



ONE TO ONE MEETINGS WITH CHAIR

FEEDBACK REPORT 2014-15

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1.1 Over the last few months of 2014 the Independent Chair had 1:1 meetings with all members of the LSCB. During these meetings, the chair asked a number of specific questions. The answers to these have been collated and developed into this overarching report.

1.2 This is a valuable source of intelligence for the Board, and has been used as the basis for the Annual Report 2014-15, which answers the question “what is the state of safeguarding in Cumbria”.

Attendance issues if any?

- Generally no issues, the meetings are well prioritised; there are some individual issues for some members which the Chair has addressed.

Strengths of the Cumbria LSCB

- a real programme of improvement that puts children at the centre
- supportive and collaborative
- more business-like
- Well attended
- genuine commitment
- LSCB is now leading change and providing direction
- Multi agency partners in one meeting with safeguarding at the centre
- commitment of agencies around the table
- good relationships
- development of the business group
- better connectivity between other Boards
- open discussion
- greater sense of shared ownership of issues
- willingness to challenge.
- Vibrancy
- Increasingly seen as the vehicle for integrated working

What do you see as are the areas we need to develop?

- Need to ensure the voice of frontline staff and children is heard
- Ownership of thresholds across the partnership
- Opportunities could be developing shared opportunities such as supervision for core groups
- building on practitioner fora
- Need to ensure CSE highlighted and people have awareness raised.
- Performance management, delivery of outcomes, impact. Getting the Improvement Notice lifted.
- Further challenge although it is improving. Look to joint problem solving.
- Performance and ensure the Business group plays its correct role.

- stronger collaborative working with other LSCB where providers cover more than one LSCB
- CDOP processes and flow charts.
- Prevention and learning from case reviews to inform the future
- I still think there needs to be work on thresholds
- Speed and pace of change, getting the job done.
- need to develop a more transparent approach as there can be a tendency for agencies to appear defensive when being held to account by the Board
- further develop a culture that does not see the responsibility for child safeguarding as the sole responsibility of children's services.

What do you feel you have personally achieved for the Cumbria LSCB in the last year?

- contributed to the various sub-group requests when asked.
- SCR process, supported LSCB work in the activities
- contributed to the development of the learning and development strategy
- ensured that staff are aware of their statutory responsibilities in relation to child safeguarding
- conduit between the LSCB and other statutory/partnership boards
- ensured my staff are using the Safeguarding Hub/Triage to refer children appropriately and have fed back any issues to the LSCB
- Developing the Neglect Practice Guidance and Strategy
- Challenge in respect of appropriate use of thresholds
- Chairing the sub groups
- revision of some key policies
- Membership of subgroup and providing information/challenge
- Membership of Business Group
- Membership of the SCR Panels
- Feed in the voice of the community
- prioritise the resources from agencies
- Raise the issue of domestic violence
- created the conditions for success
- acceleration of delivery expectations across the partnership.
- Improved the CDOP processes
- Response to whistle blowing complaint
- Regular attendance at Board meetings.
- Better governance.
- Annual Report/Business Plan.
- Developing practitioner forums
- Contribution to Early help
- I have been able to link my national work with the work of the LSCB
- Raised profile of safeguarding in GP's and the primary care service

What would you like to achieve in the next year, both for your organisation and for the Cumbria LSCB?

- Greater involvement through one of the sub groups
- Cumbria to come out of intervention, and for our staff to feel they have achieved and are more confident. For Children's Services to be found as "requires improvement" by Ofsted with all in place that enables this
- Increased understanding of application of thresholds and shared management of risk across partnership
- Ensure all Cumbria children and young people are safe
- more attention paid to feedback loops from children and young people and how our engagement work in the area team could help the LSCB more
- better collaboration across the health and social care system for all children in our care
- Furthering of improvement progress.
- Increased confidence in the consistency of safeguarding with the Safeguarding Hub which links to wider partnership activity
- The wider overview of the CDOP data over several years
- A more child-focussed LSCB, with a 'children's' focus group/subgroup, the Business Plan will have had input from children/young people
- Develop feedback from the Voluntary Sector Reference Group into the Board
- Championing the issues for older young people, especially 16/17 year olds who are in a unique legal and developmental position as children in need of safeguarding.
- Continue to help drive forward the Early Help work
- For my organisation to be seen publically as a safe and caring organisation, committed to serving the health needs of its population.
- To ensure the new providers are actively involved in the LSCB
- I would like to ensure all my relevant staff have had the relevant up-to-date training in the next 12 months.
- To develop the Safeguarding Hub to its next stage.

Do you feel you have sufficient time for Cumbria LSCB work?

- Yes x 5, one just!
- No x 4
- Mostly/make the time
- Prioritised x 8
- It is an integral part of my role. There are times when there is greater demand e.g. around a meeting of the Board, sub groups etc.
- Time is a precious factor, I don't feel that any of us have sufficient time as there are lots of competing demands but as the LSCB work is important I feel that I and others make the time.
- The 4 SCR's are very time consuming, and prioritised. Constant juggling.

How do you hear the voice of the child and the voices of your staff?

- Voice of child embedded in all the work. The staff are annually surveyed, with high levels of satisfaction expressed. Staff conference every year. Two briefings done each year undertaken
- Through YOUR WELCOME, patient stories and also patient concerns and incidents, regular ward meetings and unit meetings. An area of strength.
- As my role is very strategic not always directly but I am always keen to support the work going on in all my LSCBs and I try to make sure my own work is guided by what children and staff are saying.
- Meet with children looked after; attend the advisors group, children and young people advisory group and .Children in Care Council, youth Council. Meet with young apprentices. Been in every office over the summer talking to staff.
- We ensure that voice of the child is not only sought out in services we provide for children and young people, but also for our adult focussed services, e.g. our risk assessments of men who present sexual risk, include voice of the child sessions.
- staff council, regular supervision, team meetings, Intranet. As children are not directly worked with, their voice is not heard
Staff feedback to managers in respect of any issues, and these are taken up with relevant agencies and I am informed as appropriate if matters escalate.
- Not sufficiently, some parts of the service are child focused but the voice of the child not heard. Plan to develop, particularly with 0-19 pathway.
- routes for staff engagement and consultation. May seek the staff's understanding of their role.
- CYP Forum for the LSCB – proposals being discussed at present. Touchstones could feature more. The Communication & Engagement Subgroup is now leading practitioners' forums.

How do you see your relationships with Cumbria LSCB staff?

- Manager very efficient, helpful and supportive.
- Good; they are all helpful and supportive. I could not have undertaken my role for the LSCB without them.
- Good, an excellent relationship.
- Very good.
- Yes, good support, but there may be issues of capacity.
- Fantastic
- Positive relationship
- Early days. Will hopefully become more involved as time progresses, I hope, where views are respected and acknowledged
- Very good and my staff have a very good relationship
- Brilliant, they are doing a fantastic job. Approachable, can't praise them enough. Good co-ordination.

- Excellent, really good people
- Staff support really good, it works very well.
- The staff are great.
- Very good but not sure they always understand what the area team does and what the contribution could be. Not anyone's fault just due to circumstances and changes.
- Good – I have regular contact with various staff from the LSCB

What changes can you suggest to how the Cumbria LSCB is chaired or what would you like to see done differently?

- CREA meeting place much better. Everyone is enabled to speak and the meeting is structured well and achieves outcomes.
- The way the LSCB is chaired has changed, as one would expect, with the changes in chair and so has appropriately evolved. Both the vice chair as interim chair and the current chair have provided, in my view, leadership in addressing the shared agenda and in taking forward the LSCB; tackling tricky issues (e.g. SCRs) and being clear in giving reasons for their decisions. Appropriate challenge to LSCB members is essential in continuing our development as an LSCB
- The LSCB will need to be alert to the need to review the way it works at regular intervals and adapt accordingly.
- I think things have improved fundamentally and the Board is much more business-like with clear ownership and accountability.
- Bed in new arrangements, reduced Board positive.
- Vast improvement seen in recent months with more focussed agendas, agreed outcomes
- No, going in the right direction. Conversation positive, may need to increase the profile of the SIB.
- Not sufficient experience to comment, chaired well on the occasions attended.
- The new chair is excellent and I like the style. Not sure with the crowded agenda that it's very easy to influence it? Going forward the chair could benefit by being linked to the NE as well as the NW chairs meetings.
- Nothing