



# **Telford and Wrekin Safeguarding Partnership**

## **Annual Report**

**1 April 2020 – 31 March 2021**

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## 1. Foreword and Executive Summary from the Independent Chair

I am pleased to present the Telford & Wrekin Safeguarding Partnership (TWSP) annual report for 2020/2021. This report covers the period from 1 April 2020 to 31 March 2021.

The purpose of this report is to provide an update on progress made by the TWSP over the last 12 months and an assessment of its effectiveness, as well as outlining the development plans for the next 12 months.

We are fortunate in Telford & Wrekin to have a strong partnership committed to safeguarding children, adults and families. As a result of lessons learned from national and local audits and reviews, the TWSP continues to improve safeguarding arrangements for the protection of the citizens of Telford and Wrekin now and in the future. This report provides evidence of the robust work undertaken by all agencies during the year 2020/2021.

I would like to record my appreciation for all those involved in safeguarding our population during a period when the Covid 19 pandemic resulted in significant additional challenges over and above those normally experienced. As always, the TWSP can rely on the dedication and skills of all the staff engaged in working with children, adults, families and communities. I would like to thank them for what they have achieved in safeguarding and promoting the welfare of the people of Telford & Wrekin. I am confident that the TWSP and partners will continue to work together to improve the quality of services and learn from their own experience and the practice of other organisations and the final section of the report outlines our plan to do this in 2021/2022.

### Executive Summary

The **Safeguarding Executive** met six times during the year in recognition of the additional demands resulting from the pandemic and undertook two assurance exercises across TWSP to ensure that organisations maintained safeguarding systems and where services were affected by Covid that mitigating actions were put in place.

The Executive was well supported by all partners and by the work of Adult's and Children's Review, Learning and Training standing sub-groups and the thematic subgroups which focused on neglect, exploitation and domestic abuse.

The TWSP structure was reviewed during 2020 and it was recognised that there needed to be the capacity with the partnership to focus on specific children and adult safeguarding matters. It was therefore agreed that while the joint arrangements would remain at the Executive level that beneath this the Safeguarding Children Board and Safeguarding Adult Board would re-established during 2021/22.

**Safeguarding Performance.** At the end of March 2021, 169 children subject to a child protection plan, lower than 240 at the same point in 2020. The rate of child protection plan registrations per 10,000 children was 41.0, a reduction from 58.1 at March 2020, with neglect (48.8%) and emotional

abuse (39.4%) being the major causes. The Borough's rate of Looked after Children (LAC) per 10,000 population rose from 98 in 2019/20 to 104 in 2020/21, a 6% increase.

A total of 738 Adult Safeguarding Concerns were completed during the year, with 93 progressing to a Section 42 Enquiry. In comparison to 2019-20, Concerns decreased from a total of 1,183 (although this coincides with a change in recording of some concerns), but Section 42 Enquiries remained steady. The conversion rate therefore increased from 8% to 13%.

The most prevalent type of abuse was Neglect and Acts of Omission. This was especially high where the source of abuse was the service provider. The second most prevalent type of abuse was Financial and Material and this was the highest where the source of risk was known to the individual. A total of 54 types of abuse involved people known to the individual, which accounts for 40% of all enquiries. Sixty nine (51%) were providing social care support and 13 (10%) were unknown to the individual.

### **Subgroup Activity**

The two **Review Learning and Training** sub-groups played a key role in ensuring that the partnership continues to learn from experience and in addition to the work they did to support partners in dealing with the pandemic they:-

1. Undertook a review of homelessness and rough sleeping in the borough to ensure that this group of people were adequately protected and supported
2. Promoted Safeguarding Adults Week in November 2020
3. Undertook a Domestic Abuse multi-agency case file audit focusing on families with children where there was a history of domestic abuse.
4. Approved a Thematic Learning Briefing to share learning from 3 Rapid Reviews that had been carried out during the pandemic.

The **Child Death Overview Panel** continued to provide a framework for a comprehensive and sensitive enquiry aimed at establishing the cause of sudden unexpected deaths in infants and children. The number of Telford & Wrekin child death notifications for 2020-2021 was 7, a reduction from the previous year when 9 deaths were considered.

The **Child Safeguarding Practice Review Panel** oversaw the process and arrangements for identifying, commissioning and reviewing child safeguarding practice reviews and responded to serious incidents of harm in accordance with the Working Together (2018). During the year the Panel undertook Rapid Reviews for 3 cases of non-accidental injury to babies, one case of child exploitation where the young person was arrested for an offence and one case of harm caused to a young child by a young person. Learning from these reviews was identified and disseminated across the Partnership.

The Safeguarding Adult Review (SAR) Panel continued to promote a culture of continuous learning and improvement across the organisations by using learning from case reviews to drive improvements in practice. During the year Panel reviewed two new referrals, neither of which met the criteria for a SAR, but nevertheless the panel agreed to undertake a joint round the table review

with the Child Safeguarding Practice Review Panel for one of the cases and the learning identified that links between children and adult pathways needed to be strengthened to ensure that the whole family receive the required support from the right services.

During the year the **Adult Criminal Exploitation** sub-group concentrated on supporting victims of, Criminal Exploitation, Sexual Exploitation, Modern Slavery, Cuckooing, County Lines, Human Trafficking and Financial Exploitation. The group also established transitional arrangements for people who have been or are being exploited, including Child Sexual Exploitation (CSE) adult survivors.

To **Child Exploitation** sub-group continued to ensure that the safeguarding partnership is fit for purpose to respond to all existing and new forms of child exploitation and to address any strategic barriers to achieving this purpose. The group also developed a tool to enable partners to share information about children at risk of exploitation to ensure that risks are accurately identified and tracked and shared intelligence and information on the impact of the Covid-19 pandemic on child exploitation and how partners could continue to support young people during lock down and as restrictions were lifted.

The **Domestic Abuse** sub-group worked during the year to improve identification, investigation, prosecution, prevention and support of Domestic, Female Genital Mutilation, Honour Based Violence and Forced Marriage. It was also successful in commissioning a project to deliver a domestic abuse perpetrator programme and continued to support the boroughs engagement in the White Ribbon campaign to raise awareness and understanding of domestic abuse in our communities.

Finally, the **Neglect** sub-group continued its work to ensure improvement in identification, investigation, support and intervention for those people subject to neglect within the borough and reduce the numbers of those at risk. To achieve this it shared information on how organisations are keeping in touch with vulnerable children during the Covid-19 pandemic, refreshed the Neglect Strategy in line with the NICE guidance on Child Abuse and Neglect published in 2017 and developed the partnership neglect performance dashboard.

While multi-agency **Safeguarding Training** continues to be a priority for the Partnership, face to face training had to put on hold at the start of the pandemic. Despite this the Partnership continued to provide the e-learning packages and virtual training for partners with 2,275 delegates receiving virtual training during the year.

In January 2020 the TWSP Executive updated the **Strategic Plan** which set out the priorities for the Partnership which are:-

- Sharing and Engaging with the Telford and Wrekin Community
- Implementing Learning from Reviews
- Further developing policies and procedures
- Ensuring appropriate single agency and multi-agency quality assurance processes are in place – the “So what outcomes”
- Delivering Effective training

The Partnership has been fortunate in continuing to receive the support of all partners during the pandemic and the individual agency contributions are detailed in the final section of this report.

A handwritten signature in black ink that reads "Andrew Mason". The signature is written in a cursive style with a period at the end.

Andrew Mason  
Independent Chair, Telford and Wrekin Safeguarding Partnership  
Email: [partnerships@telford.gov.uk](mailto:partnerships@telford.gov.uk)

## 2. Introduction

Safeguarding and promoting the welfare of the Borough's most vulnerable children and adults is at the heart of what our organisations do.

We recognise for children to grow up safe, happy, and healthy they must be nurtured within their community. Adults that need our support thrive best when they are supported in their community. These principles underpin our work. Equally, our work must be informed and challenged by the voice of children, adults and their families.

The Telford and Wrekin Safeguarding Partnership (TWSP) enables us to develop strong and effective partnerships which enable us to challenge each other to do better, to learn and to aspire for the best outcomes for children and adults who need our support and protection.

Protecting and supporting vulnerable children and adults is a core priority of how Telford & Wrekin Council, Telford & Wrekin Clinical Commissioning Group (CCG), and West Mercia Police work together.

In 2018, "Working Together" statutory guidance for multi-agency safeguarding children arrangements were revised by Government. These changes set out the following objectives:

- Three safeguarding partners (Police, Council, CCG) must make arrangements to work together to safeguard and protect the welfare of children. The arrangements must enable local agencies and partners to work together in a system where:
  - Children are safeguarded and their welfare promoted;
  - Partner organisations and their agencies collaborate, share and co-own the vision on how to achieve improved outcomes for children;
  - Organisations and agencies challenge appropriately and hold one another to account effectively;
  - There is early identification and analysis of new safeguarding issues and emerging threats;
  - Learning is promoted and embedded in a way that local services for children and families can become more reflective and implement changes to practice;
  - Information is shared effectively to facilitate more accurate timely decision making for children and families;
  - These arrangements link with other strategic partnership work locally e.g. Health & Wellbeing.

The responsibility for National Safeguarding Practice Reviews will move to a National Child Safeguarding Panel where the case is complex or of national importance. Local safeguarding partners will be required to complete Local Safeguarding Practice Reviews where the partners believe there are lessons to be learned.

In Telford & Wrekin, partners also took the opportunity to review arrangements to safeguard adults too – although there have been no changes to the statutory requirements to do this set out in the Care Act 2014.

The Telford and Wrekin Safeguarding Partnership arrangement also deliver the statutory requirements set out in the Care Act 2014 which requires local authorities to set up a Safeguarding Adults Board (SAB) in their area, giving these boards a clear basis in law for the first time.

The Care Act 2014 guidance provides further detail on how this should be achieved. The objective of a SAB is to help and protect adults who have needs for care and support, who are experiencing or are at risk of abuse or neglect, and as a result of their needs are unable to protect themselves from abuse or neglect. This is whether or not the adult is having their needs met or they meet the local authority's eligibility criteria for care and support services.

The Act says that the SAB must:

- Include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues;
- Develop shared plans for safeguarding, working with local people to decide how best to protect adults in vulnerable situations;
- Publish a safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way.

The SAB is the key statutory mechanism for agreeing how the relevant organisations in Telford and Wrekin will cooperate to safeguard adults at risk in the Borough and for ensuring the effectiveness of what they do. The work of the Board is governed by the following principles:

- Empowerment** – Presumption of person led decisions and informed consent.
- Prevention** – It is better to take action before harm occurs.
- Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- Protection** – Support and representation for those in the greatest need.
- Accountability** – Accountability and transparency in delivering safeguarding.

The aim of the new arrangements is to ensure that our partnership working will effectively safeguard vulnerable children and adults.

### 3. Safeguarding Activity and Performance

#### Local Context

Telford and Wrekin is a place of contrasts, a distinctive blend of urban and rural areas, with green open spaces alongside new housing developments and traditional market towns. On the face of it, the Borough is a prosperous place but there are clear differences across it. Some neighbourhoods



and communities in the Borough are among the most deprived areas nationally, whereas equally some communities are amongst the more affluent in England.

The population of the Borough continues to grow at above national rates – driven by the expansion of the local economy and record levels of housing growth. As it grows the population has continued to change in line with national trends, with the population becoming more diverse. The population is ageing, and whilst it used to be younger than the national structure, it is now similar – with concentrations of younger population in south Telford. Growth in the 65+ age group is considerably faster than the whole population with an increase of 39% between 2020 and 2034.

One of the biggest challenges for the Borough remains health inequalities. For a number of key measures the health of the population is not as good as the national average. This gap to the national position is most evident in the most deprived communities of the Borough with key challenges including a lower life expectancy, higher rates of long term illness and disabilities, high obesity rates and high rates of admissions to hospital for a variety of conditions.

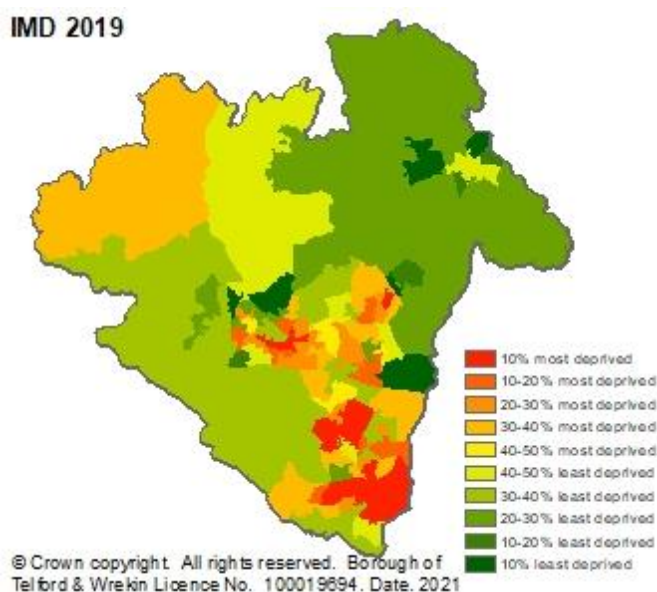
- Telford & Wrekin has an estimated population of 181,320 (ONS 2020 MYE).
- The population of the Borough is projected to grow at a faster rate than the England population (T&W 11.6%, England 6.8%) and is projected to grow to 202,380 by 2034, an increase of some 21,000 people.
- There were around 46,000 people aged 0-19 in Telford and Wrekin based on the 2020 mid-year estimates, and around 57,500 in the 0-24 age bracket. As the population of the Borough grows, the number of young people aged 0-24 is set to increase to around 60,200 by 2034 – there is projected to be less young people aged 0-14 (around 600 less) whilst the growth is in those aged 15-24, with a projected increase of 4,300 people in this age group. This matches the national trend, although the decrease in young people aged 0-14 is notably smaller than nationally (T&W -1.7%, England -6.3%). There are just over 2,000 births per year in the Borough. The General Fertility Rate in the Borough has been falling since 2015 but at 61.1 remains above the national (57.7). Infant mortality rate in the Borough has remained similar to the national rate since 2014-16.
- Around 13.1% of young people were from a BAME background during the 2011 census, the highest rate of any age group. After White British, the next three highest ethnicities in the Borough are Other White, Pakistani and White and Black Caribbean. The proportion of school age children from a BAME background in the School Census shows a year-on-year increase- 15.1% in 2014 to 24.9% in 2020.
- Around a third of households in Telford and Wrekin (33%) contained dependent children during the 2011 census - higher than the England rate (29.1%).
- 1,530 (2.8%) children and young people (aged 0-24) provided unpaid care during the 2011 census, and around 200 of these young people provided care for 50+ hours per week.

Poverty and deprivation have a known impact on people's wellbeing and their ability to fulfil their potential.

## Indices of Multiple Deprivation

- Of 108 areas in the borough (Lower Super Output Areas), 18 are ranked in the 10% most deprived nationally in 2019. These 18 areas are in various parts of borough, as shown in the map below. Wards that have areas in the 10% most deprived are parts of Brookside, College, Madeley & Sutton Hill, Dawley & Aqueduct, Donnington, Hadley & Leegomery, Malinslee & Dawley Bank and Woodside. There are a further 10 areas ranked in the 10-20% most deprived nationally.
- It is estimated that a quarter of the Borough's population (26%), some 53,800 people are living in areas in the 20% most deprived nationally with 27,300 (16%) in areas in the 10% most deprived.
- The most deprived LSOA in the Borough (an area of Brookside), is in the top 2% most deprived of areas nationally. This LSOA is ranked 346<sup>th</sup> most deprived LSOA out of 32,844 LSOAs in England. In 2015 it was ranked at 575<sup>th</sup> nationally, showing an increase in relative deprivation in this area.

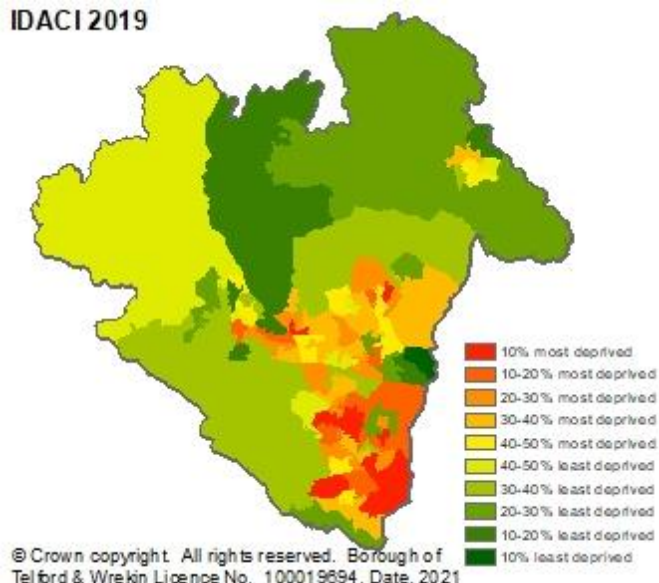
**Map: Indices of Multiple Deprivation 2019**



## Income Deprivation Affecting Children

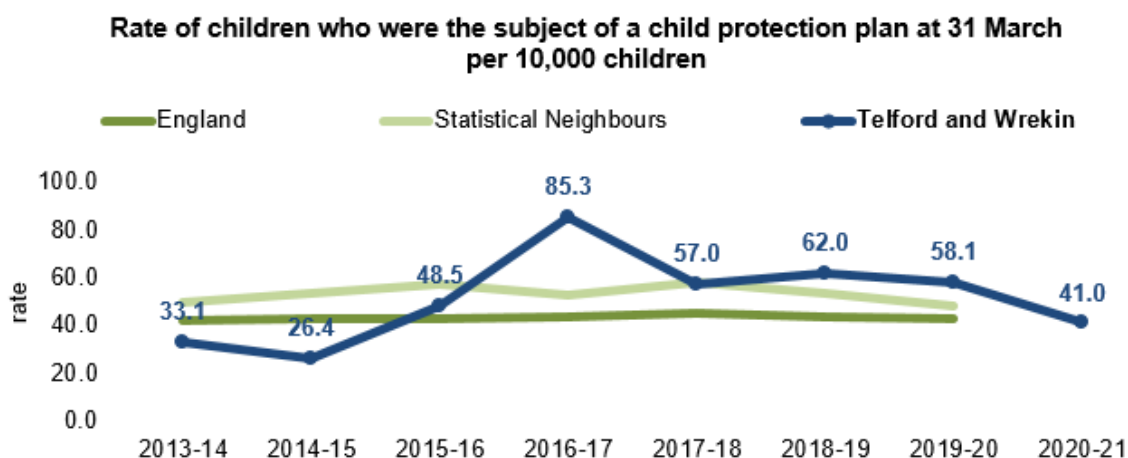
- Sixteen of the Borough's neighbourhoods are in the 10% most deprived nationally for Income Deprivation Affecting Children, with a further 10 in the 10% to 20% most deprived.
- Some 19% of Telford and Wrekin's children live in areas ranked in the 10% most deprived nationally, with a further 9% living in areas ranked 10-20% most deprived.
- There are four areas in Telford and Wrekin (Malinslee & Dawley Bank, Brookside x2, and Madeley & Sutton Hill) where more than half of children are estimated to live in income deprivation.
- The most deprived area in Telford and Wrekin is in Malinslee & Dawley Bank and is ranked 171 of 32,844 areas nationally.

## Map: Income Deprivation Affecting Children 2019 IDACI 2019



### Headline Children Performance

At the end of March 2021 there were 169 children subject to a child protection plan, lower than 240 at the same point in 2020. The rate of child protection plan registrations per 10,000 children was 41.0, a reduction from 58.1 at March 2020.

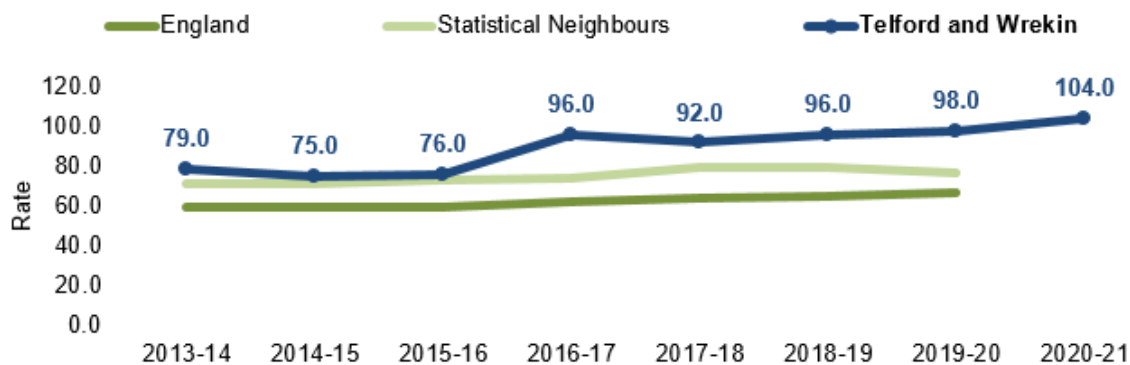


Of the 127 child protection plans, 48.8% (62 children) were categorised as being subject to neglect with a further 39.4% (50 children) were subject to emotional abuse.

In 2020/21 25% of children became the subject of a Child Protection Plan for a second or subsequent time. This is a higher rate than 2019/20, at which point T&W had a lower rate than regional, national and statistical neighbours (Stat Neighbours 22.7%, West Midlands 22.7%, and England 21.9%).

The Borough's rate of LAC per 10,000 population rose from 98 in 2019/20 to 104 in 2020/21, a 6% increase

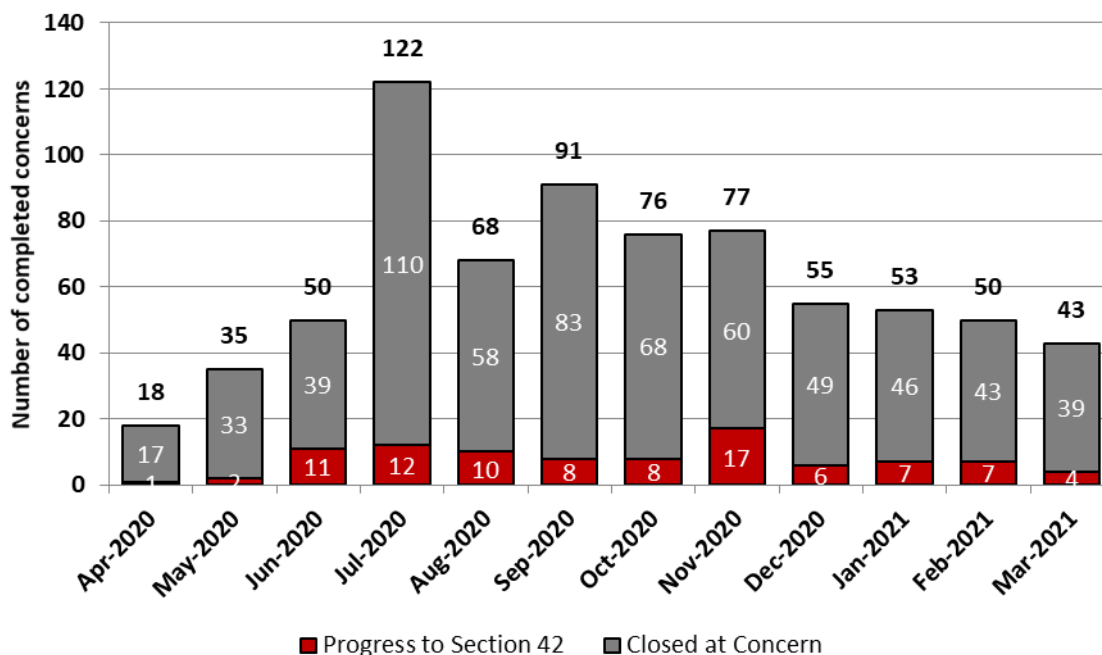
### Rate of children looked after at 31 March per 10,000 children aged under 18 years



### Headline Adult Performance

A total of 738 Safeguarding Concerns were completed, with 93 of those progressing to a Section 42 Enquiry<sup>1</sup>. In comparison to 2019-20, Concerns decreased from a total of 1,183 (although this coincides with a change in recording of some concerns), but Section 42 Enquiries remained steady. The conversion rate therefore increased from 8% to 13%.

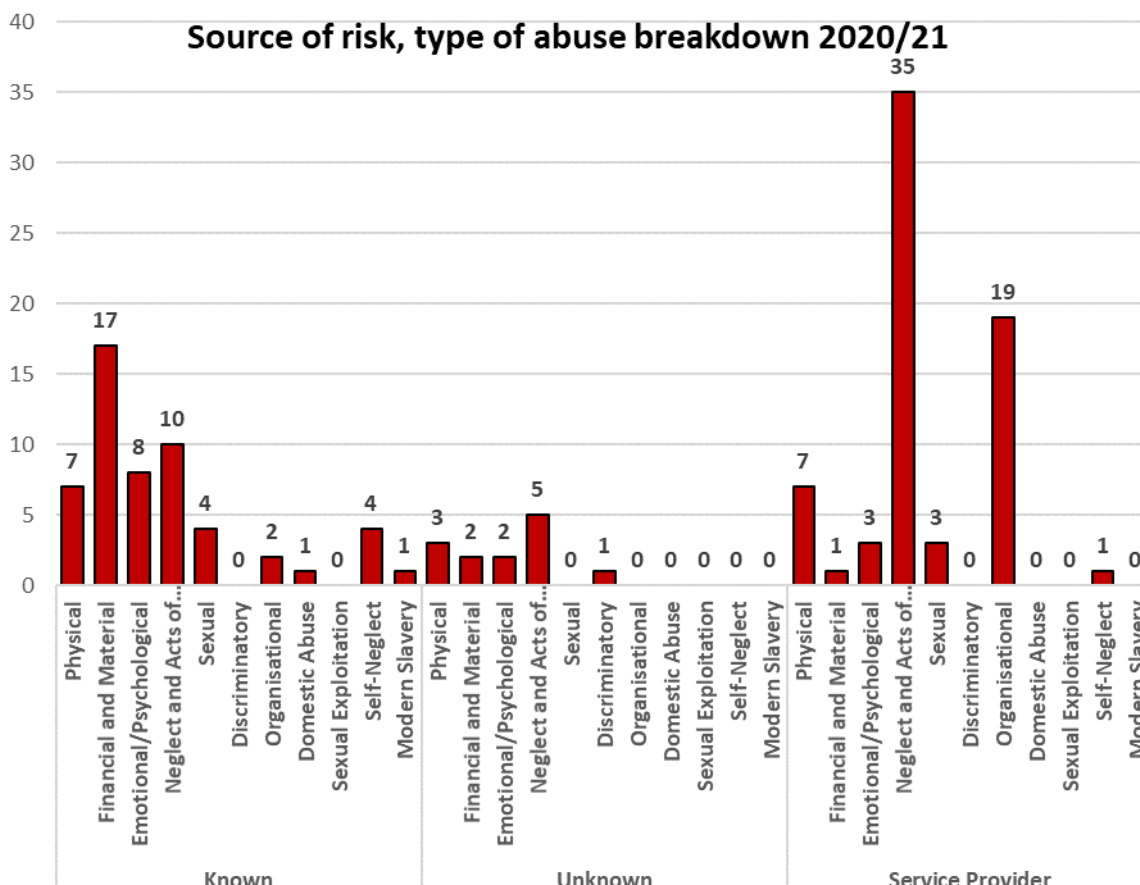
### Number of completed concerns which progress to S42 enquiries



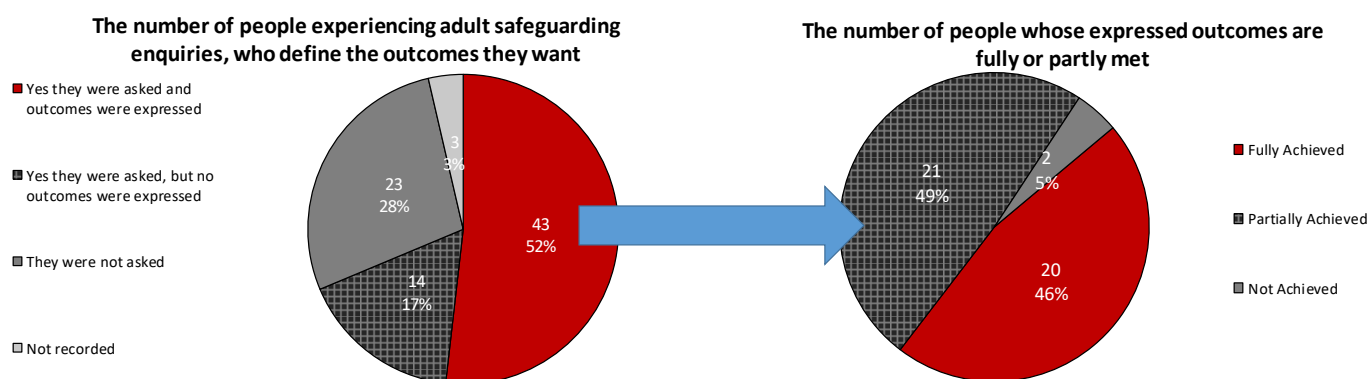
The most prevalent type of abuse was Neglect and Acts of Omission. This was especially high where the source of abuse was the service provider. The second most prevalent type of abuse was

<sup>1</sup> An enquiry under Section 42 of the Care Act 2014 is any action that is taken (or instigated) by a local authority in response to indications of abuse or neglect in relation to an adult with care and support needs and is unable to protect themselves because of those needs

Financial and Material and this was the highest where the source of risk was known to the individual. A total of 54 types of abuse involved people known to the individual, which accounts for 40% of all enquiries. 69 (51%) were providing social care support and 13 (10%) were unknown to the individual.



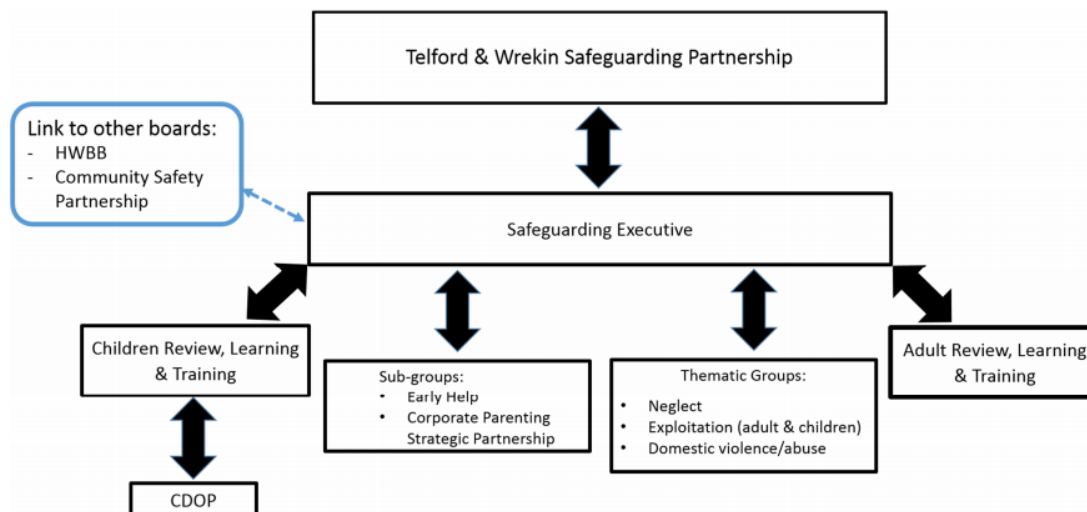
Out of a total of 83 completed Section 47 Enquires, 57 were asked about the outcomes they desire, with 43 expressing a desired outcome(s). Of these 43, 95% of their outcomes were either fully or partially achieved.



## 4. The Partnership

## Partnership Structure

The joint safeguarding partnership arrangements for adult and children were agreed in 2019 which brought together the roles of the Safeguarding Children Board and safeguarding Adult Board under the Telford and Wrekin Safeguarding Partnership. The diagram below shows the relationship between the Executive, Sub Groups and Thematic Groups.



The TWSP maintains close links to the Health and Wellbeing Board and the Community Safety Partnership – known locally as the Safer Telford & Wrekin Partnership.

The Thematic Sub-groups Domestic Abuse and Child Exploitation are governed by both the Telford and Wrekin Safeguarding Partnership and Safer Telford & Wrekin Partnership.

As agreed when the joint arrangements were established a review of the TWSP structure was carried out during 2020 which recognised that there needed to be the capacity with the partnership to focus on specific children and adult safeguarding matters. It was therefore agreed that while the joint arrangements would remain at the Executive level that beneath this the Safeguarding Children Board and Safeguarding Adult Board would re-established during 2021/22.

### a) Membership

The Partnership is comprised of the Independent Chair, the Partnership Manager and the following partners:

	Organisation/Representing/Job Role
<b>Independents</b>	Independent Chair
<b>Telford &amp; Wrekin Council</b>	Executive Director: Adults Social Care, Health Integration & Wellbeing
	Executive Director: Children's and Family Services (Statutory Director of Children's Services)
	Director: Adult Social Care (Statutory Director of Adult Social Services)
	Director: Children's Safeguarding & Family Support

	Director: Education & Skills
	Director: Health, Wellbeing & Public Protection
	Service Delivery Manager, Assessment Child Protection and Family Support
	Local Authority Legal Representative
	Lead Member for Children, Young People, Education and Life Long Learning
Health	Shropshire Community Health NHS Trust (SCHT) Representative
	Shrewsbury and Telford Hospitals NHS Trust (SaTH) Representative
	Midlands Partnership Foundation NHS Trust Representative (MPFT)
	T&W Clinical Commissioning Group (CCG) Accountable Officer
	Designated Nurse Children Safeguarding (Chair of CDOP)
	Named Nurse, Adult Safeguarding
	Designated Consultant Safeguarding Lead
	Designated Doctor Safeguarding Lead
Police	Designated GP Safeguarding Lead
	Local Policing Commander Representative (Chair of Safer Telford & Wrekin Partnership)
Education	Private Early Years Representative
	Primary School and Team Safeguarding Voice® representative
	Secondary School representative
	Special School representative
	Academy School representative
	Further Education Representative
	Lead Governor representative
Probation	The National Probation Service Representative
Youth Justice	West Mercia Youth Justice Team Representative
CAFCASS	Child and Family Court Advisory and Support Service (CAFCASS) Representative
Housing	Wrekin Housing Trust
Voluntary	Shropshire Partners in Care (SPiC)
	Chief Officer Group Representative
	Healthwatch

## **b) Financial position**

The TWSP work is funded by the following statutory partner agencies:

- Telford & Wrekin Council;
- Telford & Wrekin Clinical Commissioning Group (CCG); and
- West Mercia Police

The contributions are reviewed on an annual basis and presented to the Board for approval. Additional contributions were also received from Child and West Mercia Youth Justice Service (WMYJS).

The TWSP relies not only on financial contributions from the above agencies but also resources from all agencies working as part of the Partnership. Their contribution and participation on the Board and its sub-groups is vital to the effective implementation of TWSP's priorities.



The following summary details a breakdown of the budget and spend in 2020/21.

The following summary details a breakdown of the budget and spend in 2020/21.

	<b>2020/21</b>
	<b>Actual Outturn (£)</b>
<b>Expenditure</b>	
Independent Chair	£34,419.00
Salaries	£90,046.00.
Non-salaries	£7,900.00
<b>Total</b>	<b>£132,364.00</b>
<b>Income</b>	
Partner Contributions	£199,808.00
<b>Total</b>	<b>£199,808.00</b>

<b>Reserves</b>	<b>2020/21</b>
Opening Reserves	£174,891.00
Closing Reserves	£242,355.00

## 5. TWSP Executive and Sub-groups

### c) TWSP Executive

The purpose of the TWSP Executive is to provide strategic direction and accountability across the partnership including the role of the TWSP Independent Chair to provide oversight and scrutiny across adult and children safeguarding arrangements. The importance of the Executive role was highlighted in the partnership’s response to the Covid-19 pandemic and during the first lock down the Executive met monthly to ensure safeguarding arrangements continued to work effectively as organisations responded to the pandemic and transitioned to remote working.

During 2020/21 the TWSP Executive has:

- Undertaken two assurance exercises across TWSP partners for both adult and children’s safeguarding to ensure that during the pandemic organisations maintained safeguarding systems and where services were affected by Covid-19 that mitigating actions were put in place.
- Monitored adult and children’s safeguarding referrals and outcomes during the pandemic and sought assurance that face to face health visitor visits continued in line with Covid-19 risk assessments.



- Circulated information and guidance in relation to non-accidental injury to babies born during lock down.
- The Independent Chair undertook additional work to consider the impact of the pact of the pandemic on safeguarding for children who are not attending school and early years settings and for people who were homeless.
- Considered the impact of the pandemic on adults with learning disabilities with an update on Learning Disability Mortality Reviews.
- Updated the Strategic Plan
- Approved the TWSP budget.

## **a) Adult Review, Learning and Training Sub-group**

The purpose of this group is to promote a culture of continuous multi-agency learning and improvement through the co-ordination of the review of cases and the development of and communication of appropriate learning, training and practice (guidance, resources and tools).

The group ensures that a process exists for evaluating the effectiveness and impact of the findings and recommendations from practice reviews, audit and multi-agency learning, and meets on a quarterly basis.

The ARLT sub-group members have oversight of the work of the Safeguarding Adult Review (SAR) Panel.

Since April 2020, the group have:

- In response to the Covid-19 pandemic, received an update from Telford & Wrekin Adult Social Care on the actions taken during the easing of Care Act responsibilities. As a result of this, the group agreed to raise awareness of Adult Safeguarding via Telford & Wrekin Council's Communications Team
- Received updates on the support offered by Telford & Wrekin Council to Care Homes during the Covid-19 pandemic
- Received an update on Homelessness and Rough sleeping in Telford and Wrekin and the links with safeguarding, to ensure that both service areas are efficient in practice
- Reviewed and monitored Adult Safeguarding Performance throughout the pandemic, to understand the impact on the number and types of cases that were presenting through the front door, the Multi Agency Safeguarding Hub (MASH)
- Reignited the previous Telford & Wrekin Safeguarding Adults Board Performance Framework, and compared the content to the West Midlands regional dashboard review, to expand the multi-agency performance indicators
- Reviewed the TWSP Adult Safeguarding Training Plan
- Received regular updates from the Safeguarding Adults Forum for Providers;
- Received the Principal Social Work Annual Report and the Learning Disability Mortality Review - LEDR Programme update
- Participated and received regular feedback from regional network and editorial groups, to inform regional policies, procedures and updates on best practice available on

<https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-with-adults/west-midlands-regional-safeguarding-information-hub>

- Reviewed and monitored actions identified by Partners, within their response to the West Midlands Care Act Compliance Audit 2019, which was completed in October 2019
- Promoted Safeguarding Adults Week – November 2020, using materials provided by the Ann Craft Trust. The TWSP website was used for the promotion which included topics:
  - Safeguarding and Wellbeing
  - Adult Grooming
  - Understanding legislation
  - Creating safer places
  - Organisational abuse;
  - Sport and activity
  - Safeguarding in your community
- Reviewed the regional organisational failure or abuse framework and developed local best practice guidance
- Developed and published the following policies, procedures and information guides
  - Best Practice Guidance for responding to Organisational Failure or Abuse
  - Recording Alternative Actions to Raising Safeguarding Concern for Providers Process
  - Safeguarding Adult Review information Poster
  - Making Safeguarding Personal Professionals Information card
  - Section 42 and other enquiries framework
  - Safeguarding Adult Review briefing note.
- Received regular updates on the new Liberty of Protection Safeguards which is due to replace the Deprivation of Liberty Safeguards (DoLS) in April 2022. The group also received regular updates from the Safeguarding Adult Review Panel
- Received regular updates on Domestic Homicide Review's in progress, by the Safer Telford & Wrekin Partnership (Community Safety Partnership)

## **b) Child Review, Learning and Training Sub-group**

The purpose of the Child Review, Learning and Training Group is to promote a culture of continuous multi-agency learning and improvement through the co-ordination of the review and audit of cases and the development of and communication of appropriate learning, training and practice guidance, resources and tools.

The Group also ensures that a process exists for evaluating the effectiveness and impact of the findings and recommendations from practice reviews, audit and multi-agency learning.

During 2020/21 the Child Review, Learning and Training Group has:

- Completed the 'Section 11 Audit' in line with the West Midlands Regional guidance and scoring matrix which is designed to provide assurance to that agencies are fulfilling their responsibilities to safeguard children and promote their welfare.
- Undertaken the Domestic Abuse multi-agency case file audit focusing on families with children where there was a history of domestic abuse.
- Received the 2019/20 Child Death Overview Panel Annual Report

- Approved the Thematic Learning Briefing that shared learning from 3 Rapid Reviews that had been carried out during the pandemic.
- Supported the work of the West Midlands Regional Procedures Group to review the following regional safeguarding procedures available at: <https://westmidlands.procedures.org.uk/>
  - Injuries in Babies and Children under 2 years of age
  - Children who abuse others
  - Sexual activity in children and young people (including under-age sexual activity) and peer on peer abuse
  - Children of parents with mental health problems
  - Abuse linked to faith or belief
  - Domestic Abuse
  - Fabricated or Induced Illness
  - Radicalisation and violent extremism
  - Bullying
  - Children Missing Education
  - Exploitation

### c) Child Death Overview Panel (CDOP)

<b>Name of Agency</b>	CDOP
<b>Name and Title of Person completing request:</b>	Bea Jones Nurse Specialist Child death Reviews / Audrey Scott-Ryan CDOP Chair
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	<p>Part of the CDOP process involves a coordinated, Joint Agency response, (previously referred to as a Rapid Response) providing a framework for a comprehensive and sensitive enquiry aimed at establishing the cause of sudden unexpected deaths in infants and children. An unexpected death is defined as the death of an infant or child which was not anticipated as a significant possibility for example, 24 hours before the death; or where there was an unexpected collapse or incident leading to or precipitating the events which lead to the death (<i>Working Together 2018</i>). This immediate response is led by the Police/HM Coroner and also includes information sharing and decision making with Social Care, Health and Agencies providing care immediately before and at the time of the death.</p> <p>The other 'arm' of the CDOP Process is the Joint Shropshire and Telford &amp; Wrekin Child Death Overview Panel. This meets 6 times a year to review all child deaths, identifying trends, and working together across agencies to make recommendations to help reduce the number of potentially preventable deaths in the future. The statutory basis of the CDOP's is documented in <i>Working Together</i>.</p> <p>Shropshire Community Health NHS Trust employs the key professionals to support the CDOP Process:</p>





- **Dr Sam Postings** – Associate Specialist Paediatrician, Lead Paediatrician for CDOP and Named Doctor for Safeguarding Children
- **Bea Jones** – Nurse Specialist, Child Death Reviews for CDOP
- **Sam Wheatley** – CDOP Administrator


These key professionals provide the health element of the multi-agency rapid response following a sudden and unexpected death of a child, working alongside Police, HM Coroner and Social Care. The CDOP Administrator acts as the first point of contact for notification of a child death, requests and gathers information from agencies and arranges and provides minutes to the CDOP Panel. The Nurse Specialist for Child Death Reviews presents each child death to the CDOP Panel.

In 2020-2021 there were 5 Panel meetings held and two of these were neonatal focused meetings. There were two panel meetings cancelled due to Covid-19. Five Telford & Wrekin cases were reviewed and were identified as having modifiable factors. Modifiable factors included risks associated with premature birth e.g. smoking in pregnancy, smoking in the household, drug and alcohol misuse, domestic abuse and parental mental health concerns. Sleeping environment was still an issue with babies being placed to sleep in unsafe sleeping environments such as co-sleeping, sleeping on the sofa or baby chair. It is recognised that there has not been a death associated with unsafe sleeping since March 2020.

The number of Telford & Wrekin child death notifications for 2020-2021 was 7; this is a decrease from 9 cases reported the previous year. The child death mortality statistics for this year has not been published yet therefore it is impossible to compare if this is a national trend. But on a recent NCMD Webinar on COVID a presentation by NHS England Professor Simon Kenny, National Clinical Director of Children and Young People reported that the Child death rate this year is nationally reduced. This is believed to be due to reduced infection rates in children such as flu, rhinovirus and respiratory illnesses and reduced trauma. One of the deaths was a Sudden Unexpected Death in Childhood (SUDIC) which triggered the Joint Agency Response (JAR).

In 2020-2021 there was one child who met the criteria for a Learning Disabilities Mortality Review (LeDeR) Programme. This review has not taken place as yet. The LeDeR Programme is commissioned by the Healthcare Quality Improvement Partnership (HQIP) on behalf of NHS England. The LeDeR Programme was one of the recommendations of the Confidential Inquiry into Premature Deaths of People with Learning Disabilities (CIPOLD). One of the key recommendations of CIPOLD was for greater scrutiny of deaths of people with learning disabilities. Lessons learnt and relevant actions will be reported via CDOP/ LeDeR processes. A key part of the LeDeR Programme is to support local areas to review the deaths of people with learning disabilities. Learning disabilities death reviews are being carried out alongside Child death reviews with a view to further improve the standard and quality of care for people with learning disabilities. People with learning disabilities, their families and Carers have been central to developing and delivering the programme. Children over 4 years old who have a learning disability are reviewed under LeDeR, as well, as child death review overview processes. Shropshire and Telford

	<p>and Wrekin CDOP have participated in 2 other local LeDeR reviews on children since 2017.</p>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>CDOP focuses on 'preventable' deaths and continues to review a number of babies dying from Sudden Infant Death Syndrome (SIDS). Although it is not understood why these babies, who appear to be well, suddenly die, there are known risk factors such as sleeping position, overheating, smoky environment, co-sleeping. CDOP continue to raise the issue of safe sleeping by promoting the Lullaby Trusts Safer sleep week whereby a bulletin was released, a staff noticeboard email was distributed, the desktop banner highlighted the issue and a Safer Sleep stand was erected.</p> <p> March CDOP safe sleep 2021 briefing.p</p> <p>CDOP have also been involved in sharing the 'Who's in charge?' video campaign in response to increasing concerns that growing numbers of babies and children are at risk of serious harm because of the way some parents and carers consume alcohol at home.</p> <p> CDOP November 2020 Newsletter.pdf</p> <p>Due to Covid 19 face to face Safer Sleep training were replaced by a Safer Sleep Webinar. This was a 1 ½ hour online interactive session delivered by The Lullaby Trust. There were 80 funded places available delivered over 4 sessions and paid for by the 0-19 services Shropshire Community Health NHS Trust.</p> <p> Safer Sleep webinar.docx</p> <p>CDOP distribute regular newsletters and the first edition was distributed in March 2019. The aim is to raise awareness of CDOP, bring news on our ongoing campaigns and highlight any issues identified at CDOP. CDOP recently reviewed the deaths of two children who died from brain tumours. In one of the cases the late presentation of a 4 year old child who had significant symptoms was identified as a modifiable factor. The Panel thought it was important to highlight this issue and raise awareness amongst professionals of the importance of early diagnosis of brain tumours. A CDOP briefing was circulated which included the Head Smart symptoms card.</p> <p> CDOP January 2021 Newsletter.docx</p>

	<p>In Child Safety Week June 2020 CDOP released a panel briefing focusing on keeping children safe in lockdown.</p>  <p>June CDOP CAPT briefing.pdf</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<ul style="list-style-type: none"> <li>➤ Continue to review child deaths to identify themes and prevent potentially avoidable deaths.</li> <li>➤ The Nurse Specialist will continue to support bereaved families and signpost to specialist services.</li> <li>➤ To work with SaTH to ensure confidence and understanding amongst the A and E staff. This will ultimately improve the quality of SUDIC investigations and experiences for families.</li> <li>➤ CDOP is part of The West Midlands Regional Child Death Review Network and we have planned our first Themed Panel. The topic chosen was Suicide and Self Harm. The meeting is planned for 29th April 2021 and will be chaired by Dr Neeraj Malhadra, Consultant Public Health in Wolverhampton and expert advice will be provided by Dr Ashley Liew, Consultant Child and Adolescent Psychiatrist from Evelina Children's hospital, London. The aim is to trial a regional panel as it is difficult to detect underlying themes and issues in a local panel when most areas only have one or two deaths.</li> <li>➤ CDOP take the lead on the roll out of ICON<sup>2</sup>. ICON is an evidence preventative programme to reduce Abusive Head Trauma in babies. Training will be rolled out with the 0-19 service, maternity and GP's. Awareness will be raised via communications across Public Health, Shropshire Community Health NHS Trust and SaTH during ICON week which commences 27<sup>th</sup> September 2021.</li> <li>➤ e-CDOP is a secure IT record systems to support local processes. The annual return of data will be 80% faster with 2 days administration reduced to 2 hours. e-CDOP will automatically feed into the National Child Mortality Database, this equates to real time data, dashboard, case duration and report statistics. It will identify trends quickly and ready to react to emerging issues.</li> <li>➤ CDOP will continue to be involved with and provide information to Operation Lincoln ( the West Mercia Police investigation into maternity safety as Shrewsbury and Telford Hospital NHS Trust – SaTH) and the Ockenden Report ( the Secretary of State commissioned independent review of maternity safety at SaTH)</li> </ul>

<sup>2</sup> ICON: I: Infant crying is normal, C: Comforting methods can help, O: It's OK to walk away, N: Never, ever shake a baby.

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## **d) Child Safeguarding Practice Review (CSPR) Panel**

The CSPR Panel oversees the process and arrangements for identifying, commissioning and reviewing child safeguarding practice reviews and will respond to serious incidents of harm in accordance with Working Together (2018)

The CSPR Panel will also be responsible for ensuring that agencies are able to demonstrate how the learning has been implemented and what difference it has made to improving partnership practice. This will be reported into the Telford and Wrekin Safeguarding Partnership (TWSP) Child Learning, Review and Training Subgroup.

During 2020/21 the CSPR Panel has:

- Carried out Rapid Reviews for 3 cases of non-accidental injury to babies, one case of child exploitation where the young person was arrested for an offence and one case of harm caused to a young child by a young person. The Rapid Review reports for these cases were sent to the National Panel. For 2 of these cases it was agreed that the learning had been identified through the Rapid Review process and that a further review was not required. For one case a local learning review was undertaken and for 2 cases Local Safeguarding Practice Reviews will be completed.
- Identified the following learning from the Rapid Reviews:
  - The importance of maintaining contact and face to face visits for families with new born children during the covid-19 pandemic.
  - The need to understand the arrangements parents with new born babies make through support bubbles. It was highlighted that this should be part of the plan discussed with mothers when they leave hospital.
  - Records do not always show the views of the child and what their day to day experience is.
  - There may be complex dynamics in families referred for early help and support, and in situations where there is a history of domestic abuse, there may be allegations from both parents. Parents may agree to Early Help support initially, but it may prove difficult to ensure that the risks for children in the family have been fully understood if parents do not engage; particularly if one parent is absent.
  - Incomplete information sent to the specialist provider that provides the clinical information but not the differential diagnosis that relates to non-accidental injury, results in delays in decision making, including safeguarding risks for siblings
  - Where a child or young person who lives in Telford and Wrekin is arrested in another area due to offences related to child criminal exploitation, Children's Social Care should be requested to provide information to the court where the case is heard to inform the proceedings and any sentencing options considered, including the risk to self and others.
  - The Emergency Duty Team call centre is only responsible for taking the name and number of the caller and cannot assess the urgency of the case. However they will immediately pass this information on to the EDT duty social worker. It is acknowledged that when there is one duty social worker that manages all incoming enquiries they may not be able to respond immediately to every safeguarding call but will prioritise these and respond accordingly. It has been recognised that during the pandemic there has been increased demand on the out of hours service and in response to this the Local Authority have provided 6 months of additional social

worker capacity to address periods of high demand. This will be reviewed at the end of the 6 month period

- When a child may be in the care of parents/carers who are identified as suspects in a criminal offence relating to harm to a child, but the family are temporarily located in another area, safeguarding partners should liaise with the relevant police authority to consider use of Police Powers of Protection and powers of arrest, to ensure safety of the child when returning to the home authority.
- Clear and effective communication between the Multi- Agency Safeguarding Hub (MASH) / Police and Youth Offending Service (YOS) when managing a case where risks to children in a family are increased as a result of changes in family circumstances and relationships across local authority and police areas.
- Providing guidance to practitioners involved in Strategy Meetings to ensure that as well as assessing Safeguarding risk and procedures that the practical arrangements e.g. transport to the child protection medical are also considered
- Developed action plans for each of these Rapid Reviews to ensure that learning is implemented.
- Decided not to progress a Serious Case Review as a Local Safeguarding Practice Review due to delays in proceedings that were outside of the Panel's control. However, it was agreed that the children in the case would have the opportunity to find out how the learning from their case had changed the way organisations work once the criminal proceedings have concluded. This was reported to the National Panel who noted this decision.
- Considered two further Rapid Review referrals. One of these cases was reviewed through the Procedural Response to Unexpected Deaths in Childhood and the learning reported to the CSPR Panel. One referral was considered but did not meet the criteria for a Rapid Review.
- Through the West Midlands Multi-Agency Safeguarding Arrangements Group reviewed the CSPR documentation following guidance from the National Panel.
- Considered the learning from the National Panel reports It Was Hard to Escape: Safeguarding Children at Risk from Criminal Exploitation and the National Panel's Annual Report 2018/19.

## **e) Safeguarding Adult Review Panel**

The purpose of the group is to meet the TWSP statutory requirements of the Care Act 2014, to conduct Safeguarding Adult Reviews (SARs). This Panel has delegated authority to undertake this activity to promote a culture of continuous learning and improvement across the organisations by using learning from case reviews to drive improvements in practice.

A representative from the Partnership Management Team attended on a quarterly basis a Regional SAR group which reviewed and updated the West Midlands SAR Guidance, and formed a regional repository for all SAR's so that a themed analysis could help inform the review of the West Midlands Regional Adult Procedures and thematic briefings.

The SAR Panel met on a monthly basis and since April 2020, the group has:

- Reviewed the West Midlands SAR Guidance;
- Embedded the links between SARs and Suicide Prevention;
- Reviewed the new SAR's Rapid in Time guidance;



- Developed TWSP SAR Best Practice Guidance and Methodologies for professionals, which included the TWSP SAR Process;
- Reviewed and considered the findings from the Local Government Association analysis of Safeguarding Adult Reviews April 2017 – March 2019; and
- Reviewed the SAR Quality Markers.

As part of the reviews, agencies reflected on any learning and recommended actions to ensure better outcomes for adults with care and support needs in similar circumstances. These actions were monitored and signed off by the Panel to ensure that each agency had completed each of their actions.

The group received two new SAR referrals. Neither referral met the criteria for a SAR, however the panel agreed to undertake a joint round the table review with the Child Safeguarding Practice Review Panel for one of the cases. The planned review was unfortunately delayed for longer than hoped due to the Covid-19 pandemic and took place in September 2020, as a virtual meeting.

The joint case with children was where there were initial concerns raised about a mother's presentation and her parenting skills. The Police were called to attend the house, which resulted in the children being removed under Emergency Police Protection Powers and placed in care of the Local Authority. The mother had long term mental health issues and four weeks after the removal of the children subsequently took her own life by overdose.

The SAR Panel wanted to explore how safeguarding considerations were being assessed for the mother at the time of the social care interventions from the child protection team, and for the family unit, and the individuals within the family.

The learning identified that links between children and adult pathways needed to be strengthened to ensure that the whole family receive the required support from the right services. Also, an agreed lead professional prescriber is required when there are a number of professionals working with a person, to ensure that the issue of medication is closely monitored to prevent hoarding of medication.

The recommendations were as follows:

- Use of advocates at the earliest possible point would when instigating care proceedings, assist with a whole family approach and ensure that all concerned have appropriate support;
- All agencies need to understand each other's professional role, to ensure that the right professionals are involved at the right time; and
- General practitioners should immediately make a referral to Family Connect should a person disclose instances of domestic abuse where there is a child/children in the household.

For the second case, a decision was made by the SAR Panel, to undertake a Multi-Agency Case File Audit (MACFA), which was completed in April 2021.

The case concerned a female whose first language was not English, who had been in a physically and sexually abusive relationship for a number of years. There had been a number of domestic matters reported to Police, however the female disengaged with support when offered.

There was a history of alcohol abuse and both parties were homeless and were known to sleep rough which also caused barriers to safeguard her from domestic abuse. Due to the COVID-19 pandemic, all homeless people were housed in a hotel which is how the female became known to the Police, following a serious assault which resulted in fractures to her back.

The female agreed to engage with services and the perpetrator was issued with a Domestic Violence Protection Order preventing him from making contact.

The female was housed by the refuge and is now living independently.

The SAR Panel agreed that the female had vulnerabilities that did not meet Safeguarding or Care Act thresholds, however agreed that there was learning in relation to her rough sleeping and the history of sexual assaults.

An action plan identifying multi-agency learning has been agreed and will be monitored by the SAR Panel to ensure that all actions have been completed, by each of the TWSP Partners.

## 6. Thematic Sub-groups

<b>Adult Criminal Exploitation</b>	<b>Purpose</b>
	<p>The purpose of the Adult Criminal Exploitation sub-group is to develop and deliver an action plan to address safeguarding issues and challenges as defined by the TWSP Executive. The sub-group concentrated on the following areas:</p> <ul style="list-style-type: none"> <li>• Criminal Exploitation <ul style="list-style-type: none"> <li>○ Sexual Exploitation</li> <li>○ Modern Slavery</li> <li>○ Cuckooing<sup>3</sup></li> <li>○ County Lines<sup>4</sup></li> <li>○ Human Trafficking</li> <li>○ Financial Exploitation</li> </ul> </li> <li>• Transitional arrangements for people who have been/are being exploited, including Child Sexual Exploitation (CSE) Adult Survivors.</li> </ul>
	<b>Activity</b>

<sup>3</sup> Cuckooing: Criminals target the homes of vulnerable adults for the purpose of criminal activity e.g. drug dealing

<sup>4</sup> County Lines: the approach used by gangs and criminal networks originating in urban areas, who travel to locations such as county or coastal towns to see class A drugs. Gangs typically use children, young people and vulnerable adults to deliver drugs who are often subjected to deception, intimidation, violence, financial exploitation and grooming.

	<ul style="list-style-type: none"> <li>• Developed a threshold of needs windscreen for adult criminal exploitation cases, for both adults who have been exploited, both with care and support needs and without, which included a resource directory identifying voluntary sector organisations who are available to support adults in need. The resource directory linked with Live Well Telford’s directory</li> <li>• Developed and reviewed the Adult Exploitation Performance Framework;</li> <li>• Scoped and presented a business case for resources needed to support adults at risk i.e. adults with no care and support needs, to the TWSP Executive which supported the approach and business case</li> <li>• Developed a local version of ‘Language that Matters’ guidance for use by professionals, across the Partnership</li> </ul>
<b>Child Exploitation</b>	<b>Purpose</b>
	<p>To ensure the safeguarding partnership is fit for purpose to respond to all existing and new forms of child exploitation and to address any strategic barriers to achieving this purpose whilst recognising that children and young people are vulnerable to exploitation in a range of social contexts by applying the principle of contextual safeguarding to help respond to and prevent child exploitation.</p>
	<b>Activity</b>
	<p>Shared intelligence and information on the impact of the Covid-19 pandemic on child exploitation and how partners continue to support young people during lock down and as restrictions were lifted.</p> <p>The Child Exploitation Sub Group endorsed the use of descriptors demonstrating the impact exploitation for the child enabling practitioners to made appropriate records and referrals.</p> <p>Reviewed the work of the partners against local and national reviews to ensure recommendations are implemented.</p> <p>Share information and data on the work of the CATE team and Missing Operations meeting to identify patterns and themes</p> <p>Developing a tool to enable partners to share information about children at risk of exploitation to ensure that risks are accurately identified and tracked.</p> <p>Ensure appropriate links between the CE Pathway Operation Innerste in relation to Unaccompanied Asylum Seeking Children.</p>

<b>Domestic Abuse</b>	<b>Purpose</b>
	<p>The Domestic Abuse sub-group addresses the issues within Telford and Wrekin of domestic abuse through improvement in identification, investigation, prosecution, prevention and support of:</p> <ul style="list-style-type: none"> <li>• Domestic abuse;</li> <li>• Female Genital Mutilation,</li> <li>• Honour Based Violence; and</li> <li>• Forced Marriage.</li> </ul> <p>The Sub-group is accountable to the TWSP Executive. The Sub-group is also delivering against the Safer Telford &amp; Wrekin Partnership Strategy and the Health and Wellbeing Board's workstream.</p>
	<b>Activity</b>
	<p>In recognition of the increased risk of domestic abuse during lock down This has been a particular focus at both the Council's internal gold command COVID-19 response group and the multi-agency Shropshire, Telford &amp; Wrekin Tactical Coordinating Group. In anticipation of the increased demand for local support services the Council has allocated additional funding to support victims of domestic abuse, in partnership with specialist domestic abuse services such as West Mercia Women's Aid – Live Chat Service, Shropshire Domestic Abuse Service – Supporting People 1:1 and Helpline and service to support children and young people affected by domestic abuse</p> <p><b>Perpetrator Programme</b> Through a competitive commissioning programme, Richmond Fellowship has been awarded a contract for the period of 18 months to deliver a domestic abuse perpetrator programme. Richmond Fellowship have been working to support perpetrators in abusive relationships since 2012. They are a national charity providing mental health, substance misuse and domestic violence services. The programme 'My Time' will support over 18's, male perpetrators with acknowledgement of abusive behaviour and the need and willingness to change. Richmond Fellowship have also been successful in applying to The Home Office for additional funding to extend this programme in Telford to the value of £147,000 which will support children and young people affected by domestic abuse, support Ethnic Minorities and LGBTQ to access the programme and support.</p> <p><b>White Ribbon Campaign</b> For the last seven years Telford has been accredited as a White Ribbon Town, showing our commitment to raising the awareness and understanding of domestic abuse in our communities. As no face-to-face event could be held due to Covid-19 restrictions, a social media campaign was run for 16 days. This proved so successful, that the steering group made the decision to continue posting and, as a result, has gained more volunteers. During Quarter</p>

	3, and up to the end of March 2021, 10 individuals contacted the page directly to request support. The social media campaign proved invaluable, with a total reach of 45,949 unique hits during November 2020, 4,979 during December, 4,979 during January 2021, and 4,981 in February, respectively. The number of ambassadors and champions also increased by nearly 100%
<b>Neglect</b>	<b>Purpose</b>
	The purpose of the Neglect Thematic Sub-group is to ensure improvement in identification, investigation, support and intervention for those subject to neglect within Telford and Wrekin and reduce the numbers of those at risk.
	<b>Activity</b>
	Refreshed the Neglect Strategy in line with the NICE guidance on Child Abuse and Neglect published in 2017.  Sharing information on how organisations are keeping in touch with vulnerable children during the Covid-19 pandemic.  Monitoring the implementation of the Action Plan developed following the Neglect Multi-agency Case File Audit (MACFA)  Developing the partnership neglect performance dashboard

## 7. Training

At the start of the Covid-19 pandemic face to face training was put on hold however the Safeguarding Partnership continued to provide the e-learning packages and virtual training for partners on Raising Awareness of Child Protection and Raising Awareness of Exploitation and Vulnerability resumed in September 2020. The table below shows the courses and number of attendees over the 12 month period booked through the OLLIE training platform:

Course Name	Delegates Attended
TWSP - Raising Awareness of Child Protection (3 courses)	23
Early Help Assessment and Support Plan Training ( 3 courses)	82
TWSP Raising Awareness of Exploitation and Vulnerability (3 courses)	9

It should be noted that the Raising Awareness of Exploitation and Vulnerability training is delivered across the Safeguarding Partnership and the Community Safety Partnership. The total number of delegates attending this virtual training during 2020/21 was 2170 across the 82 training sessions delivered.

Arrangements were put in place to deliver Managing Allegations Training and also Early Help Assessment and Support Plan Training.

## 8. Priorities for 2021 – 2022

In January 2020 the TWSP Executive updated the Strategic Plan which set out the priorities for the Partnership:

Sharing and Engaging with the Telford and Wrekin Community

- Update the TWSP Communication, Engagement and Inclusion Strategy for the Boards
- Continue to develop the TWSP website as a resource for partners, practitioners and the public
- Continue to engage with partners and the public to understand the ongoing and long term impact of the Covid-19 pandemic on safeguarding for adults and children

Implementing Learning from Reviews

- Learning briefings published and shared with partners following each review
- Identifying common themes and issues across reviews including Safeguarding Adult Reviews, Child Safeguarding Practice Reviews and Domestic Homicide Reviews

Further develop policies and procedures

- To develop online forums to enable partners to collaborate and bring issues and solutions to relevant sub-groups and the Executive
- Continue to implement an ongoing review process for the current local multi-agency procedures to ensure they are fit for purpose
- Work with safeguarding partnerships across the region to develop regional safeguarding procedures where appropriate.
- Implement an online platform for safeguarding audits
- Establish the Early Help Partnership

Ensure appropriate single agency and multi-agency quality assurance processes are in place – “So what outcomes”

- Enhance the role of the TWSP Independent Chair
- Implement a programme of multi-agency case file audits
- Implement a multi-agency performance dashboard to monitor progress against our objectives

Effective training

- Review the TWSP Training Policy
- Continue to develop Joint Training Strategy

- Provide a range on on-line, remote and face to face training opportunities that meets statutory requirements and identified training needs

As a result of the review of the TWSP that was carried out in 2019 the Executive also agreed to re-establish the Safeguarding Adult Board and Safeguarding Children Board within the joint arrangements to ensure that there is sufficient capacity to consider the issues across both areas recognising the different statutory requirements. The structure of the sub groups was also reviewed ensure they remain fit for purpose. During 2021/22 these revised arrangements will be implemented.

The Executive, Safeguarding Children’s Board and Sub Groups will also continue to monitor the implications of the pandemic on safeguarding arrangements and procedures.

## 9. Partnership Working

<b>Name of Agency</b>	Early Years
<b>Name and Title of Person completing request:</b>	Ms Christine Harding
<b>How has your organisation contributed to delivering the TWSP’s priorities for 2020/21?</b>	We have focused on keeping children safe throughout the pandemic and supporting families to safeguard their children whilst not attending nursery. Attending the Early Year and education safeguarding group.  Supported the continuing completion of the Section 11 audits
<b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b>	Ensuring that children’s care and education have not been neglected.
<b>What impact have they had? Please provide evidence to support this.</b>	All children have been cared for and have remained safe and emotionally secure.
<b>What are your organisation’s plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b>	To offer further support and training on Adverse childhood experiences. Support the mental health and wellbeing of the staff team.  Continue to attend the Early Years and Education group and implement all relevant practices.

<b>Name of Agency</b>	Healthwatch Telford and Wrekin
<b>Name and Title of Person completing request:</b>	Janet O'Loughlin Director with Responsibilities For Safeguarding
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	<ul style="list-style-type: none"> <li>• HWT&amp;W engaged with people to gather their views and experiences of people using a range of health and care services through, telephoning, and signposting/enquiry activities.</li> <li>• HWT&amp;W have attended many relevant meetings including, risk submits/ meetings, local CQC/HW liaison meetings, and Quality Surveillance Group in order to share information and concerns.</li> <li>• HWT&amp;W have reported concerns directly to Adult Safeguarding Services, and CQC (Care Quality Commission) where HW have attempted to facilitate meetings between the person reporting a service problem and the designated CQC inspector.</li> <li>• Safeguarding Adults and Children training (and as necessary updates) is available and undertaken by all staff. Completing training is a requirement of volunteer Enter &amp; View (E&amp;V) Authorised Representatives and other volunteers.</li> <li>• HWT&amp;W has been represented at TWSAB board meetings and have been involved relevant work streams.</li> </ul> <p>HWT&amp;W have aimed to raise our profile and involvement in safeguarding meetings involving local health and care services wherever possible.</p>
<b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b>  <b>What impact have they had? Please provide evidence to support this.</b>	<ul style="list-style-type: none"> <li>• HWT&amp;W have sought feedback from people, their relatives accessing services, and staff involved in services delivery.</li> <li>• HWT&amp;W have raised concerns and followed up concerns raised with local Adult Safeguarding Team, and local CQC (supporting facilitating meetings when possible).</li> <li>• Produced and publicised feedback reports which are also distributed to authorities, commissioners and other organisational representatives.</li> <li>• Ensure adult health and care services HWT&amp;W engage with understand their role/responsibilities, and consult with them and other people to ensure that it these are appropriately implemented and people receiving services and their staff are safeguarded.</li> </ul> <p>To protect people in health and care settings from harm, abuse or risk and report events and concerns. Where events/concerns have been raised, they are promptly reported to the SG team. Where health/care services are prompted by us to raise safeguarding concerns or events, HWT&amp;W follow up to confirm this has happened.</p> <p>Evidence is retained on confidential emails and as appropriate evidenced on published reports.</p>



<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>HWT&amp;W will uphold the key principles of safeguarding that include:</p> <ul style="list-style-type: none"> <li>ensuring members of staff, directors and volunteers are fully aware of the law and statutory requirements in order that vulnerable adults and children receive the protection of the law and access to the judicial process.</li> <li>provide appropriate assistance and sign-posting to relevant agencies, including advice, protection and support to vulnerable adults whose right to independence or choice is being compromised.</li> <li>Safeguarding is considered all policies and procedures</li> </ul> <p>HWT&amp;W will:</p> <ul style="list-style-type: none"> <li>undertake safe recruitment practices (staff and volunteers);</li> <li>give guidance about appropriate behaviours during HWT&amp;W induction;</li> <li>ensure any staff member, director or volunteer whose work involves direct contact with adults at risk and/or children in care or health settings receives face-to-face safeguarding training including 'Child Protection', and awareness of procedures including how to deal with concerns.</li> </ul> <p>Ensure E&amp;V Representatives and those involved in safeguarding and resolving enquiries/signposting are aware of the procedure for raising and reporting safeguarding events and concerns</p>
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<p><b>Name of Agency</b></p>	<p>Midlands Partnership NS Foundation Trust</p>
<p><b>Name and Title of Person completing request:</b></p>	<p>Sharon Conlon</p>
<p><b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b></p>	<p>MPFT safeguarding team are represented on each of the partnership sub groups and disseminate learning/ actions from the groups throughout the MPFT Shropshire and Telford care Group. The Named Nurse for the care group provides thematic learning reflective supervision to all adult and children teams across the care groups and produces 7 point briefings to focus the discussion. 7 point briefings have been produced of each of the partnership priorities.</p>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please</b></p>	<p>2020/21 has been a challenging year globally and nationally and particularly for the NHS. Despite the challenges that the Covid-19 pandemic brought the corporate safeguarding team has risen to that challenge and not only maintained business continuity throughout but also significantly improved their reach across the organisation and service offer. The team transitioned to home working and embraced the use of technology to expand their reach across the organisation. This is most evident in their development of electronic training materials and the hosting a week long safeguarding awareness sessions where they reached in excess of 500 practitioners across the course of the week. MPFT safeguarding service developed level 3 Safeguarding Adults E learning package and shared this with other NHS providers in Shropshire</p>

<p><b>provide evidence to support this.</b></p>	<p>and Telford.</p> <p>The use of MS Teams has enabled the team to expand their supervision offer and the take up of this is evident in the number of level 3 and 4 safeguarding supervision sessions being accessed across the organisation. The team have produced multiple learning tools to support frontline practice including</p> <ul style="list-style-type: none"> <li>• 7 point briefings on adult and child safeguarding issues</li> <li>• Podcasts</li> <li>• Hosted Live learning events</li> </ul> <p>Weekly safeguarding bulletins throughout national lock down to keep focused on hidden abuse and neglect.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>What next?</p> <p>The future vision of the team is to work better together with other health partners to provide a collective unified health response to safeguarding.</p> <p>What will this look like?</p> <ul style="list-style-type: none"> <li>• Sharing health information on behalf of the health economy for the purposes of strategy and planning discussions.</li> <li>• Sharing learning materials across the health economy</li> <li>• Sharing training opportunities across the health economy</li> <li>• Use of One Health and Care Record to share health information "ask once get once"</li> </ul> <p>How will this benefit our service users and our partners?</p> <p>Health has always been a complex landscape and partners have had to ask multiple providers for information and representation. By working together as a health safeguarding economy we will be able to represent "health" which will enable our partners to "ask once get once."</p>

<p><b>Name of Agency</b></p>	<p>PODS (Parents Opening Doors) Charity</p>
<p><b>Name and Title of Person completing request:</b></p>	<p>Jayne Stevens/Strategic Co-ordinator</p>
<p><b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b></p>	<p>Detailed below, through regular communication and contact with our families, training, awareness.</p>
<p><b>During 2020/21, what are the key</b></p>	<p>Regular communication and contact with our families through our helpline.</p>

<p><b>areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>Dedicated emotional support through our Befriender Scheme and access to email, phone, social media contact.</p> <p>Regular feedback to Covid-19 Central Team led by Telford &amp; Wrekin LA (Children SEND Services) to raise concerns.</p> <p>Safeguarding practices, with links to Strengthening Families and to Family Connect where necessary.</p> <p>Attending crime and exploitation training via West Mercia Police.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>Offer information and support to keep families safe.</p> <p>Ensure parent carer voice is heard across all services to ensure development of services to meet needs.</p> <p>Understanding the new 'family safeguarding' model – request training for all staff and volunteers.</p> <p>Publication of COVID experiences survey for families with disabled children – has been shared with senior management and leads across health, education, social care and voluntary sector – feedback to be given direct to families.</p> <p>Development of VOICES Co-production charter to work to ensure services are co-produced and safety of our families is included and recognised.</p>

<p><b>Name of Agency</b></p>	<p>The Shrewsbury and Telford Hospitals NHS Trust</p>
<p><b>Name and Title of Person(s) completing request:</b></p>	<p>Teresa Tanner, Lead Nurse Safeguarding Children &amp; Young People Sally Burns, Named Midwife for Safeguarding Kathy George, Head of Adult Safeguarding</p>
<p><b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b></p>	<p>The Safeguarding Adult, Children and Maternity Teams have continued to work as full safeguarding teams throughout the lockdowns with no decrease in services.</p> <p>Domestic Abuse , Exploitation and Neglect have remained as priorities for the Trust and SaTH has continued to attend Multi-Agency Risk Assessment Conferences (MARAC) and engage with the MARAC process, especially as the HIDVAs have worked off site during COVID</p> <p>All the teams have continued to attend sub groups throughout the year contributing to progressing various action plans, and as such the teams have supported the TWSP priorities by their contribution</p> <p>The Trust Level 3 face to face Adult Safeguarding is being delivered to all clinical staff band 5 and above and incorporates the themes of Making</p>

	<p>Safeguarding Personal, Self- Neglect, Domestic Abuse, Think Family and Adult Criminal Exploitation (specifically cuckooing, mate crime and modern slavery) The training is responsive to local and national learning in all of these areas and is regularly reviewed and refreshed as required.</p>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>Exploitation is the theme of the Level 3 Safeguarding Children training for 2021 which following the CQC visit in February 2021, the Trust has designated some adult clinical areas to care for 16- 17 year olds.</p> <p>Staff in these areas are now expected to be Level 3 compliant in both adult and children safeguarding training.</p> <p>Another key impact as a result of the CQC visit, has been the decision made to refer all under 18 who present to the Emergency Department with self-harm to social care, this has had an impact in potentially protecting more young people, however there are concerns that staff may miss the child or young person that required more urgent attention i.e. a phone call rather than a Request for Service being completed.</p> <p>During lockdown the Emergency Departments were offered Safeguarding Drop in sessions where group and individual supervision was offered as well as some teaching. These sessions were offered by both the children and adult safeguarding team. As a consequence of these sessions, the ED medical staff now have access to a quarterly children peer review session where cases of a safeguarding nature are discussed. To date the feedback has been very positive. Both the adult and children's team continue to offer daily support visits to the Emergency Department.</p> <p>All families with a pregnant mother who have identified safeguarding concerns are visited at home by the woman's Community Midwife to ensure the risk assessment is as robust as possible. If there is a Covid-19 risk, appropriate measures are taken to protect the woman and the midwife. These visits also identify any potential Mental Capacity and Best Interest support for those with an identified need.</p> <p>During 2020/21 the Trust recruited to the Head of Adult Safeguarding post. Further restructuring has allowed for a review of the team functions and governance arrangements, with the formation of a monthly Safeguarding Operational Group reporting to a single Trust Safeguarding Assurance Committee with a formal cycle of reporting. This includes Themes and Trends oversight, risk register review and includes Advice, Assurance and Alerts to the Trust Board.</p> <p>Administrative support has allowed safeguarding specialist nurses to have increased visibility and ward/departmental access.</p> <p>Training packages have been refreshed and training availability has increased with staff being able to access (subject to Covid impacts), additional ad hoc training. Ward focussed training has also been made available along with MS Teams provision.</p>

	<p>The Trust intranet site has been redeveloped (ongoing) which allows for ease of access to 5 new Trust policies and procedures. Additionally a quarterly staff newsletter has been introduced. Themes to date have included Prevent and Mental Capacity Act, the latter being in support of developing a Trust culture of 'Think Capacity'.</p> <p>The Team have also developed MCA and DoLS criteria cards (credit card sized) and staff contact cards for all staff</p> <p>A monthly audit identifying compliance with the Mental Capacity Act and Deprivation of Liberty Safeguards was commenced in July 2020 and a safeguarding audit coproduced with the CCG is in development.</p> <p>As a result of the developments described above the number of inappropriate adult safeguarding concerns is reducing as staff make appropriate referrals onward to partner services rather than simply raise a concern.</p> <p>There have been a number of concerns linked to Modern Slavery raised, having been recognised by staff in ED. The ward areas and departments are actively seeking advice and input from the Safeguarding team, with all calls and contacts logged .Additionally the increased quality of, and use of Mental Capacity Assessments is evidenced through the audits being undertaken.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>Continue the Exploitation training for 2021 and develop Domestic Abuse (DA) training for 2022 recognising the impact that DA has on young people.</p> <p>Following the successful recruitment of a Safeguarding Training Officer the team is working to develop annual themed workshops to support the adult Level 3 training programme as is already in place for children's training.</p> <p>Work is underway to support National Adult Safeguarding week in November 2021 and a Safeguarding Conference is planned for 25th November 2021 (in planning).</p> <p>Additionally the Trust is working in partnership across Telford and Shropshire to ensure it is in a position to meet its statutory responsibilities in respect of the introduction of the Liberty Protections Safeguards anticipated for 2022</p> <p>Throughout 2021/22 the Teams will continue to be active members of the TWSP sub groups</p>

<p><b>Name of Agency</b></p>	<p>Shropshire Community Health NHS Trust (SCHT)</p>
<p><b>Name and Title of Person completing request:</b></p>	

<p><b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b></p>	<ul style="list-style-type: none"> <li>• Attendance and participation at all TWSP sub groups</li> <li>• Sharing of TWSP newsletters and information to SCHAT staff via communications emails and appropriate operational meetings</li> <li>• Resources and guidance shared on SCHAT intranet for all staff to access</li> <li>• Learning from multi-agency audits shared with SCHAT staff through Communication Briefings, meetings and in newsletters</li> </ul>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people, and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<ul style="list-style-type: none"> <li>• Development of assessment prompt sheet to remind practitioners to 'Think Safeguarding' and take appropriate action when undertaking an assessment providing an increased awareness of the Safeguarding Team and referral process</li> <li>• Self-Neglect Framework has been developed to assist practitioners, and integrated into the Datix System, and acts as a prompt to consider self-neglect when completing a Datix</li> <li>• Bespoke introductory video created around Section 42 enquiries</li> <li>• Section 42 Standard Operating Procedure (SOP) has been developed which provides our staff with an easy-to-follow guide</li> </ul>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people, and adults?</b></p>	<ul style="list-style-type: none"> <li>• Production of bespoke Safeguarding induction videos to complement the Trust's Corporate Induction</li> <li>• Quality engagement visits to the Community Hospitals to help gauge staff's awareness and understanding of Safeguarding responsibilities for both children, young people and adults</li> <li>• Development and integration of Safeguarding Adults Level 3 E-Learning package</li> </ul>

<p><b>Name of Agency</b></p>	<p>Shropshire Partners in Care</p>
<p><b>Name and Title of Person completing request:</b></p>	<p>Karen Littleford, Safeguarding Adults Lead, Shropshire Partners in Care.</p>
<p><b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b></p>	<p>Shropshire Partners in Care delivers, commissions, or works with partners to offer a wide range of core activities which contribute to delivering the Telford and Wrekin Safeguarding Partnership priorities for 2020-2021 which included 'Effective training' and 'Implementing learning from reviews'.</p> <p><b>Training:</b></p> <ul style="list-style-type: none"> <li>• A range of clinical training for the health and care sector</li> <li>• Medicines Management</li> <li>• Mental Capacity Act related courses</li> <li>• Deprivation of Liberty safeguards</li> <li>• First Aid courses</li> <li>• First Aid for Mental Health courses</li> <li>• Lead to Succeed courses</li> </ul>

- Moving and handling related courses
- Supporting adults with dementia related courses
- Safeguarding adults and children related courses

Bespoke training sessions for members and partner agencies to address specific issues connected to safeguarding and prevention agendas. These bespoke courses contributed to the TWSP 2020-2021 priorities of 'Ensure appropriate single agency and multi-agency quality assurance processes are in place – "So what outcomes"' and 'effective training'. Bespoke courses included:

- Safeguarding Adults – your role as safeguarding lead (housing)
- Safeguarding Adults – your role as safeguarding lead (Independent Sector)
- Safeguarding Adults – An Introductory Level Briefing
- Safeguarding Adults for Trustees of Charities
- A new course developed and delivered with Joint Training, Shropshire Council focused on supporting adults using services to have a safe on-line presence (Joint Training courses are open to Telford and Wrekin workers).

The training that Shropshire Partners in Care offered in 2020-2021 was inevitably affected by the Covid-19 pandemic and the training team were limited in terms of the courses they could offer initially.

The Safeguarding Adults Lead set up a Shropshire Partners in Care [YouTube channel](#) where members could access a range of Moving and Handling [aide memoir](#) films which were made by the Moving and Handling Team (to be used after attending training). In addition, a range of '[Playlists](#)' were set up on the channel covering a number of subjects so that members could access films to use as part of their in-house training. This included films on [Safeguarding, Adults who Self-Neglect or Hoard, Mental Capacity, Scams, Safeguarding Adults and Children Podcast During Covid-19](#) and [Medicines Management](#). The playlists include videos which address TWSP current priorities around domestic violence and abuse, exploitation and neglect.

The training team set about accessing training themselves in order to develop and deliver virtual online live training courses in their subject areas. This meant that Shropshire Partners in Care could continue to offer training to members and partners which was live and interactive bringing value to the training offer during the pandemic.

The demand for training returned after the initial pandemic period and first national lockdown. As an illustration of this for safeguarding related training from 1<sup>st</sup> December 2020-31<sup>st</sup> March 2021 a total of 553 learners were trained (509 virtually) during 45 virtual training sessions. In addition to the virtual training between September 2020-March 2021 there were 4 face-to-face training sessions delivered (in between the lockdowns when restrictions allowed) to 44 individuals in a hospital setting.

Training courses delivered by the Shropshire Partners in Care, Safeguarding Adults Lead which will contribute to the TWSP priorities of 'Effective training' and 'Implementing learning from reviews' and included:

### **Virtual Online Live Instructor Led Training**

Adult Safeguarding Awareness (4 hours)

Adult Safeguarding Awareness in Housing (4 hours)

Safeguarding Adults – your role as safeguarding lead (Housing) (4 hours)

Safeguarding Adults – your role as safeguarding lead (Independent Sector) (4 hours)

Safeguarding Adults – An Introductory Level Briefing (2 hours)

Safeguarding Adult Briefing for Volunteers (2 hours)

Professional Boundaries Workshop (3.5 hours)

Supporting Individuals (Adults with Learning Difficulties) to have a Safe Online Presence (3.5 hours)

Safeguarding Adults and Children's Briefing for Shropshire Council Covid-19 volunteers

### **Face to Face**

Level 3 Safeguarding Adults in Health (4 hours) (hospital)

### **Other Activities:**

In addition, Shropshire Partners in Care have continued to offer support to their members which contributed to the TWSP 2020-2021 priority of 'Further develop policies and procedures' via:

- ✓ Disclosure and Barring Service Checks Service
- ✓ Representation at a range of sector related meetings including Covid-19 related meetings and the Safeguarding Adults Partnerships and related Subgroups
- ✓ Networking opportunities including Registered Managers meetings for Telford and Wrekin and Shropshire.
- ✓ Safeguarding Adults Forums for providers.
- ✓ Networking Opportunity for Trainers Meetings were facilitated virtually during the course of 2020-2021, these offered support to trainers working within our membership, networking opportunities, updates and continued professional development.
- ✓ Workforce development, recruitment, and retention work continued, and support was offered to Shropshire Partners in Care members in these areas. Support included the development of good practice tools such as the 'Reference Request Risk Assessment Template during Covid-19 Outbreak, 2020' form for the membership which was produced in conjunction with the HR Department Shropshire. The need for this support was raised by members in terms of the difficulty of accessing references for new staff at the start of the pandemic. This was especially challenging during the first part of the pandemic because businesses closed or put their staff on furlough, this meant it was a difficult to contact the right individuals to provide references for those workers



	<p>entering the adult social care sector from other industries or sectors.</p> <ul style="list-style-type: none"> <li>✓ Support for members directly from the Chief Officer and the Care and Membership Liaison Officer during 2020-2021.</li> <li>✓ Additional Covid-19 related support included the Moving and Handling Trainer offering Activity Coordinator sessions to support the delivery of meaningful activity. This was of particular importance during the lock down periods with government guidance and associated restrictions on care home visiting arrangements and the potential impacts on individuals' wellbeing.</li> <li>✓ Work carried out with the local authorities to send out Provider Updates every week covering the main changes to guidance, regulations and local arrangements or other relevant information.</li> </ul> <p>The range of activities outlined aimed to support the development of quality care services in Telford and Wrekin and Shropshire.</p>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>Whilst Shropshire Partners in Care do not provide a service directly to people using social care services the work that we do is aimed at contributing to the wider safeguarding agenda. It would be difficult to provide evidence to support the impact of our actions on safeguarding children, young people and adults directly, but we have included some comments from attendees of the Safeguarding Adults Forum below. These activities contributed to the TWSP 2020-2021 priorities of 'Effective training', 'Implementing learning from reviews', 'Further develop policies and procedures' and 'Community engagement'.</p> <p><b>The Safeguarding Adults Forum</b></p> <p>The Safeguarding Adults Forums have seen an increase in both collaboration and attendance during 2020-2021. The Safeguarding Adults Forum was moved online so that safeguarding information could still be accessed during this period. Due to Managers being able to access the Forum remotely feedback has indicated that this makes it more accessible. Presentations from speakers at the Safeguarding Adults Forums are hosted on the Shropshire Partners in Care website <a href="#">here</a>.</p> <p>The Adult Safeguarding Forums covered the following topics in 2020-2021:</p> <ul style="list-style-type: none"> <li>• Raising a Safeguarding Adults Concern with First Point of Contact in Shropshire</li> <li>• Raising a Safeguarding Adults Concern with Family Connect a Telford and Wrekin Perspective</li> <li>• Raising an Effective Safeguarding Adults Concern with the Local Authority</li> <li>• Wrekin Housing Group's Journey in Developing Their Response to Supporting Employees and Customers Who May Be Experiencing Domestic Abuse</li> <li>• Sharing Effective References and Conduct Information Project. Further details on the project <a href="#">here</a></li> <li>• Adult Safeguarding in Telford and Wrekin – Safeguarding During the Pandemic</li> <li>• Adult Safeguarding in Shropshire – Safeguarding During the Pandemic</li> </ul>

- Whistleblowing in Social Care and related Sectors During the Pandemic
- Sexual Abuse and Care – Promoting sexual safety through empowerment Report CQC
- Update: The Adult Safeguarding Process in Shropshire
- Human Rights and Covid-19
- NICE Guideline – Safeguarding adults in care homes

In terms of the impact the Forum had on people using services in Telford and Wrekin and Shropshire we can share some comments from managers who have attended the Forum:

**Sarah Hollinshead-Bland, Statutory Safeguarding Business Partner, Shropshire Council, February 2021:**

I think the forum is an incredibly useful meeting for a number of reasons:

- It brings independent sector organisations together across T&W and Shropshire
- It promotes the cross fertilisation of ideas and knowledge
- It offers an opportunity to standardise practice across both authorities with safeguarding leads from both areas usually present
- It provides direct communication route with safeguarding leads in the local authorities and independent providers
- It helps people get to know each other and build relationships

Thank you to SPiC for taking a key role on bringing this forum together.

**Claire Flavell, Director of Care, Bluebird Care, Shropshire, February 2021:**

I find attending the safeguarding forum extremely valuable. As managers it is important to stay informed and focused on safeguarding and any changes that we should be aware of. We would not come across the links you share ourselves and I always find it informative and take some learning or things to share with the rest of my team from each session.

**Liz Casson, Positive Steps Shropshire Ltd., February 2021:**

As a provider working in the current difficult times the Safeguarding Adults Forum has been important in keeping up to date with current thinking and getting an understanding of the local picture. It has given a chance to share experiences and learn from others in the care manager network. It has also given a chance to listen to Safeguarding professionals, learn and keep links. In the recent Forum, I gained an understanding of how safeguarding had changed in response to the changes the pandemic had brought about. Invaluable support. There is something to pick from, use some or all of it.

**Jo Mear, Director of Care & Support, Conover College Ltd, February 2021:**

The Safeguarding Adults Forum has been most useful and beneficial to us as managers of our safeguarding working group at Conover College. A good way to network with other managers and all speakers have been beneficial to us. We have suggested agenda items to Karen

	<p>over the last 12 months and this has been taken on board, we hope these forums continue as we have found them extremely useful and have taken information back from these sessions to our management team also.</p> <p><b>Clare Shaw, Quality Manager, Bethphage, February 2021:</b> I have been attending the forums for quite some time (in person and more recently virtually). The range of topics covered and presentation is always varied and wide ranging and it is a chance to not only update knowledge but also hear how other organisations are implementing the practice. As a result of attending the forums I have been able to review and update some of our policies and have introduced others (Domestic Abuse as an example as we didn't have a specific policy covering this previously). I have also been able to develop the Safeguarding Lead role within our organisation.</p> <p><b>Training:</b> The continuation of the training programme has supported staff and volunteers across the sector to develop their knowledge around a range of subjects. Practical courses such as Moving and Handling and First Aid ensure that safe practice is recognised and implemented. New subjects were added to the offer including the 'Supporting Adults Who Hoard' course prior to the first national lockdown in March 2020 in collaboration with Joint Training, Shropshire Council.</p> <p>Staff working in Telford and Wrekin have continued to access the Safeguarding Adults Awareness training virtually.</p> <p><b>Other Developments and Support Mechanisms in 2020-2021</b></p> <ul style="list-style-type: none"> <li>• Information, advice, support and signposting around Covid-19</li> <li>• Safeguarding Adults Forums for Care Providers moved to a virtual format</li> <li>• The Registered Managers Networks moved to a virtual format</li> <li>• Mentoring opportunities for our members were still available</li> </ul>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>Whilst we do not deliver direct care services we will continue to develop, deliver and facilitate a range of training courses, networking opportunities and forums for members and partners. These are intended to develop practice and support both our members and partners to increase their awareness of safeguarding, understand their responsibilities and raise appropriate safeguarding concerns.</p> <p>In 2021-2022 Shropshire Partners in Care will commence a project with Keele University to host a PhD Student to look at the application of the Mental Capacity Act. This will include assessing the transfer of Mental Capacity Act knowledge into care provider organisations across the membership and will lead to the development of resources for the sector.</p> <p>Shropshire Partners in Care is in the process of developing internal policy including 'supporting employees who may be experiencing</p>

	<p>domestic abuse, stalking or harassment'. This policy development has the potential to impact on safeguarding outside of the workplace.</p> <p>Shropshire Partners in Care is addressing the need to have a Mental Capacity, Deprivation of Liberty Safeguards and the Liberty Safeguards trainer after the departure of the previous post holder. This will support members with planning for the implementation of the Liberty Protection Safeguards in 2022.</p> <p>Shropshire Partners in Care will continue to work with members to address issues around Covid-19 and the associated impacts on the sector.</p> <p>Shropshire Partners in Care will continue to provide Registered Managers Meetings, the Safeguarding Adults Forum and the Networking Opportunity for Trainers Meetings as these all contribute to developing quality across the sector.</p>
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<b>Name of Agency</b>	Taking Part and Chief Officers Group Telford & Wrekin
<b>Name and Title of Person completing request:</b>	Julie Mellor
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	<p>Taking Part along with other Voluntary Sector organisations in Telford play an important in supporting clients who have health and care needs. Often our organisations are the first ones who can become aware of safeguarding issues. We support clients to understand safeguarding concerns and processes. Our sector is very good at Making Safeguarding Personal and putting the person at the centre of the process.</p>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>During COVID and periods of lockdown organisations were able to support clients with issues around safeguarding particularly in areas of neglect, self-harm, hoarding and domestic abuse. Some children's services saw an increase in safeguarding referrals during the lockdown as access to some statutory services was difficult.</p> <p>The Wellbeing Independence Partnership are often a service which are alerted to a safeguarding concern and we can support clients to access T&amp;W Safeguarding process and teams.</p> <p>All voluntary sector organisations have good working relationship with T&amp;W Safeguarding teams, make best of regular and update safeguarding training on a regular basis.</p> <p>Organisations support children and adults to have their voices heard, concerns taken seriously and take action when needed. Organisations within the voluntary sector support forums for people to voice their concerns such as Telford Voices and a whole range of befriending schemes.</p>
<b>What are your organisation's plans for 2021/22</b>	<p>Voluntary organisations attend Safeguarding Forums which are very useful and informative. All organisations take safeguarding very</p>

<b>in relation to your responsibilities to safeguard children, young people and adults?</b>	seriously and it is everyone's business. This is instilled in our workforce including volunteers. Most organisation who are funded through statutory services have to report on any safeguarding issues in quarterly reports.
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<b>Name of Agency</b>	Telford and Wrekin CCG
<b>Name and Title of Person completing request:</b>	<p>Audrey Scott-Ryan Designated Nurse for Safeguarding Children Shropshire and Telford and Wrekin CCG</p> <p>Paul Cooper Adult Safeguarding Designated Lead Shropshire and Telford and Wrekin CCG</p>
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	<p>The CCG Executive Director of Nursing and Quality led the merger of the Safeguarding and Looked After Child Teams for our new statutory organisation from April 2021; Shropshire and Telford and Wrekin CCG.</p> <p>CCG structures have been reviewed with a new Assistant Director of Safeguarding post created and appointed to. Two new posts; Deputy Designated Adult and Deputy Designated Children Nurse have been appointed to. Statutory Designated Doctor and Nurse roles remain within CCG new structures.</p> <p>The national COVID 19 pandemic lockdown came into effect on the 23<sup>rd</sup> March 2020, having an immediate impact on the ability to conduct face to face meetings assessments and treatments. The CCG reviewed Quality and Equality Impact Assessments which were completed for all services that were paused, which included consideration of impact on safeguarding and on protected characteristics.</p> <p>Local multi-agency restoration planning has been ongoing throughout three lockdowns with continual consideration of directives related to easing of restrictions, alongside running vaccination programmes across Shropshire, Telford and Wrekin.</p> <p>During Covid-19 lockdown and beyond, the CCG supported SaTH through the secondment of a senior team member to ensure improvements to the adult safeguarding and MCA functions across both sites. This work contributed to improvements in governance and operational safeguarding requirements at the Trust.</p> <p>The CCG also supported Robert Jones, Agnes Hunt Orthopaedic Hospital during the lockdown period through undertaking a supportive review of adult safeguarding practices and policies.</p> <p>Covid-19 activity has meant we have had to deliver much of our training and maintain our usual system interactions using virtual means and there has been a good uptake of this training. The CCG has provided a vital conduit for information flows between the various levels of the health</p>

	<p>system and the Safeguarding Team have actively contributed to the work of regional and national improvement and assurance forums.</p> <p>The Safeguarding Team continued to offer advice, guidance, support, supervision and training across the health economy to professionals including care homes, dentists, pharmacists and GPs through remote/virtual means.</p> <p>We have maintained our oversight of safeguarding in health care through virtual means. The CCG are keen to seek assurances regarding safeguarding practice to improve the lives of people locally. One of the ways of achieving this is through working with Trusts to review safeguarding cases they have dealt with through an ongoing process known as themes and trends analysis.</p> <p>The Safeguarding Team have maintained a strong contribution to Telford and Wrekin Safeguarding Adult, Children and Looked After Children Partnership boards and sub group arrangements including the new adult safeguarding arrangements required by the two statutory safeguarding boards. We have instigated statutory changes locally with Telford and Wrekin Local Safeguarding Children Board (LSCB) including new Statutory Partnership Board Membership and Rapid Review/Response Processes and Child Death Statutory Guidance (2018) new statutory requirements:</p> <p>The CCG has supported the new Family Partnership Model in Telford and Wrekin, with funding agreed for the next 3 years across the statutory partnership (Health, Police and Social Care). Practitioners have been recruited to new posts with future evaluations of service impact planned. CCG representatives attend the Operational and Strategic Groups which focus on oversight of the new arrangements.</p> <p>There continues to be multi-agency contribution to TWSP's priorities in preventing abuse by supporting vulnerable people and reducing health inequalities with health promotion local activities like crucial crew, adult and child protection and looked after children, child exploitation, domestic abuse, early help, neglect, tackling serious violence and suicide prevention strategies, with additional training and resources.</p> <p>The CCG has also contributed via the Safeguarding Forum; this is a joint effort between Shropshire Partners in Care and the Councils. It seeks to provide a platform for training, advice and support to the independent care sector and has addressed various issues such as scams, safer recruitment, Liberty Protection Safeguards, how to effectively lead a safeguarding enquiry and how best to help support staff who may be experiencing domestic abuse and it plans to carry on delivering this in 2021 -2022.</p> <p>We have contributed information to the various ongoing external Inquiries, Investigations and Reviews.</p>
<p><b>During 2020/21, what are the key</b></p>	<p>With COVID 19 lockdowns and the impact on households in terms of children not being at school, there has been an increase of reported</p>

**areas of development in your organisation that have impacted on safeguarding children, young people and adults?**

**What impact have they had? Please provide evidence to support this.**

safeguarding cases which have required national and local protection orders, child safeguarding rapid reviews / independent reviews and on-going case management. As a result of the upsurge in activity, we have increased our Safeguarding Team and are keeping this position under review to see how trends in activity develop.

We have maintained quarterly virtual GP Forums to provide advice, peer support and supervision to our leads located GP practices, including inviting speakers with specialist interest to the events, and delivered virtual safeguarding training, e.g. neglect, exploitation, Looked After Children, Fabricated Induced Illness and pathway updates; our GP safeguarding resource pack is currently being updated.

Audits undertaken by our GP named leads concluded there is a considerable improvement record-keeping relating to vulnerable adults and children, including looked-after children, since the previous audit.

In terms of the themes and trends analysis mentioned in the section above, the Safeguarding Team have awareness of how many different safeguarding concerns Shrewsbury and Telford Hospital Trust, Robert Jones and Agnes Hunt and Shropshire Community Health Trust has been involved in over the course of year. The NHS plays a really important role in recognising safeguarding concerns and then helping people to address these matters. Coming into hospital can be a very stressful time, but it can also provide an opportunity to provide a fresh pair of eyes and talk about safeguarding issues. This then means these concerns can be shared with the local safeguarding team. This has meant addressing issues of domestic abuse and financial abuse. It has also identified situations were although people did not need safeguarding enquiries they did need more help at home including assessments under the Care Act.

Following the CQC issuing a Section 31 notice to SaTH relating to Children and Young People with Mental Health needs, system wide work, including health and local authority partners, has generated a number of improvement schemes which are in development. Our system still has challenges in this regard, particularly around the increasing demand for Tier 4 beds for children who present with complex health needs or who have an eating disorder; the specialist beds are in short supply nationally. The CCG has led completion of Quality Impact Assessments to consider alternative safe inpatient mental health provision for children and young people locally with partner organisations input.

These concerns have resulted in the need for additional assurance meetings to address key safeguarding concerns and quality assurance visits to ensure clinical areas are safe. In May 2021 a planned Quality Assurance visit to the children's ward at SaTH was undertaken to assess the safeguarding improvements which had been reported to the SaTH Safeguarding Operational Group and to the regular monitoring meetings with the CQC. The safeguarding knowledge and skills of the staff and processes in place appeared robust and provided a good level of assurance, with some areas for further work identified.

The CCG has been involved with reducing criminal exploitation of children. A report was issued this year called 'It Was Hard to Escape' which sought to provide learning from some serious national cases

where children had been exploited to take part in criminal activity. Engaging parents and maintaining children in education have been key messages shared across the safeguarding partnership. As well as this the CCG have been able to provide a small grant to work with the independent sector and the Councils to provide a peer mentoring support to help prevent this exploitation getting started.

The CCG continues to work alongside multiagency colleagues to identify and consider implications of responsibilities resulting from the Mental Capacity Amendment Act 2019 (for both the CCG and Providers). This has included being instrumental in setting up the Liberty Protection Safeguards implementation task and finish group, STING (Shropshire and Telford Implementation Network Group). This remains an ongoing process and the CCG/SaTH leads are liaising closely. The lead for Telford and Wrekin CCG has joined the NHS England National Clinical Reference Group for MCA/DOLs and Liberty Protection Safeguards as the NHS England regional representative. There are significant delays noted at a national level in the publication of the Code of Practice, Regulations and Impact Assessment which makes implementation preparation difficult. Helen Whately, Minister for Care at DHSC announced on the 16.07.2020 that LPS is now to be delayed until April 2022, which provides an opportunity for STING to continue its preparatory work.

A Domestic Homicide Review (DHR) has been forwarded to the Home Office for consideration and one further DHR is pending its final draft. Internally identified recommendations for the CCG have been actioned.

The Adult Safeguarding Forum 2020/21 programme continues with funding provided through Shropshire Partners in Care for 2020/21. The forum provides support and shared learning, in respect of local themes and trends, with our residential care and domiciliary care providers across both Telford and Wrekin and Shropshire CCG areas. The Adult Safeguarding team assist in identifying agenda items and presents topics to the groups where appropriate.

In response to the introduction of the Adult Safeguarding: Roles and Competencies for Health Care Staff 2018; a three-year training programme is underway to ensure compliance by the next iteration of the guidance in 2021. Additional training support, to ensure compliance with the programme, is being provided through Mental Capacity Act Peer Supervision Groups on a quarterly basis. Additional face-to-face training is planned to compliment the available e-learning modules from the range of health organisations who need to comply with the guidance.

Oversight has continued regarding provision of health services for children in care - to ensure improvements in timeliness and data reporting. We have noted improvements in numbers of review health assessments of looked after children being completed within the stipulated timescales.

The Secretary of State for Health commissioned Donna Ockenden to undertake an independent review of 1862 maternity cases at SaTH, spanning an extended period of up to 40 years. The CCG is contributing a significant amount of information to the review team. The first report relating to the experience of the first 250 cases was published in



	<p>December 2020 and contained a number of recommendations – some of which are applied to all maternity services in England and others specific to SaTH. The CCG holds a key role in ensuring the recommendations are adopted in full. The second report is expected to be published 2021/22.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<ul style="list-style-type: none"> <li>➤ The CCG safeguarding and LAC team will continue to contribute to and lead system safeguarding priorities through: participating in and implementing the learning from Rapid Response and Rapid Child Safeguarding Practice Reviews, Child Death Overview Panel (CDOP) Reviews, Safeguard Adult Reviews, Domestic Homicide Reviews, case file audits, child deaths and significant incident reviews;</li> <li>➤ We are contributing to providing training; participating in supervision; and ensuring oversight of quality &amp; safety improvement activity in all health settings.</li> <li>➤ We have a number of priorities following the ending of the Covid-19 pandemic lockdown period, including: reinstating a schedule of proactive quality assurance visits across primary and secondary care settings; continuing to support care home and domiciliary care settings with Infection Prevention and Control advice; Mental Health improvement work for children and young people;</li> <li>➤ We are also working with partners to support guests relocated as part of national refugee crisis management arrangements;</li> <li>➤ Along with West Mercia partner organisations, we are implementing eCDOPs;</li> <li>➤ Through leading system work with partner agencies, we are preparing for the implementation of the Liberty Protection Safeguards legislation from April 2022;</li> <li>➤ We will be implementing the new NHS LeDeR (Learning Disabilities Mortality Review) policy from 2022, which will soon include adults with a diagnosis of autism in the programme;</li> <li>➤ The CCG is supporting care leavers with funded prescription costs for a two-year period;</li> <li>➤ Following merger of the two CCG's into one organisation from April 2021, and in readiness for a further organisational change to an Integrated Care System (ICS) from April 2022, we are undertaking audits of CCG Adult and Child safeguarding arrangements and updating our policies, procedures and website information.</li> <li>➤ We continue to provide information the various external Inquiries, Investigations and Reviews.</li> </ul>

<p><b>Name of Agency</b></p>	<p>Telford and Wrekin Adult Social Care</p>
<p><b>Name and Title of Person completing request:</b></p>	<p>Victoria Worthington Service Delivery Manager Community Social Work and Adult Safeguarding</p>

<p><b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b></p>	<p>Adult Social Care has continued to actively contribute to delivering the priorities set by the TWSP, whilst meeting the unique challenges of providing effective safeguarding during the Covid 19 pandemic.</p> <ul style="list-style-type: none"> <li>• Maintaining the continued delivery of statutory Section 42 safeguarding duties in line with the provisions of the Coronavirus Act 2020.</li> <li>• Implementation of the Covid19 Ethical Framework for Adult Social Care to ensure that Making Safeguarding Personal remains embedded in practice</li> <li>• Continuing to meet statutory requirements with respect to Deprivation of Liberty Safeguards, adapting to changes in statutory guidance during the pandemic</li> <li>• Pro-active work with partners to identify and mitigate risk areas in response to the pandemic</li> <li>• Targeted work with care providers to implement enhanced support and monitoring to prevent safeguarding issues, and address any emerging concerns to avoid escalation</li> <li>• Active participation and contribution to the TWSP's Adult Board and thematic sub-groups</li> <li>• Leading on major service development with respect to the key priority of Exploitation</li> <li>• Review of the safeguarding performance dashboard, strengthening qualitative data with a focus on equality and diversity, and making safeguarding personal</li> <li>• Strengthened our communication and engagement with people with lived experience to inform practice and shape service delivery – use of digital technology to enable individuals to share their experiences to support staff development and training across partnerships</li> </ul>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p>	<p><b>Key areas of organisation development include:</b></p> <p><u>Development and promotion of safeguarding best practice throughout the organisation and across partnerships through greater use of digital technology.</u></p> <ul style="list-style-type: none"> <li>• The Safeguarding Teams use of Microsoft Teams to deliver safeguarding training to social care practitioners, and to provide weekly drop in sessions for care providers to discuss and answer queries relating to safeguarding issues</li> </ul>

**What impact have they had? Please provide evidence to support this.**

- Establishment of weekly multi-agency team meetings with partners across service areas to focus upon adults, families, and carers who are most at risk to ensure co-ordinated support that enables people to remain safe.

Positive feedback has been received from all organisations evidencing how improved communication, information sharing, joint working and risk management has been enhanced through innovative use of digital technology.

Introduction of a system of safeguarding checks for individuals known to Adult Social Care that require enhanced monitoring

- Those identified as vulnerable according to evaluation of risk criteria
- Direct Payment recipients
- Carers over 50 years old
- Everyone receiving a service from My Options Learning Disability service
- Those identified with Autism diagnosis
- Those identified with a Dementia diagnosis
- Those awaiting Care Act assessment
- Those awaiting Occupational Therapy involvement

Reports from service areas that enhanced monitoring for those most at risk during the pandemic has been effective in the early identification of issues and concerns, and the proactive delivery of support to prevent deterioration. Consideration is being given to how enhanced monitoring can be maintained post pandemic and built into performance reporting.

Implementation of revised policy and procedures for responding to organisational concerns.

The Adult Safeguarding Team has led on the revised multi-agency policy and procedures which focusses much more upon early identification of concerns, in order to prevent further deterioration and the need for safeguarding intervention.

Positive feedback has been received from care providers and partner agencies regarding improved partnership working through more proactive support and intervention to ensure safe service provision and prevent organisational failure. Evidence is beginning to emerge of a reduction in providers subject to formal procedures, and an outcomes framework is currently being designed to report on performance in this area.

Securing funding from the Council Community Safety Partnership to roll out the adult at risk pilot service

The Adult Safeguarding Team successfully piloted a new Adults at Risk Service for those people who do not meet the threshold criteria for statutory adult safeguarding, but who are vulnerable, at risk, and in need of support.

	<p>Evidence from the pilot service showed positive outcomes for the people who were supported by the service in terms of improving their situation, managing risks, and taking proactive measures to protect themselves, thereby preventing deterioration to the point that statutory service provision is required.</p> <p>A bid for additional funding to continue and expand the service was successful, and additional posts are currently being recruited to.</p> <p>Performance outcomes for the service have been developed, and going forward will be embedded into the adult social care record system to enable ongoing monitoring, evaluation and reporting.</p> <p><u>Joint working with children's services to support the development and implementation of the Hertfordshire Family Safeguarding Service Model</u></p> <p>The new Family Safeguarding Service was implemented in June 2021, and provides seamless support for children and their families. Specialist Adult Practitioners within the service provide support in relation to mental health problems, substance misuse, and domestic violence. Clear links and referral pathways have been established with the Adult Safeguarding Team.</p> <p>Performance outcomes have been embedded into recording systems and will be reported upon as the service moves forward.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<ul style="list-style-type: none"> <li>• Review service innovations implemented to safeguard adults in response to the pandemic, and consider how elements of identified best practice can be maintained/adapted post pandemic</li> <li>• Full roll out of the Adults at Risk Service with performance outcomes embedded into system reporting frameworks.</li> <li>• Continued development of proactive engagement with people with lived experience to inform safeguarding practice and shape the delivery of support.</li> <li>• Continued development of prevention work with care providers and partner agencies</li> <li>• Further development of digital technology to improve practice, and safeguard those at risk</li> <li>• Implementation of Liberty Protection Safeguards training, policy and practice</li> <li>• Continued development of the safeguarding dashboard in line with Regional benchmarking best practice, to ensure effective measurement of performance and evaluation of outcomes to inform future service development</li> </ul>

<b>Name of Agency</b>	Telford and Wrekin Council – Children’s Services
<b>Name and Title of Person completing request:</b>	Darren Knibbs, Strategic Lead, Practice Development and Innovation
<b>How has your organisation contributed to delivering the TWSP’s priorities for 2020/21?</b>	<p>As one of the statutory agencies for safeguarding children, Telford and Wrekin Children’s Services, continues its significant contribution to the delivery of the priorities of the Telford and Wrekin Safeguarding Partnership. Through our work, we demonstrate our commitment to achieving the best possible outcomes for children, young people and their families in Telford and Wrekin through a relentless focus on the quality of support and services provided to children and young people, the quality of our practice and ensuring that strong and proactive leadership supports the delivery of TWSP priorities, our own service priorities and those of the organisation.</p> <p><b>Domestic Abuse</b>  Strengthening Families have continued to focus on activity to support the TWSP priority around domestic abuse. Prior to the pandemic, support for those impacted by domestic abuse was delivered through face to face contact, group support, one to one support and the delivery of support/intervention programmes such as The Freedom Programme. As a result of the pandemic and associated restrictions, delivery moved onto digital platforms. The teams continued to offer support groups and deliver programmes via MS Teams to ensure that children, young people and their families continued to be provided with the support that they required.</p> <p>Representatives from Children’s Services were also part of the team working with Public Health to develop the offer around domestic abuse which saw the Richmond Fellowship develop an offer for perpetrators of domestic abuse in Telford and Wrekin. Strengthening Families are one of a number of partners locally that can refer into the new service and have also benefitted from the training offer available from this provider. The new contract has only been in place since April 2021 so its full impact has yet to be felt.</p> <p>We have continued with our implementation of the Family Safeguarding model which provides support to those experiencing and those perpetrating domestic abuse.</p> <p><b>Exploitation</b>  The CATE pathway has continued throughout the Covid pandemic – led by Children Services, risk panels, strategy meetings and Missing Intervention meetings have taken place using a combination of Conference calls and Microsoft Teams. Young people and families have continued to be able to join these meetings.</p>

	<p>We have continued to develop our child exploitation offer throughout 2020 and 2021 despite the pandemic. We have achieved the following:</p> <ul style="list-style-type: none"> <li>• An investment in an additional CATE team manager due to the growth in the team and to ensure that dedicated focus was upon development and delivery of service to both children at risk from CSE and CCE.</li> <li>• Investment in a further dedicated CCE CATE practitioner.</li> <li>• Launch of the CCE pathway and CCE risk panel.</li> <li>• Formal fortnightly dedicated consultation sessions for all professionals (virtual) facilitated by the CATE.</li> <li>• Monthly set training/update of CE sessions for all professionals (virtual) facilitated by CATE.</li> <li>• Developed CE Threshold descriptors which have now been endorsed by TWSP to enable consistency across all professionals, assist Family Connect in threshold decisions and assist all professionals to gain understanding of exploitation and referral content.</li> <li>• CE Resource pack (interventions to work with young people) designed and developed based upon the threshold descriptors and using University of Bedford tools and research.</li> <li>• Improved missing children return home interviews by reviewing and adjusting the prompts and template for recording (based upon learning from multi agency audits)</li> <li>• Recently joined the West Midlands regional Exploitation Board and Operational group.</li> </ul> <p>A vulnerability Tracker has been designed and was launched April 2021 which has gained much interest from West Mercia Police headquarters. Initially we are using this tracker, adding to and updating it across the partnership to assist in ensuring that children vulnerable to exploitation receive the right help at the right time. We will also use this in our multi agency risk panels to assist in identification and mapping of children and for continued understanding of our child exploitation profile and demographics.</p> <p><b>Neglect</b></p> <p>All services continue to focus on neglect and reducing the impact of this and the children we support. The pandemic has impacted on families, Strengthening Families have supported families and have been extremely resourceful in linking up with their local communities that have been offering much more community support for food, coats, toys, baby items.</p> <p>We continue to use the FGC offer, a valuable resource in supporting families to cover together to devise a family plan to overcome causes of concern. Such family plans can have a positive impact where there are concerns around neglect particularly home conditions as family support can be provided either to offer childcare support whilst parents make improvements to the home environment or by directly supporting parents to make changes.</p>
<p><b>During 2020/21, what are the key areas of</b></p>	<p>Children’s Safeguarding and Family Support implemented the Family Safeguarding Model, which went live on 28<sup>th</sup> June 2021 This saw the creation of multi-disciplinary teams in the newly created Family</p>

<p><b>development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>Safeguarding Service with the introduction of adult practitioners specialising in mental health, substance misuse and domestic abuse. This underpins our commitment to support children to live safely within the care of their parents wherever this is safe to do so through the provision of effectively and high quality support underpinned by Motivational Interviewing as part of our strengths based, relational practice approach to working with children young people and their families. Although it remains early days in terms of its impact, following the roll out of training from February through to May, we have started to see positive indications of the impact of the model.</p> <p>In addition to Family Safeguarding, we also went live with the Mockingbird Model in our fostering service. This is a global award winning and pioneering programme led by The Fostering Network in the UK, which delivers sustainable foster care. It is an evidence-based model structured around the support and relationships an extended family provides. The model nurtures the relationships between children, young people and foster families supporting them to build a resilient and caring community.</p> <p>Led by a hub home carer and liaison worker, the constellation community offers vital peer support and guidance alongside social activities and sleepovers to strengthen relationships between foster carers and the children they are caring for, providing a wider social support network for all, mirroring the social network present across wider family networks.</p> <p>Both models are subject to formal external evaluation, however we are starting to receive positive feedback from those involved in and those receiving support from the models.</p> <p>The Local Authority has been actively involved in work across the system in relation to the current pressures and challenges around the Emotional Health and Wellbeing of children and young people. As a result of the CQC issuing a Section 31 notice to SaTH. We have been working with partners to look at how we meeting the needs of children and young people, work to prevent escalation and manage those children in crisis through a multi-agency approach. We have attended and engaged in whole system discussions, meetings and reviews of processes.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>Children's Safeguarding and Family Support will continue to embed the Family Safeguarding and Mockingbird Models within the service.</p> <p>We will continue to focus on how we meet the emotional health and wellbeing needs of children and young people through engagement with all activity across the partnership. Senior officers sit on the I-Thrive Review steering group and we have completed a Local Authority mapping exercise regarding current support and services across the continuum of need aligned to the I-Thrive model. This is informing our next steps and the proposed development of a LA Children's Wellbeing Hub which is currently being scoped out and forms a key part of our ongoing plans.</p>

	Children's Safeguarding and Family Support will continue to deliver high quality services to children, young people and their families in order to improve outcomes working to support children to live safely at home. In circumstances where this is not possible, we will act as corporate parents, ensuring that children in our care are well cared for and are fully supported.
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<b>Name of Agency</b>	Early Years and Childcare Settings
<b>Name and Title of Person completing request:</b>	Lisa Seymour: Early Years and Childcare Team Leader
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	<p>CPD:-  We have delivered  6 Child protection Awareness Raising sessions (80 practitioners)  5 Designated safeguard leads in Early Years and Childcare settings training (65 practitioners)  3 Designated Safeguard lead 2 year updates (59 practitioners)  3 Designated Safeguards lead network meetings ( 130 practitioners)  1 Safer recruitment (5 practitioners) Three team members trained March 2021.  4 New Prevent Training (85 practitioners)</p> <p>Conducted Early Years and Child care S11 safeguarding audits across the majority of settings, mostly remotely due to COVID restrictions. Worked in partnership with the Schools Education Safeguarding team to identify action points in 157/175 audits. Delivered safe supervision training in partnership with this team.</p> <p>We have provided revised Early Years Foundation stage training including the Statutory Safeguarding and Welfare Requirements (2021) this year to ensure compliance at Ofsted inspection and that EYFS provision has an updated knowledge and understanding of the revised framework. Attendees have included Childminders, Schools, Governors, VMC, LA staff and TCAT tutors. (Reached approx. 500 attendees)</p>
<b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b>	<p>CPD programme – practitioners in Early Years settings have up to date child protection and safeguarding knowledge. Networks promoted the revised Vulnerability and Exploitation, Virtual School attachments, Neglect. All of these contributing to a greater understanding of local issues, reporting processes and the TWSP's priorities.</p> <p>COVID -19 Vulnerable children log- completed weekly by Early Years team via weekly contact with EY settings to ascertain that vulnerable children were attending or that contact had been made. Early identification of absence alerts could have been provided if necessary to safeguard children.</p>
<b>What impact have they had? Please</b>	



<p><b>provide evidence to support this.</b></p>	<p>COVID updates sent out via e mail, face book and the Education Notice Board to ensure that setting were operating safely and meeting EYFS disapplication requirements (Keeping vulnerable children safe).</p> <p>Safeguarding audits – monitoring the effectiveness of settings policy and procedures to safeguard children and to test the knowledge of staff with regards to the safeguarding and protection of children.</p> <p>At one audit it was identified that staff did not hold the necessary paediatric first aid training. Initially the setting closed on our advice, the team worked in partnership with the setting and Ofsted until this requirement was met. The setting has now re-opened and is being supported closely by the EY team. This provides strong evidence of the importance of conducting S11 audits to ensure the safeguarding and welfare of children.</p> <p>We have offered support advice and guidance to Early Years Settings not meeting the Statutory Safeguarding and Welfare Requirements of the EYFS. Two Childminder settings have been supported in this period one 'Inadequate' rating the other 'Requires improvement'. The inadequate childminder has been visited by Ofsted now has a 'Good' rating. All other settings rated good or better by Ofsted. (Inspections have just resumed following the COVID period)</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b></p>	<p>To continue to offer a full range of CPD as evidenced above this will include a blend of face to face and virtual training.</p> <p>Continue to conduct S11 safeguarding audits in early year's settings and provide an audit tool for completion. Target those settings not reached in 2020/2021 period with face to face visit.</p> <p>Work in partnership with education and contribute to the S157/175 audits of early year's provision in schools.</p> <p>As set out in the Childcare Act 2006 offer support advice and guidance to settings rated less than good, new settings and for those settings wishing to access local authority support.</p> <p>To further build relationships with social care/Strengthening Families teams to promote the funded childcare places in particular the vulnerable 2 year old funding.</p>

<p><b>Name of Agency</b></p>	<p>Education – Schools and colleges</p>
<p><b>Name and Title of Person completing request:</b></p>	<p>Scott Thomas-White, Education Safeguarding Coordinator</p>
<p><b>How has your organisation contributed to delivering the</b></p>	<p>The priority areas for 2020-2021 were:</p> <ul style="list-style-type: none"> <li>• Child Exploitation</li> <li>• Domestic Abuse</li> <li>• Neglect</li> </ul>

**TWSP's priorities for 2020/21?**

These TWSP priorities are a focus in the training that is delivered to:

- all school staff in the Raising Awareness of Child Protection & Safeguarding in Education training
- all newly appointed DSL's in the Newly Appointed DSL training; and
- newly appointed safeguarding governor training.

During 2020-21, we have trained 76 newly designated safeguarding leads, delivered refresher training to 148 DSLs and 22 safeguarding governors.

The training delivery has been a mixture of face-to-face and virtual because of the impact of COVID-19 took place.

The DSL biannual refresher training was revised to strengthen the learning outcomes. The new DSL refresher training from September 2021 will include, good safeguarding record keeping, developing and maintaining a safeguarding culture, early help and family safeguarding, the safeguarding legal pathway and managing peer on peer abuse, including sexual abuse. These will encompass the TWSP priorities.

Keeping Children Safe in Education requires all staff to attend child protection training every three years. During the period of 2020-21, we delivered 35 bespoke sessions to schools and colleges. 71 delegates attended centrally run sessions.

During the period of 2020-21 we had 297 attendees at the DSL & Safeguarding Governor update. The updates are held three times per year and have a different focus at each session. The themes of these updates during 2020-21-20 has included:

- Revision - Keeping Children Safe in Education 2020
- (S175/157) Safeguarding Audit
- CPOMS roll out
- Feedback from school Ofsted inspections
- Local Authority Children's Services Ofsted Inspection Feedback
- Fabricated and Induced Illness Case Study and Pathway
- Local and national updates
- Online Safety update
- Severn Teaching Alliance RSE/PSHE curriculum update
- COVID-19 safeguarding procedures
- Prevent duty
- Information on Understanding Your teenager's Brain – an Online Programme available through Strengthening Families
- Exploitation
- Update from CEOP on Online Safety resources specifically for parents and related to on line gaming
- Information related to the attachments about babies born in lockdown, non-accidental injury and bruising
- Poster on bruising of children
- Domestic abuse
- Online Safety

- DSL role in promoting educational outcomes
- Local and national updates
- Child Protection & Safeguarding Policy
- Operation ENCOMPASS
- Family Safeguarding model
- Professional Curiosity
- Ask for 'ANI'
- Truth Project

We have worked with a range of internal colleagues and external agencies to deliver on these priorities.

### **Exploitation**

The exploitation training content in raising awareness of child protection training & safeguarding in education has been updated.

CATE team referral pathway is referenced in the revised TWSP child protection policy for schools.

The CATE Team leader attended the DSL Update to share information related to the updated pathway, risk panels and consultation sessions.

We are working closely with the police to encourage all school and education staff to attend the Vulnerability and Exploitation training. We are promoting parent Vulnerability and Exploitation workshops via schools.

Education attend and provide information for the Steer Clear intervention panel.

The Prevent training unit has been reviewed in conjunction with the CTU to ensure it is contextualised. It is being delivered to school and education staff.

### **Domestic abuse**

The domestic abuse training content in raising awareness of child protection has been updated. There are now more specific information on the indicators and impact of children witnessing domestic abuse and the role of MARAC.

Education triage representatives provide information to the monthly MARAC meetings to help promote integrated working.

Education are working with Information Governance and HAU to help improve the number of Operation ENCOMPASS alerts delivered to schools.

### **Neglect**

The training materials have been updated to reflect different types of neglect.

The TWSP template child protection policy for schools and colleges has been updated to improve schools awareness of safeguarding issues.

<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>The impact of the national lockdowns during the COVID-19 pandemic has necessitated separate guidance to schools on managing information and also on ensuring that children are safe. Template policies and guidance documents were provided to schools at each point.</p> <p>All routine inspections by Ofsted and by the Independent Schools Inspectorate were suspended during this time.</p> <p>The ongoing revision of all training content ensures that all staff in schools and education settings can access training that meets the requirements of Keeping Children Safe in Education.</p> <p>The ongoing revision of the TWSP template child protection policy ensures that school have access to a policy that meets the requirements of Keeping Children Safe in Education.</p> <p>All evaluations of training of the training provided is positive and all report increased knowledge of all areas of safeguarding and child protection, including Exploitation, Domestic Abuse and Neglect.</p> <p>Schools have accessed information regarding the new Family Safeguarding Model.</p> <p>Partnership working between education, internal service areas and other agencies remains high, this is demonstrated through the range of multi-agency attendees who attend training to provide and disseminate information to schools.</p> <p>The impact of training to schools is demonstrated through the % of safeguarding referrals to Family Connect and use of the Telford &amp; Wrekin early help and referral processes. Where appropriate or necessary education safeguarding will follow through any particular concerns raised in relation to schools and understanding of thresholds.</p> <p>The current audit model for schools was revised under section 175/157 of the Education Act 2002 to improve the effectiveness of the audit roll out the audit to independent schools. 72 education settings returned their audit.</p> <p>In order to gain an overview in the review process individual schools were not identified but 12 were identified for an audit visit. The themes for Telford &amp; Wrekin Safeguarding Partnership visit's this year across all our sampled schools were:</p> <ul style="list-style-type: none"> <li>• Alternative Provision</li> <li>• Staff training, knowledge and skills</li> <li>• Staff Supervision</li> <li>• E-Safety &amp; remote learning</li> <li>• Safer recruitment</li> <li>• Role of the safeguarding governor</li> </ul>
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	<p>Analysis of key findings/highlights was as follows;</p> <ul style="list-style-type: none"> <li>• 7 audits have been carried out so far, some have been delayed due to COVID-19.</li> <li>• Overall the sample of 7 was extremely positive and many areas RAG rated Green. We should not be complacent that the self-rating of green should be taken at face value. In some of the samples the evidence was not as complete as expected whilst being rated as green.</li> <li>• Key strengths from themes of review include the role of the safeguarding governor, staff supervision, e-safety and remote learning, staff knowledge and skills.</li> <li>• While monitoring of alternative provision to help assure children's safety, some schools did not have written policies and procedures in place to reflect these arrangements.</li> <li>• Staff in the sampled schools access regular training to help them identify safeguarding concerns for children, manage concerns and provide appropriate help. We found in some schools training records were not well maintained.</li> <li>• Staff safeguarding supervision is becoming well embedded across the borough. All schools are now offering safeguarding supervision in line with the requirements of Keeping Children Safe in Education and Working Together to Safeguard Children. Schools are continuing to develop their evidence of safeguarding supervision in their child protection records.</li> <li>• The arrangements for e-safety &amp; remote learning are robust in schools across the borough. This has been well developed during the COVID-19 pandemic. This helps to keep children safe online.</li> <li>• Safer recruitment continues to be a key focus for the education safeguarding team. There are robust procedures in place with well trained staff to help prevent unsuitable people entering to the education workforce. However, we continue to provide advice to schools regarding their administration of safer recruitment checks.</li> <li>• The safeguarding governor role is well established within the borough. They take strategic responsibility for safeguarding their setting. They attend regular training and have good knowledge and skills to gain assurance of the effectiveness of safeguarding.</li> <li>• Early years children in schools are safeguarded effectively and their welfare is promoted by staff. Schools understand the requirements to help keep young children safe.</li> </ul> <p>During this time period, we have supported the development of the Education Safeguarding and Early Years TWSP representation group. They meet once per term to undertake education safeguarding work to develop the skills of DSLs in school, colleges and early years setting. They have recently provided training to education DSL workforce on what good 'professional curiosity' looks like in education settings.</p>
<p><b>What are your organisation's plans for 2021/22 in relation to your responsibilities to</b></p>	<p>Following the publication of Keeping Children Safe in Education 2021 the Education Safeguarding team have identifying the following actions to ensure school and colleges compliance:</p>

**safeguard children, young people and adults?**

- Update of Template Child Protection & Safeguarding policy and related safeguarding policies, such as managing allegations and low-level concerns and whistleblowing procedure.
- Update of DSL and Safeguarding Governor workbook to assist them in undertaking their roles and responsibilities.
- Review of Elective Home Education policy to help ensure a multi-agency and parent risk assessment is completed to consider any potential safeguarding risks of parents making the decision to taken their children off roll and Electively Home Educate them.
- Review of the advice and training provided to DSL's, Governors and mentors of trainee teachers regarding their increased responsibilities for online safety.
- Review of emergency planning arrangements for schools to ensure they plan for individual or group violence.
- Provide advice and guidance on the management of leases of third-party organisations operating on school and college sites with regards to safeguarding.

A key focus on the Education Safeguarding Team will be sexual abuse in schools and colleges. This follows Ofsted's review. We will be working closely with the TWSP to help develop oversight and understanding to help tackle sexual abuse in schools and colleges and understand needs of children in our local area. This will include, considering pupil voice, auditing schools management and response to sexual harassment and violence between children, further developing training for the education workforce, review the impact of the curriculum, develop data to sexual abuse in schools and colleges and identify a Harmful Sexual Behaviour assessment tool and deliver training to all schools and colleges. This key focus helps to contribute to the work of the Child Exploitation group.

We remain committed to the rollout of Encompass alerts using CPOMS, and extending the use of CPOMS to provide a better communication route for schools from social care in general. This will be piloted again this year.

There remains an ongoing commitment from education to the multi-agency safeguarding hub to support schools and Family Connect to work together effectively. We are supporting the implementation of the CEE tracker within Family Connect.

All staff working with children in schools and colleges are required to undertake the DfE training on ACE's. This subject has been built into training delivery at all levels.

From feedback from the Telford & Wrekin Channel Panel and analysis of Prevent referrals with the West Midlands Counter terrorism unit, we are working with the police to provide further training on how to make good quality Prevent referrals and how to respond to low-level concerns under the Prevent duty.

We will continue to upskill the Education & Skills workforce to help ensure they provide effective support, advice and guidance to all education settings.

<b>Name of Agency</b>	National Probation Service
<b>Name and Title of Person completing request:</b>	Jackie Stevenson ( Head of Service NPS West Mercia)
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	Delivery of offender management, sentence planning and risk management throughout pandemic via the NPS national Exceptional Delivery plan. Adult and Child safeguarding cases, including all domestic abuse cases were prioritised and for high/very high risk cases face to face office contacts were arranged if safe, and weekly contacts maintained via other IT/telephone means.
<b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b>  <b>What impact have they had? Please provide evidence to support this.</b>	<p>Pandemic has had an impact on the ability to deliver services considered to be BAU. Contact with people on probation was limited, particularly at the beginning in March 20, to telephone contacts and “drive by” home visits. As with other agencies this has potentially limited the ability of staff to make thorough assessments or be aware of safeguarding concerns that they may have been alert to during a full home visit.</p> <p>Despite this there is little evidence at this stage to show any significant increase in safeguarding concerns and subsequent behaviour deterioration over this period. The agency has been in a position to carry out its usual Recall functions where there are concerns in relation to those individuals on licence.</p> <p>As the year has progressed the NPS was able to revise the Exceptional Delivery Model and to the end of this reporting year we are in the Amber phase of this model, with increased office reporting, increased office opening and resumed groupwork programmes.</p>
<b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b>	<p>On June 26<sup>th</sup> 2021 the Community Rehabilitation Companies were dissolved. The National Probation Service and Warwickshire West Mercia CRC merged and we are now renamed The Probation Service. West Mercia is split into 2 Probation Delivery Units – Worcestershire (Head of Service Jackie Stevenson), and Telford/Shropshire/Hereford (Head of Service George Branch).</p> <p>There is an extensive training programme in place to ensure all staff are fully equipped to manage people on probation who pose a high risk to adults and children, and all staff will continue to work to a comprehensive set of performance targets which require monitoring of risk assessments, safeguarding activity and sentence / risk management. Where a further offence occurs the PS will continue to undertake full reviews of practice from which to learn. The Probation Service will continue to provide information on the most serious cases via the MAPPA arrangements across West Mercia.</p>

<b>Name of Agency</b>	<b>West Mercia Police</b>
<b>Name and Title of Person completing request:</b>	Superintendent James Dunn
<b>How has your organisation</b>	<b>Neglect</b>

**contributed to delivering the TWSP's priorities for 2019-20?**

In Telford we maintain a Specialist Vulnerability Department which investigates any reports of Child Neglect. Working closely with partner agencies we are able to provide Specialist Officers between 0800 – 2300, 7 days a week to deal with any immediate safeguarding concerns and commence an investigation.

The PVP team have now been aligned to deliver a 4 shift pattern servicing the above times and days. In order to achieve this there has been an uplift in staff, with the department now having 4 DS'S and 20 DC's. In addition this is complimented with a CSE team that has 2 ds and 8 DC's.

Along with the training these Specialist officers received, West Mercia Police have also provided training and Digital Learning to encourage 'Front Line Officers' to look beyond the obvious when considering vulnerabilities and in particular identify signs of neglect. Officers continue to use their powers under the Children's Act to protect and safeguard children where it is believed that a Child is likely to suffer significant harm and work closer with partners to ensure the child in protected in the short and long term.

Telford has two Child Protection Liaison Officers who attend Child Protection Conferences to assist in the information sharing and decision making process surrounding the long term provisions for care for children who are at risk or have suffered neglect. A newly created Early Help Prevention Officer post has also been embedded into the HAU to further enhance the partnership response to identifying risk to children.

During this time period a number of significant investigations have resulted in suspects being charged including serious child assaults by parents, familial sexual offending and online CSE offending.

**Exploitation**

Telford now has an embedded Child Exploitation team which has resulted in a realignment of police resources in this critical area of business. The uplift in the police team mirrors the approach of the local authority. This empowers both organisations to better understand the scope and nature of the problem in the borough.

An important part of this work is the early identification of children at risk of CE along with management of the perpetrators and locations associated. This has been supported by referrals into the newly formed Perpetrator programme.

Child Abduction Warning Notices have been an important tool in keeping young people safe and have been issued to suspected perpetrators in the past year. The Child Exploitation Team have also been using an innovative approach to use the anti-social behaviour legalisation to target perpetrators.

There has been robust management of NRMs - Progress of investigations has been affected by a delay in conclusive grounds



decisions being returned from the SCA. The introduction of a second supervisor to the CE Team has helped to assist in the effective management of NRMS and substantive investigations and has enabled the team to become more pro-active.

The Proactive CID has been restructured with a new team set up to focus solely on County Lines and CE within this criminal activity. There is a close working relationship between this team and the CSE team. Over the past 6 months there has been significant charges brought against numerous county lines offenders with regards to child exploitation.

Early engagement between the CE Team and Misper co-ordinators for high risk missing CE nominals has been successful. Following a thorough investigation it was revealed that a nominal linked to a West Mids County Line was operating across Telford. Further engagement with West Mids Police and Regional Organised Crime Unit has helped the continued management of both the victim and suspect. Following a recent murder investigation, identifying youths as the offenders, the urban street gangs have been mapped at a partnership level. The response is known as Op Atari, with all youth nominals identified having recognised support.

The review of Rape and Serious Sexual Offense cases within education across Telford and Wrekin revealed a spike of offences within a school. Subsequent engagement with partners ensured an enhanced response with additional engagement by the Problem Solving Hub and School based officers to deliver some refreshed training inputs

The Child exploitation sub group has significantly evolved in the past year, and real effort has been made by all partners to increase the joint focus upon developing threats associated within the criminal exploitation of children, and has led the creation of a Child Exploitation pathway, being developed. The Police are key participants in the Child Exploitation Panel which occurs every week. In order to maintain the focus on CSE the panel is now divided into a CSE panel the one week with the criminal exploitation in a separate panel the following week.

We have continued to operate a County Lines investigation team which has pursued and disrupted offenders who were exploiting children or young persons, both from Telford and outside of the Policing area. There has been successful use of closure orders and line closures. Telford has seen a dramatic reduction in county line offending.

The pandemic has brought significant challenges to engaging in schools whilst children are being home schooled. Police have continued to employ the Exploitation and Vulnerability Trainers who have developed interactive training that can be delivered over Microsoft Teams. The team continue to promote the effective way of sharing information and ensuring education establishments report things in correctly to the police or relevant partner (e.g. Family Connect).

Operation AIDANT is the NCA focus on Modern Slavery / Human Trafficking. There has been multiple Aidant weeks that have been ran – one specifically focussing on exploitation of children. The second recent one involved vulnerable adult's subject of trafficking within the sex industry.

The Holly Project meets quarterly with senior officers to temperature check current findings from their involvement. They are also a partner in the monthly CE tactical meeting.

### **Domestic Abuse**

West Mercia Police remains committed to tackling Domestic Abuse and in Telford we maintain a Specialist Vulnerability Department who investigate High risk domestic incidents and robustly deal with perpetrators.

Within this department we have Domestic Abuse Risk Officers who work closely with victims insuring that risk is appropriately managed and that the victim is directed to support and advice. Our Design Out Crime Officers are also able to make visits and offer safety advice as well and installing other safety measures including Personal Attack Alarms. Telford Police continue to Chair MARAC and work closely with partners to ensure the management of risk and support to Victims.

Uniform Officers continue to attend Domestic incidents taking a proactive and robust approach towards the arrest and process of perpetrators to safeguard victims.

Telford Police have made appropriate use of Domestic Violence Protection Notice's and utilise a small team of trained Officers to attend Court and present them. This has ensured best practice and meant that the applications for such orders are more often successful and are used as a disruption and safeguarding policing tool. The Vulnerability department closely monitor the subsequent Domestic Violence Protection Order's and task Patrol to make regular checks on the perpetrators and victims to ensure compliance.

During this time period Telford Police have ran Domestic Abuse Scrutiny Panels internally where timely reviews were made of investigations and the victims thoughts on Police action considered. Any organisational learning was suitably delivered in local training sessions.

Specialist officers have been trained in relation to the newly launched perpetrator programme with the Richmond Fellowship. This training and awareness has been cascaded to all officers in Telford.

Our Safer Neighbourhood teams continue to oversee Domestic Risk Management plans by making regular personal visits and contact with victims of Domestic Abuse. Recording their interactions, interventions and management of which is fully auditable.

Throughout the year numerous charges and court sentences have been brought against DA offenders with significant sentencing.

<p><b>During 2019-20, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>Our Exploitation and Vulnerability trainer has delivered the Child Exploitation awareness training to professionals and community members from an array of organisations, backgrounds and institutions, delivering to 13,759 delegates from September 2018-2019 into 2020 people within Telford and Wrekin.</p> <p>A few examples of organisations who have received the awareness training are: college staff, early years/primary and secondary school staff, transport organisations, police officers / PCSO's, social workers, health care professionals, taxi drivers, hotel staff and faith groups.</p> <p>The Steer Clear project is one element of this work which has worked with children and young people suspected of carrying knives. Working with families and the young person, workshops have been held involving West Midlands Ambulance Service, Social Workers, Youth Workers and Police Colleagues educating attendee's on the realities involved with carrying knives, which have been linked to violence associated with child exploitation, both nationally and locally.</p> <p>Our CSE team have now changed to become a CE team which is working closely with our partners and other Policing Departments such as Proactive CID and the Serious Organised Crime Unit to target those who exploit children for criminal gains. This has resulted in a number of significant Operations and Investigations into Criminal Child Exploitation across Telford.</p> <p>An innovative approach of the use of Community Protections Notices to intervene and engage with Children and their Parents believed to be involved in the dealing drugs was undertaken in partnership with Child Services. These notices have seen some children be re-directed away from this activity and safeguarded them from harm and appears to have had a positive impact.</p> <p>An emerging trend in Urban Street Gangs led towards a number of Police lead problem solving meetings resulting in an Operation which was focussed on the gathering of intelligence to inform a local picture. – Op Atari</p> <p>West Mercia Police also gave significant training to all Officers in all roles reference Domestic Abuse, including inputs on honour based violence and violence against children. Within this training Domestic Abuse Champions were identified who were given enhanced training to serve as points of contact and advisors in all areas of Policing.</p> <p>There has been a newly formed Digital Media Investigator capability to help reduce the backlog of outstanding Hi Tech Crime Unit examinations, Indecent Images of Children intelligence and to help with a more dynamic DMI led approach to investigations from the onset. This is made up of 2 Detective Constables.</p>
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**What are your organisation's plans for 2020-21 in relation to your responsibilities to safeguard children, young people and adults?**

West Mercia Police continue to undertake our obligations and responsibilities which align with 3 of our Force Priorities:

**Child Exploitation** – Safeguard Victims by knowing the indicators of victimisation and identifying how technology facilitates CE.

**Serious Organised Crime** – Establish a single whole-system approach to reduce the level of SOC affecting our communities including Modern Slavery and Human Trafficking.

**Domestic Violence** – Increase confidence in reporting by working with partners and providing the best service to victims. 2020 sees a significant uplift of Detective posts into our specialist Vulnerability Department. The new model provides coverage 7 days a week and between 0800-2300hrs, significantly increasing the time periods that Specialist Officers are available. The Safer Neighbourhood Teams are also getting an uplift of posts, particularly into the wards where it is believed vulnerable people are at greatest risk.

We have a number of ongoing investigations and operations which will look to target perpetrators of Child Exploitation.

We are working towards a model of closer relationships between our Specialist Departments to allow us to have all the tools required to deal with these issues in a Proactive manner to disrupt perpetrators along with continuing to safeguard children and consider all aspects of contextual safeguarding.

Our Missing persons coordinators, CE Team and Youth engagement teams will form closer relationships and we look to understand the overlaps with these areas which provide indicators of children at risk.

We are committed to understanding and dealing with upcoming trends of gang culture and knife related violence by engaging closely with our partners to find joint solutions.

We continue to monitor this and are seeking opportunities to learn from other Police Forces who are already dealing with these emerging trends in Metropolitan locations.

Our Exploitation and Vulnerability trainers will continue to deliver Child Exploitation awareness training. This work will continue to be supplemented by the Youth Engagement Team and Steer Clear project to ensure harmonised approach to training and education for adults and children.

Internally with an uplift in new Uniform Officers and Supervisors we are utilising opportunities for them to spend time in our Specialist Vulnerability Department to improve understanding and assist with engagement on the frontline with Children in our communities. In 2021 this includes the new degree programme Officers spending 10 weeks with Vulnerability, during which time they will be mentored by accredited Detectives.

	<p>We continue or commitments to involvement in the Thematic Sub Groups providing Senior Police Leaders to attend along with a nominated Deputy.</p> <p>Finally, we are seeking new innovative means of identifying Children at Risk with discussions being undertaken with Information Technology suppliers with regards to risk matrix software which could receive data from partners in order to identify those children.</p> <p>We are also looking at the potential of piloting a Domestic Abuse perpetrator program</p>
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<b>Name of Agency</b>	West Mercia Youth Justice Service
<b>Name and Title of Person completing request:</b>	Keith Barham
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	West Mercia Youth Justice Service (WMYJS) works with young people who are subject to criminal court orders and out of court disposals, addressing the young persons assessed risks and needs to support desistance from offending and reduce harm posed to the young person and harm posed by the young person to others. As such the service contributes to the priorities of the safeguarding partnership, and in particular the exploitation priority.
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>In 20/21 the West Mercia Youth Justice Service had to respond to the challenges of delivering a service during the Covid-19 lock downs and restrictions. In June/July 2020 WMYJS was one of seven YOTs nationally to be selected by HMI Probation to be subject to a thematic inspection on YOTs responses to Covid-19. The inspection was positive about the ways in which YOTs had adapted their service delivery models and methods of engaging children.</p> <p>The main development in the in the Telford and Wrekin team during 20/21 has been the implementation of a new joint decision arrangement for out of court disposals called the Joint Decision Making Panel. Following piloting in other areas within West Mercia, it was rolled out into Telford and Wrekin in March 2020.</p> <p>This new arrangement widens the scope for young people to receive an informal response to both initial and low level offending behaviour. This approach means that young people will receive a youth justice assessment at an earlier stage in the system than previously, and needs and risks, including safeguarding risks addressed. It will also serve to identify those who may have been criminally exploited and divert them from youth justice system sanctions.</p> <p>During the year the Telford and Wrekin panel considered fifty two cases, and just under three quarters were diverted from formal justice system outcomes through the offer of informal intervention programmes.</p>
<b>What are your organisation's plans for 2021/22 in relation to your</b>	The service has identified twelve main priorities for 2021/22, these include strengthening our planning, including risk planning, reviewing the emotional and mental health offer and providing training for staff in

<b>responsibilities to safeguard children, young people and adults?</b>	delivering AIM, a recognised assessment and intervention programme for young people exhibiting harmful sexual behaviour.
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<b>Name of Agency</b>	Wrekin Housing Group
<b>Name and Title of Person completing request:</b>	Victoria Andrews
<b>How has your organisation contributed to delivering the TWSP's priorities for 2020/21?</b>	<p>In 2020/21 The Wrekin Housing Group believes it has taken significant steps to advance how we deliver against TWSP safeguarding priorities.</p> <p>In this period we have improved our Safeguarding reporting processes both internally and externally. Through the appointment of safeguarding leads and ambassadors to ensure a companywide approach.</p> <p>We have continued to actively communicate the work of TWSP to our workforce, tenants and service users via social media.</p>
<p><b>During 2020/21, what are the key areas of development in your organisation that have impacted on safeguarding children, young people and adults?</b></p> <p><b>What impact have they had? Please provide evidence to support this.</b></p>	<p>In the period of 2020/21 the Wrekin Housing Group has made significant changes to improve our safeguarding reporting processes both internally and externally. These changes include:</p> <ul style="list-style-type: none"> <li>• Launching an improved, more accessible safeguarding policy and procedure</li> <li>• The creation of a One Wrekin concerns reporting system. Making it easy for all staff regardless of their position, knowledge and experience to report any concerns about abuse quickly and effectively</li> <li>• The appointment of 7 safeguarding leads who are responsible for review and acting on concerns about abuse immediately</li> <li>• The appointment of 17 Safeguard ambassadors who are responsible for ensuring that all staff understand that "safeguarding is everyone's business."</li> <li>• Training for all staff on safeguarding and enhanced training for Leads and ambassadors</li> </ul> <p>A sustained internal marketing campaign "see something, say something" focusing on ensuring all staff are able to spot signs of abuse and report these effectively.</p>
<b>What are your organisation's plans for 2021/22 in relation to your responsibilities to safeguard children, young people and adults?</b>	<ul style="list-style-type: none"> <li>• Review the safeguarding reporting system for our trade staff to make reporting quicker and more effective</li> <li>• Create a Wrekin Safeguarding toolkit that is accessible to all staff</li> </ul> <p>Launch monthly Safeguarding working groups for our leads and ambassadors</p>

## **KEY to Acronyms**

<b>CCG</b>	<b>Clinical Commissioning Group</b>
<b>CSE</b>	<b>Child Sexual Exploitation</b>
<b>DoLS</b>	<b>Deprivation of Liberty Safeguards</b>
<b>DHR</b>	<b>Domestic Homicide Reviews</b>
<b>GP</b>	<b>General Practitioner (Doctor)</b>
<b>CSPR</b>	<b>Child Safeguarding Practice Review</b>
<b>MCA</b>	<b>Mental Capacity Act</b>
<b>MPFT</b>	<b>Midlands Partnership NHS Foundation Trust</b>
<b>MSP</b>	<b>Making Safeguarding Personal</b>
<b>NHS</b>	<b>National Health Service</b>
<b>PH</b>	<b>Public Health</b>
<b>SAR</b>	<b>Safeguarding Adults Review</b>
<b>SaTH</b>	<b>Shrewsbury and Telford Hospital NHS Trust</b>
<b>TWC</b>	<b>Telford &amp; Wrekin Council</b>
<b>TWSP</b>	<b>Telford and Wrekin Safeguarding Partnership</b>
<b>SCHT</b>	<b>Shropshire Community Health NHS Trust</b>
<b>WMP</b>	<b>West Mercia Police</b>