



Bournemouth & Poole Local Safeguarding Children Board Newsletter

Summer
2011

S A F E G U A R D I N G I S E V E R Y B O D Y ' S B U S I N E S S

Message from the Chair

This edition of the LSCB Newsletter once again brings news of changes in terms of the personnel who provide input to the work of the Board, as well as new developments both locally and nationally. Firstly I would want to add my best wishes on behalf of the LSCB, to both Ann Graham, Service Director for Children's Social Care in Bournemouth and to Claire Mitchell, the Designated Nurse for Safeguarding Children for Bournemouth and Poole PCT, both of whom are moving on to new horizons. Both have been very involved in the work of the LSCB and they will be greatly missed.

A particularly important local development has been the appointment of two Lay Members to the LSCB. After a thorough recruitment process, we are delighted to have appointed Elizabeth Spreadbury and Martyn Underhill, and both attended their first Executive Committee in June. Their role will be to bring challenge and insight to the work of the LSCB from a local grass roots level, and I already get the sense of the different perspective that this will bring to our work. I would like to formally welcome Elizabeth and Martyn to the LSCB.

As part of the recent joint Ofsted/Care Quality commission inspection of Bournemouth, which found that the overall effectiveness of safeguarding services was "good", the work of the LSCB was also evaluated. I was pleased that there was agreement from the inspectors that the learning from our serious case reviews had been appropriately prioritised and that the LSCB was well represented by all the key agencies. The need to further develop our strategic work and to ensure that we know how the LSCB is making a difference to children and families, are areas that we need to strive to take forward.

From a national perspective, the Munro report has proposed significant developments in social work practice in respect of safeguarding children, with a strong message to move away from government prescription, including assessment formats and timescales, with greater emphasis placed on local discretion and professional judgement. These are encouraging developments, but they will nevertheless bring their own challenges, and the LSCB will want to be involved in how these developments are taken forward across both local authorities of Bournemouth and Poole. Whilst the social work profession will be primarily affected, the impact on other colleagues such as health visitors, police, teachers and doctors will be significant, so it is important for all of us to keep abreast of these developments. We have yet to hear the government's formal response to Munro's proposals.

I trust that you find this edition of the Newsletter helpful to you in your work with children and their families – if you have any feedback or ideas for future items for inclusion in the Newsletter, we would be pleased to hear them.

Ron Lock

The LSCB Annual Safeguarding Conference

Don't forget our Annual Safeguarding Conference on

**Thursday 13 October 2011
The Village Hotel, Bournemouth**

The focus of our conference this year will be on ensuring we have good up-to-date information, both local and national, and sound practical advice in safeguarding children from the harms identified in the LSCB's Key Objectives for this year. These are the harms that arise from

- Substance abuse amongst children and young people or their parents
 - Domestic violence between young people or their parents
 - Dangerous uses of new and emerging technologies
- Details soon on how you can join us.

Thank you

Thank you to contributors to this edition of the LSCB Newsletter

- Adrian Dawson
- Alan Earl
- Kay Errington
- Pippa Knight
- Becky Lucas
- Lisa Male
- Jane Portman
- Anna Whitton
- Heather Young

And to Lynn Hall for assisting me in pulling it together.
Geoff Nash

Bournemouth & Poole Local Safeguarding Children Board



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'The Voice of the Child'

The most recent national review of the findings from Serious Case Reviews has focused solely on the issue of how the "voice of the child" is often lost because the professionals involved have either not seen the child frequently enough, been too parent-focussed in their work, sometimes allowing parents and carers to prevent regular access to their children, and have also not been listening to adults who tried to speak on behalf of the child.

Whilst in many respects it is clear that the child is the **focus of concern** by professionals, the child nevertheless needs to be the **focus of intervention**. Here are some brief strategies for practitioners to use to help to make sure that they remain child focussed at all times: -

- As an integral part of dealing with families, always seek to regularly gain the child's views and experience of family life or of life outside their home.
- Direct work/communication with children, often in a location in which they feel comfortable and safe, is an important aspect of effective work. Plan how this can be an integral part of your work.
- Gain commitment and understanding from parents and carers that the child is the focus of your work – you can help and support them along the way, but there needs to be agreement with the parents regarding what outcomes or improvements are needed for the children
- See yourself as an advocate for the child
- Record the child's comments, appearance and your observations of them, as a priority
- Always involve the child/young person in decisions when appropriate – their views are an important component to effective decision making. However it is important for professionals to use their judgement to balance the child's perspective with their safeguarding needs.
- Be alert to parents and carers who prevent access to the child – sometimes this will be in an indirect way e.g. non attendance at appointments.
- Whilst we can often answer the question regarding what our professional working relationship is like with the parent/carer, you also need to be able to answer "What is the status of my working relationship with this child?"
- Regularly ask yourself: - "What is it like to be this child today, tomorrow, next week, next year?"

Ron Lock

Launch of NSPCC Helpline Mobile Phone Texting Service

The NSPCC Helpline recently launched a mobile phone texting service which will allow members of the public to contact the Helpline by texting 88858. They can use the text service to seek advice and assistance and also to report concerns that may need follow up action or investigation.

The public can send a text, anonymously if they wish, at no cost to themselves. On receipt of the text, the Helpline will send an immediate automated confirmation response and then a specific response to their enquiry from a Helpline practitioner within three hours.

The NSPCC Helpline is experienced in dealing with enquiries and safeguarding issues raised by the public which would otherwise place additional demands on the statutory services.

Through the texting service, we are extending the range of options that people have for contacting the Helpline. As you know, these currently include: telephone (0808 800 5000), email (help@nspcc.org.uk) and reporting on line (at www.nspcc.org.uk/helpline). All these services are available free to users and on a 24-hour basis.



Books to Share Supporting Children Dealing with Big Issues

Young children can feel anxious about new experiences and worried over challenging situations, be it starting school or the death of a relative or friend. Libraries stock picture story books in their Family Collections in which fictional characters encounter and resolve difficult experiences.

These books offer children the chance to recognise and discuss the experiences which then can help them make sense of their own situation.

In the past there was no simple guide to show practitioners and families how to make use of this area of library stock.

Bournemouth Libraries and Think Family Parenting Project got together and have produced a booklet which lists a variety of challenging childhood experiences and suggests several picture books which could help children deal with each of them. It contains a short summary of each story to help parents and carers decide which story would be most relevant. The books are generally suitable for children 0-6. There are also adult non-fiction books listed for most of the topics.

All the books are currently stocked in libraries in Bournemouth and are available to borrow. We hope that the booklet, which is freely available to all, will be of use to practitioners and families.

For further information and copies of the Books to Share booklet please contact Hilary Gow, Bookstart and Early Years Librarian on 01202 452782 or Hilary.gow@bournemouthlibraries.org.uk.

Heather Young
Bournemouth Library Service

New Young People's Substance Misuse Service in Bournemouth

Addaction will be the new providers of the Young People's Specialist Substance Misuse Service in Bournemouth from 1 July 2011. The service will provide specialist assessment and treatment interventions for young people already using drugs and alcohol and will support mainstream agencies to address substance misuse through early intervention and prevention.

All referrals will be managed through the Access to Resources Team (ART) and the Bournemouth Assessment Team (BAT) within Bournemouth and the service will play two distinct roles:

- Supporting and enabling universal and targeted Children's and Youth Services to respond to substance misuse; and
- Providing Specialist Substance Misuse Treatment to young people.

Addaction is a national voluntary sector organisation, specialising in substance misuse. Operating across over 80 sites within the UK, Addaction hopes to add significant value through experience and innovation in Bournemouth. The organisation places significant emphasis on service user engagement and seeks to develop and improve services by putting service users at the heart of the organisation and local service.

Addaction will also add value through:

- Partnership with Zurich Community Trust and Bournemouth DAAT to provide a 'Breaking the Cycle' Co-ordinator whose remit will focus on breaking the cycle of intergenerational substance misuse through family interventions.
- Skills for Change pilot funding: providing a dedicated worker to support schools across Bournemouth

For more information, please contact Anna Whitton, Regional Manager, Addaction on 07900164741 or a.whitton@addaction.org.uk

Anna Whitton, Addaction

Serious Case Review Update

Baby F – This serious case review is complete and you should by now have received a professional synopsis for discussion at your team meetings. The Executive Summary will be published when criminal proceedings are complete.

Case W – This independent review is complete and the Executive Summary is on the LSCB website.

Child G – This serious case review is now complete and awaiting evaluation by Ofsted. It will be published once evaluation is successful.

**Geoff Nash
LSCB**

Children & Young People's Consultation in Poole

During 2010, 12% of all 5 – 19 year olds in Poole participated in a large scale consultation to explore what life is like as a child or young person living in Poole. The 5 – 7 year olds participated in workshops (205 children) whilst the 8 – 12 year old completed a simple questionnaire (1,112 completed) and the 12 – 19's a more detailed questionnaire (1,508 completed). The consultation was facilitated by CYPIS Participation Team and the data processed and analysed by the Borough's Strategic Planning Corporate Research Team.

The report is broken down into the following headings:

- Positive Activities
- Children and Young People: You and your life in Poole
- Information, Advice and Support
- Transport
- Health
- Safety

Obviously, a variety of these areas may be of interest to you but for the purpose of the LSCB newsletter we have focused on some of the key messages in relation to safety, with particular focus on age differences.

- Travel and road safety was a major issue for the 5 – 7 year olds who participated, particularly in the schools where double parking was common in the surrounding area.
- At age 12, 60% feel safe when out in the evening; this rises to 70% for those aged 15-16. At age 12, 74% feel safe on public transport compared to 83% of those aged 15-16.
- Being upset by name-calling decreases as they get older. Nearly one in two (48%) 12-13 year olds were upset by this compared to only 30% of 16 year olds.
- 13 year olds (31%) were significantly more likely than other ages to having suffered exclusion from friendship groups.
- Being threatened with violence increases with age, between 12 and 16: 15% of 12 year olds said they had, compared to 29% of 16 year olds.
- Older respondents were more likely to have received hurtful/inappropriate texts or messages via the internet than the younger respondents. For example, only 9% of 12 year olds had received hurtful texts compared to 21% of 16 year olds. Similarly, only 13% of 12 year olds had received hurtful/inappropriate internet messages compared to 21% of 16 year olds

Overall, the numbers reporting these negative experiences in 2010 was less than those who completed the survey in 2008, in particular those experiencing threats of, or actual violence. This is despite those in 2008 being asked to indicate experiences that had occurred in the last month, whereas 2010 asked about the last year.

The full report contains more information in relation to all areas of the report including safety. Copies can be accessed by emailing r.rhodes@poole.gov.uk

**Becky Lucas
CYPIS
Borough of Poole**

'Celebrating Success Event' – Looked After Children in Bournemouth

Every year we celebrate some of the personal achievements and individual successful milestones that children in care and care leavers have attained at two award presentations, one for under 14s and one for the older children & young people, both of which are attended by The Mayor.

Guests were greeted on the red carpet by a fairy on stilts and 'paparazzi'. The ceremony began with an awards presentation hosted by The Mayor, Councillor Barry Goldbart, followed by food, disco and entertainment, including a caricaturist who spent lots of time creating portraits for the achievers.



Children and young people are nominated for a range of categories from effort at school to academic achievement, including young people who have been successful at GCSE and A levels. Other categories for nomination are volunteering and personal achievement. The outstanding award went to a care leaver who had been voted student president of their college whilst winning sporting medals for the region. Other exceptional awards were given to CLICK (Bournemouth's children in care council) members for the work they have done over the past year in improving services for those in care, as well as a visit to the Houses of Parliament.

The event was supported by a variety of local businesses including AUCB, Waitrose, JP Morgan and the Odeon Cinema in Bournemouth helping to create the Oscar themed events and making it a celebration to remember.

It was a thoroughly enjoyable experience for all who attended and we hope to see them all again next year!

Lisa Male
Children's Learning and Engagement, Bournemouth



From the very outset Claire demonstrated her energy and enthusiasm for the LSCB by taking on the leadership of the highly successful LSCB Annual Conference held in September 2010, just a few months after she joined. Since then she has been a key member of a number of LSCB working groups and the Executive Board and made a significant contribution to the preparation of Serious Case Reviews. She has been an excellent colleague with whom to work and we will miss her commitment to the role and her passion for the welfare of children.

Ron, Lynn and Geoff, LSCB

Claire has been a fantastic support to Bournemouth & Poole PCT's safeguarding agenda and she has also worked well in the last few months with NHS Dorset PCT. She has spent a considerable amount of time supporting the Serious Case Review Panel process and has produced sets of excellent reports for boards and sub groups. NHS Bournemouth and Poole will miss her greatly.

Dr Adrian Dawson, Director of Public Health

Claire has been such a professional friend, through her support and knowledge I have developed in my post. Her support, experience, wealth of information all wrapped in such compassion and gentleness is immeasurable. I will miss Claire.

Pippa Knight
Royal Bournemouth and Christchurch Hospitals



The Inspectors Called!

On a bright and fresh Monday morning in early February the inspectors called: they would be arriving in force in a fortnight to inspect Bournemouth's safeguarding and looked after children's services. For fourteen days and fourteen nights we busily prepared. Case files were audited, the timetable was drawn up and hundreds of documents were collated and sent to the inspection team.

Five inspectors arrived (shadowed by a sixth) on 21 February for a fortnight, and immediately got underway with a range of inspection activity including:

- Discussions with over 50 children and young people and over 50 parents and carers
- Interviews with practitioners, managers, elected Members and a range of community representatives
- Reviews of over 80 case files
- Analysing and evaluating reports, policy documents and our plans

It was a very busy time for everyone concerned and pretty tiring on top of the "day job". It did feel like it had all been worth it though when we heard the feedback at the end of the process. The inspectors' judgements confirmed much of what we knew – we provide consistently good services and some outstanding services are provided for our children and young people. They also commented on our passion for improving outcomes, our impressive multi-agency work at all levels across the partnership and our "can do" attitude. The full report can be found at [http://www.ofsted.gov.uk/oxcare_providers/la_download/\(id\)/6009/\(as\)/lac_2011_837.pdf](http://www.ofsted.gov.uk/oxcare_providers/la_download/(id)/6009/(as)/lac_2011_837.pdf)

Overall the outcome was validation of our excellent partnership work and gave us all a spur to strive for even better quality services.

Our action plan can be found at http://www.bournemouth-poole-lscb.org.uk/the_business_plan

Congratulations to everyone involved for this significant achievement and my grateful thanks for all the discretionary effort during the inspection month – very much appreciated.

Jane Portman
Children and Families Services, Bournemouth

Bournemouth's Children's Centres are Making a Difference

Bournemouth Children's Centres provide, in partnership with a range of statutory and voluntary organisations, a range of locally accessible integrated services for all families with children under the age of 5. Four of Bournemouth's network of 9 Children's Centres have recently been the subjects of inspection by OfSTED.

Townsend Children's Centre, one of two children's centres managed by Bournemouth Borough Council, received an OUTSTANDING in both of the two key judgements:

1. The overall effectiveness of the children's centre in meeting the needs of and improving outcomes for users and the wider community
2. The centre's capacity for sustained improvement

The report noted that "this outstanding Children's Centre has firmly established itself at the heart of the community" and that "Safeguarding is given the highest priority at the centre. Systems, policies and procedures, services and partnerships ensure the well-being and safety of users, exemplify best practice and have led to significant improvements to users' wellbeing".

Queen's Park Children's Centre, managed by Barnardo's on behalf of the Council, received a GOOD in both key judgements.

Inspectors noted its "considerable success in supporting vulnerable families in cases where there is risk of injury or harm. Parents and carers from vulnerable and disadvantaged groups have been encouraged to attend a series of personal development courses which they have found valuable. The outcomes for many are improved mental and emotional health, less isolation and greater confidence."

Kinson and West Howe and Kingsleigh Children's Centres, managed by Action for Children, both received a GOOD in both key judgements.

"Parents and carers know that the centre is a place where they can come for a range of support to improve their child's well-being and their family lives. They find the centre a warm, welcoming and safe place, especially when encountering challenging times or crisis."

Kay Errington
Children's Learning and Engagement, Bournemouth

Service Director: Children's Social Care, Bournemouth

In May, we bade a fond farewell to Ann Graham who has taken up a new post in London Borough of Barnet. Ann led Bournemouth's Children's Social Care services for over 4 years, during which time many improvements have been made to the wide range of services. Ann was an inspiration to colleagues in the way in which all her work was entirely focussed on improving the lives and life chances of our more vulnerable children and young people.



We will be welcoming Kim Drake into the role on 15 August. Following a rigorous and keenly fought interview process, Kim was offered the post and, happily, accepted very enthusiastically! Kim is currently Head of Children's Social Care in Herefordshire and will bring with her a wealth of experience of working with children, young people and their families in several different local authorities. We are all very much looking forward to working with Kim who will undoubtedly lead the service from strength to strength.

In the interim, Gill Bishop is very ably leading the service and is enjoying the challenges this opportunity brings.



Jane Portman
Children and Families Services, Bournemouth

The Professionals Online Safety Helpline

The Professionals Online Safety Helpline is part of the UK Safer Internet Centre (www.saferinternet.org.uk) and is for all professionals and volunteers in the South West of England who work with children and young people, and aims to address online safety issues they face, both professionally and personally.

The helpline launched in March of this year, continues to help all professionals and volunteers who work with children to tackle issues around e-safety. The Helpline has resolved 31 cases in all including cyber bullying, sexual harassment, grooming and harmful content.

The helpline has been receiving enquiries from outside of the pilot area showing a clear need for this service outside of the South West. With the experience and knowledge gained in the first months, coupled with considered planning, we are hoping to lift the geographical restriction to meet the needs of professionals all over the UK in June 2011.

The Helpline has built strong relationships with several of the most popular Social Networking Sites and Phone companies and is consistently building relationships with others. The mediation aspect of the helpline has proved very successful and Helpline users have reported the service as invaluable.

helpline@saferinternet.org.uk

Tel: 0844 381 4772

Alan Earl
South West Grid for Learning