



SAFEGUARDING IMPROVEMENT NEWSLETTER

July 2013

Cumbria CTB Chair Anne Burns launches newsletter

"I'm really enthusiastic about this first edition of the Safeguarding Improvement Newsletter. It's so important that staff working across the partnership are kept up to date with the work being done to improve safeguarding in the county.

We're keen to get your feedback on the newsletter and any questions you may have about the Safeguarding Improvement Programme generally – email fiona.musgrave@cumbria.gov.uk with your comments and questions."



Ofsted inspection of early help and child protection – May 2013

Ofsted inspectors recently carried out an inspection of Cumbria County Council Children's Services. The inspectors' final judgement was that the overall effectiveness of services was inadequate.

Julia Morrison, Corporate Director for Children's Services, said:

"We welcome Ofsted's recommendations, safeguarding children is our top priority. As a partnership we have made progress over the last year and it is crucial now that we increase the pace of change in Children's Services. I know how committed staff are to improving services, my focus is on making sure all of our hard work is having a real impact on the ground and making a difference to the lives of children and families."

Nigel Maguire, Chief Officer, Cumbria Clinical Commissioning Group, said: "We continue to be committed to working with our colleagues in Children's Services to ensure all children and young people are kept safe in Cumbria. All partners in Cumbria are working together to deliver the improvement programme for safeguarding and children looked after so that children, young people and families receive the services and support they need at the time they require it".

DS Mike Forrester, Cumbria Constabulary, said: "We are committed to working with partners to deliver the best

possible service to protect children and young people living in Cumbria. We acknowledge the challenge we face and we strive to ensure that staff on the front line are equipped in terms of capacity and training to deliver this extremely important function."

Cath Clark and Steph Crossthwaite, Joint Chairs of Voluntary Sector Reference Group, said: "Safeguarding and access to high quality services is everyone's business and the voluntary sector reference group will be working closely with our statutory partners to work towards better outcomes for children."

The ongoing Safeguarding Improvement Programme has been reviewed and where inspectors have identified additional issues or recommendations these have been incorporated. Future issues of the Safeguarding Improvement Newsletter will keep you up to date with how Ofsted's recommendations are being addressed.





Review of LSCB arrangements announced

The highly experienced Glenys Johnston OBE has been appointed to conduct a review of the arrangements for the LSCB in July.

Glenys has conducted similar reviews in other parts of the country and brings a huge amount of knowledge and experience.

The results of the review will be developed into actions to be included in the newly refreshed Safeguarding Improvement Plan. The outcomes of the review will be published in the next edition of this newsletter.

If you would like further information about the review then please contact fiona.musgrave@cumbria.gov.uk

Your views - Triage user survey

The county's new multi-agency TriageTeam has been asking people who have used the service to tell them what they think via a survey carried out during July.

The purpose of the survey was to build on the feedback that's been received so far by systematically gathering more formal, measurable data about views and experiences of the service. During the first two weeks of July people who contacted the Triage Team were sent a link to an online survey to complete.

Catherine Witt, Triage Service Manager, said: "I'm really grateful to everyone that took time to respond to the survey. We're in the process of reviewing the feedback. It's vital that we know from our users' perspective what's working well and what needs to improve. It's still early days for the team; your feedback will help us ensure we meet your needs."

Let's talk partnership event



Agencies in Cumbria got together at the end of April for the second Let's Talk Partnership event.

Representatives from the police, health and third sector heard about some of the highlights from Phase I of the Improvement Programme including the launch of the new Triage Service; improvements in children's emotional health and well-being; engaging young people in the youth offending service; and improvements to health services for children looked after.

Partners also worked together to explore some of the big issues facing the Partnership as it moves into the second "embedding" phase of the Safeguarding Improvement Plan.



Nigel Maguire, Chief Officer, Cumbria Clinical Commissioning Group said "The strength of partnership working in Cumbria is growing all the time, this event underlined that the relationships being built are having an impact on how we deliver services to children and young people. I'm really positive about our capacity to make the changes needed to keep improving."

Embedding safeguarding in Cumbria Fire and Rescue Service

Val Ayre, Community Risk Manager at Cumbria Fire and Rescue Service (CFRS) explains how the service is building safeguarding into the fabric of what they do.



Why is safeguarding important for the Fire and Rescue Service?

We come into contact with many children and young people as part of our targeted prevention work and want to ensure we protect children and young people as well as our staff and volunteers. We also aim to make sure that our teams know their responsibilities to ensure children who come into contact with our service are safe and can look to our teams as role models.

What have you done to move things forward?

We have now trained six Safeguarding 'designated persons' who will offer a much improved service for our teams as previously we had only one named person who not everybody knew so we anticipate that now our staff and volunteers will have more chance of knowing at least one of them and therefore feel more comfortable contacting somebody they know should the need arise.

What are the next steps?

A visit to the County Triage Team and Local Authority Designated Officer (LADO) to see how it works is being planned; this will give our team a better understanding of the process.

Going forward, from the multi agency training CFRS are now involved with, we hope this will open communications further between managers and practitioners from the different agencies, so we hope to be able to provide more preventative interventions.

In order to measure the impact our interventions have, we aim to get feedback from all of the young people we engage with to find out what difference we have made to their lives.

If you'd like to talk to Val about the work she's doing or how the Fire and Rescue Service could work with you call 01768 812550 or email Valerie.ayre@cumbria.gov.uk

New single contact form launched

The Children's Services Single Referral Form has recently been replaced by a new Single Contact Form.

If you have a concern about a child or children or believe they need support from Cumbria Children's Services or you wish to submit a LADO referral, this is the form you should submit to County Triage Team.

The form is available at <http://www.cumbria.gov.uk/childrenservices/childrenandfamilies/intervention.asp>

Alternatively, if you require professional consultation for any concern regarding the welfare or safeguarding of a child or children, please do not hesitate to contact the County Triage Team, Tel No: 0333 240 1727.

You can also discuss the CAF process or register a CAF on the number above.

Please note: Unless a child is at immediate risk of significant harm, the team cannot progress your concerns until it receives your completed form.

Emotional Wellbeing And Mental Health – Everyone's Business

Partners in Cumbria are working together to develop a Cumbria comprehensive model for CAMHS. This model will be based on the views of children and young people, national guidelines, and local multiagency views.

Over 80 participants attended a workshop in June to review the draft model with representatives from CAMHS Service, Health Visitors, School Nurses, GPs, Acute Hospital Staff, Social Work, Youth Offending, Commissioners, Third Sector, Police and Schools, develop it further and make suggestions where appropriate.

Early indications show that on the whole the draft model was well received. However, the event highlighted that there is still a need to ensure that people across the partnership better understand respective responsibilities of each tier, to understand the stepping up and stepping down approach and to recognise that in some situations that they can support a child or young person without having to refer.

In recognising the role of differing CAMHS tiers within a comprehensive CAMHS model it was suggested by many at the multi-agency event that tier 3 specialist CAMHS will have a role in providing support for tiers 1 and 2 via training, consultation and guidance for staff. This will continue to be an element of the CAMHS review.

Cumbria Clinical Commissioning Group has commissioned the children and young people's voluntary sector work to undertake engagement work with children and young people to find out their views about what they would like to see in a Cumbria comprehensive CAMHS model. The results will be used to develop the draft model further so that it can be agreed and implemented by all partners in Cumbria.

To find out more contact Nicola.Jackson@CumbriaCCG.nhs.uk



Life is a rollercoaster - health information for young people, by young people

A dedicated website designed to improve the health and wellbeing of young people in Cumbria is becoming increasingly popular as the site is developed in line with suggestions by young people.

The website (www.rollercoaster.nhs.uk) was developed by young people for young people in partnership with Cumbria Partnership NHS Foundation Trust and currently includes information on how to cope with issues such as anger, worry, sexual health and drug and alcohol issues.

It was recently expanded to include a broader range of health issues faced by younger people including physical health and healthy lifestyle issues. It also includes details of school nurse drop ins.

Following feedback from young people at a fairground

style town centre roadshow last Easter, the Trust is developing the website to make the content more engaging. A smoking time machine has already been added to the site which ages a photograph of the user to show them how they would look with the effects of smoke in 10 or 20 years. It has proved extremely popular worldwide after getting national and international publicity.

The Trust is planning to further develop the content with the addition of film and real life stories. Life is a rollercoaster is happy to host other health information from other partners or agencies. If you would like your health messages to appear on the site or you have any other suggestions please contact kath.hughes@cumbria.nhs.uk or 01228 602124.

News from Specialist Child and Adolescent Mental Health Service (CAMHS)

Changes are being made to improve the specialist Child and Adolescent Mental Health Service (CAMHS) across the county. Our teams support children and young people up to the age of 18 years who are experiencing a range of mental health problems and work closely with parents or carers.

Out of hours pilot

Between January and June a pilot was run to provide a Specialist CAMHS out of hours advice service in the evenings and weekends. The pilot was well received by commissioners and GPs. It will now be subject to audit with the results used to develop appropriate services in the future.

We have worked with GPs to develop a new referral form for CAMHS to improve access to services. A document is being developed alongside this with information about criteria for appropriate referrals. Details of this will be shared shortly. For details on how to refer to CAMHS teams in your locality further information can be found in the Directory of Services, Childrens Services www.doscumbria.nhs.uk

Staff restructure

The CAMHS service has been restructured to meet the needs of the service to provide a responsive and appropriate specialist CAMHS tier 3 service for children, young people, their families and carers. Training is taking place to ensure that a fully skilled workforce is in place for September. Training is currently taking place for all staff which is relevant to their roles.

We now have posts for five CAMHS consultants (up from three) and for the first time ever a specialist medical CAMHS Clinical Director.

Improving partnership working

There have been positive discussions with commissioners and provider partners in developing a joint vision for CAMHS. An event was held on 13 June at CREA Penrith which was well attended by Council, Health, Commissioning, Education and Third Sector.

Workshops took place and information collected to plan for provision in the community, at tiers 1 and 2 and how these services interact with tier 3 CAMHS and tier 4 inpatient services.

For more information please contact:

Teresa Waleboer:

Teresa.waleboer@cumbria.nhs.uk

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zoe.lenaghan@cumbria.nhs.uk



Call for practitioners to step forward

Cumbria LSCB are asking practitioners to step forward and get involved in new interagency practitioner forums they are seeking to establish across the county.

Pam Hutton from Cumbria Family Support said:

“Practitioner forums can be a really powerful way of sharing experiences and developing good practise.

The Eden forum has been in place since 2006 and is highly valued by practitioners. It has been instrumental in many of the positive developments in the district, including a very successful workshop on the use of CAF and the role of the Lead Professional last year.”

The forums will be practitioner run but the LSCB would have a regular agenda slot to discuss key issues. The forums would also give practitioners the opportunity to feedback to the LSCB about how agencies can work together better.

The LSCB is looking for practitioners in other areas of the county who would be interested developing a forum in their area.

For more information contact

pam@eastcumbriefamilysupport.org.uk

Health passports take shape

Children and young people have recently taken the lead in designing new health passports.

The purpose of the health passports are to develop individual personal health records for children and young people looked after to provide each child and young person with access to important information about their health and wellbeing including their health history, until the young person reaches a certain age when it is then passed over to their or relevant person.



Focus groups with children and young people were held around the county and included showing participants examples of how other counties collate care leaver health information into one record they receive when leaving care.

There was a large amount of enthusiasm for the health passport to be developed and they agreed they wanted a document very similar to the one produced by NHS Cornwall and Isle of Scilly and NHS North Tees and

Hartlepool. They want it to be a compact high quality document that is small, easy to read and simple to follow. They request it to be the size of a passport, to look professional, discreet and smart. They do not want to receive pieces of paper stapled together.

The focus groups produced an extensive list of information to be contained within the health passports. The suggested contents that was present in all feedback was date of birth, immunizations, allergies, blood type, medications, operations, illness that affect me and my birth family and NHS number. The consensus was that a health passport should be given to a young person when they turn 16, by a professional who has been trained to hand it over to a young person in a face to face meeting.

An activity day was held for children aged 3 to 10 April with 11 children attending from 5 foster placements. The activities provided practical examples on how to develop children's knowledge and skills so that they could participate in the development of the health passports and develop their understanding of being healthy through a range of fun activities.

Findings from the consultation sessions are being used to develop a Cumbria health passport which has an implementation deadline of 31 July. The health passport will take the place of the current health history which the specialist nurses complete for young people leaving care as this will be a more comprehensive record of an individual child or young person's health history.

To find out more contact

Nicola.Jackson@CumbriaCCG.nhs.uk

Listening to the frontline

Hearing the honest views of frontline practitioners about how services to keep children and young people safe are improving was the focus of a recent piece of work in Cumbria.

44 members of staff from across the health economy and the local authority came together on the 5 March 2013 to form a children and young people's practitioner health reference group.

376 members of staff completed a practitioner survey answering a range of questions around safeguarding practice, policies, protocols, systems, training, supervision and partnership working. The findings from the survey and questionnaire are now being used to review existing practice, to redesign practice where appropriate and commission future training to ensure staff have the right training and support and all linking into the partnership arena. The next children and young people's practitioner health reference group will take on place on the 17 September 2013.

To find out more contact Nicola.Jackson@CumbriaCCG.nhs.uk

