



Annual Report

2014 / 2015

Foreword

Once again, I am pleased to introduce the annual report of the Wigan Safeguarding Children Board, which is produced as a requirement of the Children Act 2004: The report also provides a further opportunity for the Board to provide information as to the needs of children and young people within the Borough and how Member Agencies have worked in partnership to address these needs. Safeguarding children and young people is a complex business and requires effective, responsive partnership working: This is not easy to achieve, especially in a context of national austerity resulting in shrinking resource available for most agencies. However, I am encouraged by the positivity and commitment with which the safeguarding of children and young people continues to be viewed within the Borough and the contributions of Board Members within this report reflect their enthusiasm whilst openly acknowledging the challenges ahead.

This year has been one of significant change for the Board: Many Agencies faced internal reorganisation, changes of key personnel and all are working in a climate of reducing capacity. In addition, there continues to be an expectation of excellence in service delivery and intense, and sometimes negative, scrutiny for practitioners in Children's Services. The Board has remained acutely aware that it is essential that services offered to children, young people and their families should be of good quality and in this year we have sought to improve services and support staff by taking forward learning from national and local reviews.

Two significant practice changes emerged from the three Serious Case Reviews which highlighted that professionals across agencies required further clarification with understanding appropriate thresholds of need and intervention: This had on occasion prevented families receiving the most effective response at an early stage. A multi agency task group worked intensively to produce a renewed approach to early help for families and clearer guidance with respect to working together alongside families which were shared at the annual conference in February 2015.

This is being taken forward in the on going training strategy; positive uptake of formal training and the programme of staff briefings across locality bases will enhance the skills and confidence of the local workforce in these areas of practice. In addition, the Board continued to oversee the review of protocols, policies and procedures to guide and support professionals. I am confident that the efforts of those within the Children's workforce will produce the necessary service improvement.

Whilst I am pleased to note the above areas of progress and there are many others cited within the report, there is, as always, much still to be achieved: For example, Board Members are aware that we need the active cooperation of the public to fully safeguard children and young people locally and further activity with respect to awareness raising of safeguarding issues locally remains a priority. We also need to understand the concerns of our children and young people more fully and enable them to assist the Board in offering appropriate and timely responses. Plans to increase our level of engagement with the community and our young people are in progress and will be actioned in this coming year! So the work continues and I feel confident that the Board will rise to the ongoing current demands and those facing us in the future. I can only add my gratitude to all who work so diligently to make WSCB a strong and positive partnership.

Kath Nelson
Independent Chair

This is the first Safeguarding Board Annual report since I succeeded Councillor Susan Loudon as Portfolio Holder for Children and Young People, and I am pleased to report that over the last year the Safeguarding Board have continued their committed work promote the welfare of children in this borough. The link between the Board and the elected members continues to be strong, to provide critical oversight and to bring shared successes for the children of the borough.

The success of the board is due to the strong partnership working between all the agencies that sit round the table. This is clearly evidenced in the development of key work streams to address the identified issues.

Diligent work by the Board has resulted in the development of training development strategy that ensures consistent responses to incidences of bruising in non-mobile infants. This increases the safety of the youngest children in our borough and is a significant and necessary achievement.

The development of a comprehensive response to Child Sexual Exploitation, and the investment of the board in facilitating increased training around the issue, is also borne from the commitment of the Board partners and it underpins having a community that is alert to this pervasive problem.

The past year has seen further embedding of the Early Help strategy in the borough led by the Board and the continuous improvement to ensure that is a route to appropriate services being delivered to vulnerable residents and families is something the Board is committed to progressing into 2016.

Ensuring that safeguarding is embedded into to the professional development of the children's workforce is a continuous achievement of the Board. Schools across the Borough have enjoyed good support from the Board over the last 12 months both in face to face training and e-learning packages and the broad range of training facilitated by the Board is a success to be built upon.

The commitment to continuous development by the Board will see it respond to the challenges and opportunities for learning that arise from Serious Case Reviews undertaken in the last year. Ensuring that improvements continue is an important part of the future plan.

A really clear priority for the safeguarding board in the year ahead is to increase its engagement with young people and ensure that their voices influence both the work of the board and the way board member agencies plan their services.

I look forward to supporting the board to achieve some challenging objectives over the next year.

Cllr Joanne Platt
Portfolio Holder for Children and Young People

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1. Executive summary

Purpose

The Wigan Safeguarding Children Board's annual report aims to reflect on the board's assessment of its performance, its evaluation of achievements and its recognition of the areas that still need improvement. The report demonstrates the development of new strategic objectives, which are focused on improving outcomes for the children and families of the borough of Wigan. Additionally, the report complies with the requirements of Working Together 2013 to publish an annual report on the effectiveness of arrangements to promote welfare and safeguard the children of the Borough of Wigan. This report covers the period from April 2014 to March 2015.

Throughout this year, the board has focused on delivering against the challenges identified in last year's report and against the strategic objectives for the year, which are outlined in Section 3. These include addressing a number of key areas that have been identified through our serious case reviews and our local audits, including improving understanding and take up of early help, informing and engaging the community around safeguarding, improving responses to injuries in non mobile children and having a stronger multi agency response to key issues such as child sexual exploitation and domestic abuse.

This report outlines full details of WSCB Subgroups, member organisation contributions and governance arrangements.

Achievements and work programme

Whilst the board acknowledges that ensuring keeping the children and families of Wigan safe and ensuring that safeguarding is seen as everybody's business will require an ongoing drive and commitment from all partners, it considers significant progress has been made around a range of issues including, child sexual exploitation, injuries in non-mobile children, domestic abuse and training in safeguarding.

Highlights of the year are

1. Over 200 professionals from across the borough attended a well-received and well-attended Safeguarding Conference.
2. Development of a multi agency team to address CSE.
3. Revised early help processes and procedures.
4. New threshold document agreed and shared with colleagues across the partnership.
5. Continued success of our training programme with over 2100 delegates receiving face-to-face training and over 2200 young people being trained in schools and colleges.

2. Context and strategic overview

b. WSCB Vision

In Wigan all children and young people should have the opportunity to grow up safely and be protected from abuse and neglect, crime and anti-social behaviour, bullying and discrimination and accidental injury.

Wigan Safeguarding Children Board's aim is to co-ordinate and ensure the effectiveness of what is done by each of the Board's partners, individually and collectively, for the purpose of safeguarding and promoting the well-being of children and young people in Wigan.

Wigan Safeguarding Children Board understands and recognises that discrimination can consist not just of actions taken by a person or organisation but also of actions not taken, neglect, or services provided which do not meet the needs of members of different social groups. Furthermore, discrimination can be unwitting and will exist no matter how well the intentions of the individual or organisation.

Therefore in carrying out both its statutory and non-statutory duties Wigan Safeguarding Children Board will examine and evaluate its own policies and practices, and call to account and challenge, where necessary, those of its members, to guard against disadvantaging any section of the local community.

c. Key priorities for 2014/2015

Key priority areas in 2014/2015 were identified as to strengthen and ensure a multi-agency response to vulnerable children and young people, specifically those at risk of sexual exploitation, missing from home, in secure settings, and living with domestic abuse and / or neglect. Some key areas were identified for specific attention.

- **Strengthening and ensuring an effective multi-agency response to vulnerable children and young people, specifically those at risk of sexual exploitation, missing from home, in secure settings, and living with domestic abuse.**
- **Providing a consistent response to injuries / bruising to non-mobile infants**
- **Informing and engaging the whole community to support keeping children and young people safe in Wigan**
- **Embedding a culture of continuous learning/improvement for all partners of WSCB in safeguarding children and young people**
- **Embedding the use of Early Help across all partners of WSCB and reviewing the effectiveness of early help at regular intervals.**

3. Governance and accountability arrangements

What is the WSCB?

The Children Act 2004 and the Local Safeguarding Children Boards (LSCB) Regulations 2005 required all Local Authority areas to establish statutory LSCBs. LSCBs are required to coordinate and ensure the effectiveness of local arrangements and services to safeguard and promote the welfare of children in their area. In terms of its legal status, WSCB is the key statutory body for agreeing how organisations in Wigan will co-operate to safeguard and promote the welfare of children in the area, and for ensuring the effectiveness of what they do.

The development of Wigan Safeguarding Children Board is built on the commitment from organisations across Wigan to keep children safe and the strong and successful partnerships previously developed.

Since its establishment, the Board has worked hard to develop strong governance arrangements, clear processes for quality assuring safeguarding in the local area. It seeks to raise awareness with workers and members of the public on key safeguarding issues and provides a locally relevant and engaging multi-agency training programme.

The objective of WSCB

To coordinate and ensure the effectiveness of what is done by each agency on behalf of the WSCB for the purposes of safeguarding and promoting the welfare of children in Wigan

We aim to do this in two ways

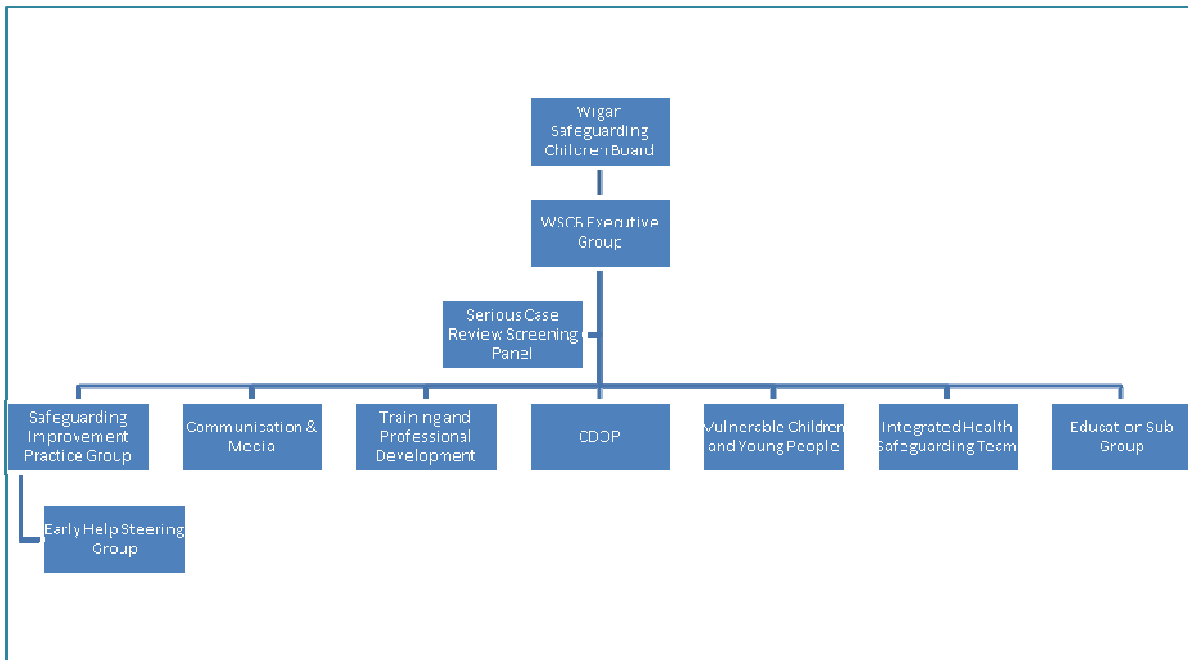
To coordinate local work by

- Developing robust policies and procedures
- Participating in the planning of Services for children in Wigan
- Communicating the need to safeguard and promote the welfare of children and explaining how this can be done.

To ensure the effectiveness of that work

- Monitoring what is done by partner agencies to safeguard and promote the welfare of children.
- Undertaking Serious Case Reviews and Local Case Reviews and sharing the learning from these reviews
- Collecting and analysing information about child deaths
- Publishing an annual report on the effectiveness of local arrangements to safeguard and promote the welfare of the children of Wigan

WSCB Structure



During 2015 / 2016, a full review of the Structure of the Board and its Sub Groups will be undertaken in order to ensure that it is fit for purpose to deliver against the challenging strategic objectives set out at the Boards development session in March 2015.

Key Roles

There are some key roles on Local Safeguarding Children Boards (LSCB), which are laid down in the *Working Together* guidance. These are:

Independent Chair

It is expected that all LSCBs appoint an Independent Chair who can bring expertise and a clear guiding hand to the Board, to make sure that the LSCB fulfils its roles effectively. Wigan Safeguarding Children Board welcomed this role, as having an Independent Chair frees up all the members to participate on an equal footing, without any single agency having the added influence of chairing the Board.

Director of Children and Families Services

The Director of Children Services is required to sit on the main Board of WSCB, as this is a pivotal role in the provision of education and children's social care in Wigan Borough. This post was held by Anne Goldsmith, until she retired in January 2015, when James Winterbottom was appointed Interim Director. The Director of Children's Services has a responsibility to make sure that the WSCB functions effectively and as such will liaise closely with the Independent Chair.

Local Authority Chief Executive Officer

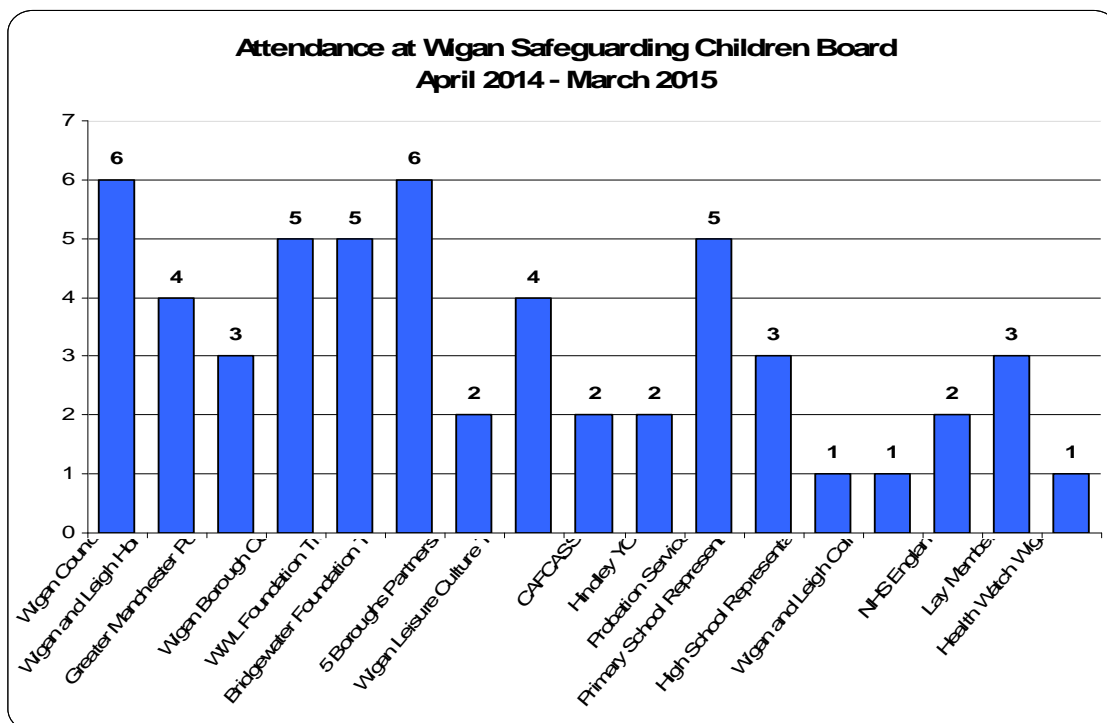
The ultimate responsibility for the effectiveness of the WSCB rests with the Chief Executive of Wigan Borough, Donna Hall. The Director of Children's Services is answerable to the Chief Executive, who forms the final link in this chain of accountability.

Lead member

The elected councillor who has responsibility for children and young people, known as the Lead Member, sits on the board as a 'participating observer'. This role is held by Councillor Joanne Platt. The Lead Member's role is to scrutinise the WSCB and challenge it, if necessary from her political position, as a representative of the elected members and Wigan communities.

Attendance

The Board and its subgroups generally experiences good attendance and this is monitored. The chart below shows attendance at the Board in 2015/2015. There were six meetings within the year.



All members have been reminded through the members' pack of the importance of attending WSCB meetings.

Policies, procedures and quality assurance

The board, alongside all Greater Manchester Local Safeguarding Children Boards, has agreed a set of joint safeguarding policies and procedures, including a Learning and Improvement Framework. The aim is to ensure a consistency of response for children and families across Greater Manchester. In addition, work is ongoing across Greater Manchester regarding an agreed quality assurance framework and data collection tool. Until this is agreed, WSCB continues to gather data through our local quality assurance and data collection tools.

4. Strategic Objectives

The Board's development sessions outlines a series of key strategic objectives informed by a range of information including:

- Learning from Serious Case Reviews
- Learning from national events such as the CSE reviews in Rochdale and Rotherham.
- Wigan's performance data around key areas such as child protection plans, looked after children, children in need and early help data.

Each strategic objective was underpinned by a series of key objectives.

Strengthening and ensuring an effective multi-agency response to vulnerable children and young people, specifically those at risk of sexual exploitation, missing from home, in secure settings, and living with domestic abuse. This will be achieved by:

- Challenging practice via a rigorous process of case files audits and local reviews
- Questioning professional practice to assess learning from the above (supervision audits)
- Increasing professional knowledge to prevent abuse or to ensure early identification of abuse

Providing a consistent response to injuries / bruising to non-mobile infants

- Providing training with respect to child development to all professionals working with children
- Encouraging professional curiosity in family interactions
- Clarifying in the Thresholds Document where advice can be obtained when a concern re an injury arises
- Auditing files of infants attending A and E or walk in clinics with such injuries

Informing and engaging the whole community to support keeping children and young people safe in Wigan

- Creating a media campaign which offers information in various formats to the residents of Wigan with respect to how to keep children safe, what may indicate possible abuse and what to do if they have concerns
- Improving the WSCB website to enhance its accessibility
- Publicising the services available and the thresholds for access to all services

Embedding a culture of continuous learning/improvement for all partners of WSCB in safeguarding children and young people

- By continuing and expanding multi-agency training
- By learning from audits/reviews in multiagency for a
- By contributing to informed and safe planning in the HWB and the Children's trust
- By publicising service changes and informing our community about increasing child safety

Embedding the use of Early Help across all partners of WSCB and reviewing the effectiveness of early help at regular intervals.

5. Progress against Strategic Objectives

The Board has received regular updates from the Sub Groups on their progress on delivering the five strategic objectives identified at the annual development session.

The Board has also continued to scrutinise outcomes against a range of key indicators, which help identify progress and areas that need additional development by the partners round the Board table.

Strategic Objective 1

Strengthening and ensuring an effective multi-agency response to vulnerable children and young people, specifically those at risk of sexual exploitation, missing from home, in secure settings, and living with domestic abuse.

Activity during 2014/2015

- The [Safeguarding Practice Improvement Sub Group](#) undertook case file audits of children and families in the identified risk areas.
- Partners, led by Wigan Council Social Care and Greater Manchester Police have developed a co-located multi agency team to provide intensive support and scrutiny for those at risk of or involved in child sexual exploitation.
- A range of activities have underpinned a plan to increase professional knowledge of how to prevent abuse and ensure early identification of abuse, including: Locality Briefings, WSCB Annual Conference and increased focus on training professionals through the [Training and Professional Development Sub Group](#).

Strategic Objective 2

Providing a consistent response to injuries / bruising to non-mobile infants

Activity during 2014/2015

- The [Communication and Media Sub Group](#) has overseen a review of the WSCB website to include a section for all professionals on the revised protocol and also covering the procedure for referring and a flowchart explaining the Wigan process.
- The [Training and Professional Development Sub Group](#) has reviewed all training to ensure it covers child development for all professionals working with children. Available training places were increased to 600 and 437 attended.
- The [Safeguarding Practice Improvement Group](#) has overseen the development of a new Thresholds document clarifying the advice for action when an injury arises.
- The [Safeguarding Practice Improvement Group](#) has overseen an audit of infants attending A and E or walk in clinics.
- A number of [Scrutiny Panels](#) have been held to oversee the action plans for Child C and Child D, holding agencies to account for delivering against their identified areas for improvement.

Strategic Objective 3

Informing and engaging the whole community to support keeping children and young people safe in Wigan

Activity during 2014/2015

- The [Communication and Media Sub Group](#) has overseen a review of the WSCB website to increase content and make it easier to navigate. This work will continue in 2015/2016 through consultation with professionals, parents/carers and young people.
- The [Training and Professional Development Sub Group](#) has supported the Young Person's Engagement Officer and the Young Person's Violence Advocate in engaging with young people through schools. This has been through out Healthy Relationship events, Safeguarding Training and informal school visits.
- Locality Briefings supported by the [Training and Professional Development Sub Group](#) have helped publicise services available and the thresholds for access.

Strategic Objective 4

Embedding a culture of continuous learning / improvement for all partners of WSCB in safeguarding children and young people

Activity during 2014/2015

- The [Training and Professional Development Sub Group](#) has reviewed both e-learning and face-to-face training to ensure that it is fit for purpose.
- Training activity has increased significantly as outlined in the Training and Professional Development report in Section 7.
- The [Safeguarding Practice Improvement Group](#) has undertaken a range of audits to both evidence learning and identify gaps to influence training provision.

Strategic Objective 5

Embedding the use of Early Help across all partners of WSCB and reviewing the effectiveness of early help at regular intervals.

Activity during 2014/2015

- The [Early Help Steering Group](#), reporting to the [Safeguarding Practice Improvement Group](#) has undertaken a through review of Early Help processes in order to streamline the process and increase engagement across the partnership.
- Locality Briefings supported by the [Training and Professional Development Sub Group](#) have help publicise the new process with professionals across the partnership.

6. Performance Update on Key Strategic Areas

The WSCB and the Children's Trust work together to improve outcomes for the children and families in the Wigan Borough. The Board continues to develop its oversight of performance, and has tasked its Learning and Improvement team to look at data held by partners to understand how it can evidence the impact of the Board's work.

Currently, a range of specific outcomes are scrutinised on a regular basis, and these will be added too as data become available.

- Improved outcomes for children in care, on a child protection plan or on a child in need plan delivered by Wigan Council's social care team and their multi-agency partners.
- Improved outcomes for children in families identified as Troubled Families under the Department of Communities and Local Government's Troubled Families Programme.
- Improved outcomes delivered through our Early Help and our Early Intervention and Prevention services.

Social Care Outcomes

The WSCB continue to work with Wigan Council over plans to improve outcomes for families engaged with Social Care. Together we have reviewed the appropriateness of referrals and the reason for children and families being referred. As a result a number of actions have been undertaken..

- The WSCB Threshold Document was reviewed and re launched in 2015. It has been published via the WSCB website and distributed to all partner agencies. The WSCB have worked closely with all agency safeguarding leads to ensure that they fully understand the threshold of need document and give 'read only' access to the Social Care recording system, so that the agency safeguarding leads can check on the current status and history of the case to help facilitate their decision to either make a referral to Social Care or to offer a different solution to the family.
- Improvements have been made to the professional referral form to make it more explicit in terms of the current issues that the family were currently experiencing and make the form easier to use. It has been uploaded to the WSCB website with a link through to an electronic referral form.
- The Children's Contact & Referral Team has been strengthened by having qualified Social Work staff taking calls and completing agency checks on any referrals that come into the Children's Duty Team. The Social Work staff provide professional advice and support to families and professionals who contact the team. They also agree whether it is appropriate to progress to assessment or refer to a different service for support.

Number of children currently subject to a child protection plan per 10,000 population
2014/15

	2011/12	2012/13	2013/14	2014/15
Number	276	180	213	317
Wigan	40.6	26.5	31.4	46.8
Stat Neighbour	51.6	51.9	57.4	57.4
North West	42.6	41.4	50.8	50.8
England	37.8	37.9	42.1	42.1

Percentage of children who became subject to a child protection plan for a 2nd or subsequent time 2014/15

	2011/12	2012/13	2013/14	2014/15
Numerator	40	60	41	102
Denominator	362	325	380	488
Wigan	11	18.5	10.8	20.9
Stat Neighbour	13.6	15.4	14.2	14.2
North West	15.3	14.9	15.6	15.6
England	13.8	14.9	15.8	15.8

Percentage whose child protection plans ceased, who were subject of a child protection plan continuously for 2 years or more 2014/15

Low	2011/12	2012/13	2013/14	2014/15
Numerator	12	11	6	3
Denominator	289	421	347	384
Wigan	4.2	2.6	1.7	0.8
Stat Neighbour	5.2	3.7	5.6	5.6
North West	5.3	4.5	4.5	4.5

England	5.6	5.2	4.5	4.5
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Percentage of child protection plans reviewed within required timescales 2014/15

	2011/12	2012/13	2013/14	2014/15
Numerator	175	112	135	197
Denominator	183	113	140	203
Wigan	95.6	99.1	96.4	97
Stat Neighbour	96.7	95.5	94.2	94.2
North West	95.7	91.7	96.1	96.1
England	96.7	96.2	94.6	94.6

Number of children looked after per 10,000 population 2014/15

	2011/12	2012/13	2013/14	2014/15
Number	479	510	497	505
Wigan	70.5	75.1	73.3	74.5
Stat Neighbour	76	80.8	77.9	77.9
North West	76	79	81	81
England	59	60	60	60

Percentage of looked after children with reviews in timescales 2014/15

	2011/12	2012/13	2013/14	2014/15
Numerator	425	452	429	427
Denominator	442	476	453	462
Wigan	96.2	95	94.7	92.4

Local Authority Designated Officer (LADO)

The Wigan Safeguarding Children Board has a duty to ensure that all allegations of abuse or maltreatment of children by a professional, staff member, foster carer, or volunteer are taken seriously and treated in accordance with consistent procedures. The Board ensures that there are effective inter-agency procedures in place for dealing with allegations against people who work, or volunteer with children, and monitoring and evaluating the effectiveness of those procedures.

Working Together 2015 states that Procedures must be in place to deal with an allegation may relate to a person who works with children who has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

The LADO team identify their specific responsibilities as:

- To be involved in the management and oversight of individual cases.
- To provide advice and guidance to employers and voluntary organisations.
- To monitor the progress of cases in order to ensure that they are dealt with as quickly as possible.
- To maintain information databases in relation to allegations and to produce quantitative and qualitative reports.
- To contribute to the LSCB interagency training programmes and awareness training across the agencies.

The LADO provides an annual report to the Wigan Safeguarding Children Board to ensure appropriate oversight and scrutiny of activity.

Key Facts

- 305 referrals representing a 122% increase on the previous years.
- 120% increase in Advice Given as an outcome of where a case does not meet LADO thresholds.
- 95 Schools Governors from 57 schools have received LADO training.

Troubled Families

Phase 1

Phase 1 of Troubled Families ended May 2015 with Wigan claiming 100% payment by results through achieving the agreed outcomes with 755 families around crime / anti social behaviour and education.

In Wigan, we have called the programme Confident Families.

Some key learning from Phase 1

Key Facts

Phase 1

- 755 Families identified and supported.
- 100% successful claims for Payment by Results.

Phase 2

- Wigan chosen as an Early Adopter.
- 391 Families identified and engaged.

- The narrow criteria led to successful claims being made and families still needing significant support around issues such as domestic abuse, mental health, substance misuse and employment.
- The programme demands a high level of data collection for claim and evaluation purposes - and therefore key worker identification of families and understanding of the programme is important.
- Intervening early with families needs multi agency working and this is best accessed through embedding the Early Help process into the identification pathway.
- Schools should be key partners in Early Intervention.

Wigan was chosen as an Early Adopter for Phase 2 of the National Troubled Families programme as a result of the successful delivery of Phase 1.

The criteria for a family to be included in the expanded programme will be broader and less rigid than Phase 1, allowing for more local discretion and flexibility. It is expected that every family will have at least two of the six headline problems:

1. Parents or children involved in crime or anti-social behaviour.
2. Children who have not been attending school regularly.
3. Children who need help.
4. Adults out of work or at risk of financial exclusion and young people at risk of worklessness.
5. Families affected by domestic violence and abuse.
6. Parents and children with a range of health problems.

As an early adopter, Wigan has identified and engaged 391 families in 2014/2015 and a first claim is expected in September 2015.

Early Help

The Early Help process is a strengths based approach that promotes co-operation between the Local Authority and all partners in order to achieve positive outcomes for children and families. The WSCB Threshold of Need document has clear Early Help guidance, embedding the Early Help process across level 1, 2 and 3, enabling improved partnership engagement.

A multi agency 'Early Help Steering Group' meets frequently to provide ownership and to drive forward the 'Early Help Development Plan'. A major area of concern for us has been around the low completion rate of Early Help assessments amongst our partners. In 2013, on implementation, the Gateway Service adopted the Early Help assessment as their initial tool for identifying need and supporting families. To date they continue to be the main deliverer of the framework. Whilst we recognise that partners are engaged in the Early Help process via the multi agency meetings and they deliver support via the multi agency action plan, we still have low numbers in terms of partners instigating and leading on Early Help. After consulting with

Key Facts

1438 Early Help Part 1 Assessments
309 Early Help Part 2 Single Agency Plans and Reviews
534 Early Help Part 3 Multi Agency Plan
445 Early Help Part 4 Reviews
763 Early Help Part 5 Summaries and Closures

partners, we recognised, as a partnership, that further support and training is required to embed the EH Framework across the partnership. This is one of the WSCB's key strategic objectives for 2014/2015.

Child Death Overview Panel

Wigan remains committed to the tripartite arrangements for the Child Death Overview Panel (CDOP) along with Bolton and Salford. The Independent Chair of CDOP produces an annual report and this will be presented to the WSCB in November 2015.

At the last 2 panel meetings in December and March a total of 42 cases were discussed, 17 of which were from Wigan. Some cases were felt to have modifiable factors. These covered areas such as parental smoking, control of dangerous dogs, drowning abroad and nut allergies. These will be addressed in the CDOP action plan and the Board will have oversight of how partners contribute to the action needed.

Serious Case Reviews / Local learning Reviews

A Serious Case is defined as when:

- Abuse or neglect of a child is known or suspected,
- either if the child has died or has been seriously harmed and there is cause for concern as to the way in which the Local Authority, their Board Partners or other relevant persons have worked together to safeguarding children.

Local Safeguarding Children Boards are required to consider undertaking a review of these serious cases. These reviews are called Serious Case Reviews (SCRs). The purpose of a SCR is to establish whether there are lessons to be learnt from the case about the way in which professionals and organisations work together to safeguard and promote the welfare of children.

WSCB has also committed to undertaking Multi-agency Learning Reviews (MALRs) for instances where the case does not meet the criteria for a serious case review but it is considered that there are lessons for multi- agency partners.

During 2014/2015, WSCB completed three serious case reviews and commissioned one multi agency local review. The three serious case reviews will be published during 2015/2016 with the delay being mostly due to legal / criminal proceedings. The three serious case reviews were detailed in the WSCB 2013/2014 annual report which can be found on the WSCB website.

(<http://www.wigan.gov.uk/Docs/PDF/WSCB/board/WSCB-Annual-Report-2013-14.pdf>)

7. Training and Professional Development

The Training and Development Sub Group oversee the training provided by the Board. The Sub Group chaired by the Assistant Director for Safeguarding from Wigan Borough Clinical Commissioning Group.

Safeguarding training offered by the Board is continually reviewed and updated as a result of learning from reviews and case audits. For 2015, the WSCB training programme has been made available via the WSCB website rather than published. This is to ensure it is easily accessible to a wider audience and is regularly updated with regards to course availability and venue.

Training has also been provided through locality briefings to ensure staff are made aware of current issues in practice.

Delegates include young people, community and voluntary staff and staff from partner agencies.

Achievements to Date

WSCB has successfully developed, coordinated, promoted and delivered a comprehensive interagency safeguarding and child protection annual learning and development programme, which incorporates the wider safeguarding agenda. Each learning and development activity has been regularly reviewed and redesigned to ensure that it presents up to date, relevant, localised information. Recommendations from local Serious Case Reviews, Learning Reviews, Management Reviews and Performance and Quality Audits have been incorporated within safeguarding and child protection learning and development activities. A multi-agency team of trainers support the delivery of safeguarding and child protection learning and development activities. Front line practitioners from different disciplines support the development and delivery of safeguarding and child protection learning

Key Facts

- 2105 delegates have received face to face training.
- 5011 delegates have undertaken e-training.
- 277 attended locality briefings.
- Total number accessing training 11,851 (increase 200% since last year).

Key Facts

- 95% of education establishments engaged with WSCB in level one training
- 1816 (625% increase) volunteers and staff in education have received level one training.
- 161 designated senior leads have received DSL specific training (200 % increase).
- 90 staff have received CSE training in school.
- 2560 (310% increase) education staff have registered for e learning modules.
- 97% of delegates were very satisfied or satisfied with the module.

and development, ensuring that delivery is provided on a multiagency basis whenever possible.

The board has developed a programme of learning and development to provide schools with training packages to meet their safeguarding and child protection training. This programme assists schools in meeting Ofsted inspection criteria and the requirements of Working Together to Safeguard Children. 2015. A comprehensive delegate booklet to support learning has been developed which has been positively received.

The appointment of a young person's engagement officer has enabled training to be provided to young people in education and community settings. Topics include CSE, sexting, E-safety and healthy relationships. E-safety awareness training has been made available to parents.

Key facts

- 2174 young people trained in schools/colleges.
- 188 young people attended healthy relationship events.
- 35 parents trained in E safety.

As a member of the North West Interagency training group, the board has revised the toolkit to facilitate quality assurance of the learning and development packages for safeguarding and child protection. Training courses are regularly reviewed and quality assured by the board's training and engagement manager and external verification has been undertaken with positive outcomes. The Graded Care Profile training and domestic abuse training has been subject to more detailed evaluation to gain further insight into the impact of training on practice. The report will be available in October 2015.

8. Engagement

Engagement with Children and Young People

In 2014/2015, WSCB funded a Young Person's Engagement Officer to extend our reach into schools and colleges and ensure that the voice of children and young people was heard. Additionally, Wigan Council funded a Young Person's Violence Advocate to support young people involved in abusive relationships.

These appointments have led to a series of Healthy Relationships events being held in schools, supporting better understanding of what exploitation and abuse is and giving a safe space for young people to disclose their concerns.

The Children's Trust, supported by WSCB, held a Young Person's Engagement Event, in November 2014, with over 50 young people from a range of settings sharing their hopes and concerns for the future.

Engagement with Professionals

Annual Conference

The 2014/2015 WSCB Annual Conference was attended by over 200 professionals and gave the Board an opportunity to increase awareness around Early Help improvements, the introduction of new thresholds and the Injuries in Non Mobile Infants protocol.

The delegates heard a personal story of the impact of Child Sexual Exploitation from Julie Warren Sykes, whose daughter was tragically murdered when she tried to help a friend who was being exploited.

They also had the opportunity to watch a series of videos from training company Aftathought, which posed a series of challenging questions around professional practice.

Locality Briefings

Throughout the year, the Board held a series of locality briefings ensuring that professionals across the borough were kept up to date with developments around key areas such as Early Help, Child Sexual Exploitation, Injuries in Non Mobile Children and the new Thresholds document.

Engagement with the Community

In 2014, the WSCB adopted the use of social media and Twitter in particular to inform the community of key events and news on a regular basis. We are currently developing a Facebook page for our messages to reach out even wider.

However, the Board recognises a gap in engaging specifically with parents and carers and has tasked the Communication and Engagement Sub Group with developing a strategy in 2015/2016 that addresses this gap.

9. Financial Report

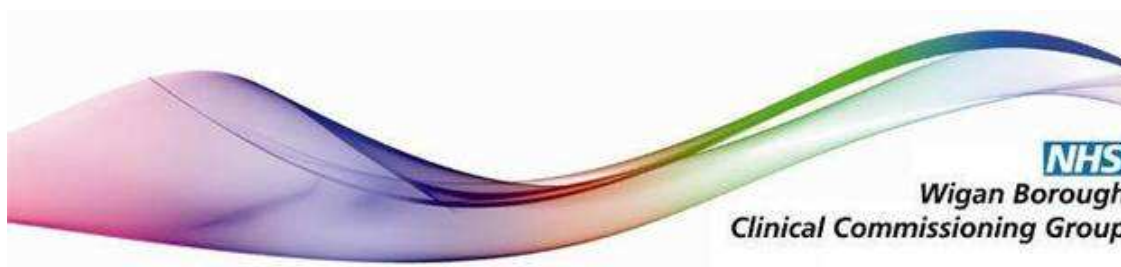
	2014 / 2015 Actual	2015 / 2016 Forecast
Expenditure		
Salaries and Expenses	208,422	230,000
Professional Fees	25,266	15,000
Equipment and Supplies	20,990	10,000
Conferences and Meetings	9,641	20,000
Marketing and Publicity	2000	5,000
Total Expenditure	266,319	280,000
Contribution		
Wigan Council	96,956	96,956
Training Income	114,310	90,000
Wigan Borough Clinical Commissioning Group	54,000	54,000
Bridgewater Community Healthcare Trust	5,994	5,994
5BP NHS Foundation Trust	5,994	5,994
WWL NHS Foundation Trust	5,994	5,994
Greater Manchester Police	14,400	14,400
National Probation Service	1,800	1,800
Cheshire and Greater Manchester Community Rehabilitation Company	1,800	1,800
Wigan and Leigh Homes	3,600	3,600
CAFCASS	540	540
Total Income	305,388	281,078
Transfer to Reserves	39,069	
2013 / 2014 Reserves Position	101,054	
Total Income in Reserve	140,123	

In 2014/2015, WSCB undertook a review of partner contributions and agreed a formula for contributions. Partners contribute financially and additionally they offer staff time, resources and venues to ensure the training programme is delivered successfully.

During 2015/2016, WSCB will undertake a full review of staffing to ensure the team are fit for purpose for supporting the delivery of the 2015–2018 Strategic Objectives. Reserves will be retained to fund independent authors to support any future Serious or Local Case Reviews.

10. Partnership Updates





The Assistant Director Safeguarding Children/Designated Nurse for Wigan Borough Clinical Commissioning Group (WBCCG) has significantly contributed to the work of the WSCB in the following ways:

- Led the development of a WSCB 'Protocol for Injuries in Non-Mobile Children'
- Contributed to the planning and delivery of multi-agency locality based briefings to front line staff in order to disseminate key safeguarding messages
- Supported the planning of the WSCB 2014 Conference 'Safeguarding Children: Everyone's Business', including delivering a presentation in relation to the above protocol.
- Supported the Named Safeguarding Children Nurses and Professionals by providing expert advice, support and clinical supervision.
- Established a Safeguarding Children Health Collaborative.
- Been a major contributor to the planning and delivery of WSCB Child Sexual Exploitation (CSE) Briefings to multi-agency audiences.
- Delivered WSCB safeguarding training in relation to neglect, fabricated and induced illness and sexual abuse.
- Delivered a CSE Masterclass to WSCB Members.
- Led on, and contributed to, multi-agency audits to review safeguarding practice across the Wigan Borough.
- Chairperson of the Training and Development Sub Group
- Sat on Serious Case Review Scrutiny Panels in order to assist in the validation of provider health actions plan.
- Attended the Child Death Overview Panel

Role of Designated Nurse:

The role of the WBCCG Designated Nurse is to work with providers of WBCCG commissioned services to ensure children who have been harmed or are at risk of harm, are safe, and a cohesive organisation wide strategy is in place which reflects national policy, local guidance and best practice.

Safeguarding Assurance - Quality, Safety and Safeguarding Group (QSSG)

WBCCG Quality, Safety and Safeguarding Groups have been held bi-monthly with each of our three main health providers. Areas of safeguarding assurance provided include:

- Monitoring against the NHS Provider Safeguarding Audit Tool to Monitor Standards based on CQC Essential Standards and Section 11 of the Children Act 2004. This audit tool also includes compliance in relation to a range of required

safeguarding training. Designated Professionals for conduct an annual review of the evidence and assess if it is adequate.

- Monitoring of the implementation of the Government's counter terrorism strategy (CONTEST) via the delivery of the PREVENT training. This is a statutory duty and is included as part of the NHS Provider Safeguarding Audit Tool.
- Monitoring in relation to progress against Serious Case Review, Domestic Homicide Review and Local Case Review action plans.

Safeguarding Children Health Collaborative

The WBCCG Safeguarding Team has re-established the Wigan Borough Safeguarding Children Health Collaborative this year. The purpose of the collaborative is to systematically bring together safeguarding health professionals for children across the Wigan Borough. The Collaborative discusses safeguarding issues and information in order that as a health economy we work together to ensure that children are safe and able to achieve their full potential.

Child Protection – Information Sharing (CP-IS) Project

CP-IS focuses on improving the protection of children who have previously been identified as vulnerable by Social Services when they visit the following NHS unscheduled care settings. CP-IS provides health professionals with prompt and easy access to key social care information to help them to assess whether a child is at risk. Wigan was identified as a 'First Wave' early adopter of the CP-IS project and the CP-IS project went 'live' in Wigan Borough on 02/02/15.

The Safeguarding Children Team

The Safeguarding Children Team aims to ensure that Bridgewater employees in the Wigan Borough are equipped with safeguarding knowledge and skills and are supported through supervision and training. This will enable the organisation to fulfil its statutory duty to safeguard and promote the welfare of the children, young people and unborn in all areas of service provision.

The Team also aims to ensure that systems and processes are in place to enable all staff to know what to do if they suspect or identify abuse or neglect of a child or young person. The team seeks to promote positive outcomes for children and young people by early identification of safeguarding issues and timely intervention when appropriate.

Our aim is to promote good outcomes for vulnerable children and young people by ensuring that when working with children and families, the child or young person's needs remain paramount and their wishes and feelings are heard and taken into account by health professionals.

At the start of 2014-15 the Wigan Borough Safeguarding Children Team consisted of one Named Nurse / Team Manager (1.0 wte) and four Specialist Nurses for Safeguarding Children (3.31 wte). However, the Named Nurse was seconded to the Designated Nurse post within Wigan Borough Clinical Commissioning Group in October 2014 and one of the existing Specialist Nurses was subsequently seconded into the Named Nurse role for a period of 18 months. At the end of 2014-15 the team consisted of one Interim Named Nurse/Team Manager (1.0 wte) and three Specialist Nurses for Safeguarding Children (2.91 wte).

The Children in Care Team

It is the role of the CIC Team to address unmet health needs by working in collaboration with other agencies to empower young people and enable them to reach their full potential. Health, in its broadest sense is the key to allowing children and young people to benefit from life enhancing opportunities. The expected outcome for the CIC Team is that all children in care for whom they are responsible will experience improved health and be motivated and inspired to continue to take responsibility for their own health care. The ability to influence commissioning arrangements will continue to ensure that health services are tailored to meet the specific needs of children in care population locally.

The Children in Care Team sit alongside the Safeguarding Children Team at Claire House and are managed by the Named Nurse for Safeguarding Children. At the start of 2014-15 the Children in Care Team consisted of two (1.8 wte) Named Nurse for Children in Care and one Administrator (0.8 wte). However, as of April 2014, a new Specialist Children in Care Team was commissioned to take full health responsibility for all school aged children in care that had previously been under the School Nursing Service in Wigan. The new service specification required an additional four Specialist Nurses for Children in Care (4.0 wte) and a further Administrator (1.0 wte). Although commissioned to take responsibility for all school aged children from April 2014 the additional posts were not recruited to until later in the year which resulted initially in activity levels falling below that set out within the service specification. Three Specialist Nurses joined the team in August to September 2014 with the fourth nurse commencing in post in late January 2015. In February 2015 the additional Administrator post was filled however this was only a number a matter of weeks before the existing Administrator left the Organisation. Once in post the new members of the Children in Care Team completed a period of training and induction whilst working to “catch up” on clinical duties and activity levels that had not been achieved due to the staff not being in post at the beginning of the year. Despite the delay in recruiting staff to the team, the team were able to demonstrate contribution to improved health outcomes for children in care.



Healthwatch Wigan's mission is to help local people to get the best out of local health and care services by giving them the opportunity to talk about their experiences, share their views and raise any ideas or concerns.

We look at all aspects of the health of Children and Young People including mental health. We encourage children and young people to tell us their comments regarding healthcare both in accessibility and quality.

The Policy and Quality Lead attends the Children's Safeguarding Board with the Chair of the Healthwatch Wigan acting as deputy.

Healthwatch Wigan has an Enter and View Team consists of sixteen fully trained volunteers. Part of the training looks at identifying any safeguarding issues and the reporting/escalation process. Following these visits, reports were published which included recommendations which are being monitored.

The team have also taken part in Wigan Borough CCG's Quality Improvement visits as well as NHS PLACE visits.

Healthwatch Wigan has a set of thematic Sub Groups looking at Primary Care, Secondary Care, Social Care, Public Health and more recently Mental Health. These groups are made up of representatives from the Stakeholder Board, which feeds in information from Voluntary Sector partners, and service providers. The organisation works with regulators such as CQC and quality teams from both the Local Authority and CCG.

Challenges for the future include taking on NHS Complaints in addition to the existing contract. Another major piece of work will be the integration of Health and Social Care Services particularly in the light of the devolution agenda.

healthwatch
Wigan

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Issue 1



Protecting children, young people and putting victims first still remain our priorities. Despite the challenges policing and the public sector face it is important we continue to work together with partners to deliver on our priorities



Wigan Phoenix Team, which has brought a number of partners together to protect victims and prevent child abuse, conducts investigations into offences identified at Child Sexual Exploitation. The offences include the distribution of indecent images of children, on line and off line grooming along with serious sexual offences. On each occasion a report is received, the young person is supported by the police officers and partners from within the Phoenix Team, to allow the victim to decide if they feel able to support an investigation. All cases brought to the attention of the team are investigated straight away, as this is an important way of protecting identified victims but also in preventing further victims. If a victim does not feel able to support a prosecution officers will look to see what other evidence can be used to ensure conviction.

Wigan also has a Public Protection Investigation Unit that works alongside a large number of key partners to protect children young people and vulnerable adults across the borough.

Case Study 1

Police officers within the Phoenix Team at Wigan received a report one afternoon that a young person had been active on a dating app and meeting men for sex. The young person had clearly been taken advantage of whilst exploring their own sexuality. Immediate enquires revealed in fact that the young person had been groomed, met and engaged in sex by a registered sex offender.

Officers attended the man's home address straight away arrested and interviewed him. The man was charged and remanded in custody. Further enquires revealed that the young person had also been groomed by another male and with whom he had shared intimate pictures. This male was also traced and arrested and currently is on bail awaiting analysis of his mobile phone and computer.

Case study 2

Wigan police were contacted by a local child nursery regarding an unexplained injury/bruise to the buttocks of a 3 year old boy. The child lived with his mother and her adult partner. The little boy initially informed staff that he had fallen over.

The child had been in the sole care of the mother's male partner prior to attending nursery due to her working hours. Working closely with the child and mother the best evidence was obtained. Arrangements were also made for a video interview with the child, however due to his very young age he was unable to verbalise how he was injured.

CYPS contacted the Police and arrangements were made for the child to attend a medical examination. The consultant paediatrician confirmed a non-accidental injury and photographs were taken to secure/preserve evidence.

A strategy meeting took place between Police and CYPS, when relevant information was shared, CYPS assessments agreed and safeguarding addressed.

The Crown Prosecution Service later authorised a charge for Assault by Beating.

Challenge for 2015 / 2016

The challenge over the next year is to fully understand the scale of CSE across the Borough identifying the models of exploitation used and targeting those that seek to sexually exploit children.

The Cheshire and Greater Manchester Community Rehabilitation Company (CGMCRC) came into being in June 2014, following the split of the former Probation Trusts into a National Probation Service, and 21 new CRCs across the UK. On 1st February the CGM CRC moved into the ownership of Interserve Justice following the conclusion of the competition phase of the Government's Transforming Rehabilitation programme.

Former Probation Trusts were always very committed to, and involved in, Child Protection in their local areas, and as a CRC we have maintained this commitment. The service users we deal with are amongst the most complex people in the Communities we serve, often having childhood experiences of abuse themselves, poor educational backgrounds, and deeply entrenched difficulties with substance misuse, poor emotional wellbeing, and low levels of employment. In Wigan, 32% of our service users have previous or current convictions for Domestic Violence, and many others have difficulty in caring for their children due to substance misuse issues. 12% of our caseload are Women, many of whom have experienced Domestic Violence from their partners. Child protection is therefore at the heart of what we do. For this reason, one of our first developments was a refreshed Child Protection policy and practice directions, to ensure that our staff were reminded of their responsibilities in terms of protecting children, and also to ensure that our systems of monitoring child protection practice were fit for purpose. Refreshed training has been delivered to staff, and a further round of training is planned for the end of 2015 and into 2016. All cases we are involved in where children are on a Child Protection plan are regularly reviewed by managers, to ensure that our practice is of the highest quality. We contribute to case conferences and core groups where required, and will also play a full role in the Safeguarding Children's Board and Executive group.

Domestic violence is a large feature of our work, and we are acutely aware of the potential damage that Domestic Abuse within the family can have on children. For this reason we are committed to providing high quality interventions programmes for Domestic violence perpetrators, with the aim of reducing the number of repeat victimisations, and reducing the potential harm to children within these families. We have this year introduced the 'Building Better Relationships' programme (BBR) which takes a different approach to working with higher risk perpetrators, and for lower risk perpetrators we have refreshed our IR-SC (Improving Relationships - Supporting Change) programme. We have also rolled out training for our Probation Service Officer grades, to improve their knowledge of working with Domestic violence, and associated child protection issues.

We are also committed to a multi-agency approach to managing Safeguarding, and fully support the ISSAP and MARAC models. In Bolton during 2015 we have been piloting an approach to closer working with Children's Services by placing a Probation officer within the Children's Services teams on a weekly basis, to improve information sharing, and coordinate more effective joint management of cases. We would want to see this approach develop, and will be discussing this with Children's Services colleagues in Wigan.

Wigan and Leigh Homes, as the largest provider of social housing within the borough is committed to its responsibilities with regard to safeguarding children at risk across the borough.



Many Wigan and Leigh Homes staff and our partner contractors meet with customers in their own homes on a day to day basis for various reasons, for example carrying out or inspecting maintenance issues, new bathroom installations, neighbour nuisance problems, financial advice and so on. As such, these staff have a privileged insight into tenants' lives that other agencies and professionals may not.

To demonstrate our commitment to safeguarding children we:-

- are active members of the WSCB and its sub groups.
- have a full time dedicated senior officer role to ensure that awareness about safeguarding children is maintained across the organisation. Our focus is to ensure that all staff in the organisation are able to recognise, respond and refer any potential risk they may come across within their work and proactively prevent harm.
- have an ongoing training plan for all staff within the organisation and safeguarding awareness is mandatory. We have also devised and delivered safeguarding awareness training to our partner contractors, board members and our tenants and residents groups.
- ensure all new staff attend awareness training as part of their induction.

Some activity we have been involved with during the year that demonstrates this commitment is shown below:

Child Sexual Exploitation (CSE)

During 2014/15 our Safeguarding Lead was one of five chairs who oversaw the weekly meetings of SEAM (Sexually Exploited and Missing from Home). A new team collocated multi agency team has now been formed and WALH will continue to be involved.

Early Help Strategy

Since the Council's Early Help Strategy launch in December 2013, all WALH frontline staff have received training that was completed in March 2015 and staff are actively contributing to the assessment process. Since then, we now have a dedicated housing specialist working within the Early Help Team. We are also involved in the Early Help case file audits.

Children Missing Education

Our Safeguarding Lead regularly attends the sub group that focuses upon this issue. During 2014/15, 89 cases were discussed within this arena where actions were implemented to return the child back into education As CME can be a pre-cursor for CSE or in some cases Trafficking for the purpose of benefit fraud, our involvement

was instrumental in tracing some families, in close liaison with our benefits contact officer. We are also involved in the CME case file audits.

Child deaths

WALH contribute to reports where families residing in our accommodation have experienced a child death or Sudden Infant Death Syndrome (SIDS). During 2014/15 there were 10 cases reported.

Tenancy Sustainment Team

Our Tenancy Sustainment Team has the capacity to support approximately 250 households and during 2014/15 assisted around 240 households to establish or sustain their tenancy with WALH. The team work with some of the most vulnerable tenants with complex and multiple needs. The primary focus of the team is to assist households to establish and maintain a successful tenancy, maximise income and secure employment. This is achieved by ensuring clients receive their full entitlement to benefits, reducing debt and securing competitive tariffs for utilities. It is estimated that the team secure in excess of £100,000 per year in additional income for clients they support.

The team also focus on helping to build successful communities by developing the self confidence and self reliance of those they provide their service to and look to reducing social isolation and feelings of loneliness. The foundation to building successful communities is a settled home and a sense of belonging in the area. The ability of a vulnerable often chaotic household to achieve these outcomes is the fundamental objective of the support the team provides. The focus on achieving the future outcomes starts with the initial self assessment completed by clients which asks :-

- What can you do well
- What do you enjoy doing
- What would you like to achieve

These three elements are some of the key building blocks towards the client becoming part of building successful communities.

Financial Support Team

We have a Financial Support Team that work in conjunction with the main rents service. Their role is to provide specialist budgeting and debt advice to those tenants that need it the most. The team has had significant success in reducing tenants weekly outgoings through offering budgeting advice and assisting them in applying for benefits. In addition, the officers regularly secure continuous and ad-hoc payments from trust funds for tenants, all of which has resulted in over £233,000 being saved, awarded or paid directly to tenants during 2014/15. Furthermore, the team continue to refer vulnerable tenants to partner agencies such as The Brick and The Trussell Trust to obtain food parcels and white goods.

Young Persons Accommodation Group (YPAG)

Wigan & Leigh Homes work with Wigan's Children's Social Care (CSC) to assist them to deliver their duties under the Children Act 1989 and to co-ordinate services. (WALH's Allocations Policy).

Within the Council's Allocations Policy, there is a joint protocol that ensures a smoother transition for Care Leavers moving from foster care/children's homes into supported or independent accommodation. WALH have a named officer within the Homeless Team who deals with day to day housing issues with care leavers and attends the monthly YPAG meetings.

During 2014/15, 22 care leavers were re-housed into WALH accommodation and a further 2 into accommodation owned by Housing Associations.

A pilot for a starter tenancy was commenced during 2014/15 with good outcomes and a further two properties will be allocated to the starter scheme during 2015/16.

Domestic Abuse /Integrated Safeguarding and Public Protection (ISAPP)

WALH have a seconded specialist housing advisor within the ISAPP team. Their contract has been extended until March 2016 as they make a valuable contribution to the service as well as being able to access current and historic data held on victims and perpetrators from our records.

The number of victims fleeing domestic abuse that presented as homeless with children under 18 yrs old to WALH during 2014/15 was 27 compared to 30 presentations during 2013/14.

16/17 year olds

The number of homeless presentations from this age group during 2014/15 was 12 compared to 13 during 2013/14. Intensive support is provided to stabilise the situation and deliver effective solutions to individuals who come to us.

Child Protection Conferences

WALH has a robust process in place with the IRO team and receive an invite for every conference that is held.

If WALH hold relevant information on the case, relevant staff have attended 100% of meetings to which we were invited and the child lived in one of our properties. A full report on our involvement is shared at conference.

During 2014/15 we were invited to attend 278 conferences, of which we attended 156, the rest not residing in our properties.

Challenges for 2015/2016

- As resources tighten, to continue our commitment to effectively contribute as a partner to the Safeguarding Agenda within the Borough.
- To review processes and procedures following any serious case reviews where housing has been an issue.
- To review the current training needs of staff and examine best practice in raising safeguarding awareness.

Case Study

The Tenancy Sustainment Officer (TSO) received a referral for a single father, John (not his real name) who had 6 children, 3 living with him and 3 living with his ex-wife. When the TSO first visited it became apparent that John was a proud man. He had previously owned his own business but had to give it all up when his health deteriorated. This was a shock to John as he had never solely relied on benefits before. John then started to struggle financially and borrowed money to survive rather than ask for help. John disclosed that he was going without food on a regular basis so that his children could always eat when they were hungry. After a few visits John decided that he required help and support to get his finances back on track for him and his family. The problems were impacting on him emotionally and he was feeling very low and becoming depressed about the situation he was in and more so, the impact on his children. The TSO referred John through to the Citizens Advice Bureau for debt advice. John attended a number of appointments and was given advice and reassurance on what he needed to do to take control of his finances.

Around Christmas time, John was really struggling to get things for the children and was upset because he wanted the children to have a nice Christmas. The TSO nominated John to attend the Wigan Youth Zone Family Christmas party. After the party, John contacted the TSO to thank her for putting them forward and said that the family had the best time in ages and all had a really great time. John also obtained information on events for the children at the Youth Zone and has started to attend these with the children. John said that they had made some lovely memories all together and had a professional picture taken of them together at the party, which is now up on his wall. John was also referred to Compassion in Action who supported the family with a Christmas hamper and presents for the children. John was very grateful for all the help he received as he would not have known where to turn otherwise.

John now says that due to all the support he has received, at the end of the week he has money left to buy the children a treat, like an ice-cream if they ask, rather than always having to say no. The budgetary support that he has now received also allows him to provide essential items for his children as well as occasional day trips out with them.

Our Vision

‘To work together with children and their families to continuously improve the outcomes for children and young people with early intervention and prevention.’ We aim to ensure that the safety and welfare of children and young people is of paramount importance to Wrightington Wigan and Leigh Foundation Trust. The Safeguarding Children’s Team are committed to ensuring that the services we offer to children, young people and their families where there are identified safeguarding and child protection concerns are safe and effective.

Equally it is an expectation that each member of staff whatever their role and whichever department they work will play a part in meeting these important responsibilities. We will continue to work closely with all our partner agencies and ensure that we, as a Safeguarding Team are central to the safeguarding and child protection work that is on-going within the Wigan Borough. We intend to make both internal and external communication timelier and more efficient. We aim to continue to improve on safeguarding practice and to ensure front line practitioners within the trust feel confident and competent when dealing with complex safeguarding and child protection concerns.

Our Aims

Safeguarding and promoting the welfare of children will be reflected in all area of WWL Foundation Trust activities and business.

Safeguarding Children roles, responsibilities and structures will provide a framework to support best practice.

As a Trust we will systematically learn through experience and will work together to ensure that all services are developed and monitored to promote the welfare of children and young people including the unborn.

To help to develop knowledge and skills for front line practitioners; and to support and assist staff to learn and develop, and have the ability to demonstrate the competences and values required to effectively safeguard and promote the welfare of children and young people.

To effectively engage with our partner agencies, and to better understand the needs of children and families and to work together to help improve outcomes for children and young people.

Our objectives

Wrightington Wigan and Leigh NHS Foundation Trust Safeguarding Children Team is committed to safeguarding and promoting the welfare of children and young people.

The safeguarding children's team facilitates partnership working to improve outcomes for children and young people within the Wigan Borough.

To work in partnership with key agencies to promote research based best practice and implement within the Trust.

To provide advice, supervision, training and local guidance for front line practitioners within WWL whose work brings them into contact with children, young people and their families.

Strengthening roles and responsibilities

The past twelve months have been an exciting but challenging time for the WWL safeguarding children's team.

The trust has been involved in 3 Serious Case reviews and the Trust has a duty and responsibility to ensure lessons learned from SCR's are rolled out across the Trust. The safeguarding team is now based together at RAEI comprising of adult and children's safeguarding specialists and functions under the direct line management of the Director of Nursing, taking forward a Think Family ethos and a working together approach. We also have a named doctor in post who facilitates safeguarding training with the named nurse for children's safeguarding.

A new named midwife commenced in post in February 2015, and she has continued to promote lessons learned from the serious case reviews to improve maternity services, and promote safeguarding awareness and domestic abuse by facilitating training on a regular basis for hospital and community midwives. Communication between the hospital and community staff and liaison with outside agencies has greatly improved.

The Multi agency briefings have been attended by 18 WWL staff to date, and early help training is to be rolled out for community midwives to promote early intervention. Safeguarding supervision is ongoing and is facilitated by the named midwife and senior nurse for all WWL nursing and midwifery/support staff whose work involves dealing with safeguarding concerns.

There will be a new head of safeguarding children in post towards the end of September and we will look forward to her sharing her wealth of knowledge and experience with WWL.

CASE STUDY

5 boroughs mental health team contacted the safeguarding team regarding a lady that was under their services and she had confirmed that she was pregnant, she also had a history of drug and alcohol misuse.

It came to light after the safeguarding team liaised with social care that her previous 3 other children did not live with her due to severe neglect and was in the care of grandparents in southern Ireland. The community midwives were informed and liaised with social care and the drug and alcohol midwife to put a support package in place. The plan was for the child to be on a child protection plan category-neglect and to consider removal at birth. The lady had a history of not engaging with services.

The safeguarding team was contacted by the community midwives as the lady had mentioned visiting a friend in London. Alerts were forwarded to London and to Southern Ireland safeguarding children's teams.

The lady did abscond to Southern Ireland, but the safeguarding team was aware in that area, and plans were put in place to safeguard the new born.

A good example of multiagency liaison, information sharing and the value of children's safeguarding teams.



*Encouraging everyone to be active,
creative and healthy*

All elements of the three year Wigan and Leigh Culture Trust (WLCT) Safeguarding Action plan have now been completed. The plan listed five actions:

1. To enrol Safeguarding champions across all areas of WLCT.

This is now completed, we have 19 Safeguard enrollees across all 5 divisions of WLCT, covering:

Play • Leisure Centres • Development • Active Living • Corporate Responsibility
Social Engagement • Heritage & Libraries • Grounds Maintenance • Hospitality and Events.

All champions and Safeguarding Lead are level 3 qualified.

2. Ensure WLCT Safeguarding Awareness Training is relevant for WLCT and meets the needs of our partner agencies in Wigan, Cannock and Selby.

Training course re-written with input from Wigan, Cannock and Selby Safeguarding training sections and NSPCC.

Training covers: vulnerable groups attending our services.

- Physical and behavioural signs of the 6 types of abuse and how to spot them.
 - The importance of safeguarding awareness and why it is not just relevant for those who work directly with vulnerable groups.
 - How to respond to a disclosure, How to report concerns
 - 24 hour contact details for Champions and Safeguarding Lead,
- Training is mandatory for all staff, volunteers and board members.

3. Training

Training has been delivered to 623 members of staff, volunteers and board members.

4. Devise Safeguarding Manuals and Champions folders and roll out across WLCT

61 manuals have been rolled out across all service areas and sections of WLCT. 19 Champions Manuals issued.

All manuals contain contact details for champions and Safeguarding Lead, up to date safeguarding policies and procedures. Manuals are issue controlled.

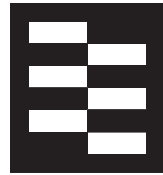
5. Audit

WLCT self audits have now been devised and will be rolled out to all champions for completion to ensure that processes have been fully implemented and training rolled out across all sites.



National Offender
Management Service

National
Probation
Service



Northwest National Probation Service

The National Probation Service was formed on June 2nd 2014 following implementation of the governments Transforming Rehabilitation programme. In collaboration with the CRC we work to manage the risk of serious harm and risk of reoffending from offenders who live in the Wigan area. The specific duties of the National Probation Service are :-

- To provide advice to courts and deliver pre-sentence assessments
- Management of all high risk of serious harm offenders
- Management of all offenders sentenced to 12 months or more for a serious violent and / or sexual offenders
- Management of all offenders who are subject to statutory supervision and are registered sex offenders.

Within this remit, we will sit as a statutory partner on child safeguarding boards and are joint chairs with Greater Manchester Police of all level 2 and level 3 offenders who are managed under multi agency public protection arrangements (MAPPA).

We currently supervise approximately 600 offenders around 50% of which are in the community at any one time. Our caseload is predominately made up of violent and sexual offenders with a high number of domestic abuse perpetrators.

Within our public protection duties we work very closely with other agencies to ensure that children are safeguarded. This works throughout our contact with offenders both in making necessary checks and referrals at pre sentence stage and during statutory contact.

Safeguarding is prioritised by the MAPPA panel and senior representatives from Children and Young People Services attend as one of the 'duty to co-operate' agencies. Within this forum, information is shared and disclosure made (when necessary) to safeguard individual named children but also wider communities such as schools.

All practitioner grade staff working within the National Probation Service undertake mandatory safeguarding training and as part of continued professional development the National Probation Service provide a series of briefings in relation to MAPPA and risk.

13. Towards 2015/2016

The Board recognises that to be a Board fit for purpose to face the challenges for the future, it needs to ensure that the governance, processes and procedures are robust and that members are actively engaged in delivering the work of the board.

There is clear recognition that partnership working is strong in the Wigan Borough and that all agencies have confirmed their commitment to safeguarding the children and young people of the borough.

However, our Serious Case Reviews have taught us that we must remain vigilant and keep a high level of scrutiny over the effectiveness of the Board and the work of its members.

To this end, the Board held a development session in March 2015 to identify where the board needs to focus its attention in 2015/2016. The outputs of the session have informed the Business Plan for 2015–2018 which is published on the WSCB website and the strategic objectives have been identified as below. Each objective is underpinned by a series of key actions and required outcomes and these are available at www.wiganlscb.com

1. Refresh, improve and strengthen the governance and operation of the WSCB within the wider partnership architecture.
2. Advocate for a system wide, consistent approach to Early Intervention and evaluate its effectiveness.
3. Support, challenge and critically evaluate the development of a life course Multi Agency Safeguarding Hub to ensure it realises its potential.
4. Engage with children, individuals, families, communities and professionals in order to safeguard children and young people in the context of wider public service reform and the deal for children.
5. Continue to develop and inform a confident, committed and competent workforce operating consistently and effectively across partnerships to safeguard children and young people.
6. Develop an intelligent approach to assessing and evaluating the work of the board and partners engaged in safeguarding children and young people.

Appendix A - Membership of the Board

Job Title	Agency	Status
Independent Chair		Full Member
Portfolio Holder for Children and Young People	Wigan Council	Full Member
Director for Children and Families	Wigan Council	Full Member
Assistant Director, Children and Families	Wigan Council	Advisor to the Board
Service Manager, Partnerships and Safeguarding	Wigan Council	Advisor to the Board
Business Manager, WSCB	Wigan Council	Advisor to the Board
Legal Advisor	Wigan Council	Advisor to the Board
Chief Officer	Wigan Borough CCG	Full Member
Designated Nurse	Wigan Borough CCG	Advisor to the Board
Designated Doctor	Wigan Borough CCG	Advisor to the Board
Named GP	Wigan Borough CCG	Advisor to the Board
Superintendent	Greater Manchester Police	Full Member
Detective Inspector – Public Protection Division	Greater Manchester Police	Full Member
Director of Tenancy Services	Wigan and Leigh Homes	Full Member
General Manager – Children and Families	Bridgewater Community Healthcare NHS Foundation Trust	Full Member
Service Manager, Risk and Compliance	Wigan Leisure and Culture Trust	Full Member
Head Teacher	Primary Heads Forum	Full Member
Head Teacher	WASCL	Full Member
	WWL NHS Foundation Trust	Full Member
	5BP NHS Foundation Trust	Full Member
Policy and Development Lead	Healthwatch Wigan	Full Member
	Wigan and Leigh College	Full Member
Assistant Chief Executive	National Probation Service	Full Member
Assistant Chief Executive	Cheshire and Greater Manchester Community Rehabilitation Company	
	CAFCASS	Full Member
Lay Member		Full Member
Lay Member		Full Member