ISLE OF WIGHT SAFEGUARDING CHILDREN PARTNERSHIP

LEARNING AND IMPROVEMENT FRAMEWORK

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INTRODUCTION

Working together to keep children safe is the primary aim of the Isle of Wight Safeguarding Children Partnership (IOWSCP) and it is essential that both professionals and organisations learn lessons and share good practice.

IOWSCP is resolute in its commitment to fostering a culture of reflective practice, learning and continuous improvement that enables the Safeguarding Partners (Isle of Wight Council, Hampshire and Isle of Wight Partnership CCG and Hampshire Constabulary) and partner agencies to:

- Identify and share concerns regarding safety and welfare of children.
- Highlight commonly recurring themes that require further investigation.
- Share learning, including from success, from across the safeguarding system.

This framework underpins our work and describes our overarching approach to learning and improvement.

ROLES & RESPONSIBILITIES

Partner agencies and all local organisations who work with children and their families are expected to endorse and embed the principles outlined in this framework in their organisational policies. In addition, partner agencies and local organisations are responsible for:

- Providing staff and other resources to deliver the framework.
- Contributing to reviews of practice.
- Providing data and analysis to enable trends and emerging safeguarding issues to be identified and acted on.
- Ensuring lessons from reviews of practice are disseminated widely across their services (e.g. via internal training, policies/procedures, implementing actions plans).
- Ensuring that lessons from reviews of practice are embedded throughout their services, as evidenced via auditing and staff surveys.

OVERVIEW

This framework seeks to promote a culture of learning and continuous improvement. The building blocks to this framework are:

- **Learning from Data and the scrutiny programme**
    - a) Overseeing a robust multi-agency dataset
    - b) Scrutiny programme
- **Learning from experience**
    - a) Conducting Local Child Safeguarding Practice Reviews
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LEARNING FROM DATA & SCRUTINY PROGRAMME

a) Overseeing a robust multi-agency dataset

The IOWSCP oversees an agreed dataset that monitors multi-agency child protection arrangements and enables the Partnership to support and challenge partners for their performance. Our Performance and Quality Assurance Group collects data quarterly, and reviews agency data and commentaries on a bi-annual basis. The set of indicators are refreshed annually, ensuring that the Partnership remains responsive to emerging safeguarding issues and can evidence the impact of its work.

The multi-agency dataset is aligned to the IOWSCP business plan under the following headings:

Section 1	We have clear and effective thresholds, assessments, planning and decision making
Section 2	The Local Authority fulfils its corporate parenting role
Section 3	Within education settings we know how vulnerable children's needs are responded to
Section 4	We are safeguarding and supporting children at risk or experiencing exploitation
Section 5	We are safeguarding children's health and wellbeing
Section 6	We are safeguarding children at risk of, or in, the criminal justice system and children who are victims of crime
Section 7	We are protecting children from the impact of adult offending behaviours
Section 8	We are protecting children from the impact of adult substance misuse, mental ill health, domestic abuse or housing issues

One of our key priorities is to ensure that the dataset and reporting to the IOWSCP Board and subgroups meets the following principles:

Scope and relevance - of the data

Integrity - of the data and information

Trends - explaining any upward or downward trends in data

Targets - whether these measures are subject to national or local targets

Comparisons - any relevant comparisons/benchmarking to other areas or organisations

Confidence - whether good performance can be sustained

Actions - what single and multi-agency action has been taken or is needed to improve provision for children

The IOWSCP's dataset analysis report is taken to the Performance and Quality Assurance Group and the IOWSCP Board. This includes analysis undertaken by the Partnership Team against key themes linked to our safeguarding priorities. This enables IOWSCP members to understand how their services are performing and highlights any emerging safeguarding issues that require strategic intervention or any areas of note.

b) Scrutiny Programme

The IOWSCP undertakes an annual scrutiny programme, including multi-agency audits, focussing on the quality of front-line practice. This work is commissioned by the Performance and Quality Assurance Group and co-ordinated by the Partnership Team. This activity is informed through feedback by recommendations from Local Child Safeguarding Practice Reviews and National Inspections.

Learning from the scrutiny programme is disseminated to front-line professionals via a range of mechanisms including IOWSCP learning workshops. In undertaking audits, the IOWSCP is committed to the following principles:

- We will avoid excessive or unnecessary checks. Targeted quality assurance is more effective
- We will prioritise audits that provide opportunities to focus on front-line practice and encourage professional multi-agency challenge
- We will adopt a thematic approach aligned to business plan priorities and emerging issues
- We will be clear within the Terms of Reference about the standard of practice that is required
- We will involve children, families, and front-line workers in audits in an appropriate way
- We will identify and share both good practice and opportunities for improvement, and ensure that recommendations are addressed and monitored to deliver improvements to services

Audit reports are presented to the Performance and Quality Assurance Group (PQA) and IOWSCP Board to ensure operational and strategic oversight of front-line practice. Progress against recommendations is overseen by the Performance and Quality Assurance Group who maintain and Audit Action Tracker.

Type	Description	Who	Reporting
Multi-agency case file audits	Multi-agency case audits complement single-agency auditing. IOWSCP has an annual programme of multi-agency audits linked with the Business Plan priorities. The primary focus is to establish the effectiveness of frontline practice, what has worked well and where improvements, both single-agency and multi-agency, are needed. Recommendations are agreed and monitored by the PQA Group. Frontline professionals and managers are involved and the 'voice of the child' and their lived experience is a key theme in the audit process. For all audits, consideration is given to how the 'voice of the child' will be included, either through analysis of agency reports, or via direct participation where this is deemed appropriate.	PQA Group with front line staff	IOWSCP Board via PQA Group
Single agency audits	Single agency case audits occur in most organisations as part of the assurance of their duties under section 11 of the Children Act 2004. The outcomes of single-agency audits are requested by the PQA Group where this is necessary to evidence the impact on practice of IOWSCP initiatives and other programmes of work.	PQA Group member agencies	PQA Group

Type	Description	Who	Reporting
Themed scrutiny events	Responsive scrutiny events set-up to explore emerging safeguarding themes and risks	IOWSCP Partnership Team and Peer Scrutineers	IOWSCP Board via PQA Group
Section 11 audits	Section 11 of the Children Act 2004 requires a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children. As part of its statutory duty to ensure the effectiveness of safeguarding arrangements, the IOWSCP undertakes annual monitoring of compliance with safeguarding standards. This is undertaken through self-assessment and panel evaluation of an agreed Hampshire, Isle of Wight, Portsmouth & Southampton (HIPS) audit tool. The purpose of the audit is to support Board partners in achieving compliance with safeguarding standards through: • Seeking assurance from partner agencies that services are compliant with safeguarding standards • Enabling partner agencies to showcase areas of good practice where positive outcomes for children can be evidenced • Enabling partner agencies to reflect on their safeguarding priorities and to identify areas for improvement • Providing a feedback mechanism on progress against areas for improvement including any barriers to partnership working • The Partnership operates a two-year cycle: • Self-assessment (year 1) • Monitoring and tracking of action plans (year 2). In each year, the process is complemented by a survey of front-line staff to provide further intelligence. Members of IOWSCP's PQA Group evaluate each agency's self-assessment and feedback is provided via the Independent Chair. The second stage of monitoring action plans is undertaken via a multi-agency 'Safeguarding Children Conversation' led by the three Safeguarding Partners. An overview of the Section 11 results is presented to the PQA Group and IOWSCP Board, and key themes are included in the Partnerships' Annual Report and used as evidence in regulatory reviews of the LSCPs.	All Partner and Relevant agencies (not schools or settings) Via PQA	IOWSCP Board via PQA Group
Scrutiny Visits	Scrutiny visits are led by the IOWSCP Partnership Team with support from a group of scrutineers from agencies across the Partnership.	PQA Group members with agencies	IOWSCP Board via PQA Group

Type	Description	Who	Reporting
Scrutiny visits	Their purpose is to establish whether safeguarding governance and processes in partner agencies enable front-line professionals to recognise and respond to abuse, including the application of agreed safeguarding procedures. The visits offer Partnership Board members and quality assurance leads the opportunity to visit settings other than their own, and to engage directly with safeguarding leads and front-line staff on a range of issues including: • Leadership (governance, strategic line of sight, safeguarding supervision, appraisal processes, safeguarding culture). • Dissemination of IOWSCP and internal safeguarding policies, procedures, and resources. • Safeguarding training and professional development. • Engagement with multi-agency forums (e.g. early help hubs, child protection conferences). • Knowledge and use of referral thresholds including agreed escalation processes. • Safeguarding in the context of commissioned services. Each visit is tailored to the agency or setting being visited.	PQA Group members with agencies	IOWSCP Board via PQA Group
Section 175/157 audits	Section 175 of the Education Act 2002 requires school governing bodies, local education authorities and further education institutions to make arrangements to safeguard and promote the welfare of children. Similar requirements are in place for proprietors of Independent Schools under Section 157 of the Education Act 2002. IOWSCP undertakes annual monitoring of the effectiveness of safeguarding arrangements in schools and post-16 settings. On the Isle of Wight, this is led by the Safeguarding Children's Partnership in collaboration with Isle of Wight Council's Local Authority Designated Officer (LADO) and Education & Inclusion Services. The findings are analysed with suggested improvements made to assist schools who have not yet reached the required standards. Follow-up visits are undertaken to validate self-assessment information provided during the audit and to gather evidence of good practice to share with other education settings. A separate audit tool is used for Language schools which is tailored to their work with children and this is also completed annually. Language schools are given feedback on any areas requiring further development and a dialogue is maintained with them.	Maintained, Academy, Free and Independent Schools, Post-16, (named as Relevant Agencies by IOWSCP) via Education Subgroup Language Schools	IOWSCP via Education Group

LEARNING FROM EXPERIENCE

a) Conducting Local Child Safeguarding Practice Reviews

Serious child safeguarding cases are those in which:

- Abuse or neglect of a child is known or suspected; and

- The child has died or been seriously harmed.

Safeguarding partners must consider the criteria and guidance set out in Working Together 2018 when determining whether to carry out a local child safeguarding practice review.

Type	Description	Who	Reporting
Local Child Safeguarding Reviews	Multi-agency statutory reviews for cases where: • Abuse or neglect of a child is known or suspected; and • The child has died or been seriously harmed.	Reviewers who are Independent of the case	IOWSCP via the Learning Inquiry Group
Individual agency or management review	Reviews of safeguarding incidents where the concerns relate to practice in a single agency rather than the way that agencies worked together to safeguard children.	Partner agencies	IOWSCP via the Learning Inquiry Group for cases referred for consideration of a Local Child Safeguarding Practice Review.

Principles for conducting Local Child Safeguarding Practice Reviews

The following principles should be applied by the IOWSCP and their partner organisations to all reviews:

- There should be a culture of continuous learning and improvement across the organisations that work together to safeguard and promote the welfare of children, identifying opportunities to draw on what works and promote good practice.

- The approach taken to reviews should be proportionate according to the scale and level of complexity of the issues being examined.

- Reviews of serious cases should be led by individuals who are independent of the case under review and of the organisations whose actions are being reviewed.

- Professionals should be involved fully in reviews and invited to contribute their perspectives without fear of being blamed for actions they took in good faith.

- Families, including surviving children, should be invited to contribute to reviews. They should understand how they are going to be involved and their expectations should be managed appropriately and sensitively. This is important for ensuring that the child is at the centre of the process.

- Final reports of Local Child Safeguarding Practice Reviews must be published including the LSCP's response to the review findings, to achieve transparency. The impact of Local Child Safeguarding Practice Reviews and other reviews on improving services to children and families and on reducing the incidence of deaths or serious harm to children, must also be described in the LSCP annual report and will inform inspections.

- Improvement must be sustained through regular monitoring and follow up so that the findings from these reviews make a real impact on improving outcomes for children.

Protocols for conducting reviews

Guidance for commissioning Local Child Safeguarding Practice Reviews has been developed by the IOWSCP and ensures that all partner agencies understand their role in contributing to reviews. The guidance provides information on review criteria, governance processes and engagement with professionals and family members.

b) Identification of learning

Identification of key learning is achieved through the function of the Learning Inquiry Group (LIG), a subgroup of the IOWSCP. The LIG has a responsibility for monitoring recommendations made following completion of a Local Child Safeguarding Practice Review and ensuring that the learning is cascaded to front-line professionals and informs service improvement and development. This is undertaken via a range of mechanisms including briefings, workshops and multi-agency learning events. Learning from reviews is also considered at the Workforce Development group annual learning needs analysis day and helps to inform the planned programme of learning and development opportunities for the year ahead.

IMPROVING SERVICES

a) Embedding learning in practice

To improve safeguarding practice, learning identified from reviews of practice must be embedded into current practice.

How	What	Who	Reporting
Dissemination of learning	IOWSCP's fully funded multi-agency workforce development programme, including workshops, briefings, eLearning etc. Delivered face-to-face or virtually (e.g. webinars, eLearning)	Partnership Team, Safeguarding Partners, Relevant Agencies	IOWSCP via Workforce Development Group
	HIPS online toolkits and other resources (e.g. Practitioner Guides)		IOWSCP via subgroup chairs and Partnership Team
	Publication of Local Child Safeguarding Practice Review reports		IOWSCP via the LIG
	Single agency training	Safeguarding Partners, Relevant Agencies	IOWSCP via the Workforce Development Group
	Single agency training, briefings, and other communication strategies		IOWSCP via the LIG and PQA Group
Actions to improve practice	Single and/or multi-agency actions plans developed to respond to learning identified through Local Child Safeguarding Practice Reviews	Partnership Team, Safeguarding Partners, Relevant Agencies	IOWSCP via the LIG and PQA Group.
	Single and/or multi-agency actions plans developed to respond to learning identified through case audits		IOWSCP via PQA Group
	Single and/or multi-agency actions plans developed to respond to learning identified through the Section 11 self-assessment process		
	Single and/or multi-agency actions plans developed to respond to learning identified through annual Safeguarding Conversations with the Safeguarding Partners and Relevant Agencies		
	Actions arising from reporting to IOWSCP and PQA Group		
	Reviews of, and updates to, IOWSCP and HIPS multi-agency procedures to incorporate learning into practice		HIPS Executive via HIPS Procedures Group

b) Evaluation of Learning

To improve safeguarding practice, learning identified from reviews of practice must be embedded into current practice.

The aim of the activity outlined in this framework is to make a positive impact on frontline practice and improve outcomes for children on the Isle of Wight.

As part of its quality assurance activity, the IOWSCP evaluates the impact of its work. This provides assurance that front-line professional's benefit from IOWSCP resources and that partner agencies, through their IOWSCP Board members and subgroup representatives, promote a culture of continuous improvement.

Evaluation includes:

How	Who	Reporting
Single and multi-agency audits of front-line practice informed by recommendations from Local Child Safeguarding Practice Reviews	Partnership Team, Safeguarding Partners and Relevant Agencies	IOWSCP Board and LIG via PQA Group
Reporting on action plans arising from audits and reviews		IOWSCP Board via the LIG
Formal evaluations of IOWSCP initiatives such as the development of online toolkits and other resources/ programmes of work (e.g. ICON, Neglect Strategy and Toolkit)		Partnership Team, Safeguarding Partners, Relevant Agencies
Evaluation of the IOWSCP learning and development programme including post-course feedback and follow-up surveys/interviews to ensure learning has been embedded		IOWSCP Board via Workforce Development Group.
IOWSCP Annual Report Provides the opportunity for Safeguarding Partners and Relevant Agencies to provide narrative against the following criteria as outlined in Working Together: • Evidence of the impact of the work of the safeguarding partners and relevant agencies, including training, on outcomes for children and families from early help to looked-after children and care leavers. • An analysis of any areas where there has been little or no evidence of progress on agreed priorities. • A record of decisions and actions taken by the partners in the report's period (or planned to be taken) to implement the recommendations of any local and national child safeguarding practice reviews, including any resulting improvements. • Ways in which the partners have sought and utilised feedback from children and families to inform their work and influence service provision.	Partnership Team, Safeguarding Partners, Relevant Agencies	IOWSCP Board via Partnership Team.

FRONT-LINE INTELLIGENCE

a) Front-line visits/listening events

Colleagues from the Safeguarding Partners and Relevant Agencies undertake visits as part of the Partnership's quality assurance programme, enabling front-line staff from agencies to discuss safeguarding issues and barriers to partnership working.

Scrutiny Visits

Scrutiny visits are led by the IOWSCP Partnership Team with support from a group of scrutineers appointed/selected by the Independent Chair. The visits offer IOWSCP Board members and quality assurance leads the opportunity, in the role of peer scrutineers, to visit settings other than their own and to engage directly with safeguarding leads and front-line staff.

They give the partnership good scope to look at a broad range of issues, including those that are agency-specific, and are informed by learning reviews, inspections, and audits. They also provide the opportunity to explore key themes arising from the bi-annual Section 11 self-assessments and online staff surveys that are completed by partner agencies.
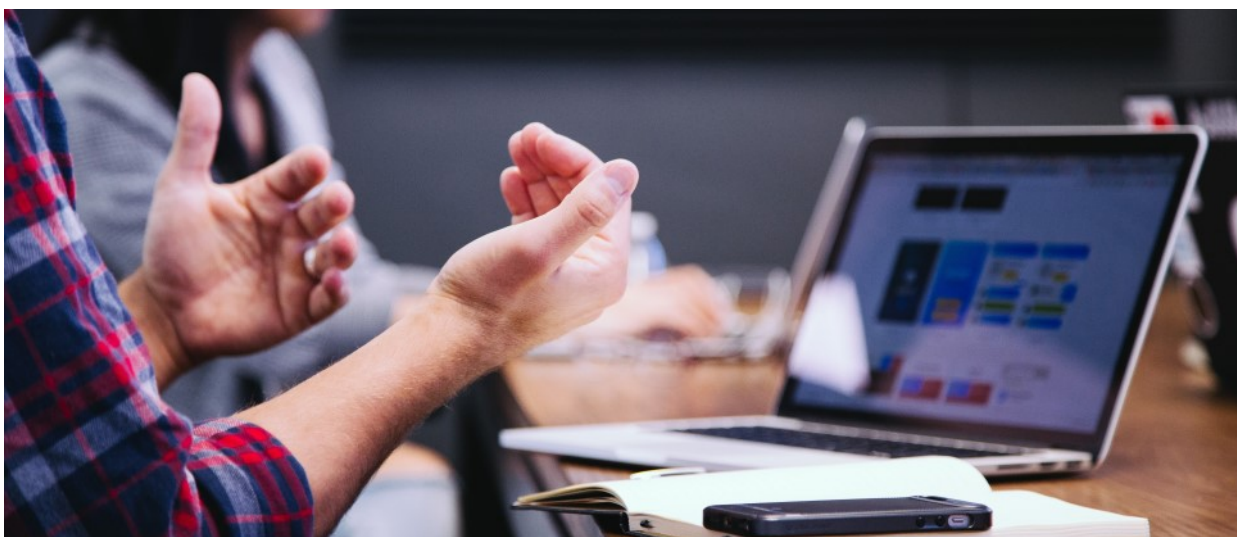
Practitioner Forums

The IOWSCP Team attends briefings such as Early Years Manager briefings, Voluntary Sector, and Head Teacher Forums to provide front-line staff with updates on IOWSCP initiatives, resources and safeguarding themes. These forums also provide opportunities for front-line professionals to share their perspectives on what is working well, areas of challenge and emerging issues.

b) Training Feedback

IOWSCP commissions and delivers fully funded multi-agency training to complement single agency training. Feedback from delegates is captured through formal evaluation (e.g. surveys, focus groups) and reported to the Workforce Development Group. The impact of training on practice is also monitored at three and six months from date of attendance. This feedback is used to inform the annual Learning Needs Analysis, which enables the training programme to be responsive to feedback from front-line professionals.

c) Staff surveys

IOWSCP undertakes a range of staff surveys to support the delivery of the business plan objectives and to inform future work of the Partnership. Themes for the surveys are informed by IOWSCP/HIPS priorities, learning from audits and recommendations from both local and national Local Child Safeguarding Practice Reviews. Findings are reported to relevant IOWSCP subgroups and where appropriate, recommendations for further work are made.

EXTERNAL LEARNING

a) National Research and Child Safeguarding Practice Reviews/listening events

IOWSCP uses learning from national research and published Child Safeguarding Practice Reviews to assist in improving local safeguarding arrangements. Key learning is shared with the Learning Inquiry Group to identify further opportunities for improving practice and to support the Partnership with disseminating examples of best practice.

b) Strategic Partnership feedback

IOWSCP works closely with several other strategic partnerships, including the Children's Trust, Safeguarding Adults Board, Health and Wellbeing Board, Corporate Parenting Board, through defined protocols that enable challenge, scrutiny and feedback to be given to the IOWSCP on its priorities and performance. Feedback from IOWSCP Board members is obtained via an annual evaluation process led by the Independent Chair. These discussions help to strengthen the existing partnership arrangements and to identify further learning opportunities.

c) Inspection feedback

The safeguarding system receives scrutiny and challenge from national inspectorates including the Office for Standards in Education, Children's Services and Skills (Ofsted), the Care Quality Commission (CQC), Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMRCFRS), Her Majesty's Inspectorate of Probation (HMIP) and others. These inspections generate single and multi-agency action plans and are an important source of learning for the Partnership.

d) Themed reports

During each year, relevant reports will be produced for IOWSCP in respect of a range of safeguarding themes. The following list is not exhaustive and IOWSCP may request additional reporting on specific areas of service delivery.

- Restraint/Physical Intervention in Secure Children's Settings
- Multi-Agency Contributions to Child Protection Conferences (CPCs)
- Engagement with Multi-Agency Public Protection Arrangements (MAPPA)
- Engagement with Multi-Agency Risk Assessment Conferences (MARAC)
- Management of Allegations against Professionals and Volunteers working with children (LADO)
- Notifications of Private Fostering (LADO)
- Early Help
- Independent Reviewing Officers (IROs)
- Private Fostering
- Children Missing Education
- CAFCASS
- Domestic Abuse including MARAC
- Disabled children including Beaulieu House
- Participation of Young People
- Young Carers Report

MONITORING AND REVIEW OF THIS FRAMEWORK

This framework will be monitored by the Partnership Team and reviewed every three years to align with the IOWSCP Business Plan, or sooner in response to delivery of this framework, governmental guidance, and national agendas.

Approved by: IOWSCP Business Group

Date: 28th January 2021

Next review due: January 2024