Threshold Relaunch & the Children’s Advice & Duty Service

Spring 2019
Learning Outcomes

• Understand the changes made to the Threshold Guide in the context of the Children’s Advice and Duty Service (CADS)
• Understand the need for change in the service, the development of CADS and the ongoing role of the Multi-Agency Safeguarding Hub
• Be up to date on the evaluation of CADS
• Feel confident about how concerns will be managed by CADS and understand the ongoing safeguarding responsibility of practitioners
• Have had an opportunity to feedback on CADS
Background and context

• Children’s Advice and Duty Service (CADS) launched in October 2018
  – Supported by David Thorpe
  – Partly in response to Ofsted inspection

• NSCB involved with launching
  – Communication to partners
  – Development of FAQs
  – Development of survey link for CADS service users

• Threshold Guide revised to align with new approach
**Third iteration**

**The Norfolk Threshold Guide:**

**Our Vision**
All children have the right to:
- be happy, healthy, safe
- have high aspirations
- be loved, valued, respected

Ensuring that children & young people are receiving the right services at the right time and for the right duration.

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**The Norfolk Threshold Guide**
A Child Centred Framework for Making Decisions

Let's talk about keeping us safe

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Charting the Changes

Version 1 (2016 - 17):
- to support the Signs of Safety approach
- introduction of an illustrated version to be used with families
- creation of animation to show children
- showcased at international events & national conferences

Version 2 (2017 - 18):
- enhanced with indicators of need
- recognised as innovative approach in All Parliamentary Group paper Storing Up Trouble (published Sept 2017)

Version 3 (2018 - 19):
- updated to show changes to the way concerns are managed at the ‘front door’, i.e. introduction of CADS
- animation updated
What’s different now?

Principles remain, i.e. providing
• Right services
• Right time
• Right duration

Underpinned by relationship-based working
• Talking to families
• Conversations with professionals
Visualising CADS

Norfolk Children’s Advice and Duty Service (CADS)

- MASH
- Early Help and Family Focus
- Wider partnership representation
- Consultant Social Work Team

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What’s different now?

Some sections on threshold descriptors deleted

Additional note pages in the back

Change of logo....
Why an event today?

Hard copies of Threshold Guide now available! Dissemination through:

• Relaunch events
• LSCGs
• All schools
• All early years settings
• Voluntary Sector Forum
Why an event today? Cont.

Chance to hear more about CADS from the staff

Clarify the role of the MASH

Provide an opportunity for service users to feedback
Development of CADS

KATIE RICHES AND HELENA LEWIS- CONSULTANT SOCIAL WORKERS
Children’s Services in MASH

- NSCB1 and telephone referrals. Pros and cons
- High volume
- Delays, incorrect information, limited information, no consent
- Varied skill mix with staff
Development of Children’s Advice and Duty Service

- Professor David Thorpe and his research
- Success of the model in other authorities
- Let’s talk - more opportunities for conversation
The Virtuous Cycle (Thorpe 2003)

INCREASED AND IMPROVED LEVELS OF DIRECT SERVICE PROVISION BY HEALTH AND EDUCATION AND OTHER ‘MAINSTREAM AGENCIES

1. REDUCED LEVELS OF REFERRAL TO SOCIAL WORK
2. REDUCED LEVELS OF CHILD PROTECTION INVESTIGATION
3. FEWER ASSESSMENTS, IMPROVED QUALITY

INCREASED & TARGETTED INTENSIVE FLEXIBLE FAMILY SUPPORT SERVICES
INCREASED LEVELS OF DIVERSION FROM SUBSTITUTE CARE

REDUCED NUMBERS OF CHILDREN LOOKED AFTER. MORE RESOURCES RELEASED & MADE AVAILABLE FOR INTENSIVE FAMILY SUPPORT
Consultation

- Specialist training
- Open dialogue
- Coaching
- Consultation
- Feedback
- Recording
Conversation

- 10 steps
- Discussion, information gathering and planning
- Agree next steps together
- Follow up
Norfolk 0-19 Health Service Healthy Child Programme; Our role within MASH
Introduction to the Norfolk 0-19 Healthy Child Programme
The Safeguarding Children team safeguards and promotes the welfare of children and young people by providing advice, support and training to all Norfolk based staff employed by Cambridgeshire Community Services NHS Trust.

The team works with other agencies such as police, social care, education and other health providers to meet the Every Child Matters outcomes. Joint working and sharing appropriate information with other agencies who are involved with safeguarding children is important to meet the needs of children.

The team consists of 7 Safeguarding Leads, a Deputy Named Nurse, Named Nurse for Safeguarding, a Health Practitioner based within County Hall and Safeguarding.
Our typical day:

- 9AM Morning meeting
- Information gathering for daily MARAC and review of MARAC minutes
- Section 47 multi agency strategy discussions
- Liaising with other health professionals - GPs, acute trust
- Establishing risk and safety factors and level of concern for individual cases, with particular emphasis on holistic health aspect.
Our role within MASH:

- To work as a member of the integrated team with CADS, Police and Education within MASH
- Aware of the implications of legislation, inter-agency policy and national guidance
- Understands information sharing, confidentiality, and consent related to children and young people
- Ability to work with other professionals and agencies, when there are safeguarding concerns
- To analyse information from more than one source
Our role continued:

• Ability to advise other agencies about the health management of individual children in child protection cases
• Knows what to do when there is an insufficient response from organisations
• Ability to challenge other professionals when required and provide supporting evidence to support the challenge
• Participates in section 47 strategy discussions
• To provide health and safeguarding expertise to the MASH decision making process and in child protection strategy discussion.
By the age of 18, 1 in 4 children will have been exposed to domestic abuse (NSPCC, June 2017)
Make the difference

Ch1nce to make a difference
Evaluation of CADS

Children’s Advice and Duty Service – ensuring that Norfolk’s children get the right service at the right time.

Heléna Lewis - Consultant Social Worker
Evaluation of the first 12 weeks

- By Thorpe Research Limited; Professor David Thorpe, Gary Denman and Elaine McHale
- 6 February 2019
A critical part of the implementation of new practice was to encourage partner professionals to hold telephone conversations. It can be seen that in the first 12 weeks there has been a 53.4% increase in Telephone conversations, and a corresponding decrease of 45% in emails.
Number of Single Assessments

- In the 12 weeks following implementation there has been an 18.7% reduction in the total number of Single Assessments compared to the 12 weeks before implementation.
- Compared to the previous year there is a 41.5% reduction.
Weekly pattern of percentage of single assessments that were ‘no further actioned’

- The percentage of single assessments with an outcome of no further action has decreased from an average of 49.7% to an average of 30.8% after the introduction of practice changes.
- In the last 8 weeks the average of NFA’s has fallen to 21.3%

Note: Training & implementation started at post week 1. This graph shows 13 weeks post implementation and Post week 11 represents the Christmas period.
Quality and Assurance

- Sample of 51 contacts
- The audit has found that on the whole, CADS are considered to be making the right decisions and the majority of the time, the decisions are made within 24 hours.
- When the decision is made for a Strategy Discussion to be held, these are occurring on the same working day and the appropriate key agencies attended and took part in all Strategy Discussions.
Challenges

• Staffing pressures

• Phone lines

• Follow up letters
Feedback From Professionals

- 87% positive feedback received from the partner survey
What’s Working Well?

• “CADS is a great service as I now feel I can call with any concerns and get the right information and assurance that I am dealing with a difficult case in the right way.”

• “New CADS process is much quicker and easier way to discuss concerns with families and refer in. Good service. Felt my concerns were listened to and responded to appropriately.”

• “I have now phoned the CADS line twice and have had a very positive response both times, useful advice being given. It is really helpful to be able to talk through concerns with a social worker.”

• “This service has already been incredibly helpful. Advice is prompt and available, exactly what was missing previously.”
What are we worried about?

- “A lot was put back on the school to deal with and I don’t feel the real concern regarding neglect and the effect on risk of harm was properly considered.”
- “I was happy with the outcome of this conversation but my team is finding it very challenging to make referrals for children to social services.”
- Record of conversation didn’t come same day – as there were urgent actions for school to take it would have been helpful to have the actions summary after the call for safeguarding file.”
- When staff tell you they are going to call back this should be completed, I had to call the next day to chase this up.”
What needs to happen

• Recruitment
• Telephony
• Timely feedback
• Increased regional understanding of safeguarding, processes and working together.
The Children’s Advice and Duty Service

Ensuring children in Norfolk get the right service at the right time
Plenary: CADS in wider context

Changes in legislation: move to Multi-Agency Safeguarding Arrangements (MASA)

More training on Family Networking – families and their networks as the solution to their problems

Workforce development reviewing training programme & going out to procurement

Ongoing learning & improvement through audits, Section 11 and SCRs
Future NSCB learning events when thinking about how to manage risk & uncertainty:

- Best Practice event on working with fathers (July 2019)
- SCR roadshow on safeguarding infants (autumn 2019)
- SCR roadshow on contextual safeguarding (autumn/winter 2019)
Thank you

If you have any questions about today’s event, please contact the Norfolk Safeguarding Children Board:

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Follow us on Twitter: @NorfolkLSCB

Presentations will be posted on the website in May 2019, following the final event.