

2 How well do we meet the needs of our stakeholders?

Quality Indicator 2.2 Children and young people benefit from strategies to minimise harm	Themes <ul style="list-style-type: none"> • Support for vulnerable children and families • Children's awareness of keeping themselves safe
Overall Evaluation The Child Protection Committee has a range of very good policies, procedures and supports in place to minimise harm to children/young people as well as range of initiatives for children and young people to raise awareness of personal safety.	
Evaluation of current service and practice How good are we now? SUPPORT FOR VULNERABLE CHILDREN AND FAMILIES <ul style="list-style-type: none"> ▪ East Ayrshire Early Information & Pre-Referral Group (known locally as GIRFEC Group) The GIRFEC pre-referral group ensures multi agency sharing of information about concern and identifies the most appropriate person to address issues of concern. ▪ Initial Response Team in the North of the authority and the rolling out of the same team in the South ensures that children and families are seen promptly in response to concern and that the relevant assessments are taken so that children about whom there are concerns receive the right help promptly and their needs are assessed and planned for. Families are included in this process and are given the opportunity to fully participate in any investigation or plan of work when it is deemed appropriate. Staff conducting investigation or on going assessment of focused work are aware of their responsibility to keep children at the heart of the process. Every effort is made to engage families in this process but strategies and frameworks are employed to continue to protect children even when cooperation is not forth coming. ▪ High Risk Pregnancies community midwives identify high risk pregnancies and refer to SW where multi agency assessment or care is required. They provide support, including follow-up where there non-attendance at antenatal appointments. There is also specific member of social work staff designated to work with pregnant substance misusing parents and the Vulnerable Pregnancy Protocols are employed to identify and plan for those babies whilst in utero. Early years addiction worker linked to family centers work closely with social work to make sure there is early intervention for very young child who have parents with addiction issues. ▪ CAT and SAT – meetings are meetings to inform and take forward recommendations and plans for young people who are experiencing difficulties in education and is attended by multi-agency staff as and when required. ▪ MAPPA - Children and Families managers attend MAPPA meetings to effectively work with colleagues from the police and criminal justice staff to identify and where required intervene when there are concerns regarding sex offenders contact with children. Managers or front line staff attend meetings about vulnerable adults instigated by the Vulnerable Adult Protocols when there are also concerns about a child. ▪ Child Protection Procedures are available to all staff via the intranet and in paper copies in the area teams. There is electronic recording of Child Protection visits and investigations via the SWIFT Child Protection Module. ▪ Training and Development - the child protection committee is committed to ensuring that all staff in East Ayrshire is effectively and relevantly trained in all areas of child protection and that they are supported supervised and accountable for their practice. <i>There is an extensive programme of multi-agency training and full detail is listed in Quality Indicator 7.3 (Staff training, development and support).</i> ▪ Pre-school interventions, initiated by health, based on assessed need are provided for an appropriate sufficient length of time to achieve the outcome of improving the children's health. Health Plan Indicators are used by universal health services, to reflect the level of support given/offered to families and this is reviewed at appropriate timescales. School nurses provide 1:1 interventions with children in schools and have the ability to see children on their own. ▪ Clinical supervision and case file audit indicate early intervention and referral by health professionals to support services both within and out-with health service to improve outcomes for children and families. Ongoing work re DNA of health appointments but this is usually well recorded in chronologies and addressed within CP plans. 	

- **Youth strategy** workers routinely attend case conferences to support young people, who speak positively about the benefit of the support. Youth strategy provides creative packages as an alternative to formal education
- **Children who have been absent or excluded from school/early years** are given very effective support to continue their learning. The CME Coordinator, plays an active role in the CME (Scotland) and Local Authority Co-ordinators Meeting. This encourages the sharing of ideas and views in relation all aspects of children and young people's safety and wellbeing in relation to attendance at school. Period by period registration in SEEMIS tracks attendance/absence and keeps them safe. Standard Circular 5 addresses issues relation to pupil attendance and children missing from school. These early alerts ensure immediate contact with parents/carers regarding children's care and welfare. Strategies designed to provide alternatives to exclusion such as Framework for Intervention, Restorative Practices, Cool in School, Solution Oriented Schools, Nurture Classes and the Youth Strategy are used to a greater or lesser extent throughout the school sector.
- **Education at Home** protocols include screening through Social Work and Educational Psychologists to ensure there are no issues of care and protection before educational provisions are evaluated through Officer visits to the home.
- Inter-agency Early Years Admissions Panels meet every 6-8 weeks to assess referrals and allocate available places for children aged 0-3 years in nursery and family centres and the Early Years Day Care Service. Levels of vulnerability and need are assessed according to the criteria set in the Council's Early Education and Childcare Admissions Policy as per Standard Circular 2 and an appropriate placement is allocated accordingly.
- A pre- school education place is available to all children aged 3-5 years in East Ayrshire in either a local authority nursery or in partner provider in the voluntary and private sector. The Early Education and Childcare Admissions Policy as per Standard Circular 2, prioritises places for children who are in need of protection, children in need in terms of the Children (Scotland) Act 1995 or children who have additional support for learning needs as per the Education (Additional Support for Learning) (Scotland) Act 2004.
- Family Care Workers, based in nursery and family centres, support families with children up to 8 years of age. Referrals come primarily from Social Work Services and Health Services and focus mainly on parenting, behavioural issues and mental health issues for parents /carers.
- There are 2 Early Years Addiction Workers who provide direct support to children to help them cope and reduce risk of harm as a result of their parent/carer's addiction.
- **Staged intervention and child protection protocols** operate in all early education, school and community environments
- **SCRA- as part of a** of a strategic approach to minimise harm, driven from concern that delay involves the risk of avoidable harm a number of measures are in place; All reporters have to attend 5 day Practice Training on decision making. The Decision Making Framework is a practice tool that all reporters adhere to. A self assessment audit on reporter decision making was completed by the Authority Reporter in August 2009. Significant monitoring and support within the Authority Team is provided to reporters and as necessary from Region and HQ; Case Progression- The Interim Prioritisation Scheme was introduced in October 2007 by the Principal Reporter in response to the ongoing rise in receipt of referrals, especially in relation to non offence referrals and the need to focus on the children most in need of compulsory measures. The scheme addresses both internal and external delay through introducing a process of decision making that will enable Reporters to deal swiftly and efficiently with priority cases. Reporters also closely monitor the time taken between registration of a referral and the time of a decision. This is a KPI, an objective in the Team Plan and a Performance Appraisal Objective of the Authority Reporter. SCRA also a management of delay strategy in place whereby all cases closely monitored by individual reporter and by Authority Reporter and Reporter Manager. It is a critical objective of the East Ayrshire Team Plan and the Central West Regional Plan and is Linked with the Interim Prioritisation Scheme
- Authority Reporter liaison with local authority partners to highlight non disclosure practice guidance. Non disclosure audit (December 2008/January 2009) and weekly non disclosure monitoring system and monthly non disclosure audit
- Above are all elements of a strategic approach top minimise harm, driven from concern that delay involves the risk of avoidable harm.
- The special measures provided for children within the VW(S) Act 2004 were fully implemented within Crown Office and Procurator Fiscal Service (COPFS) by April 2007. Procurator Fiscal support children by complying with the legislation in appearing as witnesses. For an accused person the PF will liaise with the Children's Reporter's office and only prosecute where that decision is in the public

interest. However, even where the decision is taken for the child to be dealt with by the Procurator Fiscal other appropriate methods are also considered, for example, diversion from prosecution and direct measures.

- Existence of Family Protection Unit: Each police division has a Family Protection Unit to provide specialist staff to lead investigations into current and historical allegations of physical, emotional and sexually abusive behaviour towards children.
- Formation of Community Policing Teams: As part of the Public Reassurance Strategy as directed by Force Executive.

CHILDREN'S AWARENESS OF KEEPING THEMSELVES SAFE

There is a extensive range of multi-agency support and initiatives including:

- Keep Safe work is carried out by social workers and support assistants; various tools are used and adapted to address individual needs.
- A social worker trained in therapeutic interventions is employed to work specifically with young people to assist them to recover from harm and keep themselves safe.
- **Rathbone Project** has an outreach worker who supports young people in the community to support those young people who may attend Rathbone and support those who already there.
- **Campus Police Officers** are based in Loudoun, Grange and Auchinleck Academies and work with the staff, children and young people in the secondary and its associated primary schools. As well as providing a point of contact, the officers also contribute to the Personal and Social Education programmes within the curriculum related to personal safety including safe use of the internet, community responsibility, alcohol and drugs education and to supporting the wide range of strategies designed to promote positive behaviour throughout the school and its community. As well as the Campus Police Officers who have a very specific role within the schools they serve, Community Police Officers provide excellent support to early years setting and schools throughout East Ayrshire. They are available to give advice and support and to intervene in situations related to the care and welfare of children and young people which often happen outwith the school day but which affect the welfare and behaviour of children and young people when they attend school.
- **PSE programmes** cover child protection, care and welfare, anger management, personal safety, drugs and alcohol education and sexual health and relationships. The Youth On-line survey carried out by Dialogue Youth addresses the issue of young people's understanding of child protection. School assemblies, buddies, LAC maintaining on 1:1 bases raises children's and young people's awareness of how to keep themselves and others safe and helps children share concerns with someone they trust and respect.
- **Learning Partnership Core Support Teams** comprise of the School Nurse, Community Link Worker, Social Work assistant and Active Schools Co-ordinator. This team is supported by the Educational Psychologist. Referrals arising from the SAT/CAT staged intervention system result in structured support being put in place where members of the Team work on an individual or small group basis to meet the needs of the children and young people. This may involve counselling, support for learning, behaviour and anger management or opportunities to build confidence and self esteem through outdoor learning or vocational college courses and world of work placements.
- **Children clearly understand the risks to personal safety which can result from the use of communications technology, including:**
 - Children are taught about the safe use of the internet and other information and communications technologies, such as chat rooms and social websites, and of the dangers of cyber bullying and the inappropriate use of mobile phone cameras.
 - Community Learning and Development Services have undertaken Multi-Agency Internet Safety Training. Posters displayed in Learning Centres and Young People using these have been issued with 'smart cards' to alert young people of possible dangers when using the Internet. Work has begun to develop a basic package on internet safety and security for all CLD learning centres. The current system relies on in build system supplied and maintained by IT Services. The ICT working group, was pulling together a good practice guide for our ICT users that would relate to internet safety.
- ***Can everyone review the page 4 (being helped to keep safe) of the HMle 2008 report and think of progress any other new initiatives.***

How do we know? What key outcomes have we achieved? Impact and benefits

Children and families are seen promptly in response to concern and receive the right help promptly and their needs are assessed and planned.

Continued progress has been made in raising children's awareness of keeping themselves safe through a wide range of multi-agency support and initiatives.

Range of supports in place to ensure that vulnerable children and families receive the supports that they need.

Evidence Please include evidence of policies, procedures, protocols, minutes of meetings, publicity material, reports, etc.

- GIRFEC – minutes and meetings
- Initial Response Team - management information
- Multi-agency Training Records
- Antisocial Behaviour Strategy
- SCRA - Local return from self assessment practice audit on decision making.
- Team meetings, reporter practice meetings, supervision and appraisal, weekly planning meeting to discuss legal points and practice, monthly file review, Authority Reporter case sampling, local liaison meetings with social work (between Authority Reporter and managers and between Reporters and Team Leaders).
- Case file audit
- Community Teams throughout Ayrshire Division.
- Dedicated Child Protection Unit
- Corporate Parenting approaches to ensure safety.
- Multi-agency training programmes
- Scottish Government Children Missing from Education (CME) protocol
- SC 5 on Attendance and Registration and other SCs noted elsewhere
- Group Call Alert phone calls
- Use of appropriate ICT
- Corporate Parenting approaches to ensure safety
- School PSE programmes
- Community Learning and Development ICT Training Records

Examples of Good Practice

Home Link Worker told us...

"I recently experienced an excellent example of good practice whereby I joint worked with Fab Pad in order to decorate a client's home. This enabled the client and family to have their notice of intent to evict discontinued after passing their inspection by Housing. Housing has agreed to re-house the family which will give their teenage daughter her own room which is crucial for her healthy development. The family also have a young child and when Fab Pad were helping the family to decorate The Avenue Nursery were able to provide Child Care at short notice, thus enabling the Mother and Father to get involved and complete the project on time. As the Case Manager I co-ordinated this but I was also helped to do so by an Addiction Worker who is also involved with the family. I just felt it was an example of professionals and organisations, statutory, private and voluntary, working together in a committed fashion to improve the social circumstances of a vulnerable family."

Housing -expand

- System in place for flagging vulnerable families within Housing Management System

Health –provide further detail

- High Risk Pregnancy Protocol

Campus Police/Community Police work with children in school once a week - Monday briefing with HT re issues in the community at weekend. Where appropriate Campus and Community Police Officers provide a briefing to headteachers on Mondays to advise of any incidents which have taken place over the weekend which might impact on the children and young people in the school

Pupil support bases and behaviour staff in secondary schools provide a safe learning environment within the school for young people exhibiting challenging behaviour thus avoiding the need for exclusion.

Skills Development Scotland working within the context of More Choices, More Chances and 16+ Learning Choices programmes provide very good support for young people potentially at risk of entering a negative destination on leaving school.

Home tuition and contact with the home link worker is provided for young people on long term absence through illness at home.

How Good Can We Be? Areas for Improvement Action points identified following self-evaluation:

Social Work

- Ensure that staffing levels within the organisation continue to be improved so that there are sufficient staff to fulfil the Local Authority's responsibility to respond promptly to concerns about children and carry out child care and child protection plans.

Housing

- Prevention of Homelessness strategies to be further developed following on from recent published guidance.
- Review arrangements for referral and feedback between Housing and Social Work

Education

- Continue to focus on ASN pupils at school leaving age to ensure effective transition to FE, work and adult living