**Learning from
Serious Case Reviews**

Case AI

Serious Case Review: Case AI

This presentation sets out:

- Summary of the case
- Terms of Reference: key research questions
- Areas of Learning
- Recommendations
- The NSCP's response

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Summary of the Case

Timeline of the review from January 2018 – August 2019

- Ambulance attends the family flat twice in space of a month resulting in two safeguarding referrals to NCSC.

- ASB possible CSE, Police make referral to NCSC.

- ICPC- Child AI subject to a CPP under the category of neglect

- 19 pre-setting forms completed between Jan- July

- Child AI stepped down to CIN plan the day before the birth of her sibling

- Second Police referral to NCSC – SWA recommends case managed by EH.

- Child AI sustains 26% burns

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Terms of Reference

- How well are parents' potential learning disabilities understood and their parenting capacity assessed in light of any cognitive limitations?

- Did the professionals have a view on the bonding between mother and child? How was this assessed?

- If a child is frequently arriving at a nursery / early years setting with bruises, scratches, and other minor injuries, how is this monitored and shared with other professionals working with the family?

- What does the use of A&E services tell us about the way families understand and access health provision? How does this impact on our safeguarding systems

- Are staff desensitised to indicators of neglect, and how does this impact on their ability to effectively assess risk?

- What are the similarities and differences between this case and other neglect cases in the local area? (Ref Case AF, AG and the local 'deep dive')

Learning Event with Frontline – March 2020 Identified Areas of Practice Learning

- The need for organisations to help and support staff dealing with trauma and build emotional resilience.

- To review sickness policy and ensure that the mental health of staff is managed appropriately and compassionately.

- Organistions are confident about permissions required in order to share information both internally, and between partners.

- Use some of the key points discussed throughout the day as a basis for safeguarding supervision sessions.

- Raise discussions about family background and time to reflect on cases more – identify the missing information.

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Recommendations

Recommendation 1.

NSCP as part of a workforce development plan, identify and equip frontline staff with the confidence and skills to work with clients who have, or may have a 'learning difficulty' including the use of visual aids in order to communicate effectively.

Recommendation 2.

NSCP requires assurance that social workers and frontline practitioners working with children are equipped to make full use of the Mental Capacity Act to test both an adult's understanding of the required changes, and probability of being able to successfully achieve these required changes.

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Recommendations, cont.

Recommendation 3.

Children's Social Care and Cambridge Community Trust (Healthy Child Programme) should provide assurance to NSCP that working relationships within the east of the county continue to improve resulting in a positive outcome for children.

Recommendation 4.

NSCP to promote the Family Network programme, in order to identify and build relationships with the wider family to better support families when services are no longer needed.

Recommendation 5.

The NSCP should oversee the development of guidance for transferring safeguarding records from Early Years settings to schools to facilitate appropriate and timely information sharing at the point of transition.

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NSCP's Response

- Neglect as a priority area in business plan: strategy review, strengthened leadership and independent scrutiny focus

- NSCP Workforce Development Group looking at training in Mental Capacity Act with the support of Norfolk Adults Safeguarding Board – to look at communication and assessment tools

- Ongoing work with all Local Safeguarding Children Groups, and specifically East LSCG, to disseminate the learning from SCRs/SPRs and reflect on ways to build and monitor the best possible relationships in multi-agency working

- Ongoing rollout, monitoring & evaluation of Family Network approach

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NSCP's Response, cont.

Early Years:

Self assessment process (Quantity)

- All EY providers complete the EY Safeguarding Audit with explicit questions on analysing patterns of cumulative risk and transferring safeguarding records from Early Years settings to schools is explicit.

Towards Excellence in Early Years (Quality)

- Annual "RAG" Assessment tool is being reintroduced to EY settings and the safeguarding element is being reviewed to ensure it includes an assessment of how far settings understand the importance of analysing patterns of cumulative risk and the need to transfer safeguarding records from EY settings to schools. In cases where this area is not "Green" additional support will be provided as appropriate until this is achieved.

Quantitative & qualitative reports will be available to evidence impact

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Learning Activities

- Consider how your team assesses cumulative risk over time and what steps you can take to improve risk assessments

- Develop ways to communicate effectively with parents where there are concerns about learning difficulties and sense check their understanding of risks identified

- Research the Mental Capacity Act and discuss within your team cases where you have had concerns and/or communicated effectively: identify training opportunities & resources to apply learning

- Discuss what good partnership working means to you with your team: when does it work well and how can you improve relationships if there is conflict or tension – what works well?

- Ensure your team is up to date with the NSCP neglect strategy, including nominated neglect champions, assessment tools and clear interventions to address drift

- Discuss the emotional impact of neglect on yourselves as individuals and the wider safeguarding system.

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