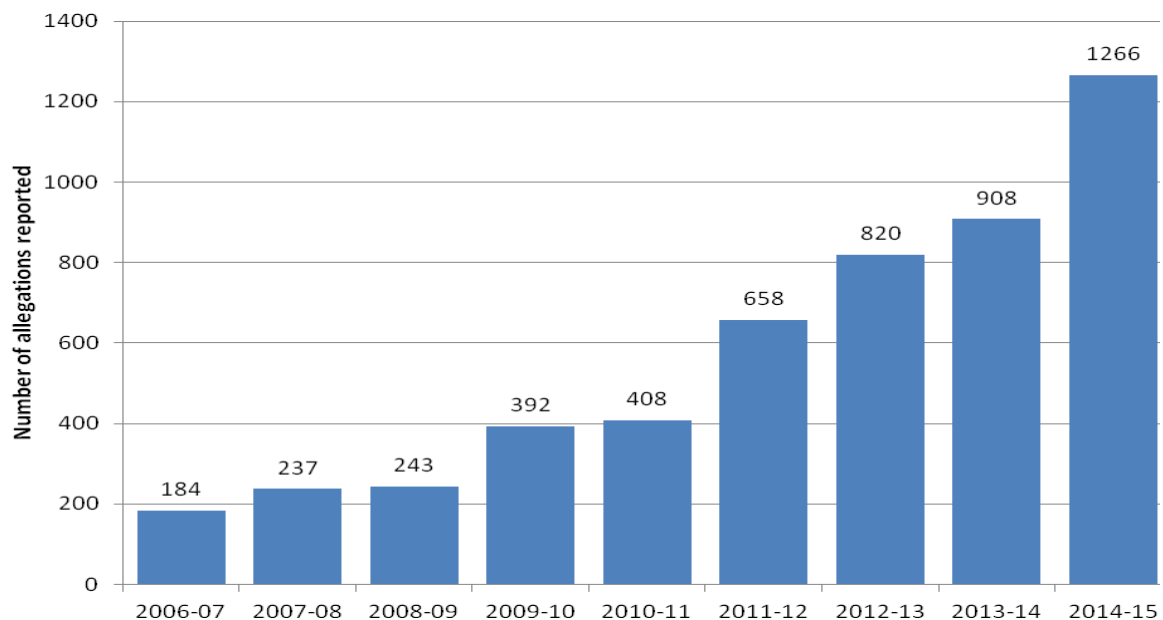
All LSCB's have responsibility for ensuring that there are effective procedures in place for dealing with allegations against people who work with children. In Surrey there is a team of LADO's, all of whom are qualified and highly experienced social workers who are involved in the management and oversight of individual allegations against people who work with children. In addition, the LADO responds to requests from Ofsted for information towards inspection of residential provision in Surrey; provides considerable consultation to providers, partners, occasionally members of the public, Ofsted and others on matters related to concerns about staff conduct, the threshold between a complaint and a safeguarding concern.

Initial decision-making on the most appropriate route for investigation and on threshold for referral to Children's Services for S47 consideration, continues to be managed by the LADO. These decisions are taken in consultation with employers, referrers, our colleagues in Children's Services and the Police.

The LADO seeks to direct a consistent, proportionate response based on the allegation and available information. The LADO works to ensure that the allegation management process is effective, transparent and address the needs of the child to be protected, those of the employee to be treated fairly and the organisation/setting. The child, and the description of their experience remains the focus of the LADO response and a leaflet has been designed specifically for children. There is always an expectation that concerns are investigated and all possible accounts sought, including the child's and the member of staff.

A full analysis can be read in the Surrey LADO Annual report 2014/15

### Allegations in the Academic Year 2014 – 2015



Between 1.4.15 and 31.3.16 the LADO's received a total of 1334 reported allegations, a rise from 1093 in the same period 2014 – 15. This increase is likely to relate to a better understanding of what is required in respect of reporting, but of note:

- There is an on-going rise in the number of referrals involving a person's home life. This can be where the individual is experiencing mental health issues, drug or alcohol issues or difficulties parenting their own children. It can also involve situations where their partner is being investigated for allegations of child abuse and they continue to support their partner. In these situations a careful process is followed - of assessing the possible risk in their employment and then if necessary, disclosing information to their employer having consulted with the individual about doing this.
- There is an increase of allegations relating to historic allegations. These are responded to by ensuring that the Police are aware of the allegation and if the victim wishes to support a Police investigation a series of Managing Allegations strategy meetings will be held. If the victim does not wish to engage with Police, or if the suspect is known to be deceased, the LADO will undertake a learning review with the establishment to reflect on the allegations, to ensure as far as possible that the organisation operates safely. The victim is always offered support via the voluntary agencies available.
- The number of referrals in respect of Teachers and staff in an Education setting continues to be the highest percentage – in 2015/16 515 came from the education sector compared to 439 in 2014/15.

Priorities going forward:

- Continued awareness raising of the LADO role through SSCB multi agency training and Early Years safeguarding training
- Having designed and built a unique database for the safe retention of LADO records, implement this and migrate all historic records to the database
- Continue to offer settings wider advice around safe recruitment, high standards of staff conduct and organisational procedures, including safe use of the internet
- Promote the use of Learning Outcomes meetings to assist an organisation to reflect and identify improvements in the service they offer to children.

## Progress in Surrey

### Priority 1:

**To work with partner agencies to reduce incidences of domestic violence and the impact this has on children, young people and families**

#### Domestic Abuse (DA) Action Plan themes 2015 – 2016

Work Plan Theme	Work Focus & Activity
i. Health Engagement in DA - IRIS Project development	Monitoring the East Surrey IRIS project, capturing the learning with a view to rolling it out to other areas in the County.
ii. Perpetrator Programme	Exploration of options, costs and value of perpetrator programme for Surrey. (Recognising the existing programmes for offenders)

Work Plan Theme	Work Focus & Activity
iii. DA Communications & Awareness Work	Delivery of the overall work plan, focussed campaigns and exploration of new communications and awareness messages and delivery.
iv. Commissioning of DA Outreach Services	The commission will have an outcome focus and making clear the links between the outreach services and the MASH, early intervention and Family Support.
v. DA Training	Reviewing the training offer within a context that training and awareness raising for staff is key
vi. Links with other Strategic Boards	Ensuring that the DA agenda and its delivery is known and considered by other strategic Boards
vii. DHR's	Maintaining an oversight of DHR recommendations, subsequent activity, changes to practise and the lessons learnt

#### Updates:

**IRIS** - East IRIS project has produced some good results seeing a 5 fold increase in referrals to DA Outreach services from GPs in the East in 2015 – 2016. Health are currently reviewing a wider rollout of IRIS across Surrey

**Perpetrator Programme** - A procurement exercise has secured an organisation to deliver a perpetrator programme in Surrey from October 2016 funded by SCC, Office of the Police and Crime Commissioner and Surrey Police. The service is expected to support around 70 perpetrators during any one year. Work is underway to agree referral criteria and processes, performance reporting and evaluation.

**DA Communications** – Two key events delivered in 2016. The first in March to mark the change in legislation regarding coercive control which came into law in December 2015, Professor Evan Stark spoke to Surrey professionals on recognising and responding to coercive control; the second event in May, Behind Closed Doors, to launch the communications campaign highlighting the change in law and to call to action to Surrey businesses to implement Staff Policies on DA. Around 700 people attended across these 2 events.

A DA communications strategy has also been adopted by the Board and the autumn campaign and Communications week will focus on reaching out to young people, see below:

According to the Home Office definition, controlling behaviour includes “a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources.... and.... regulating their everyday behaviour.”



Coercive behaviour, meanwhile, involves “... assault, threats, humiliation and intimidation...used to harm, punish, or frighten a victim.”

We are going to target younger people with all phases of our communications activity because we feel there is more chance to influence this group’s behaviour than an older age group who may be more entrenched in their habits and behaviours.

**Young people** – In 2009, the National Society for the Prevention of Cruelty to Children (NSPCC) conducted research with young people aged 13-17 which examined their experiences of physical, emotional and sexual violence in their partner relationships.

The research found that:

- 25% of girls and 18% of boys had already experienced some form of physical abuse at least once in their lifetime.
- 75% of girls and 50% of boys reported experiencing some sort of emotional abuse at least once in their lifetime.
- 31% of girls and 16% of boys reported experiencing some form of sexual violence at least once in their lifetime.

Further research by the NSPCC in 2011 showed that behaviours (which are known to escalate into physical abuse) such as checking a partner’s phone, telling them what to wear and controlling who they can or can’t see or speak to, were common within teen relationships. Teenagers said they thought these things were ‘normal’ and didn’t associate them with abuse.

In the same year the Crime Survey for England and Wales found that 16 to 19 year olds were more likely to suffer partner abuse than any other age range.

A year later in 2012 – at the same time as the definition of DA was broadened - the age of those who could experience and perpetrate DA was lowered from 18 to 16. This change coincided with the launch of the Home Office campaign ‘This is abuse’ which aimed to encourage 13-18 year olds to re-think their views of violence, abuse or controlling behaviour in relationships.

SP has also received the highest number of reports from women aged 29 over the past year.

**Audiences** – Our primary audience for this campaign consists of girls and women falling into two different age groups:

- \* **11-15 year olds.** The focus for this age group is to educate and help them understand more about what constitutes a healthy relationship.
- \* **16-29 years old.** The focus for this group is to raise awareness of the support services available and encourage them to report abuse.

We will also aim to target friends and family of both groups who may report or seek help on a victim’s behalf.

**Commissioning** – The DA Commissioning group is about to begin the process of re-commissioning DA Outreach services in context of the other DA services that have recently been commissioned and the impact these services are having on the holistic response (Children’s Services, Linx and in future Perpetrator Services). A small task group has also been set up to review the data available to determine needs for future DA services.

**DA Training** – Multi agency courses continue to be delivered and positively received. Bespoke training has also been delivered for Health staff, GPs and Surrey Police, focussed on raising awareness and improving signposting.

**Links with other Strategic Boards** - Links continue to be strengthened with representation or presentations to each of the Boards regarding DA (SCSB, Surrey Safeguarding Adults Board, Children & Young People’s Partnership on behalf of Community Safety Board and the DA Management Board) and a new protocol is about to be introduced. Presentations have also taken place to the Children’s Lead Members and Officers group which has representation from Surrey County Council and Boroughs and Districts.

**DHRs** – The Community Safety Board have agreed an oversight role for DHRs. Work is nearing completion to summarise and review all findings for DHRs already completed, in order to hold a workshop to review lessons learned. Both Adults and Children’s Safeguarding have been involved in the changes implemented in process and will be part of the lessons learned work going forward.

One other area that is significant regarding responding to children in terms of DA is the grants to deliver Healthy Relationship packages in schools and other educational settings, support to children’s services professionals, and group and 121 support for children witnessing DA. This has been running since June 2015 and will be reviewed after 12 months in June 2016.

## Priority 2:

**To ensure sufficient, timely and effective early help for children and families who do not meet the thresholds for children’s social care**

### Early Help: Key Achievements in 1 April 2015 – 31 March 2016

It is fair to say that progress in this area has historically been slow, but more recently there has been greater traction and pace alongside a re-focus of thinking to one of “what help do you need?” and of “no more no”.

The development of Surrey’s new Multi Agency Safeguarding Hub (MASH) is a critical part of the solution and represents “phase one” of the “fix”, whereby we introduce one front door to Children’s Services. We have also introduced a “phase zero”, a shorter term “patch” to make some interim progress in turning the system towards a presumption of early help. These developments then feed into phase two which is a full transformation to achieve a cohesive, collaborative early help offer delivered jointly by all partners. Work is underway on all three phases concurrently, a key element being re-engaging partners, recognising where we have got this wrong up until now and working with partners to move

forward. Phase zero went live on 23<sup>rd</sup> May 2016. Phase one will lead to the MASH going live in October 2016. Phase two will continue over the next two years.

Phase zero introduced a more visible and proactive co-ordination of the system from within Referral Assessment & Intervention Service (RAIS) with a small number of staff proactively engaging with RAIS staff to identify and support appropriate Early Help cases to exit RAIS and reach the appropriate Early Help service. These colleagues are now established within the RAIS and work to proactively “stick together” children and families with the help they need. Phase zero has also involved some realignment of council resource to support and deliver Early Help.

### **How have these achievements impacted upon Children in Surrey (positively and negatively)**

Data gathering and analysis in phase zero is in its early stages and is so far reliant on a short period thus affecting its statistical validity. However, there has been a clear increase in early help referrals from the social care front door (contacts) and a substantial increase in the number of multi-agency early help assessments carried out. Key managers are undertaking a tour of RAIS teams to engage with RAIS colleagues on how well the process is working, what improvements can be made and to highlight issues arising. We are also undertaking a stock take of case destinations, referrals, services offered and any capacity issues arising.

We already have feedback from staff in the Youth Support Service - one of the many providers of Early Help, and one whose services have been realigned towards this agenda. One comment is “Although it is challenging to take on something new I am really pleased we are doing this work, because young people and families who really need a service are now getting one, where previously they would not have done so”.

### **How do you ensure that your work is informed by the voice of children?**

Initial feedback from phase zero is currently being gathered and we are just starting to follow up and elicit feedback in relation to the first cases to go through this process. Referrers and service users will be contacted between 6-12 weeks after the initial referral to Early Help to:

1. Check that the offer has been accessed
2. Ascertain what progress has been made
3. Provide an opportunity to comment on their level of satisfaction with the process and the services offered
4. Check that needs are (in the process of) being met.
5. Permit any further / remedial action required.
6. Understand our staff training and ongoing service development needs.

### **Challenges for the Future**

The Council faces a range of strategic challenges characterised by significant reductions in funding, increased demand, heightened regulatory pressure and a changing policy

landscape. And we know that too many children are not getting the right help at the right time. Thus, there is a need to both reduce costs to the council and better meet need, ensuring that the range of interventions available is sufficient and cohesive across the continuum of need. There is a great deal of early help available in Surrey but there is a need to refine and, at times, re-align this, and to commission to fill in the gaps.

There are also challenges which relate to IT systems not yet being full fit for purpose.

### Next steps

Alongside “Phase Zero” and the development of the MASH, work is underway to develop Early Help Coordination hubs in each quadrant, to go live alongside the MASH. These hubs will ensure that cases coming through the MASH and requiring Early Help receive the help required. They will also coordinate the offer and ensure help is provided to children, young people and families directly referred, where an Early Help need is identified but the referrer is already clear that social care thresholds are not met. Further they will ensure the right offer of early help is made to families when they no longer require Child in Need, Child Protection or Looked After Child services to ensure a responsible end to our involvement.

Further, a 2016 – 2017 Early Help Commissioning Plan has been developed to rapidly increase and extend the early offer of help whilst developing a longer term transformational strategy, which will both reduce costs to the council and better meet need.

## Multi Agency Safeguarding Hub (MASH)

### Key Achievements in 1 April 2015 – 31 March 2016

Since 2015 the MASH project has made progress, the project was expanded into a programme and now also includes Early Help. The vision for the MASH and Early Help programme is the following:

***Our vision is to build a MASH that provides a single point of contact for safeguarding concerns relating to children and adults in Surrey. This new ‘front door’ will provide a full and rich picture of need, risk and harm, bringing together data, information and knowledge from across the Surrey partnership. Decisions will be underpinned by a consistently understood and applied threshold of need and augmented by excellent professional judgement. The MASH will be at the vanguard of reforming social care practice in Surrey, in an endeavour to ensure customers’ first experience of the safeguarding system is an outstanding experience.***

The ‘go live’ date for the launch of the programme is **Wednesday 5 October**, and to achieve this, we now have a 100-day plan (which began on Tuesday 28 June). We reviewed the programme governance and amended it for a more streamlined approach to our own workflow and to identify more clearly defined tasks and responsibilities. This involved making changes to both our governance structure and work

streams.

Firstly, the governance structure now has **two** levels instead of three; the *Executive Programme Board* and the *Programme Board*. We are now using the traditional 'big 4' approach to work streams that is used in many change programmes and have **condensed our work streams into four key areas** with a lead and project manager. The other 4/5 work streams fit into these four key areas and the communications work stream has more of an overarching role to ensure all changes are communicated to the right people in a timely manner.

The *Whole Systems Process Overview* and the *Children's MASH Process* have both been approved.

The proposed desk layout for the 6th floor of Guildford Police Station (where Surrey MASH will be located) has also been approved. The above approvals mean we can now move forward with IT and IMT installations, e.g. the networking for the computers and telephones.

The staff consultation document has been circulated and HR will soon be working on the hiring process to ensure relevant staff are in place by the launch date. External hiring is also being considered to fulfil the required roles.

A training plan is being created and an information services agreement which cuts across all key partners is currently being developed. The performance framework has been designed and the core processes have been provided to IMT to support the configuration of the Early Help Module.

Individual written agreements are being drawn up for each partner agency that will take part in information sharing with the MASH, this defines the expectations from each agency and the timescales within which information is expected to be returned.

Stakeholders are being kept informed of progress of the programme through communications, key meetings and attendance at stakeholder forums. As the programme nears launch there will be further communications and meetings taking place across the county.

#### **How have these achievements impacted upon Children in Surrey (positively and negatively)**

The following are some of the ways in which the implementation of the MASH with Early Help coordination should result in positive outcomes for Children in Surrey:

1. A holistic picture of need, risk and harm with improved identification of these factors at the earliest opportunity.
2. The Surrey MASH will deliver a consistent multi-agency response to all reported domestic abuse cases and ensure the identification of need, harm and risk.
3. The Surrey MASH will ensure that every child, young person and vulnerable adult identified will be referred to a service relevant to the level of need, harm and risk

<p>identified by the safeguarding partnership.</p> <ol style="list-style-type: none"> <li>4. The voice of the child and vulnerable adult will always be paramount and the Surrey MASH will ensure that the best interests of children, young people, families and vulnerable adults are central in all considerations and decisions.</li> <li>5. The Surrey MASH will deliver this through timely partnership information sharing, analysis and decision making as well as the provision of information, professional advice and guidance.</li> <li>6. Surrey MASH will deliver effective co-ordination between all safeguarding agencies which identify need, harm and risk as early as possible and deliver improved outcomes for all.</li> <li>7. Using intelligence gathered within the MASH to undertake mapping and trend analysis exercises, thereby ensuring there is increased awareness and better identification of child sexual exploitation (CSE) cases.</li> <li>8. An improved Early Help offer will ensure we have a menu of offering across the county, which will build community resilience and facilitate targeted assessments.</li> <li>9. A more streamlined process with faster decision making for the professional or citizen involved.</li> </ol>
<p><b>How do you ensure that your work is informed by the voice of children?</b></p>
<p>All decisions made will be underpinned by a consistently understood and applied threshold of need and augmented by excellent professional judgement. Staff will receive relevant training to ensure their skills are kept up to date.</p>
<p><b>Challenges for the Future</b></p>
<p>Ensuring the programme launches by the go live date and adheres to cost and quality considerations.</p> <p>Taking key learning points from the initial launch of the programme and incorporating any areas for improvement in to further phases of the programme to embed a perpetual process of service analysis and improvement.</p>
<p><b>Next steps</b></p>
<p>Continue working to the 100 day plan aiming for the go live date of 5 October 2016.</p>

## Family Support Programme

The Family Support Programme (FSP) is Surrey's interpretation of the Department of Communities and Local Government (DCLG) Troubled Families programme, which is now in the second phase of its national operational delivery with funding from 2015 – 2020. Surrey has a target of 3,700 families to be worked with and "turned around" through improved positive outcomes for families.

The operational delivery of FSP is devolved to Surrey's eleven District and Borough partners and has six teams working countywide in partnership with local stakeholders. These teams enable a multi-agency approach to support families with multiple and complex needs using an evidence-based and restorative whole family approach. Families receive an intensive support offer of between six and eighteen weeks which empowers families on a pathway

towards change and transformation. This means an in-home intervention model supporting all family members on a wide range of issues while building self-reliance and independence.

The FSP local resource teams can work with around 600 families a year but its performance team also collects data on families that have met the eligibility criteria and who have had other interventions led by other parts of the Directorate such as Children's Social Care and the Youth Support Service. This widens the programme to a countywide approach. To qualify the family needs to have met the six DCLG entry criteria<sup>1</sup> and had a whole family assessment, a family multi-agency action plan and a key worker. Their progress needs to be tracked and monitored against the original eligibility criteria.

### Family Support Programme Data

This data is based on the analysis of a sample 1,375 families at their point of entry into the Troubled Families 2 programme.

- 892 families received an intensive support intervention
- 483 families received a multi-agency intervention without intensive support

The tables below show the number of families who met each of the DCLG entry criteria. The data indicates that the families with the greatest complexity are most likely to receive an intensive support offer.

#### Intensive Intervention

Number of Criteria Met by Family	Number of Families
2	124
3	285
4	280
5	156
6	47
<b>Total</b>	<b>892</b>

#### Other Interventions

Number of Criteria Met by Family	Number of Families
2	392
3	77
4	8
5	5
6	1
<b>Total</b>	<b>483</b>

<sup>1</sup> Crime and anti-social behaviour; poor attendance/exclusions at school; children needing help; financial exclusion through worklessness, unemployment and financial instability; domestic abuse or physical and mental health problems

## **Intensive support intervention summary of key DCLG criteria**

The data below relates to the initial entry criteria on referral into the programme for those receiving an intensive support intervention (FSP). During the course of an intervention, further complexity and need may have been disclosed by the family. This is particularly relevant in the area of domestic abuse.

- 30.6% of families met criteria for Crime and ASB
- 72.3% of families met criteria for Education
- 75.8% of families met criteria for Children needing Help
- 71.7% of families met criteria for Worklessness and Unemployment
- 38.2% of families met criteria for Domestic Abuse
- 80% of families met criteria for Physical and/or Mental Health

### **Families “turned around”**

In January 2017 the FSP will begin to be able to report on the number of families who have met the requirements to be “turned around” showing considerable progress against the entry criteria as a result of intervention.

### **Priority 3:**

**To ensure that professionals and the Child Protection processes effectively protect those children identified in need of protection.**

Last year the Annual Report identified a series of areas of concern that the partnership needed to address in order to demonstrate it is meeting its priority objective

#### **Areas of concern:**

- The anticipated improvement in practice as a result of previous audits was not demonstrated.
- The audit highlighted the lack of SMART (specific, measurable, attainable, relevant, timely) child protection plans.
- Child protection plans continue to be too long and complicated, without the focus on specific issues that need addressing.
- There was evidence that the plan was being reviewed in the core group, however there was also mixed evidence about the effectiveness of the core group reducing risk.
- There was inconsistency in the regularity of core group meetings.
- There was an improvement in the recording of contingency plans however auditors felt that more work was required to ensure that these continued to focus on the safety and well being of children.
- The audit identified that in the majority of core groups the wishes and feelings of the children were not recorded.



- Ethnicity and culture were not being addressed sufficiently; however this could also be a reflection of the small random audit sample.
- CP plans were not regularly identifying core group membership and in more than 50% of the core groups it appeared that not all the members attended.
- Attendance by some partner agencies continues to be problematic.
- There continued to be a lack of significant progress in the management and reduction of risk.
- The use of the core group template has been available for some time and its recent incorporation into the integrated children's system (ICS) has meant that recording is better; however it does not appear to have facilitated key issues being addressed.
- It was the view of the auditors that having the same person chairing and recording core groups did not facilitate good recording and where notes were taken by another person, the quality of the record was improved.

### **Impact of actions taken to address concerns:**

In anticipation of the introduction of the Safer Surrey Approach, following this audit the design of the CP Plan was reviewed and revised. This specifically aimed to make plans simpler for families to understand that they were shorter and that plans became SMARTer. The new CP Plan identifies the five key risks, what action will be taken to address them and how that action will bring about the change. The feedback that the service has received is that families find the new style plan much easier to follow and to understand. In addition, recent audit indicates that there has been an improvement in identifying contingency plans in CP cases and that these contingencies are carried out promptly, with cases moving into the PLO and court processes.

There has been a significant emphasis placed on the role of the Core Group and the most recent audit shows that over the last year the percentage of cases where Core Groups are held regularly and in line with statutory guidelines has risen and is now above 90% month on month. This still leaves a small number that the service needs to address to ensure full compliance. Statutory visits largely take place within the guidance with 88% of cases this being the case and in 96% of cases where a child was under 4 the child was regularly seen on their own. Therefore despite continued recruitment problems, the trend is one of improvement in response to the findings of the previous year.

Attendance by partners at conference continues to be high amongst some groups. Police, Schools, Probation, Health Visitors and where applicable Midwives have particularly high attendance levels at Initial Child Protection Conferences. With the exception of Surrey Police the same groups are regular attendees at reviews. This is understandable, as Surrey Police rarely have further involvement post Initial Conference and they send a report to conference in 95% of cases. The lowest attendance percentage is amongst GPs, Drug and Alcohol Services and Domestic Abuse Services. There had been some very effective work with GPs to improve engagement and the numbers of reports had improved to over 50%, but this has slipped back to 43%.

There has been improvement in workers attempts to involve and engage with fathers and male cares, with evidence found in 87% of cases that the worker had made an attempt, although in only 67% of cases was this successful.

Although, there has been a significant attempt following the outcome of the QA audit to address the areas of concern, it is hard to definitively ascribe improvements to this effort by the partnership. However, there are indicators of improvement in outcomes for children:

The numbers of children identified as in need of protection has decreased from 1010 at the start of the reporting year in April 2015; this has decreased to 897 at the end of March 2016. In addition, there has been a decline in the length of time children are subject to a CP Plan. In April 2015 there were 155 children subject to a plan for more than 16 months and 59 for more than 24 months. At the end of March 2016, the figures had fallen to 97 and 28 respectively. This reduction is likely to be related to the greater confidence by the local authority in taking court action to protect children where progress has been minimal. Furthermore, Surrey Children's Services have been particularly effective in decreasing the length of court proceedings and are now the 6<sup>th</sup> best performing Local Authority in the country.

#### **Continued Areas for Improvement:**

One particular area of concern is the lack of consistent engagement in the process by children. Children are not invited to attend CP Conferences without sufficient explanation provided.

It has not been possible to get agreement that Core Group minutes are written by someone other than the social worker, resulting in the recording of these meetings continuing to be inconsistent in quality. This is in contrast to the newly established MAECC Triage meetings, where a division of responsibilities is an expectation as part of the terms of reference. It is important that this model is adopted for Core Groups

The role of the CP Chairs in providing more robust Quality Assurance of plans needs to be addressed, as there is evidence that there is insufficient challenge of professionals

With the adoption of the Safer Surrey approach by the partnership requires a change in the practice and culture of the CP processes and this work needs to embed the principles of this way of working.

#### **Priority 4:**

**To develop, agree and communicate a multi-agency child sexual exploitation strategy; identifying key priorities and monitoring procedures to measure the impact on children, young people and families.**

Child sexual exploitation (CSE) continued to be a focus for the SSCB and its partner agencies in 2015-2016.

The SSCB has worked with partners to develop more robust governance arrangements to oversee this agenda.

Activities in 2015-2016 included:

- Revised and significantly strengthened action plan based upon the four key themes of the national work plan and nationally published learning from serious case reviews and thematic reports.
- Delivery of a number of awareness raising activities, including running an event on national CSE day attended by 300 professionals from across the children's workforce with a focus on CSE of boys

Findings from the problem profile and SSCB audit have been used to inform strategic and operational responses to CSE with a particular emphasis on disrupting perpetrators, but also in relation to the (re-)commissioning of services for children at risk of/suffering from CSE (STARS – the CAMHS offer)

- Review and update of screening tool used by professionals in identifying young people at risk of CSE.
- The response to children missing from home or care has been strengthened by commissioning a service to undertake return home interviews. Service will commence 1 April 2016. Information from the interviews will be regularly reviewed for indicators of CSE.

The SSCB has continued to scrutinise multi-agency operational responses to CSE in Surrey by undertaking an audit. There is now an established multi-agency response to missing and exploited children which is embedding into practice. Multi-agency missing and exploited children's conferences (MAECC) are held in each of the area quadrants, to consider and assess local levels of risk. These groups are supported by weekly multi-agency triage meetings.

The development and publication of the CSE Operating Protocol has further strengthened operational responses to CSE ensuring all agencies managing children at risk of/suffering from CSE are working together effectively.

A key success in the last year has been the introduction of a single list of children and young people at risk of CSE. This has been a considerable effort, but has proven to be a fundamental pre-requisite to increase awareness and understanding of CSE across the partnership and also to measure the impact of CSE on children and young people.

The SSCB continues to deliver CSE Training to the Children's workforce in Surrey, and has trained a number of professionals across the police, children's and education services to become CSE trainers.

## Learning & Improvement

### Auditing

The SSCB carried out following quality assurance activities including audits and re-audits as part of 2015/16 audit programme:

- Multi agency Supervision Principles
- Sexual Exploitation of Young People Online

- E-Safety
- Domestic Abuse Audit
- CP Dissent Group Review
- SSCB Neglect Survey
- Review of the SSCB Report card

### **Multi agency Supervision Principles**

The SSCB undertook a multi-agency audit looking at how supervision was used in partner agencies to ensure the safety and wellbeing of children in 2015. The response to the audit was too insignificant to draw meaningful conclusions; however, one of the main recommendations was to consider some guidelines for safeguarding supervision which includes some agreed understanding of what is expected.

#### Outcome and/or next step:

An updated multi agency supervision principle was developed by the SSCB in early 2016 which included some common principles and guidance of supervision, which is relevant for all those who work with children, young people and families. These commonalities are to be applied across all agencies and will facilitate a consistent and joined up multi-agency approach to safeguarding children and young people.

### **Sexual Exploitation of Young People Online**

The Eleven, as part of the agreement with Surrey County Council completed a survey on sexual exploitation of young people online (13-19 year olds). From this consultation, we have achieved some key insights into the ways young people behave online, how they see certain situations where they may be at risk but most importantly, how they perceive the risks which occur online every day.

The survey found that 18% of females and 32% of males were not aware of the concept of Child Sexual Exploitation online. This highlights that more work needs to be done with the targeted young people in an attempt at minimising the knowledge gap and raising the awareness of potential danger of their understanding of what is and what isn't acceptable specially in the following area:

- Accepting invitations from unknown people
- Sending and receiving explicit pictures on-line
- Excessive alcohol consumption
- Potential risk of females being pressurised to have sex below the age of 16
- Appropriateness of young people being bought a present by a stranger
- Importance of making parents, carers aware of concerning issues and knowing where to get help

#### Outcome and/or next step:

The report has been shared with the CSE group, On-line safety group and the SSCB (February – March 2016) to ensure that the findings from this consultation inform their plan and decision making around on-line safety and CSE.

## E-Safety

As part of the Learning and Improvement Framework, the SSCB carried out a multi-agency audit from (August 2015 – October 2015) looking safeguarding issues about e-safety. The main findings include:

- The workforce said that Sexting and cyber bullying were the most concerning aspects of on line behaviours.
- The risk of criminality and radicalisation were rated as the lowest area of concern by the workforce and parents.
- The responses from the workforce indicate that staff are being asked for advice about online safety and the majority of respondents lacked confidence about how to respond but are clear about when to refer on.
- The surveys indicate that there is some confusion about where it is best to get information and it was thought it would be helpful if there was a directory of resources rated for usefulness
- The majority of respondents to the work force survey were not aware if their agency/organisation had an acceptable use policy.
- Safeguarding leads felt there was a need for a multiagency strategy, supporting the response from the work force who felt that they needed this.

### Outcome and/or next step:

The final E -Safety report and findings was shared with the QA & E group in February 2016. The chair of the QA & E group circulated the report amongst a task and finish group which was formed as part of the wider E-Safety group, who looked specifically at the recommendations to inform the work of the E-Safety group.

## Domestic Abuse Audit

The main objectives of this audit were to:

- Evaluate the effectiveness of multiagency working to safeguard and promote the welfare of children who are exposed to violence
- Raise awareness of DA amongst service providers
- Explore provisions in safeguarding children and promoting their welfare

There are a number of positive findings from this audit, including the evidence of co-ordinated multi-agency activity in the case file audit, practitioners are able to reflect on what works well and identify the barriers to achieving good outcomes, there is generally good standard of recording reflected across all agencies and practitioners feel confident and secure in their roles and in dealing with victims of domestic abuse.

The multi-agency work around domestic abuse is however compromised by an absence of consistent use of tools and assessment methods and lack of consistent information sharing. There are gaps in data and information collection and sharing processes and a lack of awareness of the services available especially for male victims. The views of children and young people need to be used broadly in planning services.

Outcome and/or next step:

The audit findings and recommendations have been shared with the SSCB Quality Assurance Group on July 2016 and with the Head of Community Partnerships & Safety for Surrey County Council on August 2016. The Head of Community Partnerships & Safety has taken this forward to incorporate some of the findings in the DA action plan with their own work and to provide update to the SSCB on a regular basis.

**CP Dissent Group**

The audit of CP Dissent Group explored the current functions of the group under its Terms of Reference (ToR); whether procedure is followed, how effectively the process works and whether it has a positive impact on the CP conference process.

The review highlighted that the group identified some key practice issues and themes. Some valuable recommendations were made to the relevant professionals and teams where changes are required to practice, policies and procedures and training. However, there is no process to follow up those actions and the group never discussed any previous actions to review the impact of the actions and recommendations. Five years after the group has been established, the recurrent findings and recommendations from the audits still include clarification around disagreement and professional dissent, dissent procedure and how to evidence reasons for dissent.

Outcome and/or next step:

Further to the findings of the review, it has been decided that a more helpful response for resolving dissent would be not to routinely send cases to the dissent group but rather for the chair to meet with the involved professionals, the colleagues dissenting and a CP manager either directly after the conference or very soon thereafter. Only in exceptional cases where the disagreement cannot be resolved satisfactorily would a case be reviewed. In this case a request will be made to the Head of Safeguarding to convene a multiagency group to which the Conference Chair and dissenting professionals will be invited in order to explore the disagreement further.

**SCB Neglect Survey**

The SSCB will be carrying out an audit on Neglect later in 2016/17 as part of Board's Quality Assurance and Evaluation function. The SSCB designed a short baseline survey in May 2016 in order to determine how our agencies are currently identifying cases of neglect. The findings of this survey will be used as baseline to explore the usefulness of new the SSCB multiagency neglect tool that is currently being rolled out.

According to this survey only half of the respondents are aware of the definition, policies and guidance around neglect through wider safeguarding policy documents like Working Together 2015 and Children Act. There is no existing multiagency tool to specifically identify neglect. The process of carrying out this survey also revealed that respondents are not aware of the new neglect tool that has recently been rolled out. Nearly half of the respondents felt that more tools or training that could support them in their work with children who are experiencing neglect.

Outcome and/or next step:

The findings have been shared with the SSCB Neglect sub group on August 2016. The group agreed to develop a guidance and communications document to inform and support the use of the new SSCB Neglect Risk Assessment tool. The SSCB will be carrying out a multiagency case file audit on Neglect later in 2016/17.

**Review of the SSCB Report card**

SSCB Report Card has been developed further to include improved narratives and qualitative data. A summary section has also been introduced to highlight any significant changes in performance and areas that require attention and this is discussed in each QA&E Group meeting to scrutinise performance and hold partners accountable for their areas. This enables the SSCB to challenge contributors and non contributors to the data set to fulfil their statutory duties under WT15 and provide accurate qualitative and quantitative data to the board within agreed timescales

Outcome and/or next step:

The SSCB need to continue to encourage and challenge partner agencies to inform decision and strategy based on findings and evidence from data and audit.

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