



Education and Children's Services Scrutiny Board (2)

Time and Date

10.00 am on Thursday, 3rd December, 2020

Place

This meeting will be held remotely. The meeting can be viewed live by pasting this link into your browser:

https://www.youtube.com/watch?v=71o8tM_XT5U&feature=youtu.be

Public Business

1. **Apologies and Substitutions**
2. **Declarations of Interests**
3. **Minutes** (Pages 3 - 8)
 - a) To agree the minutes of the meeting held on 15th October, 2020
 - b) Matters Arising
4. **Partnership Working in Children's Services Task and Finish Group**
(Pages 9 - 20)

Briefing Note of the Director of Law and Governance
5. **Coventry Safeguarding Children's Partnership Annual Report 2019-2020**
(Pages 21 - 52)

Briefing Note of the Director of Children's Services
6. **Recruitment and Retention of Children and Families Social Workers**
(Pages 53 - 60)

Briefing Note of the Director of Children's Services
7. **Work Programme** (Pages 61 - 64)

Briefing Note of the Scrutiny Co-ordinator
8. **Any Other Business**

Any other items of business which the Chair decides to take as matters of urgency because of the special circumstances involved.

Private Business

Nil

Wednesday, 25 November 2020

Notes: 1) The person to contact about the agenda and documents for this meeting is Michelle Rose, Governance Services, Council House, Coventry, telephone 7683 3111, alternatively information about this meeting can be obtained from the following web link: <http://moderngov.coventry.gov.uk>

2) Council Members who are not able to attend the meeting should notify Michelle Rose as soon as possible and no later than 9.00 a.m. on 3rd December, 2020 giving their reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.

3) Scrutiny Board Members who have an interest in any report to this meeting, but who are not Members of this Scrutiny Board, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors P Akhtar, J Blundell, B Gittins (By Invitation), S Hanson (Co-opted Member), K Jones (By Invitation), B Kaur, L Kelly, J Lepoidevin, G Lloyd, K Maton (By Invitation), K Sandhu (Chair), P Seaman (By Invitation), R Thay and C Thomas

If you require a British Sign Language interpreter for this meeting OR if you would like this information in another format or language please contact us.

Michelle Rose

Telephone: (024) 76972645

e-mail: michelle.rose@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Education and Children's Services Scrutiny Board (2)
held at 10.00 am on Thursday, 15 October 2020
(This meeting was held remotely)

Present:

Members: Councillor K Sandhu (Chair)
Councillor P Akhtar
Councillor J Blundell
Councillor B Kaur
Councillor J Lepoidevin
Councillor K Maton
Councillor P Seaman

Co-Opted Members: Mrs S Hanson and Mrs K Jones

Other Members: Councillor K Maton, Cabinet Member for Education and Skills
Councillor P Seaman, Cabinet Member for Children and Young People

Employees:

J Gregg, Director of Children's Services
G Holmes, Law and Governance
L Knight, Law and Governance
N MacDonald, Children's Services
S Watson, Children's Services

Apologies: Councillors B Gittins (Deputy Cabinet Member for Children and Young People), G Lloyd and C Thomas

Public Business

1. Declarations of Interests

There were no declarations of interest.

2. Minutes

The minutes of the meeting held on 13 February 2020 were agreed as a true record. There were no matters arising.

3. Children's Services Impact of COVID-19 Pandemic - Vulnerability and Disadvantage

The Board considered a briefing note of the Director of Children's Services which provided an update on the current situation and impact of the Covid-19 pandemic on Children's Services and partners. Councillor Seaman, Cabinet Member for Children and Young People and Councillor Maton, Cabinet Member for Education and Skills attended the meeting for the consideration of this item.

The briefing note indicated that Children's Services had continued to deliver protection, support and intervention to vulnerable families across Coventry, whilst maintaining critical services throughout the challenge of the Covid-19 pandemic. The critical elements of the service involved the immediate protection of children who were brought to the attention of Children's Services involving MASH; The Emergency Duty Team (EDT); Child Protection (CP) enquiries; and assessments of need. The ongoing protection and support of children had also continued during this period and included: children who received an early help offer to prevent them requiring statutory intervention, Open CiN cases, open CP cases, open Looked After Children (LAC), open care leavers. Children's Services continued as far as possible to provide the same range of provision to children and families in Coventry, albeit scaled back and delivered in the context of the Covid-19 pandemic.

The Board were informed that, as a result of the Covid-19 pandemic and subsequent lockdown, Children's Services scaled back: routine contract management and commissioning activity; face to face contact; large gatherings; face to face group work; certain statutory visits to children where these had been risk assessed and signed off by a manager and where IT systems were used as an alternative.

Children's Services also depended on a system of partners across the city to enable the delivery of a safe and efficient service. Partners continued to work with the service throughout this period. Where services temporarily ceased, there was increased pressure on families/carers, wherever possible alternative support was offered. The vast majority of Children's Services continued to operate albeit in a different way.

Four Family Hubs and the area social work offices closed. This enabled staff to be supported to work from home and continue to ensure children were safeguarded. Four Hubs remained open which continued to provide an Early Help Offer to families and were open for a 'Here to Help' function so families could access face to face support at a time of crisis. The consequence of the pandemic and resulting changes had led to increased levels of risk within Children's Services. Fewer members of staff, parental stress, reduced availability, children seen less often, less reliance on partners and greater partial closures of schools had all contributed to operating with a greater level of risk in the system.

The briefing note detailed the impact of Covid 19 on Children's Services indicating that in April 2020 there were 25% fewer referrals than in April 2019 when national lockdown meant that access to children and families was greatly reduced, with a particular reduction in school referrals. Reference was made to the partnership work to identify children deemed to be vulnerable during this time, particularly in light of significantly increased hidden harm. Children's Services' practitioners continued to undertake face to face home visits where families were assessed as high risk or to prevent a situation from escalating. It was also noted that, where children needed to be removed from home, there was a shortage of placements, locally, regionally and nationally. This became more acute and impacted on the costs of placements and had an impact on securing safe provision for children to move to.

The briefing note made reference to Coventry Safeguarding Children's Partnership response to Covid-19 and set out the impact of the pandemic on the workforce. The Council had experienced a significant number of staff self-isolating which had impacted on the Council's ability to effectively respond to all safeguarding issues. Good agency staff were in short supply and did not compensate for service pressures, the negative impact on frontline staff therefore increased. Children's Services had continued to ensure that the recruitment of social workers remained a key priority, however, with demand increasing, and a high level of social worker vacancies and agency costs increasing, the service was under significant pressure.

Additional statistical information was provided on the current performance of the service compared with December 2019, prior to Covid-19 and the impact since April 2020 to the current date. Overall performance highlighted an increase in activity across Children's Services. There had been a 11% increase in Child in Need (CIN) cases, 6.3% increase in Child Protection (CP) and 5.6% increase in Looked After Children (LAC) since March 2020 to date.

Children's Services had experienced a number of challenges as well as a number of positives and advantages to working in a different way, which would influence how the service would work differently in the future. A summary of some of the challenges and positives were set out in the briefing note. New ways of working included more flexible working; further virtual /learning options; consideration of mix of face to face and virtual contacts; working differently with partners, which built on the momentum of the One Coventry approach. Reference was also made to the lessons learnt during the pandemic.

The Board were updated on the current position in Children's Services which meant all services now operating as business as usual and all buildings re-opened with protective measures to mitigate Covid-19 risks. The service had anticipated a spike in demand when Schools returned in September, however, the service had seen this earlier than expected with increased numbers of child in need work, increased numbers of child protection cases and LAC numbers increasing, all meaning a very challenging operating environment. It was noted that the service was reaching a level of work that was becoming unmanageable, with caseloads increasing, a shortage of social workers, and high levels of vacancies which had resulted in increased numbers of agency staff, with an agency market that was shrinking. The system was under extreme pressure, all leading to budget pressures.

Members raised a number of questions in response to the briefing and answers were provided, matters raised included:

- A suggestion of a report to a future Board meeting on the impact of Covid-19 on schools
- Further information on the anticipated trend of LAC numbers including the current number of LAC to date
- What intervention measures were now in place to help troubled families to prevent issues escalating
- What were Children's Services and partners doing to support schools with new referrals

- Concerns about the increasing unmanageable workloads for staff which was impacted by the shortage of social workers
- What was happening in respect of children not on anyone's radar, were additional measures in place to identify these children
- An acknowledgement that safeguarding was everyone's responsibility
- What had happened and what was the current position concerning families and children who would usually benefit from short breaks which were often a lifeline for some families, and had any children moved up the tariff of need
- The suggestion of an update report in three months
- An acknowledgment that future unemployment and mental health issues were likely to impact on family life leading to many more referrals to Children's Services
- The importance of local intelligence for picking up on children safeguarding issues.

RESOLVED that:

1) The current situation, the progress outlined and impact of the Covid-19 pandemic on Children's Services be noted.

2) The Director of Children's Services to investigate:

i) The communication and information on the universal offer to parents of disabled children

ii) If any children accessing short breaks had moved up the tariff of need and Board members to be updated accordingly.

3) A further update report be submitted to a future meeting of the Board in three months.

4) A report on the impact of the Covid-19 pandemic on schools be submitted to a future meeting of the Board.

4. Work Programme 2020/21 and Outstanding Issues

The Board considered their work programme for the current municipal year.

The Chair, Councillor Sandhu, informed of the intention to set up a Task and Finish Group to look at racism in schools and asked for volunteers to become members of the Group.

Reference was made to a new pilot project concerning children with autism and learning difficulties and it was suggested that this was appropriate as a future issue for the Board to consider.

RESOLVED that:

1) The work programme for 2020/21 be approved.

2) Councillors Blundell, Kaur, Lloyd and Sandhu and Kellie Jones, Co-opted Member be appointed to serve on the Task and Finish Group considering racism in schools.

3) Report on progress with the new pilot project concerning children with autism and learning difficulties be included on the work programme as a future item.

5. Any Other Business

The Board were informed that the recommendations from the Task and Finish Group on Partnership Working in Children's Services were to be discussed with the Cabinet Member for Children and Young People and the Director of Children's Services and would be submitted to the next meeting of the Board.

There were no other additional items of public business.

(Meeting closed at 11.00 am)

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Coventry City Council

Briefing note

To: Education and Children's Services Scrutiny Board (2)

Date: 3rd December 2020

Subject: Partnership Working in Children's Services Task and Finish Group

1 Purpose of the Note

- 1.1 To inform the Education and Children's Services Scrutiny Board of the recommendations identified by the Partnership Working in Children Services Task and Finish Group (T&F) and to agree that the recommendations are made to the Cabinet Member for Children and Young People and Coventry Safeguarding Children's Partnership.

2 Recommendations

- 2.1 The Education and Children's Services Scrutiny Board recommend to the Cabinet Member for Children and Young People that:
- 1) To enable better analysis and understanding of patterns of referrals (contacts), data collection categories are amended as follows:
 - a. That the different health partners, education partners, voluntary sector and charities that contact the Multi-Agency Safeguarding Hub (MASH) are categorised separately in the data analysis
 - b. That contacts that would currently be logged as NFA are re-allocated to record the valuable signposting, advice and record keeping that these contacts provide to the MASH and partners
 - 2) That partners are made aware that the MASH has access to schools' information during school holiday periods.
 - 3) The MASH makes every effort to improve the timeliness of responses to partners who make referrals, once the referral has been assessed
- 2.2 The Education and Children's Services Scrutiny Board recommend to the Coventry Safeguarding Children's Partnership that:
- 4) The Right Help Right Time guidance is updated to include Contextual Safeguarding.
 - 5) Right Help Right Time is amended to include a glossary of terms to ensure consistency of definition and use of terminology across partners.
 - 6) The Safeguarding Partnership provide further information on data sharing and GDPR to all partners

3 Background and Information

- 3.1 At their first meeting of the municipal year 2019-20, on 20th June 2019, members of the Education and Children's Services had an introductory session covering both Education and Children's Services. The purpose of this was to introduce the board to the key priorities for the services and for the Board to identify areas for the work programme.
- 3.2 As part of this process, the MASH, Early Help and Partnership Working were identified as potential areas for scrutiny to focus on. Senior officers were concerned that MASH resources were diverted from work on referrals into the Neighbourhood Teams, by inappropriate referrals which required no further action (NFA)
- 3.3 Officers worked with Members to finesse the scope and areas of work to be covered. The scope can be found at Appendix 1.
- 3.4 The work of the T&F was suspended during the pre-election period November – December 2019 and the Covid-19 lockdown period of March – September 2020.

4 Aims and Objectives

- 4.1 Members of the task and finish group were:
 - Cllr Kindy Sandhu (Chair)
 - Sybil Hanson (co-opted member for Education matters, Church of England representative)
 - Cllr Julia Lepoidevin
 - Cllr Gavin Lloyd
- 4.2 The T&F group was supported by Gennie Holmes, Scrutiny Co-ordinator, Law and Governance
- 4.3 The T&F group received a presentation from senior Children's Services officers which informed the T&F and enabled them to agree the scope, objectives and key lines of enquiry independent of Children's Services.
- 4.4 The agreed objectives of the T&F group were to review the current partnership referrals to the MASH, and identify current issues, what is not working well and areas of improvement through key lines of enquiry

5 Methodology

- 5.1 Members of the T&F group identified a range of questions as their key lines of enquiry, which they used to identify and interview a range of partners. The key lines of enquiry can be found at Appendix 2. The partners who were interviewed by the T&F were:
 - Coventry Safeguarding Partnership
 - MASH
 - Police
 - Health,
 - Coventry and Warwickshire Partnership Trust,
 - UHCW (a submission from UHCW can be found in Appendix 4)
 - South Warwickshire Partnership Trust
 - Church of England Diocese (as a representative from the voluntary/charity sector)
 - Education

- 5.2 The strategic and operational leads responsible for the MASH in Children's Services presented a snapshot of data during their interview with the T+F group. This snapshot is included in Appendix 3.
- 5.3 Additional information was also submitted by UHCW which can be found at Appendix 4.
- Members of the T&F group met on seven occasions to progress the work, detailed below Scoping – 2 meetings
 - Interviewing – 3 meetings of 6 interviewing sessions
 - Analysing findings – 2 meetings
- 5.4 The Chair kept the Cabinet Member, Director of Children's Services and Continuous Improvement Board updated on progress throughout the of the T&F group.

6 Key themes and findings

6.1 Key findings

- i. Partners interviewed had confidence that partnership work is effective. There were good levels of communication and overall processes were working for partners
- ii. Partners are supportive of RHRT, but all agree it should be updated to cover contextual safeguarding. Contextual safeguarding is becoming more of a concern for partners, with the increased recognition of the effects of criminal exploitation of young people.
- iii. Early Help is supported by the partners who took part in the T&F
- iv. NFA contacts within the MASH transpire to be actions that require further advice or signposting to other agencies and as such are not inappropriate or un-useful. Thus, consideration of another term, such as "advice and signposting" and "retained for information", may reflect better what actually happens with NFA contacts.
- v. The MASH's value is in advice and signposting, as well as recording low level concerns on children and families, and referrals to social care and early help. Low level concerns can be used to build a more detailed picture of a family with any later contacts into the MASH
- vi. Although there was no data on inappropriate contacts, anecdotal evidence from officers suggest the figure is low
- vii. More analysis needs to be undertaken on where referrals (contacts¹) are originating. Sub-categories, would be more helpful, for example UHCW, Health Visitor, GP under the broad heading of "Health"
- viii. Partners highlighted delays in feedback on progression of MASH contacts. There are plans to address this by building administrative capacity within Children's Services
- ix. Partners need further clarification on what data can be shared back once a referral has been made.
- x. Consistency of terminology e.g. referrals and contacts
- xi. Generally, findings support those of the Ofsted focused visit to Coventry City Council children's services in February 2018
<https://files.ofsted.gov.uk/v1/file/50004414>

7 Interviews with Partners

¹ The MASH use the term "contact" when concerns come in from partners, partners often use the term "referral"

- 7.1 A range of partners were interviewed as part of the task and finish group. Representatives from partners were asked the same groups of questions identified in the key lines of enquiry. The T&F group identified the following themes as a result of the interviews and responses to the questions.
- 7.1.1 Police
- i. The Police seem well embedded in the MASH with two allocated officers sitting within the MASH team.
 - ii. There is a recognition that resources need to be focused at lower levels of intervention i.e. Multi-agency Enquiry Team (MAET)
 - iii. Officers expressed confidence in raising concerns and to have those concerns addressed (i.e. quality of data coming from the police for use by social workers)
 - iv. It would be useful to hear from community-based officers about their experiences of RHRT, as they are often first point of contact, particularly with regard to domestic violence and abuse
- 7.1.2 Diocese
- i. The Diocese has a clear process, with senior internal and external oversight of the safeguarding process
 - ii. There are appropriately experienced professionals available to support front line staff in interpreting RHRT and to make appropriate referrals
 - iii. The Diocese is embedded in the Partnership process and has opportunity to raise concerns in terms of the processes with officers from the MASH
 - iv. Sometimes there are difficulties contacting social care once a case has been picked up and referred to social care. There are sometimes delays in getting information on the outcomes of referrals to the MASH.
- 7.1.3 Health (representatives from UHCW, SWFT, CWPT)
- i. Health partners have noted a significant improvement in the process of referral and assessment since RHRT has been implemented
 - ii. Work with Early Hubs is "seamless" and they have built strong relationships with partners at an Early Help stage
 - iii. Grouping "health" partners together as one organisation for data analysis is not helpful for health partners, as they need to know about their own individual organisations, rather than an umbrella category.
 - iv. There are issues interpreting terminology within the RHRT guidance - more support is needed to interpret to practitioners whose main job is not safeguarding i.e. GP's, nurses
 - v. Due to nature of emergency medicine and care A&E partners have limited time with families reducing their ability to build a picture of the family and thus sharing information can become an issue if there is only a partial picture of the family (Appendix 4)
- 7.1.4 Education
- i. Education officer is embedded into the MASH
 - ii. Schools are getting a better understanding of the MASH through visits and training
 - iii. Further interrogation of the data showing which schools have attended training and the schools were high or low numbers of contacts come from, will provide a better picture of which schools require additional training on the referral thresholds, to ensure that there is consistency across all schools
 - iv. CPOMS (a safeguarding software package for schools) is accessible during school holidays, through the MASH education rep. Through conversations with partners it would seem that this is not widely known.

- v. Schools should be part of the Early Help offer, as they are a universal service and have contact with and knowledge about all school aged children and their families.
- vi. There is inconsistency across schools in terms of implementing RHRT. Some schools have higher than expected referrals, others have lower than expected. Data at an individual school level would enable support to be offered that meets schools' own individual context and culture

7.2 Issues for Children's Services

- i. Feedback to referrers on progress with cases (from Diocese and Health Visitors)
- ii. Timeliness of feedback from social care to referrers on NFA and inappropriate referrals, so that learning can be made by the referring agency (Health reps and Diocese)
- iii. Issues about consistent messages on GDPR and sharing data
- iv. Contextual safeguarding needs to be included in the RHRT guidance (from Police and Health reps)
- v. Issues regarding consistency of processes between neighbouring Local Authorities that partners may work between - health and Warwickshire, police and the rest of the West Midlands. (specifically, with regard to FGM and 12-week pregnancy definition). This can create more work for partners having to manage different processes across boundaries.
- vi. Awareness raising that there is access to school's information during school holidays via the MASH and CPOMS.

7.3 Consideration of the key themes and findings identified the recommendations made at paragraph 2.

8 Response to recommendations from Children's Services

1) To enable better analysis and understanding of patterns of referrals (contacts), data collection categories are amended as follows:

a. That the different health partners, education partners, voluntary sector and charities that contact the Multi-Agency Safeguarding Hub (MASH) are categorised separately in the data analysis.

- This is a piece of work which has been started and is on its way to being complete

b. That contacts that would currently be logged as NFA are re-allocated to record the valuable signposting, advice and record keeping that these contacts provide to the MASH and partners

- the service is reporting on this and reviewing how it could change

2) That partners are made aware that the MASH has access to schools' information during school holiday periods.

- this recommendation requires a more in depth look into the issues

3) The MASH makes every effort to improve the timeliness of responses to partners who make referrals once the referral has been assessed

- the service is looking at developing an automated system to enable this to happen. At the moment there is limited admin capacity to increase the timeliness of responses.

4) The Right Help Right Time guidance is updated to include Contextual Safeguarding.

5) Right Help Right Time is amended to include a glossary of terms to ensure consistency of definition and use of terminology across partners.

- The document is a Safeguarding Partnership document, so these recommendation will be forwarded to the Partnership

6) The Safeguarding Partnership provide further information on data sharing and GDPR to all partners

- this recommendation will be referred onto the Partnership. Safeguarding children is a priority over GDPR. The focus for professionals should be on consent to share. This will be a further piece of work

Appendix 1 – Scoping Document

Appendix 2 – Key Lines of Enquiry

Appendix 3 – MASH data snapshot

Appendix 4 – Submission from UHCW

Gennie Holmes, Scrutiny Co-ordinator

024 76897 1857

gennie.holmes@coventry.gov.uk

Appendix 1 – Scoping Document

Title of Review topic	
How are partner agencies contributing to multi-agency work to effectively protect children?	
Objectives	
What does the Task and Finish Group hope to achieve by considering the topic?	To review the current partnership referrals to the MASH and identify what are the current issues, what's not working well and identify areas of improvement.
What will be the indicators of success?	1. Recommendations that are accepted by the partner agencies 2. Recommendations that are accepted by the Cabinet Member
When will the recommendations be evaluated?	The Board will receive a progress report on recommendations 12 months after they have been agreed
Scope	
What will be included in the scope of the review?	Review of partnership arrangements with respect to child protection and referrals Identifying and understanding risks in the system
What will be excluded from the scope?	Review of service delivery. Performance indicators and performance monitoring
Does the review link with any existing strategies or policies? Is this currently being reviewed/refreshed?	Children's Service Improvement Plan Ofsted Reports/DfE letters Data available
Methodology	
How will the review be carried out? e.g. surveys, site visits, select committees etc.	Identifying questions for key lines of enquiry. Briefings and interviews with Council Officers and partners. Existing external inspection reports from statutory agencies
Barriers and Risks	
What are the barriers and risks to the review?	Expectations of partner organisations Levels of involvement of partner organisations Resource limitations for all partnership to implement recommendations.
How can these be managed/overcome?	Clear agreed expectations – clear scope and clear KLOE
Equality and Diversity	
How have implications for Equality and Diversity ² been considered?	There will be implications for Looked After Children, in terms of improvements to service delivery, however immediate impacts are likely to be on organisations rather than individuals.
Timescales and reporting procedure	
List any key dates/events which might impact on the timescales of the review	Meetings to start in September. Field work to be complete by January. Recommendations to SB2 by March 2020
Anticipated number of meetings	4
Scrutiny Board portfolio	SB2
Cabinet Member portfolio	Children and Young People
Anticipated reporting date to Scrutiny	19 March 2020
Anticipated reporting route – Cabinet Member/Cabinet	Cabinet, as well as partnership boards such as the Safeguarding Board
Report of.....	SB2
Comms involvement	

² race, gender (including transgender), disability, sexual orientation, age, religion or belief, poverty, looked after children

Key Lines of Enquiry for Partnership Working T&F

Risk Averse nature of working within the Partnership

1. Application of thresholds across the Partnership
 - a. Application of thresholds in Right Help, Right Time
 - b. Understanding of thresholds in relation to your organisation
 - c. What happens next after a MASH NFA? What monitoring is there in place? (information sharing). Who holds the risk?
2. Availability of resources and allocation of priorities within the Partnership
 - a. What are partners priorities in terms of end to end? What are contributions and role end to end
 - b. Allocation of resources end to end, prioritisation of resources end-to-end? How does the allocation of resources and priorities change within the year? Time, staffing, financing.
 - c. Do you pool resources across partners? Is there common budgeting? How is this monitored and outcomes measured?
 - d. How is data shared across organisations and is there anything that could be improved?

Appendix 3 – MASH data snapshot

	Number of contacts			Contact timeliness			Contact to referral conversion			Early help conversion rate			Referrals to areas			DV Contacts			DV contact to conversion rate			DV Contact Timeliness			DV Contact to Early Help			Amber timescales			Red timescales			Consent sought on contacts			Consent sought on MASH assessments			Highest referrer			Most recorded issue in presenting factor		
	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019
JAN	1255	1164	1413	42.6%	72.4%	84.2%	30.0%	38.4%	33.9%	15.4%	13.9%	7.9%	376	447	479	318	243	356	12.9%	18.9%	15.4%	49.7%	18.9%	89.9%	28.0%	18.5%	8.1%	39.2%	74.0%	97.3%	73.5%	60.0%	91.5%	46.6%	54.5%	49.0%	47.8%	50.1%	49.9%	Charities and Other Public Bodies	Education	Charities and other public bodies	Domestic Violence	Domestic Violence	Domestic Violence
FEB	1204	1075	1380	44.2%	61.6%	74.9%	33.6%	37.7%	27.9%	15.5%	12.5%	11.4%	404	405	385	259	302	249	12.4%	18.9%	7.6%	38.2%	18.9%	78.3%	27.0%	17.2%	8.0%	7.5%	50.3%	98.0%	53.7%	72.6%	94.0%	47.0%	58.2%	55.6%	52.0%	63.9%	55.9%	Education	Charities and other public bodies	Education	Domestic Violence	Domestic Violence	Domestic Violence
MAR	1102	1266	1835	52.9%	54.8%	67.4%	40.6%	43.5%	26.1%	17.4%	11.2%	7.4%	447	551	479	273	269	265	30.8%	17.5%	12.5%	54.6%	17.5%	79.6%	24.9%	14.9%	2.3%	16.3%	66.3%	84.4%	29.9%	75.2%	84.2%	49.5%	59.9%	47.3%	44.6%	55.1%	38.2%	Education	Charities and other public bodies	Education	Domestic Violence	Domestic Violence	Domestic Violence
APR	699	1126	1711	49.5%	68.4%	78.1%	49.6%	34.7%	23.4%	16.6%	10.2%	5.4%	347	391	401	154	310	320	29.2%	15.5%	14.1%	53.2%	15.5%	81.3%	22.7%	14.5%	3.8%	7.3%	72.0%	95.5%	37.1%	77.9%	70.2%	54.2%	54.0%	48.8%	47.1%	51.0%	60.6%	Education	Police	Health	Domestic Violence	Domestic Violence	Domestic Violence
MAY	1233	1175	1853	41.6%	40.1%	76.0%	38.2%	39.1%	26.9%	17.9%	12.9%	7.6%	471	459	498	252	379	213	14.3%	13.5%	16.4%	31.3%	13.5%	80.3%	25.4%	11.6%	7.0%	10.1%	50.2%	84.5%	25.0%	15.6%	88.8%	49.6%	50.8%	47.6%	41.0%	54.7%	53.2%	Charities and Other Public Bodies	Police	Health	Domestic Violence	Domestic Violence	Domestic Violence
JUN	1301	986	1562	41.3%	41.4%	78.9%	39.0%	40.1%	25.5%	20.4%	17.4%	8.0%	508	395	399	250	324	235	16.0%	15.7%	15.7%	32.4%	15.7%	73.6%	31.6%	21.3%	11.5%	10.2%	45.8%	98.6%	22.6%	46.9%	85.1%	48.4%	60.8%	49.5%	35.5%	52.2%	56.3%	Education	Police	Health	Domestic Violence	Domestic Violence	Domestic Violence
JUL	1180	1284	1703	40.6%	34.8%	78.1%	34.4%	34.7%	21.9%	18.7%	13.4%	6.8%	406	445	373	249	450	329	18.1%	13.3%	7.6%	36.1%	13.3%	86.9%	26.9%	7.6%	10.3%	22.8%	42.4%	96.9%	37.5%	60.5%	81.4%	47.9%	58.4%	45.4%	39.4%	64.4%	54.3%	Charities and Other Public Bodies	Charities and other public bodies	Health	Domestic Violence	Domestic Violence	Domestic Violence
AUG	942	909	1467	53.6%	41.7%	85.6%	28.1%	36.1%	23.3%	21.5%	7.6%	4.9%	265	328	342	210	281	219	11.4%	16.4%	12.8%	42.4%	16.4%	85.8%	29.0%	12.5%	4.1%	51.4%	63.6%	94.5%	50.0%	53.5%	98.3%	51.6%	56.1%	44.0%	48.8%	55.3%	51.7%	Charities and Other Public Bodies	Police	Charities and other public bodies	Domestic Violence	Domestic Violence	Domestic Violence
SEP	1017	939	1715	34.7%	36.0%	88.7%	33.3%	38.2%	23.4%	22.9%	10.8%	5.2%	339	359	401	159	270	364	6.9%	11.5%	8.0%	35.8%	11.5%	96.2%	36.5%	9.3%	3.6%	33.5%	58.9%	97.6%	40.5%	58.8%	92.4%	52.6%	59.8%	46.5%	46.9%	57.8%	61.8%	Charities and Other Public Bodies	Other	Education	Domestic Violence	Domestic Violence	Domestic Violence
OCT	1074	1342	1747	36.5%	68.0%	88.8%	34.2%	35.2%	27.5%	18.2%	9.4%	6.4%	367	472	481	200	439	331	4.5%	12.1%	19.6%	27.5%	12.1%	88.5%	39.5%	8.0%	5.4%	28.1%	80.9%	94.3%	38.9%	66.1%	87.3%	54.2%	59.0%	45.0%	52.5%	46.3%	56.4%	Education	Charities and other public bodies	Charities and other public bodies	Domestic Violence	Domestic Violence	Domestic Violence
NOV	1299	1331	1693	53.9%	86.4%	77.8%	29.6%	33.7%	25.3%	20.2%	11.9%	10.9%	384	449	428	305	329	434	11.5%	15.2%	13.0%	56.4%	15.2%	88.7%	27.5%	11.9%	8.3%	36.2%	83.4%	98.6%	44.0%	82.9%	90.9%	54.9%	59.5%	47.1%	58.8%	45.9%	57.9%	Education	Charities and other public bodies	Education	Domestic Violence	Domestic Violence	Domestic Violence
DEC	941	919	1415	62.3%	88.4%	90.5%	36.5%	39.7%	22.6%	16.0%	10.9%	13.1%	343	374	320	208	253	362	19.4%	9.9%	14.1%	61.5%	9.9%	94.2%	27.4%	6.7%	9.1%	50.8%	94.6%	97.4%	71.4%	98.6%	100.0%	52.6%	52.3%	41.9%	43.6%	41.1%	40.3%	Education	Health	Education	Domestic Violence	Domestic Violence	Domestic Violence

**Briefing for Childrens Services Task and Finish Group
15th January 2020**

Name and Function of Agency

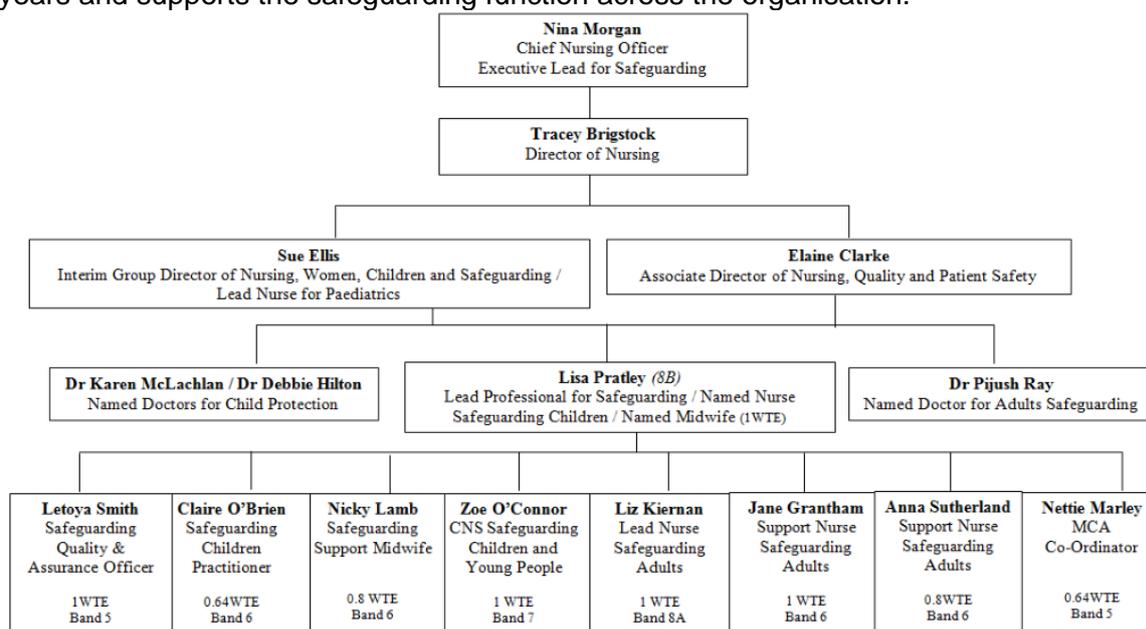
University Hospitals Coventry and Warwickshire NHS Trust is one of the UK’s largest Trusts and serves a population of about 1,000,000 across Coventry, Warwickshire and beyond. Inpatient and outpatient services are provided from two hospital sites, University Hospital at Coventry and the Hospital of St Cross, at Rugby. In total, the Trust has 1,250 beds and provides both elective and emergency care. The Trust is a Major Trauma Centre, and this means that people can be brought to UHCW NHS Trust from anywhere in the country if they have been a victim of major trauma. Given the geographical boundaries of the Trust’s location they are accountable to two Local Authority’s Coventry and Warwickshire but liaise with many others including, Leicester, Leicestershire, Stafford, Northampton and beyond.

Paediatric services include a Neonatal Unit, a Children’s Emergency Department, 3 paediatric inpatient wards including a High Dependency Unit and a Children’s Outpatient Service at both hospital sites. The Childrens Emergency Department is often used by families seeking a rapid review of their child’s health needs or injury but children also attend following referral from a GP. There are generally 100-120 attendances per day through the Childrens Emergency Department and a daily total of approximately 600 people attend across the unscheduled care settings.

UHCW NHS Trust support families pre-conceptually via the Centre for Reproductive Medicine and the Tommy’s Centre for Miscarriage, through the antenatal period via, Community Midwifery Service, Foetal Medicine, and Antenatal Obstetric Clinics. There is a low risk Midwifery Led Unit and a Labour Ward to support birth options as well as a home birthing service and families are then supported in the postnatal period by the Community Midwifery Service. There are approximately 6000 births per year.

UHCW NHS Trust works collaboratively with partner agencies in order to ensure statutory safeguarding arrangements are met. This includes representatives from the organisation attending the Local Safeguarding Children Partnerships as well as the associated sub-groups, operational groups and task and finish groups.

The Trust has a designated Safeguarding Team that has expanded significantly over the last 3 years and supports the safeguarding function across the organisation.



Support, advice and guidance is provided for all staff as required on a daily basis by the Safeguarding Team and a 'think family' approach is encouraged. Professional development is supported and encouraged, and placements are offered for students within the Safeguarding Team. Learning events are organised following Serious Case Reviews and safeguarding incidents and this is shared with the relevant teams and departments. Lessons learnt are disseminated to all relevant staff and appropriate changes to practice are introduced.

'Right Help Right Time' (RHRT) at UHCW NHS Trust

What's working well?

- Integrated Childrens and Adults Safeguarding Team, adopting a 'think Family' approach.
- Right Help Right Time / Levels of Need included in all levels of Safeguarding Children training.
- UHCW NHS Trust contributed to the development of the RHRT partnership training package.
- Practice Lead for Signs of Safety
- Improved identification of 'Hidden Harm' (33% of adult attendees with ill mental health, alcohol misuse or substance abuse were asked if they have contact with children in 2017 as opposed to 89% in 2019).

What are we worried about?

- Lack of timely outcomes from Childrens Social Care following a referral (meaning a delay in potential learning).
- Data analysis from Childrens Social Care that is specific to an organisation rather than 'health' as a whole.
- Lack of guidance in relation to contextual safeguarding detailed within RHRT.
- Unscheduled care settings have limited access to information making it challenging to appropriately risk assess the level of need at times.
- Interpretation of terms used within Right Help Right Time e.g. significant substance misuse (level 4) verses substance misuse impacting on child's development or needs (level 3).

What needs to happen?

- Continue to facilitate training sessions in relation to Right Help Right Time and applying levels of need to common safeguarding scenarios at UHCW NHS Trust.
- Continue engaging in partnership work.
- Improved understanding and use of Early Help across UHCW NHS Trust.

Author: Lisa Pratley – Lead Professional for Safeguarding

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Coventry City Council

Briefing Note

To: Education and Children's Services Scrutiny Board (2)

Date: 3rd December 2020

Title: Coventry Safeguarding Children's Partnership Annual report 2019-2020

1 Purpose

- 1.1 To brief the Education and Children's Services Scrutiny Board (2) on the Coventry Safeguarding Children's Partnership (CSCP) annual report in relation to activity of the CSCP September 2019- March 2020.

2 Recommendations

- 2.1 The Education and Children's Services Scrutiny Board are recommended to:
- 1) Consider the content of the report at Appendix 1
 - 2) Recognise the work done by the Partnership 2019-2020
 - 3) Identify any additional recommendations for the Cabinet Member or partners

3 Information/Background

- 3.1 Working Together 2018 states that, 'In order to bring transparency for children, families and all practitioners about the activity undertaken, the safeguarding partners must publish a report at least once in every 12-month period. The report must set out what they have done as a result of the arrangements, including on child safeguarding practice reviews, and how effective these arrangements have been in practice.'
- 3.2 Safeguarding partners should make sure the report is widely available, and the published safeguarding arrangements should set out where the reports will be published. A copy of all published reports should be sent to the Child Safeguarding Practice Review Panel and the What Works Centre for Children's Social Care within seven days of being published.
- 3.3 The CSCP has 3 priorities for 2019-2022 :
- Neglect
 - Making the system work
 - Contextual safeguarding

4 Highlights

- A Contextual safeguarding conference took place in February 2020. This was well attended from agencies across the partnership and included local, regional and national speakers.
- Coventry continues to roll out Signs of safety and Right help, right time supporting a consistency of language and approach across the partnership.

- The Graded care profile 2, an evidence based practical assessment tool that supports practitioners in measuring the quality of care provided to a child has been implemented and rolled out.
- The new arrangements have implemented a new Safeguarding Together Action Group (STAG) made up of 40+ frontline practitioners ensuring that key messages get to the frontline.
- ‘Your Voice Matters’ a new young people’s group supports children and young people to have a voice. Work has been undertaken to ensure that their views are acted upon.
- Working Together 2018 brings in a requirement for Safeguarding Partners to undertake a Rapid Review when a Serious Incident Notification is made. Rapid reviews undertaken by the CSCP have received full partnership support and have all been completed within timeframe.
- The Early help strategy has been launched across the partnership highlighting the need to intervene at the earliest opportunity to provide effective support to children, young people and their families.

5 Priorities for 2019-2021

5.1 The following have been agreed as the priorities for 2019-2021:

- Neglect
- Making the system work
- Contextual safeguarding

Report Author(s):

Name and Job Title: Rebekah Eaves, Coventry Safeguarding Children’s Partnership and Adults Board Manager

Telephone and E-mail Contact: Tel: 024 76976827 or e-mail Rebekah.eaves@coventry.gov.uk

Enquiries should be directed to the above person.

Appendix 1

Coventry Safeguarding Children’s Partnership Annual report 2019-2020.



Coventry Safeguarding Children PARTNERSHIP

Interim annual report
September 2019 - March 2020



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Introduction from the Chair

Although this is an interim report that covers the later part of the performance year 2019/20 it would be wrong not to comment on where we find ourselves in light of the unprecedented situation caused by the coronavirus (COVID-19).

Like every individual, organisation and indeed society as a whole, the Coventry Safeguarding Children Partnership had to quickly adjust how we work, operate and think.

Safeguarding remains critically important and is best approached through agencies coming together with shared ambition, shared information and joint programmes of action. Further detail will be provided in the annual report for 2020/21 but the resilience of the Partnership in Coventry has been apparent during the crisis, and I would like to place on record my appreciation of the efforts, commitment and professionalism of all those who individually contribute or work for the statutory and voluntary agencies, and come together to safeguard the city's children and young people.

This report provides a summary of the activity that has taken place, how learning is identified and applied in practice so as to make a positive difference and some of the challenges we continue to face as a partnership.

I firmly believe that a shared approach to safeguarding and promoting the wellbeing of children is the most effective, and the CSCP will remain committed to maintaining a strong and inclusive partnership in Coventry.

Derek Benson

Independent Chair of Coventry Safeguarding Children Partnership

Local context

371,521

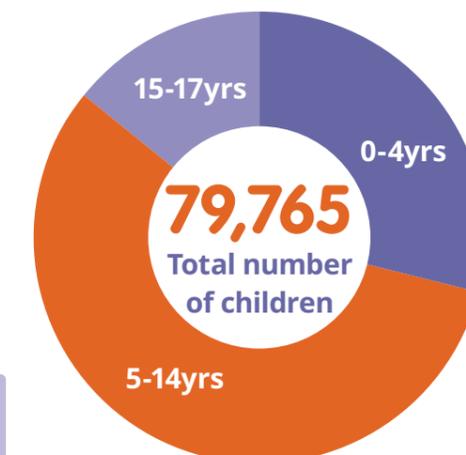
total population of Coventry



Pupils on roll known to be eligible and claiming free school meals

Number of children in secondary schools with a statutory plan of Special Educational Needs (statement or EHC plan) or were receiving SEN support

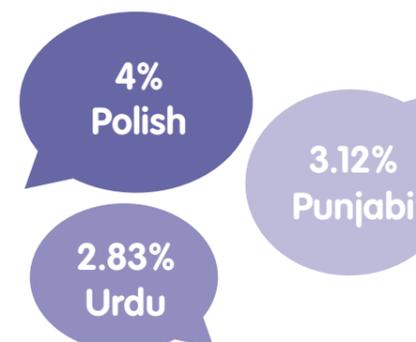
Total number of pupils	24,145
Pupils with EHCP	825 (3.6%)
Pupils with school support	3112 (13.4%)
pupils with EHCP or School Support	3937 (17%)



Children are living in poverty and low income households



Top 3 non-English languages spoken in Coventry





About Coventry Safeguarding Children's Partnership

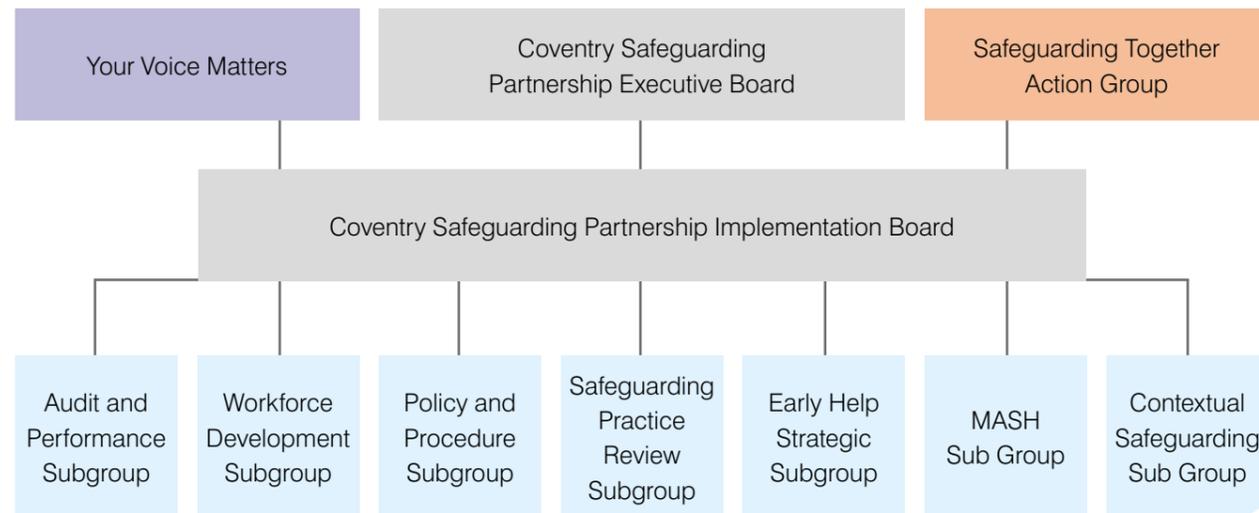
This document constitutes the Coventry Safeguarding Children Partnership (CSCP) interim Annual Report 2019/20 and provides a summary of the effectiveness of services in the city to safeguard children and young people and promote their welfare. The information contained within this document has been provided by partners.

Our vision is to work in partnership to ensure that children and young people are protected from harm and neglect and that their welfare is promoted.

Our values are :

- To put children, young people and families at the heart of everything we do.
- To ensure that partners work together achieving better outcomes for children, young people and their families.
- To recognise and share examples of good practice so that these can be replicated in other areas.
- To be innovative and to try new approaches to ensure continuous improvement.
- To be open and honest about barriers that may be preventing improvement so that we can collectively agree how these may be overcome.
- To ensure that poor practice is challenged appropriately to ensure that it leads to improvements in the system.
- To ensure that children, young people and their families receive the right service, at the right time in the right way

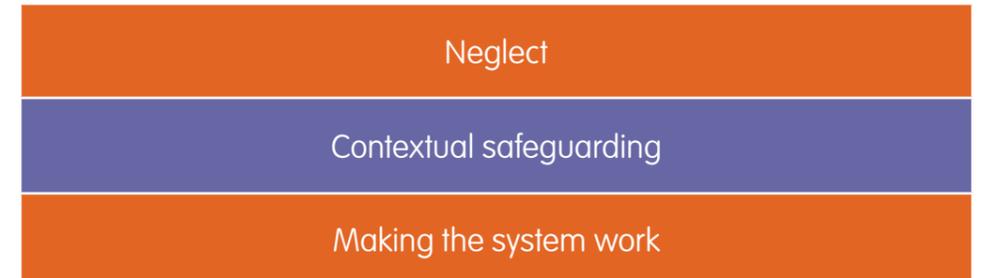
The governance structure of CSCP



A full list of members is shown in Appendix 3



For 2020-2022 the priorities for Coventry Safeguarding Children's Partnership are:



Progress against priorities: Neglect

What's working well?

The Graded Care Profile is an evidence based practical assessment tool that supports practitioners in measuring the quality of care provided to a child. Introduction of the use of the Graded care profile 2 programme of learning and development ; and use of the tool. This includes a train the trainer approach to support the implementation and roll out. Children's Services commissioned NSPCC to deliver Graded Care Profile 2 Train the Trainers programme to 19 members of Children's Service workforce that has formed the GCP2 core training delivery team.

Coventry and Rugby Commissioning Group have put a 'was not brought pathway' for staff to follow when children and young people are not brought to appointments.

Coventry Safeguarding Children's Partnership has formed a Neglect Task and Finish Group. This group is well represented from agencies across the partnership demonstrating the commitment that agencies have to the priority of Neglect.

Coventry Local Authority Children's Services Assessments for court are timely and make appropriate conclusions.

The Family Health and Lifestyles service (commissioned by Public Health) has utilised the Lancaster Model questionnaire to assess children's health needs. The questionnaire is completed by parents at school entry and by children in Year 6 and 9. Through the collection of this data, the school nursing team can identify unmet health needs and develop health promotion programmes that the children and young people feel they require. This can contribute to identifying unmet needs for children and young people at an earlier stage.

Citizen Housing continues to have regular discussion and dialogue on specific cases and issues of concern.

The National Probation Service maintains regular home visits and contact with service users allowing them to monitor and spot signs of neglect. The service practices close working relationships with Children's and Adult Services, attending professional's meetings to share information.

University Hospital Coventry and Warwickshire continue to share information/communicate with the Named Safeguarding Professionals (NSP's) within GP practices where there are concerns around neglect. All children subject to Child Protection Plans or Children in Care have an alert placed on the internal electronic system requesting that the allocated social worker is contacted if, for example, a child is not brought to an appointment.

As part of the Family Hub Core Offer, help is delivered to families where neglect is a feature and will form part of the Early Help Plan.

South Warwickshire Foundation Trust practitioners receive regular safeguarding supervision. This is offered on group or one to one basis in order to meet the needs of individual teams. The Chat Health Service has been made available to all parents of children and young people across the Family Health and Lifestyle Service via the Health Visiting and School Nursing Services.

Health visitors and School nurses continue to attend 'Family Matters' meetings across the City which is a multi-agency meeting to identify and support families who have an unmet need and to avoid issues escalating this works to develop ways of supporting families to reduce the likelihood of children experiencing neglect. There are embedded West Midlands Police staff within the Early Help Hubs who also take part in the Family Matters meetings. There is to be an additional Police Officer recruited into the team to ensure increased opportunity for early help outcomes for neglect.

Coventry College have improved early recognition and response to neglect through awareness training for staff. Identified 'at risk' individuals have support allocated at an early stage due to this improved recognition.

Coventry and Warwickshire Commissioning Group have produced an adolescent neglect guide and training package.

The Coventry Parenting Strategy action plan is currently being implemented by a multi-agency steering group including the voluntary sector. Specialist Health Visitors have undertaken VIG (video interactive guidance) which is used to promote positive parent infant mental health and uses video feedback to help a parent enhance communication with their child. Practitioners will be fully accredited to offer VIG after completing 2 years training in July 2020. The service has developed pathways to support vulnerable families who may require this positive parenting support.

The NSPCC offers Building Blocks service which supports families where neglect has been identified as a factor. They complete a Family focus assessment which can include a full Graded Profile 2 assessment if needed.

Family hubs have continued to deliver parenting intervention to include children and families where neglect is a feature.

Positive Choices is the early intervention, risk taking and substance misuse service for children and young people aged between 5 and 2. The service has employed a Children and Families worker who is supporting the younger age group referred to the service along with families. This worker has also developed a partnership working arrangement with the Families worker at Change Grow Live Adult Service. The two staff members work closely together ensuring that all children of adults who enter the treatment service have a parallel referral to Positive Choices for hidden harm support.

University Hospital Coventry and Warwickshire Hospital continue to incorporate 'Neglect' into all internal safeguarding training, incorporating aspects of emotional, physical and medical neglect. The current focus is on children and young people that aren't brought to appointments.

Coventry and Warwickshire Partnership NHS Trust Safeguarding Team has continued to share neglect resources with staff across the organisation in order to maintain staff's focus on neglect. Staff are also encouraged to utilise threshold documents in order to inform their practice and assessments of children and young people where there are neglect concerns.

What are we worried about?

Neglect continues to be a common feature for children receiving intervention from Children's Services in Coventry.

UHCW report that neglect is often difficult to identify and this offers a particular challenge for practitioners, such as those working in the Hospital Emergency Department, who see adult or children sometimes for a very brief intervention.

The Early help Module system (the multi-agency early help recording system) does not currently report on neglect specifically as a primary reason for request.

Covid 19 has restricted practitioner's ability to undertake home visits. Although there have been several good examples of practitioners seeking innovative alternatives these do not fully replicate the value of being within the home of the service user and there are concerns that there may be hidden harm in the system which practitioners will not be aware of until lockdown measures are lifted and practitioners return to business as usual.

What needs to happen?

There needs to be a continued drive to raise awareness of neglect throughout the City. To support this Coventry Safeguarding Children's Partnership is planning to make Neglect the focus of the conference for 2021. The planning of this conference is being supported by the three statutory partners.

A review of the Neglect strategy has commenced, and the completion of this work will support practitioners to understand the next steps for improving outcomes for children affected by neglect.

Coventry Safeguarding Children's Partnership will continue to produce monthly position statements to monitor how the Coventry's safeguarding system is adapting to the changing picture in relation to the Covid 19 pandemic.

Neglect will continue to be an essential component of all safeguarding training for Coventry agencies. Further work is also required to ensure that this learning is transferred into outcomes to continue to improve outcomes for Coventry children.

The Early help Module System needs to be developed so that it reflects neglect as a primary reason for referral.

The parenting offer needs to be further expanded using a variety of parenting interventions including virtual delivery.

The Graded Care Profile 2 implementation has been delayed due to the pandemic however a recovery plan is in place to ensure that training commences in July 2020.

Progress against priorities: **Contextual Safeguarding**

What's working well?

Coventry Safeguarding Children's Partnership hosted a Contextual Safeguarding conference in February 2020. The speakers included: Carlene Firmin, the National Working group and other local partners. This was attended by a wide range of Senior Officers across the City to support the development of a whole systems approach by ensuring that there is a good understanding and commitment to a Contextual Safeguarding approach across the city.

Learning and Development webinars have been held to support awareness and growing understanding of contextual safeguarding.

There is excellent collaborative working between the Horizon Team and key agencies aligned to the Horizon Team (LOCATE, Police Child Sexual Exploitation Team, The Gangs Team, Youth Offending Team, education, particularly the Link Provision, and CAMHS). There is increased liaison between the Police Neighbourhood Team and the Horizon Team to clarify Child Exploitation hotspots, gang nominals and known perpetrators of Child Exploitation. The Horizon Team is ensuring that contextualised safeguarding is considered more robustly within all meetings including Strategy meetings, MACE and Missing triage.

The Horizon team's work have led to positive outcomes for young people using a number of techniques including relational working, mapping, the disruption of perpetrators and locations and a whole family approach.

There are consistent submissions of Police intelligence forms to strengthen information regarding children, young people and adults that support an understanding of risks within Coventry.

St Giles are delivering a custody provision which sees an initial approach to the appropriate adult of a young person to be put forward to an ongoing mentoring service and support mechanism. This provision was funded through the VRU. It sees support offered to those under 25 who have been arrested for Violence related matters (or associated crimes) and spoken with by the Youth Violence Reduction Team and or Local Offender Management Unit to then be considered on a consent basis for this support. This has seen nearly 70 young people referred to the programme with a re offending rate of 13%.

Coventry Children's Services have a Child Exploitation Co-ordinator who acts as a conduit for information and intelligence sharing and ensures cohesion across/ between partners and also, provides advice and guidance across the partnership.

Coventry Safeguarding Children's Partnership have created a One Minute Guide in relation to Contextual Safeguarding and this has been disseminated throughout the partnership.

Contextual Safeguarding One Minute Guide

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Contextual Safeguarding One Minute Guide

Coventry and Rugby Clinical Commissioning Group have raised awareness of child exploitation and shared relevant resources at Protected Learning Time events (PLT) to Primary Care.

The Violence Reduction Unit pilot is an example of area based intervention involving effective partnership working bringing youth organisations together to provide diversionary activities in the Hillfields area.

West Midlands Police currently have a project underway where young people at the Primary gateways are visited and years 5 and 6 work through an 8 week programme of work being delivered by the Young Persons Officer and supported through Guiding Young Minds. This will see school based work as well as mentoring through the summer months transitioning into secondary school.

Your voice matters, Coventry Safeguarding Children's Partnership young people's group has undertaken a mapping exercise with children in relation to where they feel safe and unsafe and work has been done with wider partners to improve locations where children have informed staff that they feel unsafe.

School and police panels are regular meetings with Head Teachers of each secondary school and more recently primary schools to share emerging intelligence and news, and relevant individual arrest/ Missing data also.

Coventry Children's Services Prevent Co-ordinator and Prevent Education Advisers ensure the effective delivery of Prevent and Channel Panel across Coventry including engagement with community partners and representation from all partner agencies.

Coventry College's safeguarding policy and procedures set out the organisation's commitment to protecting children and young people, how to keep them safe and respond to concerns. Mandatory contextual safeguarding staff training has been developed to ensure that staff have the skills to recognise how young people are influenced by a whole range of environments and people outside of their own family.

Coventry and Warwickshire Partnership Trust has a dedicated Contextual Safeguarding tab which has up to date resources and links to guidance for staff.

The National Probation Service attends relevant meetings which look at gangs in the Coventry area and specifically those young men who are involved in gangs or at risk of being involved in gangs.

UHCW continue to work closely with St Giles Trust in identifying / supporting victims of violent crimes presenting to UHCW.

What are we worried about?

There has been an increase of violent incidents involving young people.

Assessments and plans are variable and they do not consistently draw upon the contextualised safeguarding concerns/ risk that may impact on the child/ young person and family. Practitioners need to consider the wider environmental factors which have a threat to the safety and welfare of the child/ren and young people. Within assessments and plans, housing conditions, employment, poverty, gambling, overcrowded or poor living conditions needs to be explored in greater detail to establish parents' financial situation to ensure that support can be provided in accessing benefits or other support they can access or are entitled to, linking to the troubled families agenda.

Members of the Contextual Safeguarding sub group feel that current exploitation screening tools are too long and need to be amended to reflect a contextual safeguarding approach. The tool is currently being reviewed.

Success or outcomes are being monitored only on a young person's behavioural change but should include their feelings of safety in their wider community.

There is a lack of recognition and under use of the expertise and insight parents/ carers have into their child's exploitation and extra familial harm.

Bringing children into care if they cannot be protected in the community does not necessarily improve outcomes for children. Children going out of city for a placement could provide opportunities for young people to be involved or co-ordinate county lines over more geographical/ gang areas.

A lot of the funding for projects is time limited which does not lead to sustainable projects.

The Police need to ensure that where Osman warnings are issued, any identified risk to children is also shared through the appropriate safeguarding pathways to enable this risk to be addressed through a multi-agency approach.

The Partnership are aware of the complexities surrounding young people who are at risk or who have been exploited as they transition into adulthood.

What needs to happen?

Learning and development in relation to Contextual Safeguarding needs to continue across the safeguarding system to ensure that partners across the system understand that children and young people are affected by a range of factors outside of their families and homes and that these need to be addressed. This will include the dissemination of research and practice insights from local, regional and national work to improve practice insights.

The child exploitation screening tool needs to be reviewed and simplified to encourage greater completion across the partnership. Coventry Safeguarding Children's Partnership partners have been involved in a Tackling Child exploitation project supported by the Children's Society which examined the pro's and cons of the current screening tool. This learning will now be fed into the development of a new tool.

There needs to be greater collaboration with partners who provide youth work to increase access.

There needs to be increased consultation prior to the issue of Osman warnings to mitigate against creating further vulnerabilities for children. An agreed information sharing pathway/ protocol needs to be developed.

Public Health and Coventry and Rugby Clinical Commissioning Group have undertaken a review of the CSE Service commissioned by the two organisations. The outcome of the review which included colleagues from Children's Services, identified that a broader remit was required expanding to cover all forms of exploitation and that there are a wide range of partners involved in supporting those affected by or at risk of exploitation, however the system lack a co-ordinated approach and therefore without this being developed it is challenging to identify the gaps in provision. To address this Public Health and the Coventry and Rugby Clinical Commissioning Group have commissioned a Project Manager for 12 months with the post holder commencing in September 2020. The Children's and Young People's Exploitation Project Manager will work with Public Health, Coventry and Warwickshire Commissioning Group, Children's Services and other partners to co-ordinate the delivery offer of services/teams within the health and social care system who are supporting or reaching those who are affected by child exploitation.

There needs to be continued exploration of funding opportunities to support this agenda.

The Child exploitation Champions role is to be developed across MASH and Children's Services teams to increase teams to increase awareness and response from all teams in respect of Contextual Safeguarding.

Work to be undertaken to continue to improve relationships with neighbourhood Police officers and the Police Partnership team to support in understanding the risks within Coventry.

Training sessions with taxi drivers, hotel staff, housing providers and the community need to take place to improve the lines of communication and strengthen the contextual safeguarding response across the city.

A parent network needs to be developed aimed at providing support for parents and facilitating the development of trust and confidence in professionals as partners not people working against them and their children.

The transition referral process for young people approaching adulthood requires strengthening. Young people entering adulthood can feel lost and frightened as support is limited unless they are a child who is looked after. The thresholds, eligibility and criteria of Children's services and adult safeguarding are notably different. Joint working between Adult's and Children's Services is needed to ensure a collaborative approach to working with young people.

Progress against priorities: **Making the system work**

What's working well?

The Early Help Sub Group membership and terms of reference has been reviewed to better reflect partners who deliver on Early Help Outcomes.

Training has been delivered to a range of partners on the use of the Early help module (EHM) who when completing Early Help Assessments and establishing Early Help Plans to ensure better information sharing across the system.

Early help Handbook and Recording Guidance have been created. These include standards for Early Help Practitioners and are used in conjunction with the 'Right help and right time guidance'.

Signs of Safety and Right help, right time training continues to be rolled out across the partnership.

Coventry and Rugby CCG have established a network of Children's Named Safeguarding Professionals (NSP's) in GP practices in Coventry to support and co-ordinate safeguarding activity. Monthly multi-disciplinary meetings take place in GP practices in Coventry to support and co-ordinate safeguarding activity.

Coventry Children's Services Commissioning and Partnership Service has developed a quality assurance framework which covers all services but has a particular focus on placements. Feedback, research and intelligence are used to RAG rate all external providers to monitor and track the quality of the service provided and to determine where to visit. There are processes/ flowcharts in place to ensure consistency when responding to concerns and inadequate providers.

Coventry Safeguarding Children's Partnership routinely disseminates a newsletter across the partnership which includes updates and condensed local, regional and national learning.

The National Probation Service has a MASH lead within the Coventry Probation Team to provide a bridge for information sharing.

University Coventry and Warwickshire continues to raise awareness of the Signs of safety framework within all safeguarding training. Signs of Safety is also now adopted into safeguarding supervision and the conference report template.

Coventry and Warwickshire Partnership Trust provides ongoing advice and supervision of cases to staff including how to frame good referrals/ reports. The Trust is now able to monitor and report on internal trends.

Coventry and Rugby Clinical Commissioning group has ensured that each large health provider has a named Signs of Safety Practice Lead. These Leads meet bi-monthly and ensure that Signs of Safety is embedded into their organisation.

Public Health has held several workshops focused around the early help outcomes and looking at how partners can work together to improve outcomes for children and their families to help them to access the right help at the right time to achieve sustainable change. Further workshops will take place with partners in Autumn 2020 to consider the integration of early help.

University Coventry and Warwickshire ensure that Right help right time is incorporated in safeguarding children training to ensure that children and their families receive the appropriate level of intervention and support.

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University Coventry and Warwickshire ensure that Right help right time is incorporated in safeguarding children training to ensure that children and their families receive the appropriate level of intervention and support.

What are we worried about?

There is some concern that the volume of referrals may increase following children returning to school post lockdown and that this may lead to an increase in demand for services.

There are some concerns about the information that is provided in referrals which means that time is spent chasing the relevant information.

What needs to happen?

Coventry and Rugby Clinical commissioning group will be offering to support Community Midwifery Services with completing referrals.

Examples of good referrals need to be created and these will be used by safeguarding leads to inform training and supervision in relation to making a good referral. This will be supported by Coventry Safeguarding Children's Partnership including 'How to make a good referral' virtual training session in the training brochure.

There needs to be more partners trained in using EHM in order for them to complete Early Help Assessments and Plans to increase the number of partner agencies completing whole family assessments.

An Early Help Module work flow has been designed to represent the new Early Help Assessment practice and process, this will be ready for deployment from April 2020.



Local authority designated officer

In accordance with the statutory duties set out in Working Together to Safeguard Children 2018, Coventry City Council has a 'LADO,' who has responsibility for the management of allegations against professionals working in a voluntary or paid capacity with children.

Training

The LADO works closely with partner agencies within and outside the City to ensure that the management of allegations of professional abuse is robust and effectively safeguards children; one of the ways the LADO has supported partners to discharge their responsibilities in this respect over 19/20 is through training opportunities.

The LADO service has successfully delivered 5 training sessions to Children's Services and partners over this period and worked in collaboration with other key safeguarding professionals also e.g. with Safeguarding in Education Adviser (SIEA) to support Designated Safeguarding Lead (DSL) training for schools. Feedback from LADO training is positive, and the impact identified is improved understanding of thresholds and employers' responsibilities; this helps support a sturdy approach to safeguarding children.

Quality assurance and management oversight of the work of the LADO Service allows for any themes/patterns relevant for partner agencies to be collated and inform areas for learning and development through the training delivered.

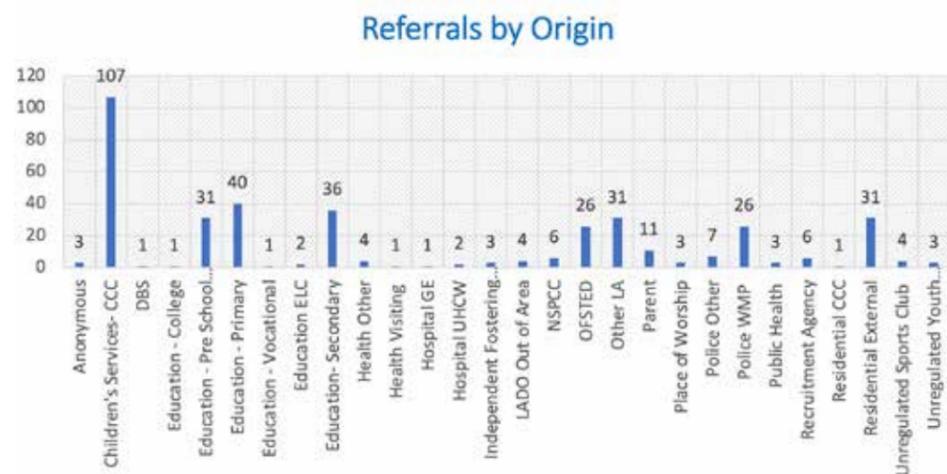
Case example

Repeat referrals were identified from a residential supported living provider and shared with the Coventry Safeguarding Children Partnership Supported Living Sub-group. An information sharing meeting was held; partners including the West Midlands Ambulance Service and West Midlands Fire and Rescue Service shared their concerns and these were collated. Following this, the commissioning service shared the concerns with regional colleagues, the LADO offered training to the provider and members of the sub group have an interim agreement to share information about providers with LADO and each other whilst the sub-group develop and test a coordinated approach to information sharing.

Contacts and Referrals

The LADO provided advice and guidance in response to 1048 contacts relating to professionals working in Positions of Trust in 2019/20; an increase of 57% on the 605 contacts in 2018/19. This increase is attributable in part to the awareness raising LADO training has provided across the partnership as well as the growing demand for LADO services which is reflected regionally and nationally.

The number of referrals has increased by 17.9% from 339 in 2018/19 to 400 in 2019/20. The increase is more significant in Q3 and 4 which is not unexpected as this coincides with the roll out of the new LADO training and LADO presentation to the Education DSL network.



In 2019/20 as in 2018/19, Children Services and 0-18 Education providers made the most referrals into LADO. There is a significant increase in referrals from pre-school age settings; these increased from 10 in 2018/19 to 31 in 2019/20 and is considered to relate to the joined up working between LADO and SIEA DSL/Early Years training, which improves employer's awareness of their responsibilities when Position of Trust, safeguarding children issues arise.

All LADO referrals originating from health in 2019/20 relate to incidents in employees' personal lives. There is a careful balance for LADO when considering if these meet the threshold for LADO involvement and the LADO has worked closely with relevant health colleagues to ensure children are safeguarded but there is proportionality for the adults concerned.

Case example

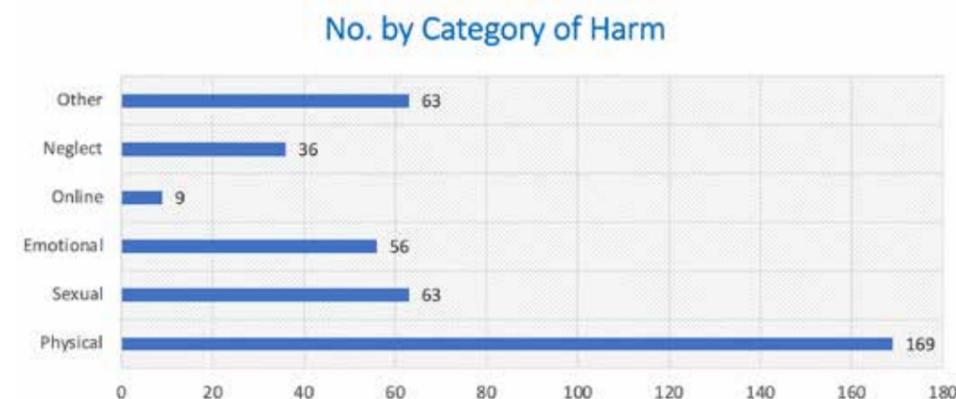
A midwife who was the victim of longstanding domestic abuse which resulted in the involvement of Children's Services to safeguard her child and support her to remove herself from the abusive relationship and act protectively for herself and her child. In this case, the professional/parent was also a victim, she had not directly harmed her child and she had an impeccable employment history with evidence that she had acted appropriately in identifying safeguarding concerns in her work. The involvement of LADO was not deemed proportionate in this case as the professional's employer had provided them with support, Children's Services, the police and the child's school were working collaboratively to support and safeguard the child and the professional/parent.

31 referrals were received from the police; these in the main are as a result of police arrests or reports received where the person of concern holds a position of trust for example a teacher who has been involved in a domestic incident. A small number of these referrals relate to police officers themselves and their conduct in and out of their work. Part of the work to be taken forward by the LADO over 2020/21 is to link with Police Professional Standards and the Public Protection Unit to agree cross Coventry LADO training.

Categories of Harm

Across 2019/20 as in 2018/19, the main category of harm is 'Physical' which represents 42.7% of referrals, this mirrors the regional and national LADO picture. The primary reason for this is the relative ease of identifying, reporting and confirming physical harm coupled with the close physical proximity that many professionals have to children by virtue of their roles. Within this category are several referrals relating to complaints by children following the use of restrictive physical intervention by carers and teachers.

NB Where 'other' is recorded these are cases where threshold is not met for further LADO oversight and intervention meaning that in these there is often no identifiable harm.



In conclusion

Coventry City Council LADO Service is confident that the response to concerns about people working in positions of trust in the city is robust, comprehensive, dependable and consistent. Responses are considered and shown to be proportionate in ensuring that risk to children is managed effectively whilst adult professionals are protected from further allegations during the employer's investigative processes.

Confidence in professional/partner decision making and understanding of responsibilities continues to grow as a result of effective LADO role and function alongside awareness and learning from the advice and guidance LADO provides.

Signs of Safety

Coventry Safeguarding Children's Partnership continues to support Signs of Safety as the model in all agencies across the city. The roll out of multi-agency training continues across the city and there are now a relatively low number of practitioners that require training. Audit work is evidencing that the methodology is being applied across the partnership giving practitioners across the city a common language and framework.

A new Signs of Safety Practice Lead has been appointed and this post will focus on further embedding the Signs of Safety approach across the partnership as well as refreshing the Implementation Plan to ensure that strategic and operational objectives are taken forwards.

Coventry Safeguarding Children's Partnership continues to embed the approach by using partners to report to using the framework wherever possible.

Signs of Safety training statistics are shown in Appendix 4

Right help right time

The Right Help Right time guidance is aimed at assisting professionals to understand and assess risk appropriately so that children and families can receive the right help at the right time. The aim is to provide early interventions for children, young people and families that require support in order to prevent them moving towards higher levels of need, and to reduce the levels of need once they have been identified.

The guidance is contained within the online procedures manual and can be found https://www.coventry.gov.uk/downloads/file/27130/right_help_right_time_guidance Right help right time training sessions continues to be rolled out and now form part of Coventry Safeguarding Children's Partnership training brochure.

Serious Case reviews

In March 2020 Coventry Safeguarding Children's Partnership published a Serious Case Review, commenced under Working Together 2015, in relation to a case of complex intra-familial sexual abuse.

The overview report can be found here https://www.coventry.gov.uk/downloads/file/32205/serious_case_review_march_2020

The table below demonstrates how Coventry Safeguarding Children's Partnership have implemented the recommendations.

Recommendation	Implementation assurance
<p>Coventry Safeguarding Children Board should assure itself that partners have appropriate mechanisms in place to enable staff to:</p> <p>Develop skills and knowledge in communicating with children in the light of the learning arising from this review.</p> <p>Access good support from their organisations to enable them to put these skills into practice effectively with children.</p>	<p>A sexual abuse conference took place which was attended by a large number of multi-agency practitioners. Three resources have been produced to widen the learning from the conference and these have been added to Coventry Safeguarding Children's Partnership website</p> <p>https://www.youtube.com/watch?v=rPt1wtsvWLw https://www.youtube.com/watch?v=79DPeN2NR9M https://www.youtube.com/watch?v=7vV4Uxq0V14</p> <p>A One minute guide has been created in relation to the learning from the review. This has been widely disseminated across the partnership</p> <p>https://www.coventry.gov.uk/downloads/file/32329/learning_from_a_serious_case_review_march_2020</p> <p>The findings of the review have been presented to all Children's Services staff, Designated Safeguarding Leads from Education and to members of the Safeguarding Together Action group.</p>
<p>Coventry Safeguarding Children Board to assure itself that partner agencies have considered their professional response to and understanding of grooming and sexual offending as it is relevant to their safeguarding responsibilities and taken relevant action to embed their approach in practice.</p>	<p>A One Minute Guide has been created in relation to grooming, including a section on how to have a difficult conversation with children, and this has been disseminated widely throughout the partnership. https://www.coventry.gov.uk/downloads/file/30443/grooming</p>

Recommendation	Implementation assurance
The Coventry Safeguarding Children to assure itself that a clear pathway is in place for identifying and working with complex intra familial sexual abuse drawing on current developments within contextual safeguarding practice.	The Serious Case review author noted that when the second investigation commenced Coventry was already using pathways successfully developed for Contextual safeguarding to complex intra familial sexual abuse and this led to the case being managed more effectively. This continues to be the case.
The Coventry Safeguarding Board to identify the appropriate work stream for developing good practice for working with children, including those in transition to adulthood, who have been identified as having both been abused and abusing others.	Coventry practitioners have worked together to establish a directory of support. This directory can be seen here https://www.coventry.gov.uk/downloads/download/5873/harmful_sexual_behaviour_directory

Safeguarding Together Action Group

The Coventry Safeguarding Children Partnership have introduced a new forum called the Safeguarding Together Action Group (STAG) as part of the New Arrangements of the CSCP. This new forum was originally known as the Relevant Agency Forum but was changed to the STAG during the inaugural meeting.

The STAG's purpose is to bring people together in a new way to safeguard children across the partnership. There are currently 54 organisations on the attendee list and some of these organisations have never worked directly with the Safeguarding Children Partnership before.

The discussion topics in the STAG fall mainly into the below categories:

- To share information from Safeguarding Practice Reviews, audits and national learning so that information can reach front line professionals more effectively.
- To ensure that professionals are kept up to date with emerging safeguarding issues across the city.
- To help cross-agency working.
- To look at the effects of action on front line practice.
- To increase awareness of new policy and procedures.
- To identify emerging safeguarding issues.



Organisations are invited to put forwards speakers, presentations and items that are of interest to the forum members.

There have been two forums held so far with well received sessions including Harmful Sexual Behaviour, a summary of a Serious Case Review and Adolescent Neglect.

The forum includes some innovative ways of communicating with partners, for example we have comment walls around the room, and we invite attendees to write upon these walls and tell us comments, feedback and their current safeguarding concerns. Members can note down what they wish to be discussed in future sessions of the STAG, and we hold an ongoing list of topics. During the last meeting we videoed a presenter with the vision of using the presentation during future digital training sessions.

The feedback received from members of the STAG is 100% positive and we are frequently contacted by organisations wishing to be a part of it. From the feedback received, the members value working alongside the CSCP and are pleased to be part of a central forum focussed on safeguarding children.



Your Voice Matters

Coventry Safeguarding Children Partnership created a new group aimed specifically at engaging young peoples' voices in safeguarding strategy for the city. In consultation with the young people involved, this group is called Your Voice Matters.

The groups are held four times per year within the participating school with the student cohort chosen by the school staff. We have held two meetings so far with two more planned before the end of the year. The sessions so far have been insightful, and the young people are unfailingly honest and willing to provide a window into their lives and experiences. In response to the findings and the issues the young people have talked about, the CSCP has been able to implement some changes to benefit young people across the city.

An example of this is when the young people in the first group shared that they felt unsafe on public transport across the city and were able to provide details of the instances that had led to their feeling unsafe. This seemed to be a common issue across the group and the bus network was often cited in examples, so some colleagues from the Partnership office team visited the Safer Travel West Midlands centre in Birmingham to gain more of an understanding on how young people can remain safe whilst using buses in Coventry. As a result of this, when the second session of Your Voice Matters happened to focus again on young people feeling unsafe on buses, the session leaders were able to provide the young people with details and practical advice around what to do if an issue occurred during their journey.

Another change we are taking forwards as a direct result of Your Voice Matters is that in the second group, many young people lived in the same area and discussed a particular shop that was surrounded by alleyways. There was the common perception that the shop and the alleyways were unsafe to such an extent that the young people were putting safety plans in place when they were in the vicinity, for example ensuring their walk home from school used different streets so they did not have to pass the location and when they were required to pass the location they young people ensured they were in groups as this felt safer than approaching the location alone. The session leaders approached the City Tasking multi-agency meeting to discuss implementing measures in the location to make it safer for young people, for example installing locked gates into the alleyways. The Licensing team at the Local Authority was also approached to visit the shop from a Licensing perspective and speak to the owner about possible anti-social behaviour on or outside the premises. This work is ongoing.

As a result of Your Voice Matters, the CSCP are directly hearing the voices of children on issues such as online safety, where they feel safe and unsafe in the city, whether they understand what abuse and neglect are and what would help them feel safer in their community.

You Said	We Did
<p>The young person's guide to the new arrangements needs to change as follows:</p> <ul style="list-style-type: none"> • Pictures removed • A summary on the front page • Emergency services contact details on the back <p>Explain Your Voice Matters on the back and give young people an option to request a visit to their school</p>	<p>The young person's guide to the new arrangements has been updated to incorporate all suggestions. A copy has been sent to Mrs Ingram for you to have a look at and see how we used your suggestions to improve it.</p>
<p>You were concerned about police cuts and the lack of visibility of police on Coventry streets – leading to young people feeling less safe.</p>	<p>This was fed back to the Chief Commander of Coventry Police at a meeting with him on 3 December.</p>
<p>You told us that if we wanted to engage with young people YouTube is the best way to do this. You said that Twitter isn't used by young people.</p>	<p>We are now seeking permission to start our own YouTube channel to better connect with you. More details to follow!</p> <p>We are going to focus our Twitter account on professionals and not young people</p>

You Said	We Did
<p>We learnt that, although you are all confident online and feel safe using social media and apps you didn't always understand location tracking or how to disable these services.</p>	<p>We are going to look at producing some information focused on location services and how these can be switched off in different apps. We'd be interested to know if you would like to take part in doing this with us!</p>
<p>You told us that you felt, overall, least safe on public transport and on Coventry streets.</p>	<p>We have contacted Travel West Midlands and have asked to talk to them about how young people can feel safer on public transport. We don't know yet what this might lead to yet, but we hope we'll have something to share with you next year.</p>
<p>You told us that you enjoyed the session and that you felt listened to. You gave us useful feedback to think about how we could improve the session for the next group of young people.</p>	<ul style="list-style-type: none"> • We are going to make sure that different activities and group discussions remain a part of the group as you enjoyed those and found them useful. • We are going to make sure that people who run these sessions always take time to listen to what you say as that is important to you. <p>We are going to make sure that you always get feedback about what happened afterwards as that is important for you to know.</p>
<p>You said you didn't feel safe in your community and there is an underlying fear of violent crime. You gave us some ideas of what would help you feel safer.</p>	<p>Your comments have been read by the Coventry Commander of Police.</p>

You Said	We Did
You said there was a particular shop surrounded by alleyways that didn't feel like a safe place to you.	<ul style="list-style-type: none"> We attended a meeting of the City Tasking Forum, which is where people and organisations get together to discuss various issues around places and spaces within Coventry. We raised the issue of the shop and surrounding alleyways and the group will consider what can be done to make this a safer place for young people. We have also contacted the Coventry City Council Licensing Team and requested that they visit the shop and speak with the owner.
You said it was a good idea to think about making safeguarding information available for you when you're not at school.	We will think more about how this can be done, as not everybody has access to technology at home. We will develop this idea in future meetings.



Safeguarding Training

The CSCP delivers a programme of specialist multi-agency training and development. It has good information about agency participation in its multi-agency training and it regularly evaluates the impact of such training on practice.

Evaluating impact

Our multi-agency training programme is regularly evaluated to ensure that the impact on practice is understood. The evaluation includes an analysis of three-month post course feedback, specifically linked to impact on practice and evidence of how training has resulted in better outcomes for children.

During the period of September 2019 to March 2020 course evaluated after three months to review impact were:

- Motivational Interviewing – skills for working with resistant families
- Parental Substance Abuse and Safeguarding Children
- Harmful Sexual Behaviour

	Motivational Interviewing – skills for working with resistant families	Parental Substance Abuse and Safeguarding Children	Harmful Sexual Behaviour
General comments:	<ul style="list-style-type: none"> Increased confidence when dealing with families where there is resistance Helped with learning styles of communicators and communication Enhanced existing knowledge providing suggestions of different approaches Feel more confident in asking questions 	<ul style="list-style-type: none"> Increased understanding as to why parents can't stop using substances even when Children's Services are involved and there is the possibility of children being removed Understanding of how they are living and the effects it can have on emotional and physical health As an advocate the knowledge gained was useful Gained the awareness and knowledge to manage cases and seek appropriate support Increased confidence in attending multi-agency child protection meetings 	<ul style="list-style-type: none"> Helped to understand signs and behaviours plus impact.

	Motivational Interviewing – skills for working with resistant families	Parental Substance Abuse and Safeguarding Children	Harmful Sexual Behaviour
Evidence of better outcomes for children:	<ul style="list-style-type: none"> Now working with families that could not engage with before Family are compliant and engage with sessions. We are the only agency family have engaged with and I am now bringing in other agencies and family are responsive to them 	<ul style="list-style-type: none"> Better able to explain to parents why a referral was being made to social care due to the understanding gained around impacts on children 	<ul style="list-style-type: none"> Use the knowledge when on duty to assess if the HSB service is needed.
Manager's comments about impact on practice:	<ul style="list-style-type: none"> Person has shared some of the techniques discussed with the rest of the team Confident to work with hard to engage families and been credited by other services about her ability to build rapport, maintain appropriate relationships and support families Course raised an awareness about asking open questions and is trying to implement this in her current role 	<ul style="list-style-type: none"> Person has shared some of the techniques discussed with the rest of the team Confident to work with hard to engage families and been credited by other services about her ability to build rapport, maintain appropriate relationships and support families Course raised an awareness about asking open questions and is trying to implement this in her current role 	<ul style="list-style-type: none"> This person has increased knowledge and confidence to assess risk and recognise the difference between HSB and inappropriate behaviour.

Evaluation of course impact on practice continues to consistently show that participants become more effective by drawing on what they have been taught in the Partnership's multi-agency courses.

Training statistics can be seen in Appendix 5



COVID19

COVID19 has created a unique situation which has necessitated that the Coventry Safeguarding Children's Partnership respond dynamically to risks as they emerge.

The table below shows risks that have been identified by the Safeguarding Partners and action that has been taken to mitigate these:

Risk	Potential support that can be offered by the CSCP	Action
Changes in the safeguarding system due to lockdown and the subsequent easements.		<p>Monthly position statements have been created by asking partners what is working well, what are they worried about and what needs to happen?</p> <p>These have been shared across the relevant agencies and any gaps or risks identified have been addressed.</p>
The risk of serious harm being caused by co-sleeping	<p>CSCP to develop promotional resources for professionals and parents</p> <p>CSCP to develop a training resource for professionals</p>	<p>Posters have been developed for parents and these have been disseminated across the partnership. Work is ongoing with partners to identify further action to affect behaviour change in relation to co-sleeping.</p>
Children spending increased time on social media may leave them open to increased online risks.	<p>CSCP team to promote messages in relation to online safety throughout the partnership and through community groups.</p> <p>CSCP to share resources for parents to complete with children through social media and community groups</p>	<p>CSCP staff have shared sharing Child Exploitation and Online Protection centre's weekly 15 minutes online safety sessions on social media and these have been shared with partners in the newsletter.</p> <p>CSCP are also setting up train the trainer sessions to be delivered by the Young Gamers and Gamblers Education Trust.</p>

Risk	Potential support that can be offered by the CSCP	Action
Children may experience anxiety around CV19	CSCP to develop/ collate child free information and guidance in relation to CV19 for dissemination	CV19 child friendly guides have been shared on social media and these have also been shared with agencies via the newsletter. This guidance has also been added to the CV19 section of the CSCP website.
Children may be subject to sanctions for continuing to gather in groups	Information to be distributed through social media and community groups to divert children and young people to activities in line with CV19 guidance.	Information has been distributed through social media and community groups to divert children and young people to activities in line with CV19 guidance.
Children may experience an increase in domestic violence	CSCP to promote self isolation coping strategies to parents. CSCP to share resources for parents to complete with children re healthy relationships.	CSCP is promoting the West Midlands regional domestic violence campaign #noexcuseforabuse Practical guidance has been devised to signpost victims to sources of support and also to provide practical tips in respect of safety planning.
Families may be under increased financial pressure	CSCP to signpost to sources of financial support and foodbanks.	CSCP has shared information in respect of foodbanks and financial support.
There may be an increase in children experiencing neglect and abuse.		Posters and social media banners have been produced advising the community how to report concerns. These have been added to the website and shared with partners. They have been promoted through CSCP Social media which now includes a Facebook page which is in contact with several local community groups.

Risk	Potential support that can be offered by the CSCP	Action
		These resources have also been shared with Education staff with a view to being sent out to parents. The posters have been shared with Community Resilience Co-ordinators and have been promoted through community Facebook sites and at the Food hubs. A guide has been developed informing Community volunteers in respect of safeguarding, signs of abuse and neglect and how to report concerns. This has been promoted through Social media sites and has been shared with agencies via CSCP newsletter.
There may be an increase in child exploitation as lockdown eases		Wider partners who work young people in the community have been invited to contribute to the position statement to ensure that the Safeguarding Partners have a good understanding of who has line of sight to young people out in the community and the associated risks.
The community has reported concerns around young people using nitrous oxide.	CGL will be doing a webinar highlighting nitrous oxide so the Boards office will signpost to this.	A webinar has taken place to inform practitioners in relation to nitrous oxide. Messages have been shared on social media to inform professionals and practitioners in respect of the dangers of nitrous oxide.



Looking forwards

Coventry Safeguarding Children's Partnership have agreed the following business plan and will continue to progress this in 2020-2021

Neglect

	Action	Target Date	Lead
Recognise	A review of the neglect strategy to be undertaken	December 2020	Neglect Task and Finish Group
	Undertake a multi-agency workforce development analysis of the existing offer and the uptake.	December 2020	Work Force Development sub group
	Refresh the city-wide workforce development offer.	March 2021	Workforce Development sub group
	Undertake a campaign focussed on adolescent neglect and promote this via a multi-agency electronic/ social media campaign	March 2021	Neglect Task and Finish Group
	Make neglect the focus of a CSCP annual conference 2021	November 2021	Independent Chair
Respond	Develop a suite of resources to raise awareness of neglect, to include a think family approach, and promote these across the partnership and across other partnership boards.	December 2020	Neglect Task and Finish Group
	Adult Services to include CRC, NPS, Adult Mental Health, WMP, Substance Misuse and Adult Social Care to provide assurance that staff in their organisations are trained to identify whether children are in the household during assessments and identify whether there are indicators of neglect present.	March 2021	Director of Public Health. Head of NPS. Head of CRC. Commander of Coventry Policing. Director of Adult Social Care
	Appropriate tools to be considered and adopted across the partnership to assist practitioners in identifying and responding to neglect.	December 2020	Neglect Task and Finish Group

	Action	Target Date	Lead
Respond	Review the neglect policy and practice guidance to be developed around working with children, young people and families where there is neglect.	September 2020	Policies and Procedures sub group
	Ensure that agencies are trained and supported to use the EH Assessment to ensure that families receive co-ordinated and appropriate support at the earliest opportunity.	December 2020	Early Help Strategy Delivery group.
	Develop a directory of voluntary and community representatives who are offering services to families where neglect is a factor.	December 2020	Early Help Strategy Delivery group.
	Improve allocation of places on parenting courses through early help, family support and statutory services.	March 2021	Early Help Strategy Delivery group.
Quantity	Develop a CSCP dataset	March 2020	Audit and Performance sub group
Evaluate	Consult children, young people and families where neglect has been a factor around what made a difference to them.	March 2021	Children and young people's consultative group
	Develop a programme of multi-agency neglect themed audits and share what is learnt across the partnership.	June 2020	Audit and Performance sub group
	Quality assure the refreshed multi-agency workforce development offer on neglect.	March 2021	Audit and Performance sub group
	Consult with practitioners about their confidence levels, their perceptions of impact of their work and what support they may still need.	December 2020	Audit and Performance sub group

Making the system work

Action	Target Date	Lead
Deliver training and monitor attendance on Right Help Right time.	Quarterly	Workforce Development sub group
Devise a series of case studies to be made available on the CSCP website to demonstrate the application of thresholds and the correct response.	September 2020	MASH Working group

Action	Target Date	Lead
Monitor multi-agency Signs of Safety training to ensure all partners are identified and attend.	Quarterly	Workforce Development Sub group
To develop a children and young people's forum to seek children's views as to whether safeguarding work is child centred.	December 2019	CSCP Team
To develop a group of frontline practitioner's to disseminate key messages from learning and reviews.	December 2019	CSCP Team
To consider the options for Policies and procedures in readiness for contract renewal in 2020.	March 2020	Policies and Procedures sub group
To develop a rapid review/ SPR toolkit.	March 2021	Serious Practice Review Sub group.
CSCP to monitor that all rapid reviews/ SPR's are delivered within statutory timescales.	Quarterly	Audit and Performance sub group
To seek ways to disseminate learning from rapid reviews and SPRs to frontline staff.	June 2020	Safeguarding Practice Review sub group

Contextual safeguarding

Action	Target Date	Lead
CSCP to raise awareness of escalation procedures and monitor whether they are being implemented.	December 2020	Audit and Performance sub group
CSCP to undertake a Joint Targeted Area Inspection (JTAI) 'dry run' to highlight any strengths/ weaknesses in the system.	March 2021	Audit and Performance sub group
CSCP to work in partnership with the Police and Crime Commissioners Office to develop a multi-agency gang and youth violence policy	June 2020	Policies and Procedures sub group
CSCP to refresh the multi-agency Child Sexual Exploitation (CSE) policy and consider whether it can be strengthened to include a Child Exploitation (CE) policy	December 2020	Policies and Procedures Sub group
Undertake a case file audit to better understand the local response.	March 2020	Audit and Performance Sub group

Action	Target Date	Lead
A public awareness campaign will be undertaken to ensure the general public as well as identified groups understand that criminal exploitation is a safeguarding issue	March 2021	See me hear me
To understand the local CE profile	June 2021	Contextual safeguarding sub group
Awareness raising activity has been undertaken with practitioners and includes: <ul style="list-style-type: none"> The different tactics that perpetrators use. That all children are vulnerable. That siblings are often targeted. That practitioners must 'stay with the child' That children who have been exploited are victims of crime. Early indicators of CE. 	December 2020	Contextual safeguarding sub group
Awareness raising activity to be undertaken with wider agencies to support a whole systems approach.	September 2021	Contextual safeguarding sub group
All practitioners to understand referral pathways and services to support young people in relation to CE.	December 2020	Contextual safeguarding sub group
Multi agency contextual safeguarding training to be delivered.	December 2019	Workforce Development sub group
To identify appropriate pathways for affected young people.	March 2021	Contextual safeguarding sub group
To seek assurance that there are pathways in place for affected young people to have access to appropriate health services.	December 2020	Contextual safeguarding sub group.
To raise awareness of the impact of trauma with practitioners	December 2020	Workforce Development sub group
To seek assurance from agencies that they are interrogating missing from education data to establish children who may be at risk.	September 2020	Contextual safeguarding sub group
To ensure that staff have the skills and knowledge to work with children at low, medium and those at high risk of exploitation.	September 2020	Workforce Development sub group

Action	Target Date	Lead
To seek assurance that practitioners in all agencies understand and are using National Referral Mechanism.	June 2020	Contextual safeguarding sub group.
To seek assurance that WMP are developing a consistent approach, using Modern Day Slavery and trafficking legislation to target perpetrators.	June 2021	Contextual safeguarding sub group
Scope and develop a programme of preventative activity with children and young people.	December 2020	Your voice matters/ Contextual Safeguarding sub group
To make contextual safeguarding the focus of the Annual Safeguarding Conference 2020	March 2020	Contextual safeguarding event planning group.
To undertake the University of Bedfordshire audit toolkit.	December 2020	Audit and Performance sub group
Develop a vulnerable adolescent policy.	March 2021	Policies and Procedures sub group
Raise awareness of contextual safeguarding with professionals.	September 2020	Contextual safeguarding sub group/ Workforce Development sub group
Multi agency contextual safeguarding training to be evaluated.	December 2020	Workforce Development sub group
Undertake a survey with children and young people to understand where they feel at risk and where they feel safe.	December 2020	You Voice matters
Seek to contextualise reporting and recording systems across all agencies.	December 2020	Contextual Safeguarding sub group

Action	Target Date	Lead
To consider how data is analysed across the partnership.	December 2020	Contextual Safeguarding sub group
Understand what the local profile of Extra Familial risk looks like.	December 2020	Audit and Performance sub group
To consider the development of an extra familial risks panel.	December 2020	Contextual Safeguarding sub group
To raise awareness of contextual safeguarding and reporting mechanisms with parents.	December 2020	Contextual Safeguarding sub group
Work with partners to disrupt the social conditions of the environment where abuse has occurred.	March 2021	Contextual Safeguarding sub group
To undertake audit activity to understand if practitioners are implementing a contextual safeguarding approach.	March 2021	Contextual Safeguarding sub group



Appendices

Appendix 1 - Outcomes for Coventry children

The Audit and Performance subgroup designed a new performance scorecard for the year which aligns to the new priorities and business plan. The document is a work in progress and is a dynamic document to which partners can contribute to help our understanding of the stories of children and young people in Coventry. The subgroup analyses the data that is received at each quarter with a recognition that the data will continue to develop.

Neglect

Abuse category as referred into Children's Services (% of cases featuring neglect as the primary or co-morbid referral reason)

Open Cases at Quarter End with Neglect as Primary Need (% of all cases)	Last Q4	Q1	Q2	Q3	Q4
Early Help (Neglect)	73 (6.3%)	60 (5.5%)	53 (5.1%)	48 (3.9%)	32 (2.7%)
CIN* (Abuse or Neglect)	-	-	1535 (82.5%)	1496 (89.5%)	1345 (88.2%)
Child Protection Plans (Neglect)	105 (29.7%)	106 (30.4%)	108 (35.2%)	121 (35.0%)	129 (33.2%)
Looked After Children (Abuse or Neglect)	605 (86.1%)	606 (87.4%)	612 (88.1%)	621 (89.2%)	631 (89.4%)

*Abuse and neglect cannot be reported separately as the data download 'groups' them as a category

Number of children subject to a child protection plan which features neglect as a primary risk

New Plans	Last Q4	Q1	Q2	Q3	Q4
Number of children subject to a child protection plan which features neglect as a primary risk	43	38	37	40	39
% of all child protection plans	29.5%	35.8%	31.4%	29.6%	32.0%

All Current Plans at Quarter End	Last Q4	Q1	Q2	Q3	Q4
Number of children subject to a child protection plan which features neglect as a primary risk	105	106	108	121	129
% of all child protection plans	29.7%	30.4%	35.2%	35.0%	33.2%

Number of child removals which feature neglect as a co-morbid risk

	Last Q4	Q1	Q2	Q3	Q4
Number of Care Orders (C1, C2) with CIN Code of Abuse/Neglect	19	23	20	22	37
% of all Care Orders (C1, C2)	90.5%	100.0%	90.9%	100.0%	100.0%

Number of child removals which feature neglect as a co-morbid risk

	Last Q4	Q1	Q2	Q3	Q4
Children In Need (Abuse or Neglect)					
Aged 0-4	-	-	404	453	424
Aged 5-10	-	-	412	487	448
Aged 11-14	-	-	240	323	269
Aged 15+	-	-	214	233	204
Child Protection Plan (Neglect)					
Aged 0-4	-	-	-	47	47
Aged 5-10	-	-	-	36	45
Aged 11-14	-	-	-	28	23
Aged 15+	-	-	-	10	14
Looked After Children (Abuse or Neglect)					
Aged 0-4	-	-	156	149	149
Aged 5-10	-	-	147	151	154
Aged 11-14	-	-	137	145	151
Aged 15+	-	-	172	176	177

Number of children or young people subject to a rapid review this quarter where neglect was in any way a factor

	Last Q4	Q1	Q2	Q3	Q4
Number of children or young people subject to a rapid review this quarter where neglect was in any way a factor	0	1	0	0	129

The subgroup is currently exploring whether hospital A&E data, police data and information from education can help to inform our city-wide picture of neglect. Across the year the group noted the increase in children subject to Child Protection plans and were assured by reports from the Local Authority that they had identified this trend and were auditing this internally to understand any factors behind the data and to offer assurance to the Partnership. The group also acknowledged the ages of children and young people more likely to experience neglect and agreed that this indicated the recent CSCP work done around adolescent neglect was timely, and that these messages should continue to be shared.

Contextual Safeguarding

The subgroup is developing the data measures around this priority and have identified a number of measures which will be helpful to understand wider exploitation in Coventry as the scorecard matures. At present, the data which can be routinely collected is as follows:

Number of children who experienced a reduction in their CSE risk level:

	Last Q4	Q1	Q2	Q3	Q4
Number of children who experienced a reduction in their CSE risk level:	10	13	8	3	3

Missing children and young people:

	Last Q4	Q1	Q2	Q3	Q4
Number of Missing Episodes started (number of children involved)	225 (115)	306 (128)	307 (139)	269 (119)	353 (134)

% of Return Home Interviews (YTD) being completed within timescale

	Last Q4	Q1	Q2	Q3	Q4
% of Return Home Interviews (YTD) being completed within timescale	78.2	48.9	53.3	62.8	63.4

Number of children missing from education for more than 10 consecutive days, by school category (year to date):

	Primary	Secondary	PRU	Other	Total	% of school age population
Q3	186	104	4	33	327	0.7%
Q4	181	111	3	40	335	0.7%

The CSCP is currently working with other safeguarding partnerships across the region in order to identify a common data set to improve the data collected in relation to contextual safeguarding from West Midlands Police.

The subgroup accept that our understanding of child exploitation is increasing, and therefore our ability to codify and measure this exploitation type will therefore improve accordingly. It is hoped that, over time, that our city-wide understanding of CE becomes as comprehensive as our understanding of CSE has become through learning, knowledge and information sharing.

The group acknowledged a similar picture to the missing figures as in 2018-19: namely, that the figures largely represent a core group of young people who repeatedly go missing (as evidenced by the number of children vs the number of episodes).

Making the system work

% of staff currently trained in child safeguarding awareness:

STATUTORY AGENCY	COMPLIANCE AT Q1	COMPLIANCE AT Q2	COMPLIANCE AT Q3	COMPLIANCE AT Q4	CAVEAT
COVENTRY CC	Not available	69	69	71	Calculated at 3 years (employer requirement)
UHCW	98.1	97.7	96.45	97.9	Calculated at 3 year (employer requirement)
CCG	90	90	90.51	90.72	Calculated at 3 year (employer requirement)
CWPT	93.7	92.7	92.96	93.98	Calculated annually (employer requirement)
SWFT	93	90	92.14	89	Calculated at 3 year (employer requirement)
West Midlands Police	Not received	Not received	Not received	Not received	Not Known
CRC	Not received	Not received	Not received	Not received	Calculated at 3 year (employer requirement)
NPS	Not received	Not received	Not received	70	Calculated at 3 year (employer requirement)

% of MASH referrals which resulted in No Further Action:

	Last Q4	Q1	Q2	Q3	Q4
% of referrals	66.4	64.7	69.3	73.5	63.7

Partner attendance at Right Help, Right Time

Agency	2018 total attendance	YTD at Q2 total attendance	Q3	Q4
Coventry City Council	77	34	47	2
Education	148	48	-	-
Local Authority schools	-	-	16	19
Education – academies/private/independent	-	-	9	10
Third Sector	29	13	2	7
Faith	0	1	1	-
Early Years	4	7	8	9
Probation	26	4	4	7
Police	1	1	1	-
SWFT	-	-	4	4
CWPT	-	-	6	5
NHS	-	-	4	-
Health	97	38	-	-
Not known (did not book on but attended)	0	2	-	-

Partner attendance at Signs of Safety training

Agency	Q1	Q2	Q3	Q4
Schools (academies/private/independent)	Not available	24	26	12
Local authority schools	Not available	19	22	10
Coventry City Council	Not available	45	87	22
Voluntary, private, independent	Not available	16	-	1
Early Years – private and independent	Not available	3	-	0
Health – CWPT	Not available	14	19	5
Health – SWFT	Not available	47	62	5
Health – UHCW	Not available	8	9	2
NPS	Not available	4	-	0
Health – NHS	Not available	1	2	0

Rapid Reviews:

	Q1	Q2	Q3	Q4
Number of Rapid Reviews completed	0	2	0	0
Number of Rapid Reviews completed on time	n/a	2	n/a	n/a

Number of Active Safeguarding Practice Reviews per quarter:

	Q1	Q2	Q3	Q4
Number of active SPRs	0	0	0	0

Number of Active Safeguarding Practice Reviews per quarter:

	Q1	Q2	Q3	Q4
Number of active SPRs	0	0	0	0

Number of Active Safeguarding Practice Reviews per quarter:

	Q1	Q2	Q3	Q4
Number of formal escalations	0	0	0	0

In terms of referrals in, those which resulted in No Further Action for Quarter 4 was 63.7% which means for these referrals information and advice was provided to families, members of the public and professionals and further intervention from statutory Children's Services and Early Help services was either not required at this stage or declined by the family. The remaining 36.3% of referrals were either diverted to Area teams for a Children and Families Assessment or Early Help Hubs for support.

The % of re-referrals back into the MASH remained generally higher than regional and national averages for the previous the year. There is current dip sampling around re-referrals to understand whether the correct threshold decision had been applied, identifying any themes around re-referrals and what could have prevented the re-referral. The CSCP plan to undertake an audit of the MASH in the forthcoming year which will more deeply explore referrals, and continued roll-out of the Right Help, Right Time workshops is contributing to a greater understanding of the help and support available to families for practitioners.

Appendix 2 - Quality Assurance

Domestic Abuse Enquiry Panel

The Coventry Safeguarding Children Board business plan for 2018-19 tasked the then Effectiveness and Quality (E&Q) Subgroup (now Audit and Performance) to explore the identification and management of Domestic Abuse (DA) across the partnership. The purpose and aims were to identify and share good practice and to consider how work with individuals affected by this abuse type could become more meaningful and result in improved outcomes. Nominated representatives from partnership organisations were asked to create a response to specific questions and to present this to the panel. In addition, they were asked to bring summaries of learning from 2 short case studies: one where work went well and resulted in a good outcome, and one where areas for development were identified. The focus for the panel was the impact of DA on children and young people, and their lived experience of experiencing or witnessing abuse.

The findings were as follows:

Whilst the evidence around policy, procedure and training was excellent the panel did not receive assurance around the impact of this on services, such as embedding skills into everyday front line practice, and any related improvement in outcomes for children and families.

In an era of cost savings, the panel were not assured that some organisations have been able to retain an experienced workforce and/or that casework including domestic abuse is being allocated to appropriately trained and experienced staff.

The panel identified that engaging some communities around DA is still an area for development and may impact upon the lived experience of children. Assurance may be required to evidence that support is inclusive for groups such as foreign nationals, non English speakers, men, older people and marginalised groups.

The panel did not see evidence that partners hear the voice of children or families, and so did not receive assurance that work across the city is making a positive difference in the lived experiences of children and young people exposed to DA.

Quality assurance of the Neglect Strategy and Right Help, Right Time document

The subgroup was tasked within the business plan to help the Partnership understand understanding the dissemination and impact of both the Neglect Strategy and the Right Help Right Time new threshold document. Both documents were produced and published by the CSCB in 2018 and were designed to help professional colleagues, at all levels, in good decision making and management of risk.

The approach best designed to obtain the maximum amount of feedback was agreed to be a survey. The questions were drafted and agreed by the subgroup, and then made available online and promoted via email to all Board and E&Q members asking for it to be shared within their organisations. Paper copies were taken to the quarterly school Designated Safeguarding Lead meeting to ensure that schools had a voice and were consulted as part of the evaluation.

There were 149 responses to the survey in total which were analysed and the learning was:

- Guidance is not always reaching front line workers via email dissemination to Board members
- Staff are more likely to value guidance if it is presented with time for discussion and reflection rather than as an emailed document
- Schools would like regular updates at DSL meetings
- Right Help, Right Time has reached more colleagues than the Neglect Strategy
- Family Hubs are working well; the vast majority of partnership staff are finding them useful sources of help and support for families

This work will help the Partnership better understand how to connect with front line practitioners, meaning guidance and documents can be more widely shared and understood in the future.

Name	Title/ Organisation
Derek Benson	Independent Chair, Coventry Safeguarding Children Partnership
DCI Dean Gordan	Detective Chief Inspector, West Midlands Police
Mike O'Hara	Chief Superintendent, West Midlands Police
Jo Galloway	Chief Nursing Officer NHS, Clinical Commissioning Group
John Gregg	Director of Children Services, Coventry City Council
Gail Quinton	Deputy Chief Executive, People Directorate, Coventry City Council
Dr Jo Gifford	Designated Doctor for Child Safeguarding Coventry, Coventry & Rugby CCG
Jeanette Essex	Head of Student Services, Coventry City Council
Clare Baker	Lead Professional, Safeguarding, University Hospital Coventry & Warwickshire
Andy Wade	Head of National Probation Service
Liz Gaulton	Director of Public Health, Coventry City Council
Annette Dallas	Safeguarding Lead, Coventry & Warwickshire Partnership Trust
Lynette Parsons	Head of Safeguarding, Designated Nurse & Prevent Lead, Clinical Commissioning Group
Paul Green	Headteacher, Lyng Hall School
Rebecca Wilshire	Strategic Lead, Help & Protection, Coventry City Council
Cllr Julia Lepoidevin	Shadow Cabinet Member, Children & young people, Coventry City Council
Janice White	Legal Services, Coventry City Council
Moira Bishop	Safeguarding Lead, South Warwickshire Foundation Trust
Andrea Sherratt	Principal, St Patricks Primary School
Neil Macdonald	Strategic Lead, Quality Assurance, Coventry City Council
Martyn Hale	Director of Care and Supported Housing, WM Housing
Representative	West Midlands Ambulance Service
Francis Gibbons	Safeguarding Lead, Coventry City College
Kirston Nelson	Director of Education and Skills, Coventry City Council
Cllr Patricia Seaman	Cabinet Member for Children and Young People, Coventry City Council
Jan Fossick	Team Manager, NSPCC
Cllr Becky Gittins	Elected Member for Children and Young People, Coventry City Council

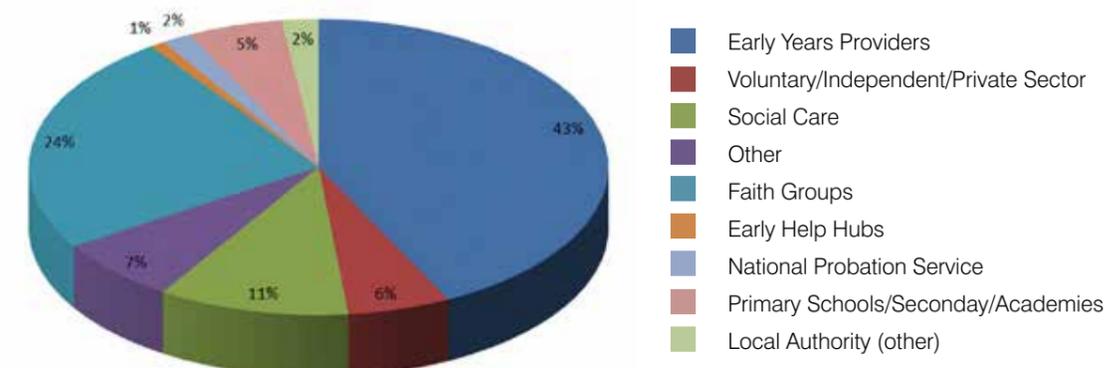
Officers to the Partnership	Title/ Organisation
Rebekah Eaves	Business Manager, Safeguarding Partnership & Boards Office
Abi Jones	Quality Assurance Manager, Safeguarding Partnership & Boards Office
Anne Pluska	Training Officer, Safeguarding Partnership & Boards Office
Becky Pearson	Development Officer, Safeguarding Partnership & Boards Office
Mandeep Grewal	Operational Support, Safeguarding Partnership & Boards Office

Appendix 4 - Signs of Safety Training Statistics

Agency	Number of attendees				Total Number of Attendees- all training
	1 day training	2-day training	5-day training	2 hour training session	
Local Authority (other)	2	0	8	110	220
Children Social Care	15	60	0	0	65
Early Years Providers	1	2	0	0	3
Education	66	33	0	0	99
Family Hubs	0	32	3	0	35
South Warwickshire Foundation Trust	7	32	0	0	39
Coventry & Warwickshire Partnership Trust	30	18	0	0	48
University Hospital Coventry & Warwickshire	2	3	0	0	5
Voluntary/ Private/ Independent Sector	21	4	5	0	35
Police	1	3	0	0	7
Probation	4	1	0	0	2
CCG	0	0	0	0	0
Other	2	2	5	0	9
Total	151	190	21	110	472

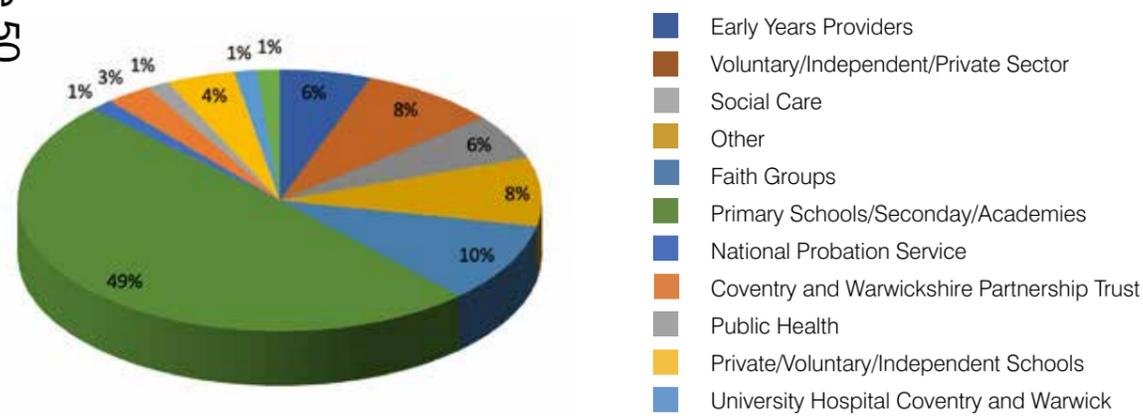
Appendix 5 – Training Statistics

Number of individuals attending Level 1 training by agency



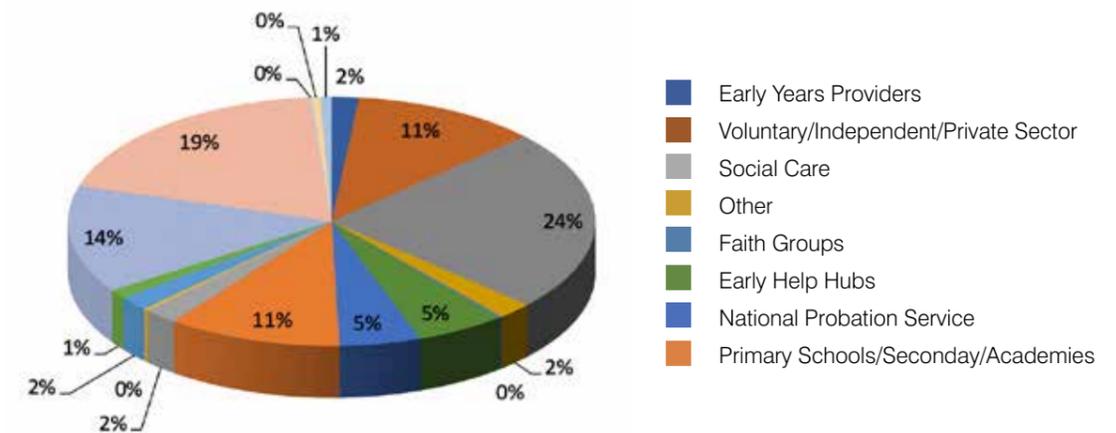
Category	Total Trained in 2019-2020	%
Early Years Providers	104	43%
Vol/Independent/Private sector	14	6%
Social Care	26	11%
Other	17	7%
Faith Groups	59	24%
Early Help Hubs	2	1%
National Probation Service	4	2%
Primary Schools/Secondary/Academies	13	5%
Local Authority (other)	5	2%
Private/Voluntary/Independent Schools	0	0%
University Hospital Coventry & Warwick	0	0%
Coventry and Rugby CCG	0	0%
West Midlands Ambulance Service	0	0%
NHS England	0	0%
Public Health	0	0%
Coventry & Warwick Partnership Trust	0	0%
Further Education Colleges	0	0%
CRC Probation	0	0%
CAFCASS	0	0%
Police	0	0%
Youth Offending Service	0	0%
Children & Families First Team	0	0%
Total	244	

Number of Individuals attending Level 2 training by agency



Category	Total Trained in 2019-2020	%
Early Years Providers	4	6%
Vol/Independent/Private sector	6	8%
Social Care	4	6%
Other	6	8%
Faith Groups	7	10%
Primary Schools/Secondary/Academies	35	49%
National Probation Service	1	1%
Coventry & Warwick Partnership Trust	2	3%
Public Health	1	1%
Private/Voluntary/Independent Schools	3	4%
University Hospital Coventry & Warwick	1	1%
Coventry and Rugby CCG	1	1%
NHS England	0	0%
West Midlands Ambulance Service	0	0%
Local Authority	0	0%
Early Help Hubs	0	0%
Further Education Colleges	0	0%
CRC Probation	0	0%
CAFCASS	0	0%
Youth Offending Service	0	0%
Police	0	0%
Children & Families First Team	0	0%
Total	71	

Number of individuals attending Level 3 training by agency



Category	Total Trained in 2019-2020	%
Early Years Providers	7	2%
Vol/Independent/Private sector	48	11%
Social Care	100	24%
Other	9	2%
Faith Groups	1	0%
Early Help Hubs	23	5%
National Probation Service	21	5%
Primary Schools/Secondary/Academies	45	11%
Local Authority	9	2%
Private/Voluntary/Independent Schools	1	0%
University Hospital Coventry & Warwick	8	2%
Coventry and Rugby CCG	5	1%
Public Health	59	14%
Coventry & Warwick Partnership Trust	80	19%
Further Education Colleges	1	0%
NHS England	2	0%
Youth Offending Service	3	1%
West Midlands Ambulance Service	0	0%
Police	0	0%
CAFCASS	0	0%
CRC Probation	0	0%
Children & Families First Team	0	0%
Total	422	



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Coventry City Council

Briefing note

To: Education and Children's Services Scrutiny Board (2)

Date: 3rd December 2020

Subject: Recruitment and Retention of Children and Families Social Workers

1 Purpose of the Note

- 1.1 To inform the Education and Children's Services Scrutiny Board (2) of the current progress in the recruitment of Newly Qualified Social Workers and the challenges of recruiting and retaining Experienced Children and Families Social Workers during the Covid-19 Pandemic.

2 Recommendations

- 2.1 The Education and Children's Services Scrutiny Board (2) are recommended to:
1. To note the impact of COVID-19 pandemic on Children's Services recruitment and retention of experienced Children and Families Social Workers.
 2. To identify any further recommendations for the appropriate Cabinet Member.

3 Information/Background

- 3.1 The recruitment and retention of experienced frontline Children and Families Social Workers is a challenge facing all local authorities across the country. The most recent DFE Social Workforce Workforce Data indicates (2019) that there is an acute shortage of Experienced Children and Families Social Workers particularly those who are three years post qualified. The operating environment for the recruitment of experienced social workers has become increasingly challenging since the pandemic.
- 3.2 Childrens Services has worked extensively to ensure that the recruitment and retention of Children and Families Social Workers is a key strategic and operational priority. This is driven by a comprehensive Children's Services Workforce Development Strategy 2020/21, overseen by the Director of Children's Services.
- 3.3 The Workforce Development Strategy supports and improves the recruitment and retention of social workers, and children's services practitioners by developing the training and development offer, focusing on improving the capability of staff to engage children, young people and families by enabling them to assess, make judgements, decisions and 'hold risk' whilst creating solutions with families and multi-agency partners.
- 3.4 The strategy has delivered a number of key initiatives:
- A number of Recruitment Campaigns to promote Coventry City Council Childrens Services as a first-choice destination for Social Workers to practice.

- A successful Coventry Social Work Academy has seen 58 Newly Qualified Social Workers commencing the Academy since July 2018.
- A revised Children's Services Social Work Progression and Career Pathway Framework
- A Children's Services 'Grow our own Social Work Scheme' and National Fast Track Pre-Qualifying Social Work Programmes; Step Up and Frontline programme.
- The service has supported the 'Social Work Together' government campaign supporting the current COVID-19 pandemic enabling social workers who have retired in the last two years to be fast tracked to apply to return to practice.
- A return to practice scheme to enable Children and Families Social Workers to return to the profession.
- A comprehensive learning and development Offer that is fit for purpose and supports practitioners to continuously improve the services provided to children and young people and their families, that improves the quality and consistency of practice.
- The launch of a 'refer a friend' scheme in March 2020 has resulted in a further 3 experienced social workers joining the service.
- Regular engagement with agency staff to consider applying for vacancies within the service has resulted in a number of agency social workers being appointed to permanent experienced social worker roles.
- Children's Services launched their own local Induction in October 2020 to support the corporate Induction. This is held on a monthly basis.

4 Impact of Covid-19 on Recruitment and Retention of Social Workers

- 4.1 Coventry experienced a significant number of staff self-isolating because of Covid-19. Initially, the number of staff infected increased, leading to significant capacity issues that impacted on the Council's ability to effectively respond to all safeguarding issues. Good agency staff were in short supply and did not compensate for service pressures, the negative impact on frontline staff therefore increased.
- 4.2 Children's Services continued to ensure that the recruitment of social workers remained a key priority, this included being part of the DfE initiative focused on the returning to practice recruitment campaign *Social Work Together*.
- 4.3 The service continues to have a robust recruitment process that specifically targeted recruiting experienced children and family's social workers through a range of social media platforms, recruitment campaigns and other innovative approaches. Recruitment interviews have continued during this period virtually via Microsoft Teams.
- 4.4 The service is under significant pressure, the current market and demand for social workers continues to increase due to the pandemic which has increased the competition for recruiting within the region.
- 4.5 The number of social work vacancies remains high, and despite a range of recruitment initiatives and other approaches, the service continues to interview small numbers of candidates on a weekly basis and those successful are offered experienced social

worker roles. The COVID-19 pandemic is having significant impact on recruitment and is making it difficult to recruit experienced social workers during this period. This has led to an increased use of agency staff and increased financial impact.

- 4.6 During the period 1 April – 30 September 2020, 35 staff left social worker qualified roles compared with 35 in the period 1 April 2019 – 31st March 2020.
- 4.8 The service is also experiencing difficulty in recruiting agency social workers due to insufficient experienced social workers in the region. A shortage of social workers has led to higher caseloads and higher demand of work across all of the services and teams in Children’s Services.

5 Recruitment Campaign to Recruit Experienced Social Workers

- 5.1 Over the last 12 months there has been a targeted and focused campaign aimed at the recruitment of Experienced Children and Families Social Workers. This has included local, regional and national advertising.
- 5.2 The table below illustrates the number of social workers who have commenced Children’s Services since April 2020. This includes 11 Newly Qualified Social Workers who commenced the Social Work Academy (Cohort 6) in September.

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Grand Total
Starters	2	2	2	3	3	18	6	36
Leavers	4	5	7	8	3	4	4	35
Net	-2	-3	-5	-5	0	14	2	1

- 5.3 The total number of agency staff has increased each month, however in October this reduced slightly to 58 compared with 63 in September, this is a result of a recruitment of experienced social workers during this period.
- 5.4 Work continues with agency permanent suppliers to encourage agency staff to convert to permanent roles.
- 5.5 The Director of Children’s Services has personally written to existing agency staff to consider permanent roles within Children’s Services outlining the benefits and career opportunities available. All existing agency staff have also been invited to a recruitment webinar to highlight the vacancies available and why Coventry Children’s Services is a good place to work.
- 5.6 Social Work Today is an online platform developed by Compass, it has been developed to give professionals a sector-specific platform that creates the networks and links to provide social work information. Children’s Services currently have a number of social work vacancies advertised with Social Work Today, two of the vacancies have been featured as job of the week which is seen on most pages of the website as well as on the e-shot and have featured two jobs as featured jobs which is seen in most places of the website.
- 5.7 The service continue to advertise and recruit via a number of social media platforms, the Guardian have recently published an editorial about the Social Work Academy Team Manager’s progression with Coventry, the promotional article links to the microsite pages where all Children’s Services Social Worker opportunities are advertised. The editorial has also been promoted across all other social media platforms, including twitter; Facebook; LinkedIn and the Social Work Today website to ensure maximum coverage.

<https://www.theguardian.com/coventry-city-council-childrens-services/2020/oct/20/there-is-no-them-and-us-culture-here-how-a-new-model-helped-transform-coventrys-social-work-academy>

- 5.8 A new campaign has been launched to recruit a further 12 Newly Qualified Social Workers (Cohort 7) to commence in January 2021, this is an additional cohort to address further the number of social work vacancies within the service. There have been 79 applications for the next intake into the academy.

6 Coventry Social Work Academy

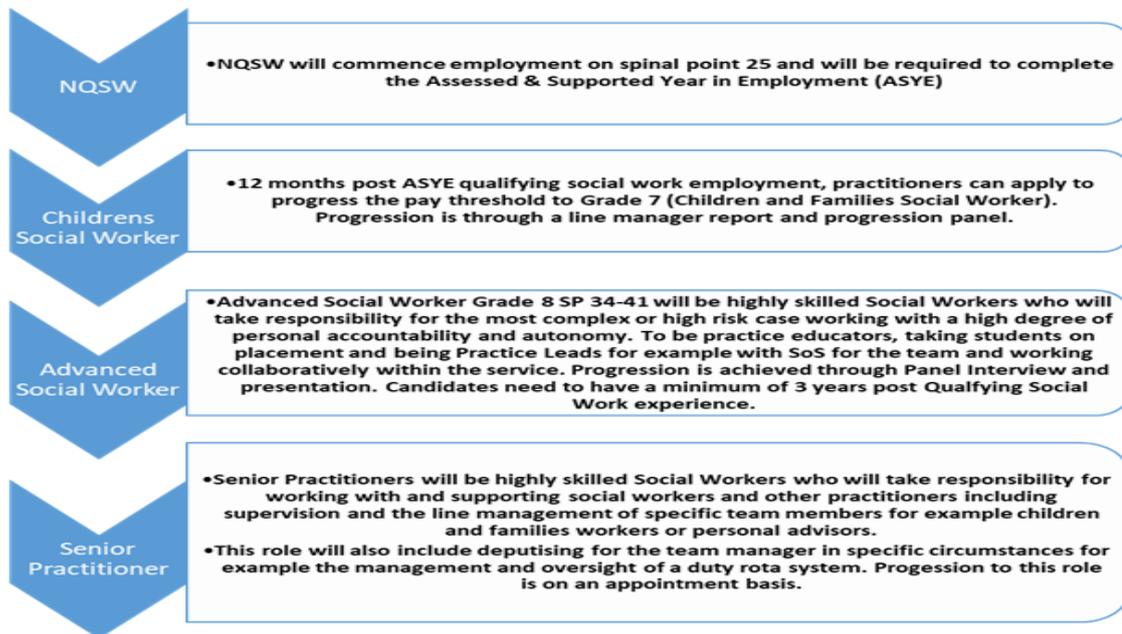
- 6.1 The Coventry Social Work Academy provides support to newly qualified social workers into the service. The academy received a national award for innovation and was recognised for outstanding practice in the Guardian Public Sector Awards in November 2019.
- 6.2 Coventry's Social Work Academy offers Children and Family Social Work Practitioners a pathway through their career with Coventry Children's Services, by creating an environment which supports stability and continuing professional development.
- 6.3 Coventry's academy aims to provide a highly supportive environment, where NQSWs can develop their practice with reduced caseloads; building upon their skills, knowledge and values gained in their qualifying courses; bridging the gap between Student Social Worker and NQSW, by modelling, coaching and teaching best practice; supporting NQSWs to enter their teams outside of the SWA, confident and competently, whilst recognising that at this stage they are still NQSWs, in their Assessed and Supported Year of Employment.
- 6.4 The academy has seen the recruitment of 58 Newly Qualified Social Workers into the Academy since July 2018.
- 6.5 54 of the Newly Qualified Social Workers have remained in post and benefitted from the progression scheme, and continuous professional development offer. This initiative has contributed to the retention of Social Workers.
- 6.6 A further cohort of 11 Newly Qualified Social Workers commenced in the academy in September 2020.

7 Childrens Services Social Work Progression and Career Pathway

- 7.1 Coventry City Council's vision is to recruit and retain fully confident and highly capable Social Workers, who have the required knowledge and skills. The scheme provides a career and professional progression pathway from Newly Qualified Social Worker to Experienced Social Worker and Advanced/Senior Practitioner roles.
- 7.2 At the heart of the progression framework is a pathway that places an emphasis on rewarding social workers for their competency and professional skills and knowledge in practice.
- 7.3 The progression scheme recognises the increasing contribution and professional responsibility Social Workers are expected to develop at the different stages of their career and the central importance of incentivising and retaining experienced social workers in direct practice.
- 7.4 The development and support of Social Workers has clear benefits for children, young people and their families in terms of the experience, knowledge and skills that will be available to them.

7.5 Achieving better outcomes for children and young people is at the heart of our career progression pathway, which motivates and rewards front line staff whilst retaining their expertise within front line teams.

7.6 The progression Framework pathway is highlighted below:



8 Childrens Services ‘Grow our own Social Work Schemes’

8.1 At the heart of the recruitment strategy has been the investment in ‘grow your own Social Workers’.

8.2 Coventry has supported 6 Children and Families Practitioners to undertake and complete the qualifying Social Work Degree through a programme of partial sponsorship with the Open University; Aspiring to Social Work. The participants in this programme have qualified and will be entering the Social Work Academy in January 2020.

8.3 In partnership with Coventry University 17 Children and Families Practitioners are currently being supported to undertake the Social Work Degree Apprenticeship. This is a 3-year programme which will see the first cohort of 10 qualify in 2022; and the second cohort of 7 complete in 2023.

8.4 There will be further intakes onto the successful Social Work Degree Apprenticeship in 2021, and 2022. This will provide a further 10 places.

8.5 Childrens Service are members of the West Midlands Step Up To Social Work programme. This is a DFE supported Post Graduate Pathway which aims to ensure that students undertake and complete the qualification and enter the workforce within 14 months. Childrens Services have benefitted from 12 Newly Qualified Social Workers over the last 2 years who have successfully commenced employment.

8.6 The Frontline Programme is a government led funded pathway that provides the opportunity for high potential university leavers and career changers to train and qualify as Social Workers within 2 years. Childrens Services have been members of the programme for the last two years which has seen 8 Newly Qualified Social Workers commence employment.

- 8.7 The Frontline scheme has been extended in 2020 with a further participant's joining the scheme; this will lead to an additional 8 Newly Qualified Social Workers commencing employment with Childrens Services in September 2021.
- 8.8 The West Midlands Social Work Teaching Partnership is led by Coventry City Council; this partnership is focussing on supporting improvement work across the regional Universities and Local Authorities.
- 8.9 Childrens Services supports Social Work Student placements within the teams, offering statutory placements. This activity supports and promotes Coventry as an employer of choice and destination for Social Workers.
- 8.10 Childrens Services have been successful with the local, regional and national schemes to support the supply and workforce planning for Newly Qualified Social Workers over the last 12 months.
- 8.11 The annual Children and Adults Services Practice Week has continued to support the learning and professional development for Social Workers. This year's week was delayed due to the pandemic. The week during November has continued to support and promote Coventry City Council as an employer that is committed to learning and promoting the professional development of Social Workers.

9 Retention

- 9.1 During the last 12 months the service has continued to focus on recruiting and retaining experienced Children and Families Social Workers across Children's Services to ensure a sustainable workforce. This has included a strategic focus on recruitment with a regional and national campaign to promote Coventry City Council as an employer of choice for Children and Families Social Work; implementing and promoting further the work of the Social Work Academy; Implementation of the Social Work Progression Scheme offering social workers the opportunity to progress to Advanced Social Worker roles and the Professional Leadership and Development Pathway for Social Workers and Team Managers.
- 9.2 The impact of COVID-19 pandemic has had a significant impact on the stability of the workforce. Children's Services have adapted and made changes to the way the service deliver the workforce and development priorities. During the year, recruitment and selection interviews have been held virtually via Microsoft Teams and learning and development has continued to be undertaken virtually via e learning and a number of Webinars.
- 9.3 The Children's Services Workforce Development Strategy outlines a number of ways the service is currently supporting retention, this is illustrated in **Appendix 1**.
- 9.4 A package of emotional wellbeing and support has been provided to Childrens Services Social Workers, this include mindfulness; relaxation and yoga. This compliments the support that has been provided by the Occupational Health and Wellbeing Service.

10 Overall Summary

- 10.1 The service is experiencing significant pressure with the increase in demand as a result of the Covid-19 pandemic, it remains a very challenging operating environment.
- 10.2 The service is reaching a level of work that is becoming very challenging, with caseloads increasing, a shortage of social workers, and high levels of vacancies have resulted in increased numbers of agency staff, with an agency market that is shrinking. The system is under extreme pressure. All of this is leading to a budget pressure.

Authors: Lee Pardy-McLaughlin, Principal Social Worker
 Sonia Watson, Children's Services Programme Manager
 John Gregg, Director of Children's Services

Contact details: john.gregg@coventry.gov.uk Tel: (024) 76978470
Lee.pardymclaughlin@coventry.gov.uk
sonia.watson@coventry.gov.uk Tel: (024) 76971402

Appendix 1

The table below illustrates what Children's Services are continuing to do to retain Social Workers.

What are we doing to retain Social Workers?		
Providing a robust induction programme. To identify the support staff can expect to receive; clarify expectations relating to behaviours, standards and code of conduct; promote awareness of key policies and procedures; identify key	Maintaining an in-house Approved and Supported Year in Employment through the Social Work Academy with support, coaching and mentoring and supervision from	Delivering thematic workshops for Experienced Social Workers with group and peer support from Professional Practice Educators.

What are we doing to retain Social Workers?		
<p>contacts with whom staff will work and from whom they can access support.</p> <p>A new local Children's Services induction was launched in October 2020 to support the Corporate and Manager Induction processes.</p>	<p>Professional Practice Educators, a reduction in caseload and study days to complete a portfolio.</p>	
<p>Providing Continuing Professional Development Programmes and career opportunities for all staff, underpinned by an appraisal and regular supervision.</p>	<p>Promoting Research Informed Practice and Learning and Development through an Annual Practice Week.</p>	<p>Well Being and Emotional Support provided to staff through range of services provided by Health and Wellbeing Services which includes Well Being Week and Employee Assistance Programme.</p>
<p>Developing a range of development programmes for Social Workers/Advanced Social Workers/Senior Practitioners/Team Managers.</p>	<p>Promoting the internal transfer process for experienced social workers to request a transfer to another team to develop further their experiences.</p>	<p>Reviewing employee benefits to extend further the benefits offered.</p>
<p>Providing opportunities for staff to access the Council's corporate 'Grow Our Own' initiatives, such as the 'Aspiring Leaders Programme' and 'Future Leaders Programme'.</p>	<p>Providing access to Research in Practice and Knowledge and Research Hubs to promote continuous learning and development.</p>	<p>Embedding the Social Work Standards for Employers and an annual Health Check to identify issues and areas for development and change.</p>
<p>Promoting new opportunities and vacancies to all staff within Children's Services to support the Progression Framework.</p>	<p>Offering a comprehensive Benefits package reviewed and updated on an annual basis – see below.</p>	<p>A Corporate Employee Assistance Programme launched in April 2020 to provide support to all staff during the current Covid-19 pandemic.</p>

Please see page 2 onwards for background to items

24th September 2020
- Meeting cancelled
15th October 2020
Vulnerability and Disadvantaged Children and Young People as a result of Covid
3rd December 2020
Recommendations from Partnership Working in Children's Services T&F Group Coventry Safeguarding Partnership Annual Report Social Worker Recruitment and Retention
28th January 2021
Update on vulnerable and disadvantaged children and young people Impact of Covid-19 on Schools
11th March 2021
Date to be decided
Children's Services Improvement – Continuous Improvement Board report School Performance Information – validated data Children Missing Education One Strategic Plan Partnership working Task and Finish Group Education Performance – Autumn 2020 Adoption Service Annual Report Children's Services Strategic Plan and Journey to Excellence (first meeting 20/21) Family Health and Lifestyles Service update Coventry and Warwickshire Maternity, Children and Young People Programme (MCYP) (Joint SB5) Child and Adolescent Mental Health (Joint with SB5) Examining the extent of racism in schools T&F Group Pilot Programme with Children with autism and learning difficulties

Date	Title	Detail	Cabinet Member/ Lead Officer
24th September 2020	- Meeting cancelled		
15th October 2020	Vulnerability and Disadvantaged Children and Young People as a result of Covid	Referred from Scrucro at their meeting on 29 th July to look in more detail at the numbers of children, young people who are vulnerable and disadvantaged and how they are being supported throughout the pandemic	Cllr Seaman John Gregg
3rd December 2020	Recommendations from Partnership Working in Children's Services T&F Group	To agree the recommendations identified by the T&F group	Cllr Sandhu Gennie Holmes
	Coventry Safeguarding Partnership Annual Report	To consider the annual report of the Safeguarding Partnership Annual Report, including performance and objectives for the coming year	Cllr Seaman John Gregg Health rep, Police rep
	Social Worker Recruitment and Retention	To look at actions taken to improve recruitment and retention of social workers, reduce the reliance on agency staff and create a stable work force	Cllr Seaman John Gregg Lee Pardy-McLaughlin
28th January 2021	Update on vulnerable and disadvantaged children and young people	Following the item considered at their meeting on the 15 th October, the Board requested a further update.	Cllr Seaman John Gregg
	Impact of Covid-19 on Schools	To consider the impact of Covid-19 on schools. Scrucro considered an item on schools at their meeting on 29 th July – this item will consider in more detail now that pupils will have been back for a term	Cllr Maton Kirston Nelson
11th March 2021			

Date	Title	Detail	Cabinet Member/ Lead Officer
Date to be decided	Children’s Services Improvement – Continuous Improvement Board report	An updated improvement plan for next period reported to the Continuous Improvement Board from 23 rd May 19 – identifying actions across the 3 priority areas – the report will set the scene for the year and identify other issues for the Board.	John Gregg Cllr Seaman
	School Performance Information – validated data	A report on school performance data using validated data, including LAC and vulnerable groups, as well as gender analysis. Also to consider the most effective way to present the data available.	Kirston Nelson Juliet Silverton Cllr Maton
	Children Missing Education	To include children excluded, at risk of exclusion and home schooled	Kirston Nelson Sara Mills, Jeanette Essex Cllr Maton
	One Strategic Plan	The One Strategic Plan was approved by Cabinet in Feb 2020. The Board will monitor progress on implementation of the plan.	Kirston Nelson Cllr Maton
	Partnership working Task and Finish Group	To look at more detail at how partners are working together to protect children and young people	Cllr Sandhu John Gregg External partners
	Education Performance – Autumn 2020	A summary of initial results from 2019/20 – to include benchmarking information from previous years and a review of how the data is presented.	Kirston Nelson
	Adoption Service Annual Report	Annual report – including information about the diversity of the adoption panel and adopters as well as support to birth mothers after their children have been adopted	Cllr Seaman Paul Smith
	Children’s Services Strategic Plan and Journey to Excellence (first meeting 20/21)	At their meeting on 28 th November, the Board requested progress on data from performance highlights, with demographics where possible, provided in the strategic plan. Also, to include RAG ratings from the action plan.	John Gregg Cllr Seaman
	Family Health and Lifestyles Service update	The service includes the following; Family Nurse Partnership (supporting first time teenage parents), Health Visiting, Infant feeding, Stop Smoking in Pregnancy, Family Weight	Harbir Nagra Sue Frossell

Date	Title	Detail	Cabinet Member/ Lead Officer
		management – Be Active Be Healthy, School Nursing and support for BAME families. The paper will provide an overview on how the service is being redesigned to ensure that there is an even greater focus on increasing levels of service to those with greater health inequalities in Coventry.	Charlotte Finlayson - SWFT
	Coventry and Warwickshire Maternity, Children and Young People Programme (MCYP) (Joint SB5)	Looking scrutinise plans to develop and deliver joined-up services commissioned for babies, children, young people and their families being developed as part of the Coventry and Warwickshire Health and Care Partnership work programme.	Anna Hargraves, South Warwickshire CCG
	Child and Adolescent Mental Health (Joint with SB5)	To include referral pathways, wait times, support whilst waiting for diagnosis and the impact of diagnosis on families and educators.	Sally Giles
	Examining the extent of racism in schools T&F Group	To consider the issue of racism in school and report back to the Board with recommendations	Cllr Sandhu
	Pilot Programme with Children with autism and learning difficulties	To consider progress on the funded pilot programme – possibly linked with SB5	Cllr Maton Kirston Nelson