



# Summary self-evaluation

Children, Schools and Families  
Surrey County Council

**Version: February 2018**

- These slides are updated each month based on the latest data and evidence
- This version was updated on: 19.02.18



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## Ambition

Our overall ambition for children in Surrey is that each and every one of them is **happy, healthy, safe and confident in their future**

## Priority

Our absolute priority for all of those children who need our help, care and protection is that they are **seen, safe and heard**

## Approach

Our approach is **strengths based and child and family focused**



# Context for children

- We set out a three year Improvement Plan in September 2015 and have been committed to recognising and improving inadequate services and practice
- We made a number of significant changes in leadership and approach and saw patchy signs of improvement
- We've much more to do to shift our culture and practice in a sustained way for children and families
- We are listening to children, our staff and partners - and we heard and are acting on the feedback from the October-November 2017 Ofsted monitoring visit
- We've drawn important lessons from this, adapting our approach so we are:
  - more sharply and systematically focused on core practice expectations
  - actively assuring ourselves what is and isn't working for children
  - developing more productive partnerships for children



# What we know about practice for children

- Practice for some children is not consistently safe and effective
- By reviewing the child's whole journey we have learnt that:
  - Some children can wait too long for help
  - Children don't always receive the right help and support
  - Risks for children are not always adequately identified and addressed
  - Support and services don't always join up around children
  - Plans for children don't always make the difference they should
- We are making progress in addressing our practice weaknesses by:
  - Embedding practice, management and leadership expectations
  - Strengthening front door decision making
  - Routinely identifying children at risk and taking action
  - Creating the conditions to enable better practice
  - Using focused assurance arrangements



# How we know this

- Listening to, learning from, and acting on feedback
- Getting closer to practice by spending more time with practitioners and partners
- Actively using data analysis, both operationally and strategically
- Analysing and learning from complaints
- Learning from our SEND inspection and following through of Written Statement of Action
- Challenging leaders to provide active assurance that children are seen, safe and heard



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# What we are doing

- Sticking with the practice essentials
- Making our newer assurance routines “the way we do things here”
- Growing a culture of listening, learning and following through
- Bringing children closer to home
- Investing in our practitioners - recruiting, retaining and developing
- Ensuring focused practice leadership to drive and accelerate improvement
- Strengthening our partnership and governance arrangements to ensure we actively challenge and act on behalf of children



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# Learning, insights and challenges

Securing better outcomes for children means:

- Better understanding the experience of *all* the children we support using insights from direct work, data and quality assurance
- Leadership of change, improvement and transitions – focus on children, simplify and actively assure across the whole system
- Actively creating the right conditions and culture for practice
- Challenging and supporting our practice leaders and teams - sharing, hearing and acting on feedback
- Shifting the whole system for children with partners, rather than component parts

**...so children are at the centre of our culture, practice and partnership**



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# Knowing we're making a difference

## When children say:

*"...they [my Personal Advisor] are the best person in my life, supporting, caring and guiding me"*

*"Without [CAMHS] I don't think I would have achieved half of what I have done in my adult life."*

*"I'm in a supportive environment [placement] and they help me to achieve my goals"*

*"It means so much knowing that someone is listening to what I am saying and making a change because of it"*

**By making our best practice consistent practice for children in Surrey...**



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# Knowing we're making a difference

## When parents and carers say:

*"Our family support worker and the referral to the freedom programme has made such a difference to our family"*

*"We've learnt not to talk negatively in front of our children as it impacts on their behaviour at home and school"*

*"We know who to call if we need more help and advice in the future"*

*"These are fabulous events which enable the children and young people participating to gain new skills and express themselves with others in care or care leavers that isn't easy to do elsewhere" [Foster carer after young person attended residential event]*

*"We have recently been subject to a Social Services referral...throughout the assessment process, he [social worker] was sensitive, kept us informed of progress and treated us with respect. He was always available to us if we had any queries, worries or concerns. He showed much interest in us and spent time getting to know us as a family and as individual people"*

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# Knowing we're making a difference

## When partners say:

*"It has been great to know that there is support at the end of the phone whenever I need it and the fact that the support also comes with practical advice is even better" (Headteacher, Secondary School)*

*"By working closely with the young people, Surrey Police and Surrey Family Services, we've been able to support these vulnerable young people who were carrying out a significant amount of crime and disorder in Surrey Heath...the success we've had in giving these young people a brighter future is a great testament to strong partnership relationships and ways of working in Surrey Heath. Coupled with professionals who possess great skills, who not only supported the young people, but also each other" (Surrey Police Borough Youth Intervention Officer)*

*"The service [Area Schools Support Service] has supported me exceptionally well through some very difficult situations...We enjoy working with your team - you are doing a brilliant job in these difficult, changing times in education" (Headteacher)*

*"We have been so privileged to hear Surrey care leavers share their experiences with leaders and frontline practitioners. Hearing the messages they deliver with such clarity helps us make future services better for our children" (Deputy Director Safeguarding, Surrey wide CCGs)*

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# Knowing we're making a difference

## When children's workers say:

*"Signs of Safety is already part of all my supervisions, as well as case work and assessments. The questioning techniques promote better communication and give us a wider understanding of the children and families we support"*

*"As a newcomer to Surrey I am glad to hear that senior managers are interested in listening to social workers and how best to make improvements to the service delivery"*

*"The academy so far has been an amazing learning experience...The academy offers a brilliant variety of training, all relevant and enjoyable. Training and regular supervision soon developed my confidence and assessment and intervention skills. All managers and supervisors are extremely supportive"*

*"We held our second Parent's Meet Up Group, this morning. The parents/grandparents shared that it was helpful and informative...it was also amazing to hear how they feel supported by Surrey Family Service and they were extremely grateful for their Youth Support Officer's showing the work that we do is beneficial!"*

*"Dad told me at the original handover meeting that he doesn't think our [edge of care] service would help – on Friday when I asked if he still felt like this he said no and that he was so happy that he has a relationship with his son that he thought he would never have"*

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