

# Pilot JTAI November 2021 - multi-agency response to identification of initial need and risk (front door)

# Background

- Ofsted full inspection February 2014 – **Good**
- JTAI – domestic abuse December 2016
- Ofsted ILACS Focused visit – CIN/CP October 2018
- Ofsted ILACS short inspection – April 2019 – **Outstanding**
- Pilot JTAI – front door November 2021 – influencing national inspection framework

# Preliminaries

- Call on 1 November
- Two weeks notice and on site from 15 November
- In reality a 3 week inspection
- Four days on site – based in Winchester, but will be in Fareham Parkway and others.
- Theme front door – evaluation criteria from draft follows
- 2 Ofsted, 2 Care Quality Commission (CQC), 1 Her Majesty's Inspectorate of Constabulary, Fire & Rescue Services (HMICFRS)

# The Approach

- Inspectorates spent 2 days in the Multi Agency Safeguarding Hub (MASH)
- They interviewed social workers, police officers, health professionals, managers and senior leaders
- Combination of focus groups and individual interviews
- Exceptionally case focused for children's social care – looked at the lived experience of the child
- Triangulated case work across the 3 agencies – a sensible and exacting approach

# Headline findings

Vulnerable children in Hampshire benefit from highly effective multi-agency safeguarding children's partnership (HSCP) arrangements, ensuring that the vast majority of them and their families get the right level of help, at the right time, across the front door services.

These mature, well-established professional relationships enable committed leaders to set high expectations and standards of themselves and their staff. This permits them to challenge and support each other to strive for excellence constantly, and constructively.

# Key strengths

- Progressive, Hampshire senior leaders throughout the safeguarding partnership are outward-looking, and welcome external scrutiny. They have a sustained record of placing children, and their needs and safety, at the centre of their work across agencies. Underpinning these principles is a shared multi-agency understanding, vision and passionate culture focused on doing the right thing for children.
- Senior leaders are not complacent; they know their strengths and challenges but strive for continuous improvement, devoid of blame. These values permeate across agencies and their front door teams.

# Key strengths

- Partners recognise the importance of addressing needs early to support children.
- Exceptionally skilled, experienced and enthusiastic early help hub (EHH) managers and practitioners, together with their partners, provide sensitive, imaginative and innovative child-centered help and protection.
- Escalating risk and harm to children are understood by professionals, and children requiring a statutory service are promptly referred into the multi-agency safeguarding hub (MASH).

# Key strengths

- Child protection strategy discussions take place promptly and result in appropriate outcomes with swift and clear actions recorded about the next steps. Information is shared well by health professionals and the police, and while schools are contacted, there is less information available. Schools are not usually invited to strategy meetings, but they are fully included in child and family assessment and in child protection conferences.



# Key strengths

- Thresholds for statutory services are understood; professionals work collaboratively to share information, mitigating risk and ensuring that children receive the right level of help and protection.
- Risks and strengths for children are identified and carefully analysed, and consistently informed by their previous history. The child's views and lived experiences are central to multi-agency decisions leading to proportionate action. Most contacts and referrals into the MASH by professionals are concise and holistic, and clearly articulate risk and needs using the inter-agency referral form.

# Key strengths

- A daily high-risk domestic abuse (HRDA) multi-agency meeting held in the MASH shares information speedily about children and victims deemed at higher risk, resulting in targeted early action and support for victims of domestic abuse and their children.
- The multi-agency response to children at risk of criminal exploitation, trafficked, smuggled or who go missing is pioneering and impressive. Strong and effective communication, between police officers in the Missing, Exploited and Trafficked (MET) team, the Willow Team and the child assessment safeguarding teams (CAST) social workers, appropriately uses current intelligence to target and protect children most at risk.

# Key strengths

- Assessments completed in the child assessment safeguarding teams (CAST) use the strengths-based Hampshire model of practice effectively. Partners work successfully to share information and take action to provide help and protection to children during the assessment process. Joint agency information is appropriately gathered and is used to positively inform child in need and child protection thinking, planning and decision-making.
- All staff spoke very positively about working in Hampshire. They have access to an array of training and development opportunities, both joint and single agency. They are also leaders in developing and delivering bespoke training to other professionals, enhancing their multi-agency safeguarding expertise and cementing relationships.

# What needs to improve

- The delivery of joint enquiries by the police and children's social care when this has been agreed at child protection strategy meetings.
- The consistency and timeliness of feedback by the MASH to health colleagues following contacts and referrals.
- Timeliness in processing domestic abuse incident public protection notices (PPNs) for children deemed to be at medium or standard risk.

The report - not published by inspectorates, but we would ask Members to read it.

**Link to final JTAI letter:**

- <https://hants.sharepoint.com/:b:/s/Chil8684/ET8oUZiaatZGmtYm9XB8hecBd-xOjNkoVWzJVITWtvOqzw?e=dg9ywA>