



Peterborough Safeguarding Partnership Response to the March 2023 Ofsted Focused Visit to our Integrated Front Door (IFD)

Peterborough Safeguarding Partnership is absolutely committed to collaboratively taking forward the Ofsted priority actions following a recent focused visit of our IFD. The Local Authority works with partners, frontline staff and children and families to ensure we improve our services for our most vulnerable children. Improving the quality of our services for Peterborough's vulnerable children is a key partnership priority.

We have worked collaboratively and intuitively across the Council to deliver the improvements we need to make. Further to our Focused Visit, it is important to recognise and look at existing forums, where there are good foundations with partners built on strong relationships. We will continue to work collaboratively to deliver on the outcomes contained within this plan.

The way we work:

- We take a positive approach to building relationships;
- We share information with openness and transparency;
- We create a culture of learning and curiosity;
- We provide challenge, and value feedback;
- We support each other and celebrate success.

Our Practice Framework:

- Children and Young People are at the centre of our practice;
- We use relationships positively; building trust and supporting change;
- We build on strengths and respond to risks with confidence;
- Our practice is purposeful and focussed.

Children in Peterborough deserve the best possible services from us and we are committed to doing all we can within our statutory arrangements to deliver good outcomes for children and young people across the borough. This partnership improvement plan aims to support our partnership to deliver GOOD services for local residents.

Our improvement plan addresses the two partnership priority actions and the identified improvements for social work practice.

Priority Action 1 The timeliness of response to contacts, referrals and multi-agency safeguarding hub (MASH) enquiries about children and subsequent visits from social workers						
Outcome	Actions	Outcome Measure	Timescale	Progress	Responsibility	RAG
Vulnerable children are safe	Urgent agreement across Partnership of language used to describe IFD/ Contact Centre/ MASH. Once agreed, urgent comms to be circulated across Partnership to ensure consistency	Consistent language and understanding across the Partnership and applied within all policies and communications	June 2023		Safeguarding Children Partnership Board	
	Review of staffing and resources in the Contact Centre to ensure they are adequate to meet demand in a timely manner and support a timely and effective multi-agency approach to safeguarding children & young people	Staffing & resources in the Contact Centre positively respond to the demand.	June 2023	Review undertaken, additional posts recruited to	Children's Social Care	

	Review of staffing and resources in MASH to ensure they are adequate to meet demand in a timely manner	Staffing & resources in the MASH positively respond to the demand.	September 2023		Police/ CSC/ Health/ Education/ NPS	
	Review MASH enquiry process to ensure a timely and effective response . Review to include; <ul style="list-style-type: none"> •Agree triaging rag rating (including repeat referrals) • the use of templates to assist information gathering •Agree timescales for completion of MASH enquiries •Resources/ staffing to meet demand and in line with review of processes •KPI's agreed by all partners and reflective of benchmarking • Monthly audit of cases in which information has not been shared 	Children who are repeatedly referred to MASH (repeat contacts) receive an appropriate and timely intervention. MASH enquiries are timely and effective. MASH partners work effectively together to share information and make decisions about risk children and young people face and the services they need to improve their outcomes	September 2023		Police/ CSC/ Health/ Education/ NPS	

	<p>within agreed timescales, including assessment of the impact on outcomes and any learning.</p> <p>MASH workshop for all staff to review current systems and plans moving forward and to ensure the safety of all children during MASH enquiries.</p>					
	<p>Review of ICT system for online referrals to ensure all referrals are reaching contact centre.</p> <p>Assessment of the risk from the non-submissions during this period and the impact this may have/or could have on children's safety. Presentation to the Executive Safeguarding Partnership Board of</p>	<p>Children move from the MASH to the Assessment Service in accordance with their appropriate RAG rating.</p>	<p>September 2023</p>		<p>Children's Social Care</p>	

	<p>the full findings to provide assurances and if required, agreed process to resolve issues.</p> <p>Process for transition of cases from MASH to assessment teams to be reviewed to ensure timeliness of transfer of cases and appropriate risk-based response</p>					
	<p>All MASH workers to receive training on the lived experience of the child and on professional curiosity.</p>	<p>Practitioners are supported to think about how they offer support to families in different ways, encouraging reflective practice and the exploration of different hypotheses.</p> <p>Professional curiosity is timelessly applied to multi-agency information, especially risk and is visible in case recordings.</p>	<p>September 2023</p>		<p>Safeguarding Children Partnership Board</p>	

	<p>Refresh MASH Manual to reflect revised processes.</p> <p>Review and refresh Effective Support for Children & Families (threshold) document and relaunch</p>	<p>All partners are clear about the appropriate response relating to different levels of need. All partners are aware, understand thresholds and make good referrals with consent where appropriate. Children and young people get the right help they need at the right time.</p> <p>Evidence of resolution of professional disagreements being facilitated within the MASH partnership teams.</p>	<p>September 2023</p>		<p>Children Safeguarding Partnership Board</p>	
	<p>Review process for strategy meetings s to include; Timeliness which is reflective of the risk and urgency of actions required to safeguard. Attendance to reflect most appropriate partnership approach</p>	<p>Strategy Meetings - partners work effectively together to share information and make decisions about risk children and young people face and the services they need to improve their outcomes. Contingency Planning is transparent</p>	<p>September 2023</p>		<p>Children Safeguarding Partnership Board</p>	

	<p>and in line with legislation. Outcomes to reflect appropriate decision making and timeliness of provision of minutes to partner agencies</p>	<p>and effective when children’s circumstances change.</p>				
<p>Practice Leadership for children is GOOD</p>	<p>Workforce development sessions on a shared culture, value and beliefs to promote professional relationships, leadership and escalation. This work will be supported through a reinvigoration of the practice model.</p> <p>Process to be developed for capturing and responding to case escalations.</p>	<p>Managers and practitioners provide effective and respectful challenge to practitioners, and partner agencies to ensure risk is identified and positively responded to.</p>	<p>October 2023</p>		<p>Children Safeguarding Partnership Board</p>	

	<p>The quality of supervision to be improved review of supervision guidance and tools, upskilling of staff and access to supervision training.</p> <p>Work to be undertaken with MASH social care staff regarding management oversight/ direction/ outcomes and recording.</p>	<p>Decisions about children are recorded, accurately, consistently, timely and proportionate to their changing needs and risks they may face.</p> <p>The model of supervision supports an evidence-based approach to practice. Training and support to supervisors to give them the confidence and the skills to enable a more reflective and purposeful approach to supervision.</p>	<p>October 2023</p>		<p>CSC Managers Children’s and CSC Workforce Development Team</p> <p>MASH managers</p>	
<p>Leaders and the Safeguarding Partnership are assured by the quality of service delivery for children and families</p>	<p>Safeguarding Executive Oversight Group (SEOG) to be established. Meeting quarterly in person, the group will ensure: . The risks are agreed, clear and mitigations appropriate.</p>	<p>Ensure that the Chief Executive Officers, the Senior Responsible Officers and Independent Safeguarding Chair are all sighted and assured about the risks and opportunities for Safeguarding across the County.</p>	<p>July 2023</p>	<p>First meeting due to be held on 25th July 2023</p>	<p>Safeguarding Executive Oversight Group</p>	

	<p>The governance of safeguarding is simple and fit for purpose.</p> <ul style="list-style-type: none"> · There is a comprehensive audit programme in place and being delivered through the Safeguarding Board. · Any Inspection driven action plans are clear and owned by each party. · Issues escalated from the Safeguarding Board are resolved and organisational specific governance is being fully utilised. 	<p>Children’s Social care quality assurance processes to be strengthened and ensure a greater focus on impact and outcomes. To be achieved through review of QA framework, redesign</p>	<p>Review our Quality Assurance approach to ensure that services improve outcomes for children and young people. This will include audits, practice weeks, and engagement with the workforce and with</p>	<p>November 2023</p>	<p>Children’s Social Care</p>	
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	<p>of audit tools to focus on impact and agreed audit standards, workshops on how to audit, audit moderation in place.</p> <p>Once agreed CSC audit standards to be embedded across CSC teams to ensure they form part of CSC culture.</p>	<p>families to gain feedback.</p>				
	<p>Multi agency workshop to be held on audit evidence and role of professional scepticism in quality assurance work.</p> <p>Lived experience of the child is a central feature in all multi agency audit tools.</p> <p>Safeguarding Children Partnership "Lived experience guidance" and "Unconscious</p>	<p>Partnership Quality Assurance approach to be reviewed to ensure quality assurance standards are embedded and lived experience of the child is central to all quality assurance activity and is evidenced in practice.</p>	<p>September 2023</p>	<p>Workshop held 16/05/23.</p> <p>All multi agency audit tools reviewed and amended as necessary.</p> <p>Recirculated May 2023</p>	<p>Children Safeguarding Partnership Board</p>	

	<p>bias” and “don’t blame the victim” SWAY to be recirculated across partnership.</p> <p>Front line practitioner workshop to gather feedback on methods/ tools to capture and record lived experience and identify positive case studies to use in training.</p>			<p>Workshop scheduled to take place 15th June 2023.</p>		
	<p>Feedback to be obtained through compliments/ complaints and other feedback sources. To be monitored through QA practice framework</p>	<p>Children and young people, parents, carers and colleagues are confident in the use of feedback mechanisms to talk about the services they receive from the Local Authority and partner agencies. Children’s voices are heard and influence decisions being made about them.</p>	<p>November 2023</p>		<p>Children’s Social Care</p>	

	Regular updates on the progress of this action plan to be presented at the Executive Safeguarding Oversight Group	Reports to the Safeguarding Partnership on the progress against the improvement plan provide confidence regarding improvement and offer opportunities for constructive challenge.	September 2023		Safeguarding Children Partnership Board	
	<p>Develop MASH performance framework (including dataset and agreed KPI)</p> <p>Develop MASH case file audit framework to provide assurances.</p> <p>Bimonthly dip sampling to inform the quality of practice and service delivery</p> <p>Themes include:</p> <ul style="list-style-type: none"> • Referrals are being received. 	Partnership is assured of practice improvements that are delivering a timely and effective service to ensure children are safe	August 2023		Safeguarding Children Partnership Board	

	<ul style="list-style-type: none">• escalations are made appropriately and resolution achieved in a timely manner and monitored.• timeliness of Mash enquiries.• supervision and management oversight.• timeliness of cases transferring from MASH to assessment teams.• timeliness of strategy meetings and processes					
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Priority Action 2- Multi-agency arrangements and responses to children and young people at risk of extra-familial harm.						
Outcome	Actions	Outcome Measure	Timescale	Progress	Responsibility	RAG
Responses to exploitation of children and extra familial harm are effective	Review MACE (including TOR, data, information sharing. Governance/NRM data and escalation policy).	To ensure the MACE/ NRM is effective at identifying and reducing risk.	July 2023	To be included within the work of the Complex Safeguarding Hub	CE Strategic Group	
	Explore development of multi-agency complex Safeguarding Hub to ensure partnership approach to CE/ missing and complex safeguarding	Agreed effective multi agency response to extra familial harm	September 2023	First meeting held 15/05/23. TOR of implementation group agreed, CE risk assessment tool and practice standards developed and to be discussed at meeting on 12/06/22.	CE Strategic Group	
	Develop training and resources to	Workforce are confident in working	September 2023	Contextual safeguarding	Children Safeguarding Partnership Board	

	upskill the workforce with regards to contextual safeguarding	with young people at risk of contextual safeguarding		SWAY in place. Trauma Informed Training to be launched July 2023 CSC running workshops and drop-in sessions on complex safeguarding		
	Evaluate impact of CE/ contextual safeguarding training	Training has a positive impact on practice	September 2023		SCPB Workforce Development Group	
	Develop a CE/ complex safeguarding performance framework (to include dataset and agreed KPIs)	Partnership to have assurances regarding both the local profile and practice in relation to contextual safeguarding	August 2023	To be included as part of the work being progressed through complex safeguarding hub Implementation group	CE Strategic Group	
	Regular dip sampling/ QA of CE/ complex	Partnership to have assurances regarding the practice in relation	August 2023	To be included as part of the work being	CE Strategic Group / QEG	

APPENDIX 1

	safeguarding cases to provide practice assurance	to contextual safeguarding		progressed through complex safeguarding hub Implementation group		
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