

## Cumbria LSCB Newsletter



### Foreword from the Interim LSCB Chair

#### A View from the Chair

Well just where did the last six months go? Last time I wrote I had just taken up the position of Interim Chair, that was back in August and I have just checked my calendar and somehow it's February!

It has been a very busy six months and a lot has been achieved across the partnership:

- a. We have recruited a new LSCB Chair – Gill Rigg who will hopefully take up post in March/April
- b. We have agreement on what we consider to be our Core Business and also those areas that we want to take a particular interest in over the coming year: Neglect, Early Help, Suicide and Self Harm and Child Sexual Exploitation/ Missing From Home
- c. Many of the multi-agency policy and procedures have been updated and have been loaded up to a much more attractive and accessible website
- d. We have established practitioner forums across the county to bring front-line staff together to: discuss issues, share practice, feed up ideas to the Board and so on
- e. We have agreed a multi-agency dataset that will tell us how well the child protection system is working and what areas we need to celebrate or address
- f. We now have a team of "Touchstones" – practitioners who are able to give us some views about some of the initiatives and programs of work from the front-line
- g. We have received a Serious Case Review and are working together to respond to the findings to address the issues raised by it
- h. We have launched a Twitter Feed that has already attracted a fair amount of interest and activity

However, I think the most significant progress has been a genuine and tangible shift in the way that the senior managers from organisations and agencies have committed themselves to working together and in genuine partnership to address some of the significant issues we face. Clearly, we need to work to support frontline practitioners and first-line managers to replicate this thinking and approach at the point of delivery too (or continue for those of you who have been doing it for

years!), but with permission from above and the levels of commitment and regard I have witnessed in practitioners over the 16 years I have been back in Cumbria I have no doubt we can succeed. We have significant challenges in addressing the CQC Inspection and Review Findings, responding to the Local Authority's Improvement Notice and so on, but I have never been more hopeful if we all work together to meet these challenges we can and we will.

I was talking to someone the other day about the fact that when things are difficult and we are under pressure we can forget why we came into the work in the first place and the fact that when we decided it wasn't a "professional" reason or decision, it was "personal" – a desire to improve things, protect children, support people, do good things or whatever. That personal decision made us work hard, endeavor to do the right thing and "go the extra mile" – all the things we need right here and right now. So here's to "making it personal" once again!

**Richard Simpson**, Interim LSCB Chair  
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# CQC Review of Safeguarding and Children Looked After Services

**The Care Quality Commission (CQC) found a wide range of good practice when it carried out an unannounced review of NHS safeguarding and children looked after services in Cumbria.**

Four inspectors were on site between 2 and 6 December 2013 led by the CQC inspector that carried out the inspection in 2012. The inspectors visited the three acute hospital sites in Cumbria visiting maternity, accident and emergency and paediatric wards. In addition they reviewed community services including health visiting, school nursing, GP practice, Child and Adolescent Mental Health Service (CAMHS), Drug, Alcohol and Sexual Health (DASH), children looked after and sexual health. The inspectors also reviewed, in detail, practice relating to 20 individual cases.

The review focussed on the quality of health services for children looked after and the effectiveness of safeguarding arrangements. The nature of the review (as opposed to an inspection) means there was no judgement of adequacy or inadequacy made by the inspectors at the end of review process - only a series of recommendations.

The CQC review report was published on the 16 January 2014 and the NHS health economy in Cumbria has to submit an action plan in response to the recommendations within 20 working days.

Inspectors noted significant improvement in the health and well-being of some children. They found numerous examples where improvements have been made and many where the system needs developing to make sure the needs of the child are at the centre of all we do.

The review acknowledged investment totalling £2.8million that Cumbria CCG and CPFT have made, particularly in CAMHS, specialist nurses to work with children looked after and health visitors since the previous CQC inspection in April 2012. The investment in the CAMHS service has included additional staff and the introduction of an out-of-hours system. Feedback from children and young people has been used to improve this service.

Inspectors acknowledge within the report that there is now a strong sense of health visiting, specialist and adult mental health teams coming together to identify and meet the needs of vulnerable children and their families.

The inspectors identified a number of areas where particularly good practice was observed. This included partnership working in general practice and the quality of health assessments carried out by paediatricians for children looked after.

The report concludes with 26 recommendations which have been allocated across the organisations (both providers and commissioners). Colleagues from across the children and young people's partnership are working together to respond to the recommendations and to ensure continued progress and improvement to health services for children and young people in Cumbria.

## Leading the way – 'I Want Great Care' goes live

Following on from the article 'I Want Great Care' in the last LSCB newsletter we are delighted to report that 'I Want Great Care' is to go live in March 2014.

We believe this is the first comprehensive patient feedback system for children in the country. Children are now being asked a standard question set at the point / end of care, which has been developed using the views of children, young people and their families. Health Trusts can also add additional bespoke questions to the survey. It has also been confirmed that we have now received national pilot status for the friends and family test element of this work.

We will shortly begin to receive high volumes of feedback that will be used to transform patient experience and outcomes. We are combining the best use of IT practice as children and young people are completing the survey on tablets where available. More tablets are due to be purchased in the coming weeks.

Eleanor Hodgson, Director for Children and Families, for NHS Cumbria Clinical Commissioning Group said: ***"I am delighted that the commitment made by the Trusts to implement such an innovative and creative patient experience system for children and young people in Cumbria has come to fruition. We look forward to receiving rich data and information that will help us make a difference to health services for children and young people."***

# Makeover for CumbriaLSCB.com

The Cumbria LSCB website has been revamped and re-launched



[www.CumbriaLSCB.com](http://www.CumbriaLSCB.com) now has a completely new look, design and feel. The new website contains resources for professionals, parents, children and young people.

The improvements are part of on-going work to improve our methods of communication and engagement.

We are keen to collect your feedback on the new website. Please feel free to send feedback to [LSCB@cumbria.gov.uk](mailto:LSCB@cumbria.gov.uk), suggestions are always welcomed. You can also use this email address to contact us about anything LSCB related.



We are also on Twitter if you would like to follow us [@CumbriaLSCB](https://twitter.com/CumbriaLSCB). We hope those of you who use the new look website find the experience much improved.

## Child neglect workshop coming to Penrith

The LSCB is holding a child neglect workshop at CREA Penrith on Friday 7 March 2014 (9.30am-4pm) in respect of developing practice guidance on working with families in which neglect is a factor.

We have asked Jo Fox, a consultant social worker, from Child Centred Practice to lead the workshop.

The morning sessions will look at the national picture (research findings to inform our identification of children where neglect is an issue), the local picture; what is the experience of neglect like for children in Cumbria; understanding the impact of neglect on children and the impact of parent's behaviour on children. In the afternoon we will look at what would be helpful to include in the LSCB practice guidance.

Invites are being sent to LSCB members asking them to nominate frontline practitioners and first line managers so that we have good representation from all the key agencies. **If you wish to be involved please approach your line manager in the first instance.**



## School nursing changes underway

School nursing in Cumbria is adopting a different way of working to enable nurses to get a better picture of children's health across the county and ensure that school age nursing services will be increasingly offered where and when needed.

It involves a health and development review for different age groups, the results of which are analysed to enable school nurses to target early help for specific issues and problems that are raised. Phase 1 has been carried out in the south of the county and results are being analysed with a report to follow.

# Mental health and wellbeing training

Training in a range of children and young people's mental health and emotional wellbeing issues is being delivered for staff working with children across Cumbria. YoungMinds Training and Consultancy and Children's Services County Psychological Service are leading on its delivery.

## YoungMinds Training

Children's Services approached YoungMinds after seeing a rise in the number of young people experiencing mental health problems and staff working across the sectors raising concerns about the severity of these problems as well as their capacity to deal with them.

Children's Services commissioned the organisation to deliver a course consisting of six days training focussing on six key areas:

- An introduction to children and young people's mental health
- Thinking and working together for children's mental health
- Emotionally resilient children, families and staff
- Parental mental ill health, substance and alcohol misuse and its impact on children and young people
- Bullying, understanding its impact on young people and what you can do about it
- The impact of the internet age on children and young people's mental health

The training programme is funded jointly by the Council and Cumbria Clinical Commissioning Group.

YoungMinds Head of Training and Development Matthew Daniel said: *"There have been some really interesting conversations around several recurring themes coming from a variety of staff. The professionals talked passionately about the value of the work they are doing with children, young people and families but felt that the economic context they are working in was having an impact across the board.*

*"Stress and pressure was being felt not just by the young people they are working with but by their parents and carers and the professionals themselves and they needed the tools to deal with the emotional wellbeing and mental health problems that were arising as a result of these issues."*

The free six day short course is being offered twice in each of Cumbria's six districts, making 12 days training in each district and 72 days training in total for the children's workforce. Training started in September 2013 and is due to run until March 2014.

## Self-harm and suicide prevention

In response to Serious Case Review learning, Senior Educational Psychologist Sue Sanderson and her team were commissioned to deliver free multi-agency training on self-harm and suicide prevention. The seven training days provided across the county are fully booked and further training dates are planned to ensure as many of the children's workforce as possible is trained.

The self-harm and suicide prevention training explores the relationship between self-harm and suicide and offers an opportunity for participants to reflect on their knowledge, beliefs and roles in managing and preventing it. By the end of the workshop participants will be able to:

- Reflect on their understanding of and personal attitudes to self-harm and suicide attempts
- Discuss the reasons why children and young people self-harm and consider suicide

- Cite some risk and resilience factors and possible responses to these
- Identify measures that can be taken to support children and young people who use either/or self-harm and suicide attempts
- Increased confidence in discussing these issues with children and young people
- Consider their own support needs vis-à-vis this topic

It is hoped that around 240 professionals in total will each receive six days training on issues surrounding children and young people's mental health and self-harm and suicide prevention in the county. Feedback from both sets of training has been very positive.

## 'Child's journey' preparing for launch

Cumbria's Local Protocol for Assessment – 'A child's journey through assessment and planning', was agreed by the LSCB at the last meeting on 29 January 2014 and will be launched on 24 February 2014.

As stated in Working Together 2013, all Local Authorities are required to set out clear arrangements for how children are managed once they have been referred into children's social care.

Cumbria's Local Protocol for Assessment was written by representatives of all the LSCB partner agencies but also with an input from parents and carers who have had previous experience of being involved in statutory assessments.

Cumbria's protocol aims to be more user-friendly and to explain the journey that children will take through the assessment process, providing support to them and their families on the way.

The protocol will sit alongside the Multi-Agency Thresholds Guidance and the emerging Early Help Strategy (to be published in March 2014).

We hope this protocol will be a 'living document' that can be improved and reviewed with its use by practitioners, parents and children. **If you have any comments or feedback, please send them to [countytriage.fax@cumbria.gov.uk](mailto:countytriage.fax@cumbria.gov.uk) with 'Local Protocol for Assessment' in the subject.**



## New early help team launched

A new team has been established with a county-wide remit to help raise the identity of the early help stage in the Cumbria multi-agency pathway of intervention.

The team, led by Joyce Hawthorn, will provide a level of support in each district to help strengthen and develop the concept of early help. Early help is the stage at which help can be provided for a child, young person or family who may have additional needs that cannot be met by universal provision and there is perceived to be no risk of significant harm.

When it is felt that more than one agency is required to address a specific need a CAF should be initiated – pulling together the range of services to best meet the need identified. We know that there are a wide range of services across the county that provide help to families at this early stage however more needs to be done to bring those services together.

For more information see:

[www.cumbrialscb.com/professionals/default.asp](http://www.cumbrialscb.com/professionals/default.asp)

## Sign up for core group workshops

These workshops are relevant to all professionals who may be asked to be a member of a Child Protection Core Group.

A Core Group is a group of relevant practitioners and family members who work together to create, implement and review a Child Protection Plan. The Core Group has a vital role in ensuring that a child has a detailed Child Protection Plan for which all Core Group members have responsibilities.

By the end of the workshop participants will:

- Be able to demonstrate knowledge about the purpose of a Core Group
- Be able to demonstrate knowledge of their role within the group
- Be able to demonstrate familiarity with the process of assessment and report writing for case conference
- Be clear about the issue of commitment to the process and the need for a focussed approach to the Child Protection Plan

For more information and to sign up for a workshop see the LSCB website: [www.cumbrialscb.com/training/default.asp](http://www.cumbrialscb.com/training/default.asp)

# Barrow forum goes live

An Interagency Forum has been launched in the Barrow area - and all those who work with children and young people are invited. The forum will meet at Vickerstown School, Walney on the first Tuesday of each month beginning on 4 March 2014 from 10am-12pm.

At every session there will be a half hour input on a variety of topics of interest, not deemed to be training but information on a range of topics. So far these are:

**4 March 2014 - Messages from serious case reviews**

**1 April 2014 - 'Being Two'**

**6 May 2014 – TBC**

**3 June 2014 – Working with young dads**

**1 July 2014 - Child sexual exploitation**

**5 August 2014 - Review of forum**

**2 September 2014 – TBC**

The principles of setting up Inter Agency Forums around the county arise from the work of Professor Eileen Munro who said - 'a learning culture is needed both within and between agencies. It needs to include people at all levels in organisations...' and 'Whilst reducing prescription is a key theme of my recommendations, it is important to keep rules that help local services work together better. Professionals in social services, health, education and the police need to know what to expect of each other...'

The LSCB supports the face to face meeting together of all who work with children and young people in order to learn from each other and understand each other's roles and responsibilities and what local provision is available in each part of the county.

**For more information contact Liz Strickland (Integrated Team Manager) - Cumbria Partnership NHS Trust T - 07879603043**

## Local Authority Designated Officer update

From Monday 17 February 2014 the process for contacting a Local Authority Designated Officer (LADO) will change. If you have concerns regarding any professional who works with a child including foster carers and volunteers you must raise these with the LADO within one working day.

To contact a LADO please call the Multi-Agency Triage Business Support Team on 01768 812267 or email [lado@cumbria.gov.uk](mailto:lado@cumbria.gov.uk).

An allegations referral form will also be available from the LSCB website for agencies to follow up a referral in writing.

The LSCB website will be updated to reflect these changes, for further information and details of procedures please see the link below:

[www.cumbrialscb.com/professionals/lado.asp](http://www.cumbrialscb.com/professionals/lado.asp)

## Conference to raise awareness of child sexual exploitation

The LSCB is holding a conference on Child Sexual Exploitation (CSE) on **Thursday 13 March 2014**, at Newton Rigg near Penrith (9am-4pm).

This will be an excellent opportunity to hear about the issues of child sexual exploitation from the perspective of the child, the parent and other practitioners helping us to recognise the children who may be vulnerable.

A victim of CSE will also be addressing the conference about their own personal experiences and the Chief Crown Prosecutor and national lead for Child Sexual Exploitation, Nazir Afzal OBE, will talk about CSE from a legal point of view. We will also hear from professionals working locally, addressing what this means for Cumbria.

This conference is specifically targeted to those frontline staff, practitioners, teachers, and other professionals and their managers who work directly with children. Invites are being sent to LSCB members asking them to disseminate so that we have good representation from all the key agencies. **If you wish to be involved please approach your line manager in the first instance and book through the LSCB office.**

[LSCB@Cumbria.gov.uk](mailto:LSCB@Cumbria.gov.uk)

# New working group created

We have created a strategic working group across the children's statutory agencies. This group, known as the County Partnership Team is part of the ongoing commitment to improve partnership working and engagement in Cumbria.

The County Partnership Team is:

- Detective Superintendent. Mike Forrester (Cumbria Constabulary);
- Russell Norman (General Manager – Children's Services, Cumbria Partnership Foundation Trust);
- Eleanor Hodgson (Director for Children and Families NHS Cumbria Clinical Commissioning Group);
- Nicola Jackson (Programme Manager Safeguarding and CLA Improvement NHS Cumbria CCG);
- John Macilwraith (Acting Corporate Director – Children's Services);
- Lyn Burns (Assistant Director – Children and Families);
- Caroline Sutton (Assistant Director – Schools and Learning);
- John Barrett (Acting Assistant Director – Early Help and Partnerships);
- Fiona Musgrave (Senior Manager – Improvement Programme).

We are hoping to further strengthen this team with the addition of Schools and Adult Services representation.

We are establishing subgroups of this team in each of the three localities with representation from managers in teams in the localities – such as Team Managers, Lead GPs, Health Managers, Detective Inspectors from the PPU's (North, South and West), colleagues from the Voluntary Sector, Schools and Adult Services. These groups will be known as Local Partnership Teams.

This development will be important to improve the current disconnect between county/locality and will help us to build trust in each other, and ultimately build confidence in all our services.

To launch this initiative, we will be holding an event with the nominated members of the locality teams to help us establish purpose of the teams and the basic principles.

Please look out for further information coming to a locality near you!



## LSCB funds safeguarding training

The LSCB has funded safeguarding training for all agencies working with children and young people in Cumbria. Many already know about this but it might be that some are not aware of this provision or recognise it's recommended that safeguarding training needs to be renewed every three years.

**Level 1** is an e-course taking about two hours which results in a certificate that can be offered as evidence of completion. It is the basic level dealing with the signs and symptoms of possible harm to a child/young person about which action needs to be considered. There are three courses; one (core) for all those who work closely with children and young people, one (foundation) for all those who see children in the course of their work but who do not work directly with them, and one for the police.

**Level 2** is a half-day multi-agency course which deals with the contact and referral process to Triage, the different levels of intervention and the importance of working together and what that means.

**Level 3** is a full-day multi-agency course for designated officers only and deals with working together, the timescales for contacts and referrals, serious case reviews, the pitfalls in professional practice and case conferences.

**Risk Taking behaviour** is an e-course for all those who work with young people and can increase awareness of how to discuss and improve outcomes for their sexual health.

Other courses advertised on the LSCB website relate to core groups, Domestic Abuse Awareness, Achieving Best Evidence (social workers and police only) and Serious Case Reviews (for supervisors). If you wish to attend a course (other than e-learning) please contact the council Corporate Training Team [www.cumbrialscb.com/training](http://www.cumbrialscb.com/training).

Contact multi-agency trainer Sarah Nattrass on **07795 047888** or [LSCB.Training@cumbria.gov.uk](mailto:LSCB.Training@cumbria.gov.uk) for advice and suggestions on appropriate training options.

# Safeguarding for schools: consultation task group

A task group of representatives from schools have been meeting with Sandy Cameron, Assistant Senior Adviser, Learning Improvement Service to develop advice and information to support schools in ensuring that they fulfil their safeguarding responsibilities. Work has focused on four main areas

- Drafting a model child protection procedure and policy statement.
- Developing a self-evaluation tool to enable schools to complete a Declaration of Safeguarding Audit to the LSCB.
- Considering how best to share the outcomes and learning from serious case reviews.
- Providing feedback to the developers of the new LSCB website.

It is expected that the new documents created will be circulated to schools just before the end of the spring term.

Representatives have come from all parts of the county, from secondary, primary, infant-only and special schools. The representatives have themselves reported how useful it has been to meet other professionals to share practice and to contribute to the wider community's work on safeguarding. Said one representative, *"Thank you for giving me the opportunity to take part in this group"* and another said, *"It's good to feel involved!"*

For more information contact  
[sandy.cameron@cumbria.gov.uk](mailto:sandy.cameron@cumbria.gov.uk)



## Rock on!

Cumbria Partnership NHS Foundation Trust is proud to be supporting this year's Rock Challenge which is being held at the Sands Centre on May 9th.

Rock Challenge is a national schools dance competition which aims to provide children with a "drug free high" through coming together to plan choreography, rehearsals and performing in regional heats. This year there are 12 schools that have entered in Cumbria, 6 secondary and 6 primary schools.

Rock Challenge relies on donations from local organisations, the CEO and Directors are all voluntary and do a huge amount of work to keep this going. It is the first time the health service in Cumbria has supported the venture. Rock Challenge provides opportunities for children to raise self-esteem, to be a part of an inclusive environment and to have fun whilst getting fit and healthy.

For more information visit [www.rockchallenge.co.uk](http://www.rockchallenge.co.uk)