



Manchester Safeguarding Partnership

Annual Report 2019-2020

Working together to create a place where all children and adults in Manchester are safe, free from abuse and neglect and supported to live happy and healthy lives

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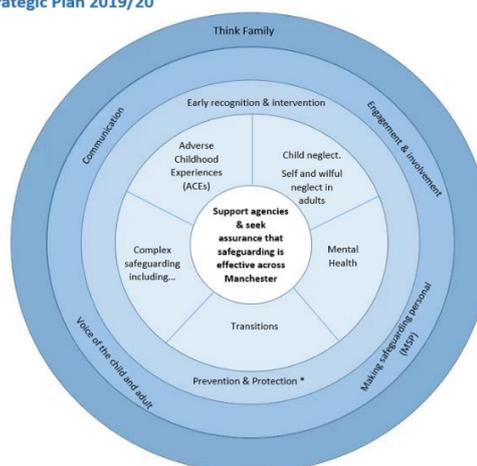
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The first part of the report reviews our Strategic priorities and the progress against them over the 2019/20 period.

The latter part of the report looks at our Board and subgroup activity under the new arrangements, including the impact we have made, followed by our plans as we move into 2020/21.

The period has seen some major changes to the way we work, not only with the implementation of the new arrangements but also towards the end of the period, the Coronavirus pandemic, which has challenged how we operate as a Partnership and yet taught us many new skills.

MSB Joint Strategic Plan 2019/20



1. Our Priorities

The below priorities were agreed:

Priority	What we said	What we did
Adverse Childhood Experiences (ACEs)	<p>Workforce skilled up in ACE awareness and Trauma</p> <p>Mitigation against the impact of lived ACEs and prevent ACEs in future generations</p> <p>Better understanding of ACEs by workforce</p> <p>Manchester is a trauma informed city.</p>	<p>ACEs workshop</p> <p>MSP (Manchester Safeguarding Partnership) held two full day train the trainer events</p> <p>ACEs incorporated into new neglect strategy</p> <p>ACEs info updated on MSP website.</p>
Child Neglect	<p>Consistent approach to neglect across the Partnership</p> <p>Improved outcomes for children experiencing neglect</p> <p>Partnership workforce is knowledgeable, confident and competent in preventing, intervening and protecting families where neglect is an element.</p>	<p>Neglect Strategy, toolkit and Implementation Plan in place</p> <p>Implementation of GCP2 (Graded Care Profile 2) – train the trainer model of GCP2 training implemented across the partnership</p> <p>The next step for the partnership is to evaluate the training delivered and review implementation of the tool in practice</p> <p>Neglect and GCP2 training are currently part of MSP training offer</p> <p>Neglect communications campaign launched</p> <p>Updated neglect strategy and toolkit currently in progress</p>
Self Neglect in Adults	<p>Consistent approach to self-neglect across the Partnership</p> <p>Workforce are aware of a clear escalation process</p> <p>Partnership workforce is knowledgeable, confident and competent in identifying, supporting and reducing risk for those at risk of self-neglect.</p>	<p>Self-neglect and Hoarding strategy and toolkit published April 2019</p> <p>Self-neglect and Hoarding Conference 4th Sept 2019</p> <p>Completion of Managing High Risk Together multi-agency document</p>
Mental Health	<p>Consistency in practice across the partnership</p> <p>Workforce reports increasing confidence</p>	<p>Mental Capacity Act (MCA) workshop part of self-neglect conference Sept 2019</p> <p>Mental Capacity Assessment Audit has been commenced across the partnership</p>

		Population Health led a suicide prevention learning circle CAMHS (Child and Adolescent Mental Health Services) led learning event around mental health and education
Transitions	Workforce has a clear understanding of and commitment to the Transitions process Early identification of lifelong service MSP is assured that partnership arrangements ensure appropriate safe transitional arrangements are in place	MSP received regular assurance reports from the Transitions Board and encouraged progress in key areas such as workforce development Transition Transformation Plan in progress
Complex Safeguarding	Every child, young person and adult in Manchester with complex safeguarding needs at risk of exploitation to be able to access an established multi-agency support pathway Continue to develop the effectiveness of the Complex Safeguarding Hub Continue to develop specific multi-agency pathways for adults at risk of exploitation (criminal and sexual) Workforce feels knowledgeable, confident and competent in working with children, young people, adults and their families where complex safeguarding issues feature	Overarching Complex Safeguarding Strategy developed Positive LGA (Local Government Association) Child Sexual Exploitation Peer Review with heavy focus on Manchester Complex Safeguarding Hub Understanding Exploitation Course developed.

2. Developing our new Arrangements

The first few months of the year were spent developing how the Partnership would look under the new arrangements and agreeing future priorities.

Alongside this programme of change the Independent Chair for the Adults and Children Safeguarding Boards Julia Stephens-Row retained the role of Chair for the Leadership Group until July 2019

Following Julia's departure and prior to the appointment of our new Independent Person, Dr Henri Giller, the three safeguarding leads from Manchester City Council, Manchester Clinical Commissioning Group and Greater Manchester Police made joint decisions for the Partnership.

3. New arrangements and the new structure

Three multi-agency joint adult and children workshops were held and led by independent facilitator to design our arrangements.

A small multi agency project group was set up in order to prepare the partnership for the day to day side of how we wanted to work differently.

To view the published Manchester Multi Agency Safeguarding Arrangements documents, initially published in June 2019 and a follow up agreed in December 2019, see here:

www.manchestersafeguardingpartnership.co.uk/manchester-multi-agency-safeguarding-arrangements-mmasa/

The previous Manchester Safeguarding Children Board and Manchester Safeguarding Adult Board structures were integrated to reflect our commitment to represent a whole family, whole life course approach with a new group structure:

- **Leadership and Accountability Board replaced both Children's and Adults Board**
- **Children's Executive Group replaced Children's Leadership Group**
- **Adults Executive Group now fulfils the function of the Safeguarding Adults Board**

The following subgroups were created:

- Learning and Improvement (formerly Learning and Development)
- Quality Assurance (formerly Quality Assurance Performance Improvement)
- Complex Safeguarding
- Child Practice Review Subgroup (formerly Serious Case Review Subgroup)
- Adult Practice Review Subgroup (formerly Safeguarding Adult Review Subgroup)
- Child Death Overview Panel (CDOP)

A new joint 'vision' was agreed:

'Working together to create a place where all children and adults in Manchester are safe, free from abuse and neglect and supported to live happy and healthy lives'

Children's Executive Group: mission

'Every Child in Manchester is Safe, Happy, Healthy and Successful. To achieve this we will: Be child-centred, listen to and respond to children and young people, focus on strengths and resilience and take early action.'

Adult Executive Group: mission

'Ensuring every citizen in Manchester is able to live in safety, free from abuse and neglect. Everyone who lives and works in the City has a role to play.'

The Independent Person

The MSP has also appointed an independent person Dr Henri Giller. The role of independent person is to provide scrutiny, support and challenge and he chairs the Adult Executive Group and Children's Executive Group.

Scrutinising the new Manchester Safeguarding Partnership arrangements (April 2019 to March 2020)

The new safeguarding partnership arrangements in Manchester included a requirement that they become subject to an annual cycle of independent scrutiny and challenge. This section of the report provides the scrutiny of the Independent Person of the Manchester Partnership of the first working year of the new partnership arrangements. Because this is the first operational period of the partnership, it was decided that the criteria for scrutiny should be that proposed by Sir Alan Wood in his report proposing new safeguarding arrangements (para. 69 Wood report: review of the role and functions of local safeguarding children boards (2016)). These criteria are said to reflect the key strategic issues that need to authorise and underpin effective multi-agency practice.

Determining the physical area of operation covered by the multi-agency arrangements

Judgement: Green

The authorising vision for multi-agency arrangements, the partnership commitment

Judgement: Green

The resource framework, e.g. the cost of the multi-agency strategic decision-making body, the cost of agreed initiatives, e.g. joint training, agreed local research, innovation in service design

Judgement: Amber

The method to assess outcomes of multi-agency practice, including how intervention happens if performance falters, and how "independent" external assurance/scrutiny will be utilised.

Judgement: Amber

The strategy for information and data sharing, including to allow for identification of vulnerable children in need of early help.

Judgement: Amber

High level oversight of workforce planning, e.g. gaps in skilled areas.

Judgement: Amber

A multi-agency communication strategy on protecting children

Judgement: Amber

Risk strategy, identifying and adapting to challenges including new events, and establishing a core intelligence capacity.

Judgement: Green

The model of local inquiry into incidents

Judgement: Amber

4. MSP assurance and scrutiny report

Leadership and Accountability and Executive Groups

The group is guided by the commitment to ensuring that safeguarding is everyone's business and that everyone is playing their part to achieve our vision.

The themes and issues featured included:

IOPs (Integrated Operational Policing System) – GMP (Greater Manchester Police) A new integrated computerised system and the biggest system change in 30 years for GMP and partners

Overview of Adult and Child Safeguarding Reviews- This enable the partners to be sighted on the progress of the reviews and to the emerging learning

Operation Augusta and Operation Green Jacket GMP and CSC (Children's Social Care) provided assurance on the scale and progress of the operations.

Council led Partnership Self-Assessment to ensure Partnership with Council involvement are fit for purpose and the governance ensures risks are managed.

Sir Alan Wood Review Consideration was given to the progress of the new multi-agency safeguarding arrangements introduced by the Children and Social Work Act 2017.

Development of a workforce survey This survey will complement the s11 and Adult Assurance Statement providing 360-degree consideration of our safeguarding arrangements.

Homelessness Thematic Review author Prof Michael Preston Shoot In 2018 Manchester Adult Safeguarding Board recommended, in the public interest and to gain learning from several cases, it ought to exercise its discretionary power to commission this thematic learning review.

Strategic Planning and Development February 2020. The session with senior leaders featured a review of the current structure, recommendations for improvements and strategic priorities for 2020/2021.

Subgroup reports

Quality Assurance Subgroup

The group is designed to bring together practice and system assurance through a life-course lens to improve our safeguarding work.

The two priority pieces of work for the partnership were the s11 and Adult Assurance Statement

The purpose of Section 11 and Adult Assurance Statement is both to assure ourselves what works well and to help identify where we need to do more.

The Table below summarises the results were agencies have assessed themselves as Amber or Red within different thematic areas, and these will be the focus for further work, along with further interrogation of the data.

Summary results

S11 Self-Assessment Rating	Thematic Assessment Area
	<ul style="list-style-type: none"> The highest number of Green responses came from the section where agencies were asked to assess themselves as being <i>A Safe Organisation with Clear Whistleblowing and Safe Recruitment procedures</i>
	<ul style="list-style-type: none"> Seven agencies rated themselves as Amber overall for Section 1: A Culture of safeguarding Seven agencies rated themselves as Amber overall for Section 2: A Safe Organisation and one agency felt this section was not applicable to them Five agencies rated themselves as Amber overall for Section 3: Voice of Child / Parents / Staff and 4 agencies felt this section was not applicable to them Ten agencies rated themselves as Amber overall for Section 4: MSP related themes
	<ul style="list-style-type: none"> 1 agency rated themselves as Red for MSP related themes and 3 agencies felt this section was not applicable to them

Adult Assurance Statement

Rating	Thematic Assessment Area
	<ul style="list-style-type: none"> 26 agencies rated themselves as Green overall for Section 1: MSP Business Plan (implementation in agencies). This includes a rating of 33 Agencies rating themselves Green against 1.1: Staff are encouraged and enabled to prioritise attendance at multi-agency safeguarding meetings when requested to; 29 agencies rated themselves as Green overall for Section 2: Making Safeguarding Personal 30 agencies rated themselves as Green for: The organisation has a workforce development plan specifically for DV&A (Domestic Violence & Abuse) and actively promotes take-up of DV&A training by staff at all levels
	<ul style="list-style-type: none"> 9 agencies rated themselves as Amber overall for Section 1: MSP Business Plan 6 agencies rated themselves as Amber overall for Section 2: Making Safeguarding Personal 14 agencies rated themselves as Amber overall for Section 3: Learning from Reviews, with the lowest rating (17) being against: 3.3(c) Raising awareness of the multi-agency High Risk protocol
	<ul style="list-style-type: none"> 4 organisations gave themselves an overall evaluation of Red for individual questions. 3 were for: 3.3(c) Raising awareness

of the multi-agency High Risk protocol and 1 was for 2.1 (MSP) is embedded into the core business of the organisation

Learning & Improvement Subgroup

The Safeguarding Partnership is required to consider what training is needed locally and how they will monitor and evaluate the effectiveness of any training they commission (Working Together 2018).

Online Training

Usage has increased to 5747 courses (5452 in 2018/19) and the course completion rate has improved to 97% compared to 88% last year. Number of Online Courses accessed - 5747

- Number of online courses non-completed - 196
- Completion rate – 97%

Most learners select safeguarding children courses. Specific adult safeguarding courses are selected by lower numbers of learners.

Take up of adult courses will be promoted/monitored during 2020/2021.

A total of **993 learners** attended **34 events**.

The Voluntary Sector representation increased to 21% compared to 12% last year with representation including alcohol and drug, mental health, domestic abuse, refugee and BAME (Black, Asian & Minority Ethnic) services.

Child Practice Review Panel

Referrals

During the period 2019/20, 10 referrals for SCR were received. 5 of those were pre the new arrangements and 5 post.

Reviews

Up to two Serious Case Reviews were commissioned during this period (one as a result of a referral from the previous period) and 6 Learning Reviews (one was referred in the previous period).

All finished reports have an action plan and these are monitored by the Child Practice Review Panel.

Adult Practice Review Panel

Referrals

Number of SAR (Safeguarding Adult Review) referrals - there were 19 referrals none of these met the criteria for a SAR referral, however 4 presented opportunities for practice improvement and learning. The main themes were self-neglect, care givers, and capacity.

Themes

The main themes were carers support, self-neglect and MCA/DOLS (Mental Capacity Act/Deprivation of Liberty Safeguards).

Reviews

The MSP hasn't published a Safeguarding Adult Review in this period. Several reports are nearing completion with publication anticipated mid-2020.

One SAR was commissioned during this period as a result of a referral from the previous period (SAR AE). 3 referrals have gone forward into learning reviews around carers support and neglect and one has been included in the self-neglect thematic review. Four SARs from the previous period are ongoing and one was agreed and published in June 2020 (SAR AD).

Action plans

Action plans are in place for SAR and the homeless thematic review, both of which were signed off during this period.

There were high levels of satisfaction for the Homeless Thematic Review, where panel members and participants felt that they were able to input into the report and learn from it at the same time. This review utilised a mix of practitioner and panel meetings.

Child Death Overview Panel

The Manchester Child Death Overview Panel (CDOP) has a legal responsibility to ensure that the deaths of all children 0-17 years of age (excluding stillbirths and legal terminations of pregnancy) are reviewed. The purpose of the review and analysis is to identify matters relating to the death, or deaths, that are relevant to the welfare of children.

There was a total of 62 child death notifications reported to the Manchester CDOP, with 41 cases discussed and closed between 1st April 2019 to 31st March 2020. The CDOP conducts the final multidisciplinary review, therefore incurring a time lapse between a death being reported and the case being discussed and closed at the Manchester CDOP which depends heavily upon the circumstances leading to death and various reviews and/or investigations such as CDRMs (Child Death Review Meeting), post mortem examinations, inquest hearings, criminal proceedings and child safeguarding practice reviews.

Further information can be found here:.

www.manchestersafeguardingboards.co.uk/child-death-overview-panel-information-practitioners

Complex Safeguarding Subgroup

The Subgroup has received thematic updates including

- sexual exploitation,
- vulnerability and organised crime,
- modern slavery
- missing from home and education,
- national reports
- best practice learning items.

The Partnership is satisfied that we are working effectively together, and our activities are evidence based and impact driven.

The subgroup priorities were

- Sexual Exploitation,
- Criminal Exploitation,
- Modern Slavery

The Community Safety Partnership provided assurance regarding Domestic Violence and Abuse, Honour Based Violence and Female Genital Mutilation.

The MSP Complex Safeguarding Strategy, was completed and agreed at the Adult and Children's Executives in May 2020. The strategy can be found here:

<https://www.manchestersafeguardingpartnership.co.uk/resource/complex-safeguarding-in-manchester/>

There remains several courses relating to Complex Safeguarding on the MSP Virtual College site, information for which can be found here:

<https://www.manchestersafeguardingpartnershiplearning.co.uk/>

Locality Fora

The Locality Fora approach was set up as the connection between the strategic work of the MSP and frontline practitioners. Its purpose was to ensure that there is a direct link between practice issues at a local level and the overall direction of the Board.

The Fora, supported by the L&I facilitate discussions where multi-agency practitioners can safely and openly consider, challenge and change multi-agency practice; and share and support learning from case reviews and other audits.

Private Fostering

Since April 2019 the Private Fostering Team has worked with 21 cases of which 17 are currently open to the team and all private carers now hold a Disclosure and Barring Service (DBS) and relevant renewals of DBS are in place. Every child has a Child in Need (CIN) Plan that is routinely reviewed by their allocated worker and the family.

Further information can be found here:

<https://www.manchestersafeguardingpartnership.co.uk/resource/private-fostering-advice-children-young-people-families/>

LADO (Local Authority Designated Officer) annual reports

Designated Officers are responsible for ensuring local authorities and partners comply with their statutory obligations outlined in 'Working Together to Safeguard Children 2018 - A guide to inter-agency working to safeguard and promote the welfare of children'.¹

Collectively there were **569 contacts** made to the Designated Officers between 1st April to 21st March 2020, which were assessed by the Designated Officer to either be an

¹ Working Together to Safeguard Children A guide to inter-agency working to safeguard and promote the welfare of children 2018

enquiry or a referral. This is an increase of 131 contacts in the reporting period 2018/2019.

Referrals

These represent the top 3 reported sectors.

Sector making the Referral	Total Referral 2019/2020
Education	53
Police	26
Social Care	92

Sector of the Alleged Adult	Total Referral 2019/2020
Early Years	15
Education	72
Health	15
Social Care	59

This year 44% of all referrals made related to physical abuse.

The second largest category with a percentage of 25% relates to allegations against adults who may pose a risk to children; linked to unsuitable behaviours.

LADO Priorities for 2020/2021

- To embed training for organisations and partners around the role of a Designated Officer and managing allegations and adults working with children.
- Improve IT solutions to enable more effective responses through virtual multi-agency meetings.
- Improve performance data and develop a quality assurance mechanism for overseeing the quality of practice.

5. We achieve more when we work together

Children Social Care Front Door

Practitioners **working together** in a **locality**, having **conversations**, to **agree** and provide timely and safe interventions by the **right service**, at the **right time** and in the right way. This will effect **positive change** for our children to have **safe, happy, healthy and successful lives**.

Results:

1. **Increased** telephone contacts and **conversations** with partners - feedback from Partners: **better support, improved information gathering, better outcomes**;
2. **Reduction in referrals and repeat referrals**, the right intervention at the right time - 42.9% and emerging 7% respectively compared to 12 months ago

3. **Reduction in ‘unnecessary’ social work assessments:** quality assurance demonstrates improvement in the quality of assessment and better step-down plans;
4. **More effective support to partners and families now provided in relation to safeguarding - reduced number of children subject to a Child Protection Planning**

Self-Neglect and Hoarding

The Adults Executive developed the MSP Self-neglect Strategy, which was published in April 2019. To support this, the Executive held a self-neglect conference in September 2019.

Conference and **Toolkit** were developed with the input of multi-agency practitioners and strategic leads.

Launch of the strategy and toolkit took place at the conference on 4 September 2019, at which subject specialist speakers contributed, and included multi-agency learning around topics such as:

- how to recognise self-neglect and hoarding
- use of self-neglect and hoarding tools
- Making Safeguarding Personal in self-neglect and hoarding cases
- learning from Safeguarding Adult Reviews concerning self-neglect

MSP developed a campaign to inform practitioners and parents to improve outcomes.

Complex Safeguarding Hub

The LGA Peer Review noted that there was strong leadership and political support for CSE (Child Sexual Exploitation).

Overall, the review team concluded that we were well placed to accelerate progress and further improvements.

6. Challenges

In March 2020, life as we know it changed significantly for everyone due to the COVID-19 pandemic. For us that meant looking at how we work and working differently.

In response to this, the MSP created information for volunteers in poster format and updated our website to assist anyone going into a volunteering role who had any safeguarding concerns.

www.manchestersafeguardingpartnership.co.uk/resource/covid-19-information-for-volunteers/

Case Study

Ana (name has been changed) was referred to the Hub following persistent and prolonged MFH episodes which were out of character for her. She was found by her social worker in a barber shop with another young person sleeping on the sofa.

Ana was assessed by her Complex Safeguarding social worker in November 2019 as being at high risk of exploitation without her being seen as she was missing. This generated a trigger plan for police. Her social worker met Ana's family and began to work together sharing information on sightings or contact from her. On 10th December Ana met her social worker and she said she didn't want to return home and wouldn't share where she had been. Ana went missing again and daily contact continued through which her SW was able to gain trust and encourage Ana to a place of safety and she was placed in supported accommodation in January 2020.

A week later Ana made numerous disclosures of sexual exploitation involving premises in one part of Manchester and her SW supported her to make a police statement. Ana was supported to get back onto her college course which she continues to be on.

Ana's Voice - Ana wants to be able to work and live independently. She hopes to apply to university in the future.

Practitioner's Voice - This was a hard but rewarding piece of work and I hope to hear that Ana is safe in the future and achieved her dreams.

7. Strategic Objectives for 2020/2021

Partnership Activity

- Embedding our Partnership Approach
- Partnership Effectiveness and Independent Scrutiny

Strategic Delivery Objectives

- Adverse Childhood Experiences
- Childhood Neglect
- Adult Neglect including self-neglect
- Mental Health
- Transitions
- Complex safeguarding

Manchester Safeguarding

THREE STATUTORY PARTNERS
Greater Manchester Police GMP
Manchester Health and Care Commission MHCC
Manchester City Council MCC

AGENCIES WHICH FORM PART OF THE PARTNERSHIP	
✚ MCC Adult Services	Community Safety Partnership
✚ Greater Manchester Child Mental Health	Youth Justice Service
✚ Early Years	Healthwatch Manchester
✚ Greater Manchester Fire Service	Early Help
✚ Strategic Housing including Homelessness	Career Connect
✚ Greater Manchester Mental Health	Manchester Targeted Youth Support Service
✚ HM Prison Service	CAFCASS
✚ National Probation Service	Manchester Foundation Trust
✚ MCC Children's Social Care	North-West Ambulance Service - Nwas
✚ MCC Education	Northern Care Alliance NHS Group
✚ Independent Person (Chair Adult Executive and Children's Executive)	

<u>GLOSSARY</u>	
ACE's	Adverse Childhood Experiences
BAME	Black and Minority Ethnic
CAFCASS	Children and Family Court Advisory and Support Service
CAMHS	Child and Adolescent Mental Health Service
CDOP	Child Death Overview Panel
CDRM	Child Death Review Meeting
CIN	Children in Need

CSC	Children's Social Care
CSE	Child Sexual Exploitation
DOLS	Deprivation of Liberty Safeguards
GCP	Graded Care Profile
GM	Greater Manchester
GMP	Greater Manchester Police
IOP's	Integrated Operational Policing System
LA	Local Authority
LAC	Looked After Child(ren)
LADO	Local Authority Designated Officer
LGA	Local Government Association
MASA	Multi-agency Safeguarding Arrangements
MCA	Mental Capacity Act
MCC	Manchester City Council
MFH	Missing from Home
MHCC	Manchester Health and Care Commissioning
MSP	Manchester Safeguarding Partnership
RR	Rapid Review (Working Together 2018)
SAR	Safeguarding Adult Review
SCR	Serious Case Review (also known as Child Safeguarding Practice Review from 2018)
SEN	Special Educational Needs

With thanks to:

Healthwatch Manchester Information Team

The Healthwatch Manchester Citizens Reading Panel

for producing this simplified version of our annual report.