



Norfolk Safeguarding
Children Board

Serious Case Review Composite Action Plan January 2017

Introduction

The Composite Action Plan (CAP) brings together actions and recommendations from Serious Case Reviews carried out in Norfolk and provides a mechanism by which these can be regularly monitored. The CAP ensures that actions are implemented and that learning from Serious Case Reviews becomes embedded across the multi-agency partnership.

The CAP is reviewed regularly by the NSCB Serious Case Review Group and in future it will be monitored by the Performance Improvement and Quality Assurance sub-group.

During 2016, the CAP was fully reviewed and a number of actions were closed and replaced with new, outcome-focused action points which could be more easily monitored. A range of additional, single-agency action points are monitored outside of the CAP process through the Section 11 self-assessment and challenge arrangements.¹

Thematic learning framework

Analysis of recommendations from Serious Case Reviews carried out in Norfolk over recent years has shown four key themes emerging:

- Professional curiosity
- Fora for discussion and information-sharing
- Collaborative working, decision-making and planning
- Ownership and accountability: management grip

Outstanding recommendations and actions have been grouped according to these themes and future recommendations will be developed based on this framework (see diagram below).

¹ For an explanation of Section 11 (Children Act 2004) see [Working Together 2015](#)



Thematic learning framework from SCR's



Professional Curiosity					
Ref	SCR Ref	Action	Lead agency	Target date	Progress
1.1	D, L	NSCB to develop guidance for professionals on parental responsibility and consent, which includes the need for professionals to explore these issues routinely in each case.	NSCB Business Manager	01/06/17	Best practice workshops/events to cover each of the key themes from the Thematic Learning Framework planned during 2017. This area will be covered in the Professional Curiosity workshop.
1.2	All	NSCB to develop and implement a multi-agency case file review tool for use by the six LSCGs in order to routinely monitor and evaluate the quality of frontline practice.	NSCB Monitoring and Evaluation Officer (MEO)	01/01/17	Case file review tool developed and launched with LSCG Chairs. To be piloted in each LSCG prior to end March 17. Focus in year one on quality of multi-agency working on cases managed at early help stage.
1.3	L	Engage with UEA research project on involving men to improve practice.	NSCB Business Manager	01/06/17	Research ongoing into 2017; NSCB to share findings at relevant meetings in Summer 2017.
1.4	K,O,P,Q,R	All professionals to further develop knowledge, understanding and curiosity in relation to the impact of domestic abuse on children's safety, wellbeing and development.	DASVB partners	01/12/17	SCR recommendations related to domestic abuse shared at the Domestic Abuse and Sexual Violence Board (DASVB). Actions to be identified and taken forward by the relevant DASVB sub-groups.

Fora for discussion and information-sharing					
Ref	SCR Ref	Action	Lead agency	Target date	Progress
2.1	L	Engage with clinicians in hospital and community settings to prepare revised protocols for multi-agency input to diagnostic discussions and planning of treatment and support plans.	Health	01/01/19	Commissioning Support Unit is working with NHS Providers to review the provision of assessments for ADHD and alternative pathways are being redesigned.
2.2	M, O	Address, locally and via NHS England, the issue of GP engagement and attendance at Child Protection Conferences and relevant multi-agency meetings to increase their contribution and understanding.	Health/NSCB	01/05/17	Audit scheduled for March 2017.
2.3	L, N	NSCB to develop and run a best practice event for frontline staff and managers in respect of information-sharing, to support effective safeguarding practice.	NSCB	1/12/17	Priority area for Public Protection Forum and work underway with the Centre of Excellence. Information sharing will form the basis of one of the Thematic Learning Framework best practice events/workshops during 2017.
2.4	S	NSCB to establish an Early Years Advisory Group to ensure that relevant safeguarding issues from the sector can be discussed, highlighted to Board and key messages disseminated within the sector as a whole.	NSCB	01/01/17	Complete. Early Years Advisory Group established and two meetings held to date. Representation from private and voluntary sectors, as well as Children's Centres, Early Help and Norfolk Children's Services.

Collaborative working, decision-making and planning					
Ref	SCR Ref	Action	Lead agency	Target date	Progress
3.1	O	The Board should require Norfolk County Council (Education services) to confirm that there are satisfactory arrangements for notifying the relevant local authority when children with Education, Health and Care Plans move out of Norfolk.	Education	01/02/17	SEN newcomers and leavers process documented in operational procedures. Further checks to be made with Inclusion Commissioning Manager re ongoing internal monitoring/audit activity.
3.2	O, R	NSCB to carry out an audit of Strategy meetings to ensure compliance with the statutory minimum requirements for participation.	NSCB	01/12/17	Included in NSCB audit schedule for 2017.
3.3	K	NSCB to carry out an audit of ABE practice, with a particular focus on CSA, learning disability and ensuring that follow up strategy meetings are held where CSA is not substantiated in interview.	NSCB	01/07/17	Scoping/planning meeting scheduled 31/01/17.

Ownership and accountability: management grip					
Ref	SCR Ref	Action	Lead agency	Target date	Progress
4.1	M (and All)	NSCB to ensure that all multi-agency training and single agency training under validation incorporates sufficient focus on key learning from SCRs (namely: disguised compliance, professional challenge, inclusion of parental backgrounds in assessments and re-evaluating opinions in the light of new information).	NSCB	01/07/17	Sub-group of Workforce Development Group established to focus on training QA and validation. This issue to be taken forward within that group. Section 11 process to focus specifically on single agency training through the Workforce Development section of the self-assessment tool.
4.2	M, R	NSCB to ensure that recommendations from SCRs are moved forward and completed within timescales, and that learning is widely disseminated across the partnership (including for those reviews that are not published).	NSCB	Ongoing	Composite Action Plan reviewed and revised by December 16. Learning Powerpoint developed and published for Case Q. Best practice events to be scheduled to focus on key themes during 2017.
4.3	M (and All)	All partner agencies to adopt the 'Learning from SCR' template to demonstrate how learning against the Thematic Learning Framework is being moved forward throughout organisations.	All partners	01/04/17	Template launched to LSCG Chairs in December 16 and to be disseminated amongst partners from January 17.
4.4	N	NSCB should review the production and sharing of C39ds [now CPIs] by the Norfolk Constabulary, Children's Social Care and Health agencies. The opportunity offered by the MASH arrangements to retain an overview of C39ds [CPIs] in relation to families or households should be pursued and the Safeguarding Board should ask for feedback in 6 months as to the effectiveness of this approach.	MASH	01/03/17	New triage systems in place by Police and MASH. Any case with 3 CPIs in a 12-month period will be passed to children's social care for review and consideration of strategy discussion.
4.5	O	Norfolk Children's Services should demonstrate to the NSCB that, where a child may be at risk of significant harm, investigations and consequent assessments are conducted without delay and meet all procedural and good practice requirements.	Children's Services	01/03/17	Request for Children's Services to provide written assurance to the Board made at SCR Review Group in January 2017.
4.6	J, O	NSCB to engage partner agencies to establish a core standard for supervision in respect of safeguarding	NSCB	01/12/17	To await initial findings from multi-agency audits in order to inform scope of this piece of work.

		children and put in place mechanisms to ensure this is used effectively and routinely.			
4.7	P	NSCB to develop a protocol and associated guidance for best practice in managing absences from school reported by parents to be for health-related reasons.	Education	01/03/17	Currently under review and discussion by Health Advisory Group.
4.8	P	Training (focusing on the learning from this case and implications for management of school attendance) should be provided to Attendance Service staff and offered to 'attendance leads' in schools.	Education	01/08/17	Training due to be rolled out in Summer 17.
4.9	L, N, Q	NSCB to develop a comprehensive monitoring and evaluation framework to measure the impact and effectiveness of the Neglect Strategy.	NSCB	01/04/17	Neglect data dashboard established and under monthly review. Strategy under review.
4.10	J, M, P, Q	The NSCB should ensure that the CSA Strategy is fully implemented across the partnership and that its impact is monitored and evaluated.	NSCB	01/09/17	Strategy promoted at each LSCG. CSA awareness leaflet disseminated to all schools and LSCG members. CSA data profile developed by Norfolk Police. 'Bite size' training events planned for delivery in school twilight sessions Spring 17.
4.11	I, L, S	NSCB to lead a review of the effectiveness of professional consultations provided by Children's Services in the MASH where the child concerned is not named.	NSCB	01/06/17	To be discussed at next meeting of SCR review group in March 17 to determine scope and responsibilities for this action.