

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Hampshire County Council Health and Wellbeing Board
Date:	5 October 2017
Title:	Joint Targeted Area Inspection - report and letter of findings
Report From:	<i>Steve Crocker, Director of Children's Services</i>

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1. Summary

1.1. The purpose of this paper is to provide the Health and Wellbeing Board with an overview of the Joint Targeted Area Inspection (JTAI) of the multi-agency response to abuse and neglect in Hampshire and the positive letter of findings.

2. Contextual information

- 2.1. Joint Targeted Area Inspections (JTAI) were introduced in 2016 as a multiagency inspection that evaluates 'front door' and safeguarding services in an area across agencies that work with children, young people and their families. The term 'front door' in this context means the initial multi or single agency response to a referral about the neglect or abuse of a child. As well as assessing front door services, the inspection also considers the response to specific children and young people through a 'deep dive' theme.
- 2.2. These multi-agency inspections involve Ofsted, Her Majesty's Inspectorate of Constabulary (HMIC), the Care Quality Commission (CQC) and Her Majesty's Inspectorate of Probation (HMI Probation). The lead inspector of the JTAI is always an Ofsted inspector which represents the local authority's statutory role in leading the partnership for children.
- 2.3. From February to June 2016, five areas were inspected evaluating the deep dive theme '*the experiences of children and young people at risk of, or subject to, child sexual exploitation and missing from home or care*'.
- 2.4. From September 2016, the deep dive theme became '*children living with domestic abuse*' and this was the theme for Hampshire.
- 2.5. Hampshire received notification from Ofsted on 22 November 2016, with the week of on site inspection commencing on 5 December 2016.
- 2.6. The inspection takes place over a three week period with at least 12 inspectors on site during the last week. During the on site week, the

inspectors work across inspectorates in three pods to evaluate leadership, front door services and the deep dive theme.

- 2.7. The two weeks prior to the inspection team being on site are for the local authority and partners to gather the information required, including an extensive data requirement, known as Annex A.
- 2.8. From Annex A, produced by the local authority, the lead inspector selects 20 cases for additional information. From this 20, 5-7 cases are selected for a multi-agency audit. In Hampshire we found that the data requirements exceeded this 20 with a further requirement of;
 - 10 good practice cases
 - 10 multi-agency cases
 - 10 Multi-agency Risk Assessment Conference (MARAC) cases
 - 10 Probation cases
- 2.9. It is estimated that 150 files were ultimately audited by the Children and Families branch prior to their submission to the lead inspector.
- 2.10. During the week on site inspectors;
 - Track the cases selected for multi-agency audit, meeting with the front line staff and discussing the case in depth
 - Forensically sample the other cases selected
 - Follow cases through front door arrangements onwards through children's social care
 - Attend multi-agency meetings
 - Meet with key people both from within the organisations being inspected and in the community, such as voluntary organisations.
 - Speak to children, young people and their families

3. Performance

- 3.1. Please note the final letter regarding the inspection attached.
- 3.2. This is an exceptionally positive report, and although no graded judgements are given in such reports it reads as one of the most positive JTAI feedback letters written nationally. There is recognition of the strong performance of the Children and Families branch in tackling the issue of domestic abuse and also particularly positive in respect of the mature multi agency children's safeguarding partnership arrangements across Hampshire, that are seen to be making a real difference to children and families. The inspection stated clearly that '*the local authority shows a clear commitment to partnership working*' and this is threaded through the report in terms of the local authority's leadership of the partnership, its support of other partners and the visibility and transparency of senior managers.
- 3.3. No priority actions were identified and only one area for improvement directly relates to children's social care.

3.4. Key joint area headlines are;

- *It is evident that leaders in all organisations are committed to the partnership and that they appropriately prioritise the protection of these children. This shared commitment results in strong, established and mature partnership working.*
- *Strategic arrangements for responding to domestic abuse in Hampshire are robust and effective.*
- *Across all partners, the overall standard of practice is strong and the areas for improvement are minor.*
- *It is evident that leaders in all organisations are committed to the partnership and that they appropriately prioritise the protection of these children.*
- *The HSCB [Hampshire Safeguarding Children Board] is dynamic and forward thinking.*

3.5. Key Hampshire Children's Services headlines are;

- *The open style of leadership and innovation is creatively driven by the director of children's services. Considerable support for this innovation is offered from both the lead member and the chief executive.*
- *Good examples of a sophisticated understanding of domestic abuse are evident through the innovative role of the domestic abuse workers in the family intervention team (FIT), which is based within the local authority child in need teams.*
- *Social workers place a high priority on the voice of the child and know children with whom they work well. This was evident in all work and particularly strong in longer term casework.*
- *There is a high level of senior leadership awareness of the 'front door' service and domestic abuse, which is assisted by a continuity of leadership and a focus on keeping in touch with frontline practice and individual outcomes for children. The director of children's services and the assistant director have a good understanding of the experiences of children in Hampshire.*
- *The style of both senior and operational management encourages learning and reflection within a strong culture of performance management, including, for example, the robust, well-embedded peer review process.*
- *Frontline social workers are committed and highly knowledgeable about individual children.*

4. Other key issues

4.1. The JTAI process requires that a *statement of action* is completed which details what each partner organisation will do to address the areas of improvement identified in the feedback letter. The local authority is identified

as the coordinator of the statement albeit there is only one small area of suggested improvement.

- 4.2. Children's Services coordinated the writing of this action plan, which went to the HSCB management board on 21 March 2017 for approval. Children's Services are coordinating reporting of the progress against the plan, which is monitored and if necessary challenged by the HSCB sub group.
- 4.3. Progress is reported on a six monthly basis with the first formal agency updates to be requested at the end of September and reported to the JTAI sub group in December.
- 4.4. Progress to date, as confirmed at the JTAI sub group in June 2017, includes;

Hampshire Constabulary:

- A new referral form has been developed that strengthens the 'voice of the child'. The next step will be to evaluate how well it has been embedded.
- A robust monitoring system for the quality of referral forms is in place. 40 cases have been dip-sampled and there is progress with regards to the number graded sufficient or good.
- Training on the quality of DASH domestic abuse risk assessments is progressing well.

Hampshire & Isle of Wight CRC (HIOWCRC):

- Staff awareness sessions for both HIOWCRC and the Multi-Agency Safeguarding Hub (MASH) have taken place around referral processes. A quality assurance framework is also in place.
- CRC are working through the current waiting list for service users accessing the Building Better Relationships domestic abuse programme. It is expected that this will be completed by the end of the year.

Health:

- A task and finish group has been set up to audit 50 case records with a specific focus on completion of the DASH domestic abuse risk assessment.
- Identification and Referral to Improve Safety (IRIS) training for GPs has been scoped and it has been decided that a holistic approach will be progressed.
- An audit around consistency in enquiry of domestic abuse in pregnancy has been completed. Changes to paperwork have been made and this will be implemented across Hampshire, Portsmouth, Southampton and the Isle of Wight.
- Progress has been made regarding health providers attending Multi-Agency Risk Assessment Conferences (MARAC).

Children's Services:

- Updated Child Protection and Child in Need plans have been developed, including consultation with staff, and are expected to launch on 2 October 2017.
- An audit of cases stepped down from Child Protection to Child in Need was completed in May 2017 and progress against action plans are being monitored by HSCB's Quality Assurance Subgroup.

5. Conclusion or Recommendation(s)

- 5.1. That Health and Wellbeing Board note the exceptionally positive JTAI letter and the progress made to address the minor areas for improvement.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>
Joint Targeted Area Inspections are conducted under section 20 of the Children Act 2004.	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

See guidance at <http://intranet.hants.gov.uk/equality/equality-assessments.htm>

*Inset in full your **Equality Statement** which will either state*

why you consider that the project/proposal will have a low or no impact on groups with protected characteristics or

will give details of the identified impacts and potential mitigating actions.

2. Impact on Crime and Disorder:

2.1. Impact assessment is not considered necessary as the report is not proposing any change.

3. Climate Change:

How does what is being proposed impact on our carbon footprint / energy consumption?

How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

3.2. Impact assessment is not considered necessary as the report is not proposing any change.