



# Wolverhampton Safeguarding Together

Annual Report 2019 / 2020



CITY OF  
WOLVERHAMPTON  
COUNCIL



## Contact us – We're here to support you

Safeguarding children, young people and adults at risk is everyone's responsibility. If you are worried about someone or yourself, please talk to us. You can get help in any of these ways.

### Children Safeguarding Concerns

If you or the person you are concerned about is under 18 (a child or young person) ring the Children Multi-Agency Safeguarding Hub (MASH) Team below on:

**Monday to Thursday, 8:30am – 5pm and Fridays, 8:30am – 4:30pm** . . . . .01902 555392

**Out of hours** . . . . .01902 552999

*If you don't want to talk to someone you don't know, you can ask an adult that you trust, like a teacher or youth worker or even a friend, to make the phone call for you.*

### Adult Safeguarding Concerns

If you or the person you are concerned about is over 18 (an adult at risk) you can call anonymously on the Adult Safeguarding line below. In an emergency, always call 999.

**Monday to Thursday, 8:30am – 5pm and Fridays, 8:30am – 4:30pm** . . . . .01902 551199

**Out of hours** . . . . .01902 552999

**In an emergency** . . . . .999

There is also helpful information on the Wolverhampton Safety Together (WST) website:

[www.wolverhamptonsafeguarding.org.uk](http://www.wolverhamptonsafeguarding.org.uk)

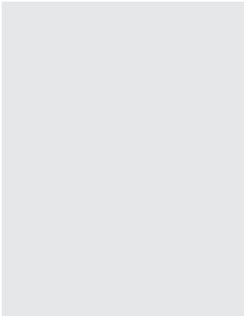
### Partner Organisations

Wolverhampton Safeguarding Together, Wolverhampton CCG, West Midlands Fire Service, West Midlands Police, The Royal Wolverhampton NHS Trust, National Probation Service, Health Watch Wolverhampton, Black Country Healthcare NHS FT (MH / LD), City of Wolverhampton Council, Adult Social Care, City of Wolverhampton Council, Children Services, VSC, Wolverhampton Homes, West Midlands Ambulance Service University NHS FT, City of Wolverhampton Council, Children Services.

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## Foreword



It gives me the greatest pleasure to write to you as the Chair of the Wolverhampton Safeguarding Together (WST) Executive Group, helping to keep all our citizens in Wolverhampton safe.

This is the first year that our two Boards – Children’s Safeguarding Board and Adults Safeguarding Board – has reported as one entity as *Wolverhampton Safeguarding Together* in order to meet our statutory requirements under the *Working Together 2018* statutory guidance for Children’s Safeguarding and the Care Act 2014 for Adult safeguarding.

I wanted to give everyone a warm welcome and in particular our safeguarding partners to thank them for all their hard work evidenced throughout our annual report during the year under review.

Our report provides clear evidence of sustained strong partnership working across the agencies that work in Wolverhampton and I also wanted to go on record and state that we believe that a great many benefits have accrued from our new arrangement, including improved information

exchange between all our safeguarding partners within children and adults, which I believe will ultimately improve outcomes for everyone. This has been an ongoing theme for the Wolverhampton Safeguarding Boards and we continue to strengthen these arrangements; we have active engagement within the wider community and ‘experts by experience’ through the Community and Engagement group to ensure the voice of children, families and vulnerable adults are heard.

The work of One Panel has developed very well and we should recognise the challenges and movement from the original three groups, including Serious Adult Reviews (SAR) and Serious Childrens Review (SCR) sub groups to one panel, which has been significant and not without challenge. This is now reflected in the review of cases across the whole life cycle and system; there is a greater flow of children and adult safeguarding intelligence shared between all partners.

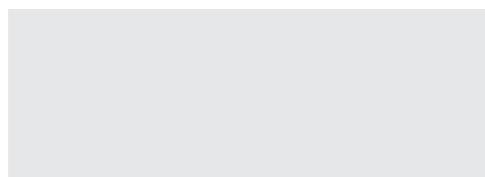
It is also important to recognise that our business critical functions have still been maintained during Covid; as well as a robust and rapid response from partners across the system to respond to the challenges that Covid has provided, we have still maintained a clear

line of sight on Safeguarding practice which has allowed us to identify any immediate risks rapidly.

During the period under review, we have launched the Wolverhampton Neglect Strategy for Children and Young People (CYP) 2019 – 2022. In addition, our communication to partners has been strengthened; we have published a number of newsletters, launched our new WST website as well as other social media communication messages, within which the *WeCAN* tool is embedded to be used as the Neglect assessment tool across the city.

We have incorporated Black Lives Matter (BLM) values and ethics within our practice; there is no better time for us all to reflect internally on our beliefs and behaviours towards inherent inequalities and systemic racism that we may perceive or experience within our personal and / or professional lives here in Wolverhampton. We champion and continue to shape a diverse health and social care workforce within our city as well as ensuring support offered to those in receipt of our services making them bespoke and tailored to individual need. We will do everything possible to continue to expose and eradicate systemic racism.

Finally, in order to further solidify our new Safeguarding partnership arrangements, we have recently commissioned an experienced independent safeguarding scrutineer to review our Scrutiny and Assurance Board and highlight any governance improvement opportunities.



**Sally Roberts**

**Chair, Wolverhampton Safeguarding Together Executive Group**

## Statement from the Independent Scrutineer



I have been commissioned as WST's independent scrutineer, which includes writing the Annual Joint Safeguarding Report 2019 / 2020. I am an experienced qualified social worker, with over 25 years' experience in

both Health and Social Care, with a strong focus on Safeguarding and scrutiny and assurance. Working independently for the last 15 years in a series of senior management roles, both regionally and at a national level.

Independent scrutiny is a statutory requirement under the *Working Together 2018* Act for Children's services, designed to provide assurance internally to partners and relevant agencies, their governing and scrutiny bodies; and externally, to the DfE, Ofsted, the CQC, HMICFRS, HMIP, and other inspectors auditors or regulators.

Working Together 2018 is clear that mutual holding to account, support and challenge is how the statutory partners and relevant agencies must operate, ensuring the partnership and its impacts are clear, co-owned, and contribute to progressively improving children and young people's lives. Wolverhampton Safeguarding Partnership have chosen to use a range of independent scrutiny methods to provide assurance.

As the Independent Scrutineer, I have been commissioned to complete the following key areas:

- a) **Author the annual joint safeguarding annual report 2019 / 2020**
- b) **Plan and facilitate WST's Annual Events:** effective planning and coordination of the twice-yearly annual events. Which have two themes: 1) Reflection on implementing the new partnership arrangements and priorities 2) holding agencies to account on achieving priorities.
- c) **Complete a 360-partnership appraisal –** The appraisal will need to be relevant to the point in time the partnership is at. It should include all areas of governance and our commitment to 'Experts by Experience'.
- d) **Develop a maturity model:** a framework that will allow WST to benchmark our partnership and its collaborative working in achieving priorities against a level of maturity

Currently, I am at the very earliest stages of my commissioned work but a large part of my focus will be on the work of the Executive Group and Scrutiny & Assurance Co-ordination Group to ensure sufficient data and feedback is available to allow the partnership to demonstrate whether priorities have been achieved.

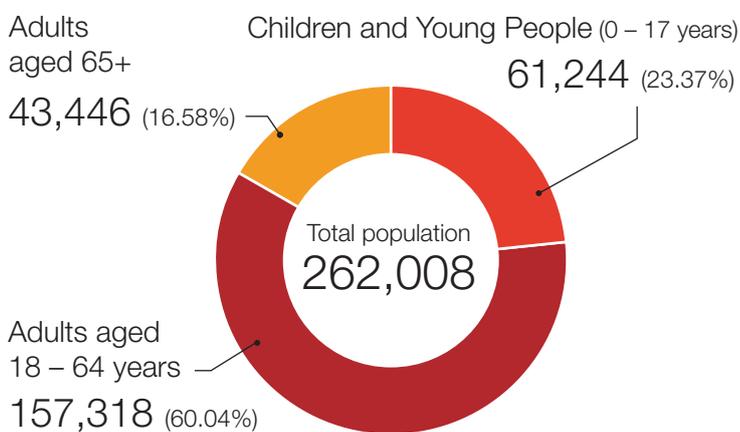
A handwritten signature in black ink that reads "V. Murphy". The signature is written in a cursive style with a large, looped initial "V".

Vicky Murphy  
Independent Scrutineer, Wolverhampton  
Safeguarding Together

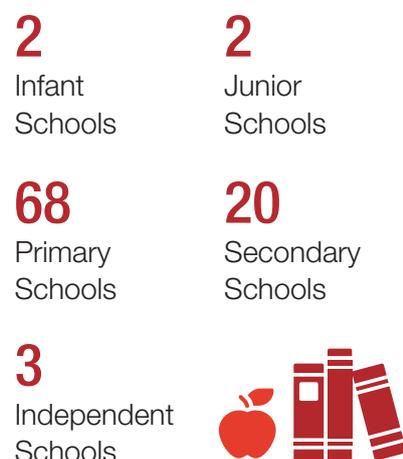
## Wolverhampton at a Glance

The council recognises the diversity of the people and the communities of the district and is committed to working with our partners and the district's many communities to understand and meet the needs of individuals and communities and improve their opportunities, wellbeing and ability to live together productively. This is done by building closer links with everyone and using our influence within the local community by giving a lead to other employers, partners and other local agencies to promote equalities.

### Population of Wolverhampton<sup>1</sup>



### Education<sup>2</sup>



### Children in Care of the Council<sup>3</sup>



96 per 10,000 in Wolverhampton



62 per 10,000 in England

There are more children in the care of the Council (96 per 10k, 65 per 10k in England)

### Residential or Nursing Care Placements<sup>4</sup>



817 per 100,000

of over 65s had permanent placements in residential or nursing care (2018-19)

1 [www.ons.gov.uk/datasets/ageing-population-estimates/editions/time-series/versions/3](http://www.ons.gov.uk/datasets/ageing-population-estimates/editions/time-series/versions/3) (June 2020)

2 [www.ons.gov.uk/datasets/ageing-population-estimates/editions/time-series/versions/1](http://www.ons.gov.uk/datasets/ageing-population-estimates/editions/time-series/versions/1) (October 2020)

3 [www.wolverhampton.gov.uk/sites/default/files/2019-11/Public%20Health%20Annual%20Report%202019.pdf](http://www.wolverhampton.gov.uk/sites/default/files/2019-11/Public%20Health%20Annual%20Report%202019.pdf); page 9

4 [www.wolverhampton.gov.uk/sites/default/files/2019-11/Public%20Health%20Annual%20Report%202019.pdf](http://www.wolverhampton.gov.uk/sites/default/files/2019-11/Public%20Health%20Annual%20Report%202019.pdf); page 21

## Introduction

Ensuring that children, young people and adults are safeguarded from abuse and neglect is everyone's responsibility. In Wolverhampton this is achieved through a co-ordinated approach to safeguarding. As a result of agencies working collaboratively across both the children's and adult's workforce, professionals will recognise and fulfil their safeguarding responsibilities.

This document sets out the Wolverhampton children's and adults multi-agency safeguarding arrangements. The arrangements accentuate the need for agencies to work collectively to ensure that children and adults are safeguarded and remain at the heart of the multi-agency safeguarding processes.

## Legislative Context

Our report covers the period 1 April 2019 until 31 March 2020.

*Working Together to Safeguard Children 2018* confirms that the three statutory safeguarding partners in relation to a local authority area are defined in the *Children and Social Work Act 2017* as the:

- Local Authority
- Clinical Commissioning Group
- Chief officer of Police

The three statutory partners have a shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children in a local area. The *Children and Social Work Act 2017* has provided partners in Wolverhampton with a unique opportunity to develop new partnership safeguarding arrangements.

The move to abolish Local Safeguarding Children Boards arising from this Act, changing structures and working arrangements in partner agencies and the ongoing demands on resources, have made it essential to look at the Local Safeguarding Board Governance arrangements across Wolverhampton.

*The Care Act 2014* also established the need to have Safeguarding Adult Boards in each local authority Area. The Act confirmed that the three statutory safeguarding partners should be:

- Local Authority
- Clinical Commissioning Group
- Chief Officer of Police.

## Leadership and Governance – Wolverhampton Safeguarding Together

The revised governance arrangements build on the knowledge and learning arising from both the Local Safeguarding Children Board and the Safeguarding Adults Board.

The arrangements will continue to scrutinise and monitor safeguarding practice but also seek to produce accessible learning for both practitioners and senior managers from the themes and trends arising from increased quality assurance activity. The new arrangements seek to bring together the three statutory safeguarding partners (Health (CCG), Police and Local Authority) to form an Executive Group – Wolverhampton Safeguarding Together (WST)

Membership of the Executive Group will consist of senior officers from the three statutory partners plus Education and will look at both adults and children's safeguarding. The Executive Safeguarding Partnership Group is the overarching Wolverhampton governance board for both the children's safeguarding agenda and adults safeguarding agenda and is a high level, strategic board that will primarily focus on safeguarding systems performance and resourcing. This Board will have the statutory accountability for safeguarding in the Wolverhampton area.

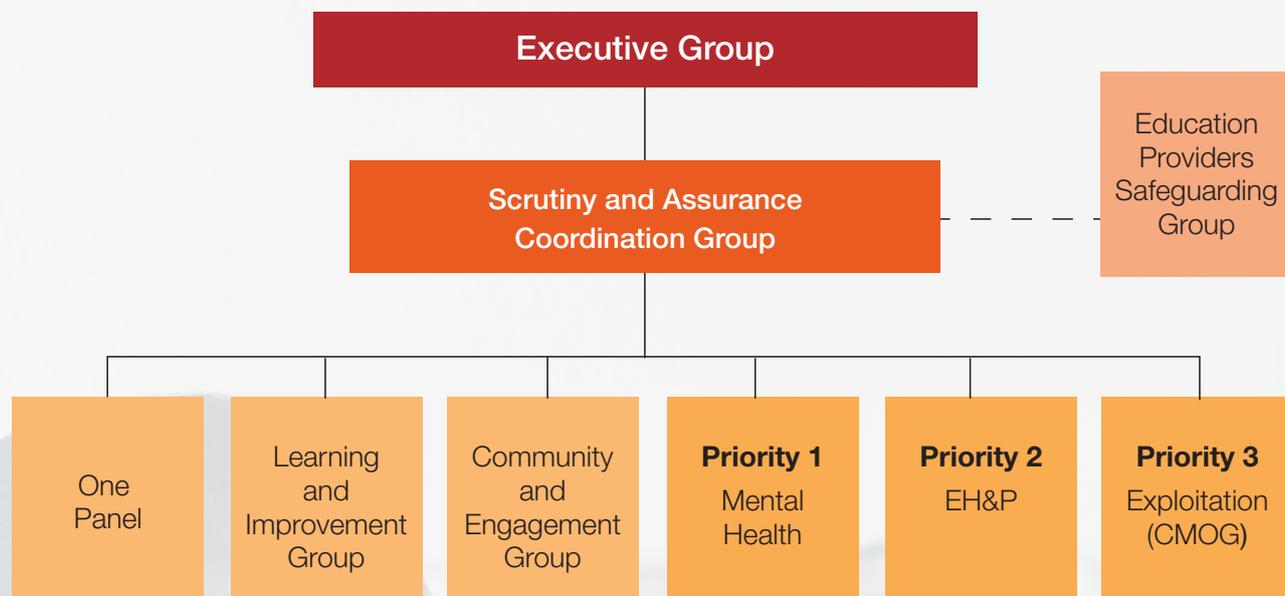
Bringing together adults and children's safeguarding will ensure that safeguarding issues can be looked at holistically in a "think family approach" and will also provide a forum for transitional arrangements to be discussed and agreed.

The Scrutiny and Assurance Co-ordination Group sit below the Executive Group and are responsible for progressing the Executive Group's business priorities through the strategic plan. Under the Care Act 2014, this is WST's statutory Adult Safeguarding Board. Here, they authorise the policy, process, strategy and guidance required to support the Executive Group priorities and effective safeguarding.

The Scrutiny and Assurance Co-ordination group have wider partner membership to include probation, health providers, education, voluntary sector (including faith communities) and housing. Below the Executive Group and the Scrutiny and Assurance Co-ordination Group are a range of sub groups and task and finish group(s). These groups are responsible for a range of areas, including policies, training, consultation and quality assurance.

To be at its most effective, the process also requires input from children/young people, those adults in need of help and protection and frontline practitioners. These views could be gathered via a range of activities including surveys, consultation with focus groups and invitation(s) to sub groups.

## Flow Chart of the WST Governance Structure



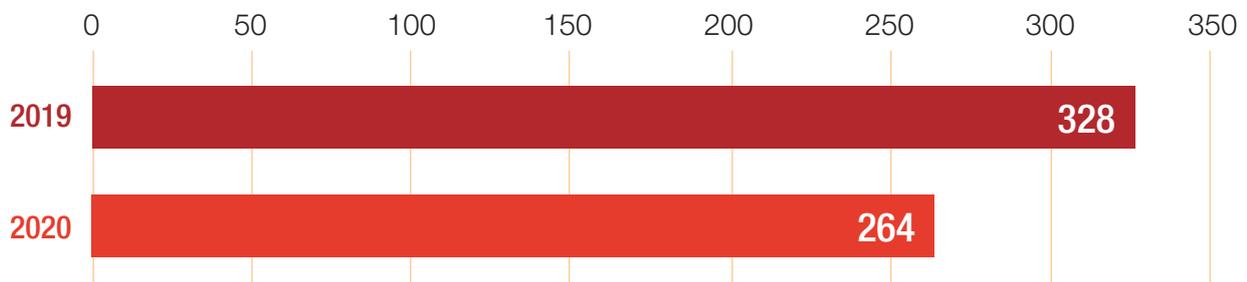
## Key Achievements for WST Safeguarding Partnership – 2019 / 2020

- 1) Reduced the size of the Executive Group to just the statutory partners with education also represented.
- 2) Replaced the Board with a Scrutiny and Assurance Coordination Group (SACG) who strategically guide the work of WST and ensure the partnership remains focused on sharing, learning and protecting the most vulnerable. This group also report directly to the Executive Group with open communication channels for both communication and escalation readily available.
- 3) Consolidation of groups / standing groups from ten to six groups with one further provider group. Each group has a work plan aiming to deliver our priorities set out in the WST Strategic plan including Early Help and Prevention; Mental Health; Exploitation; Community and Engagement; Learning and Improvement and One Panel (statutory learning reviews). The provider group focuses on safeguarding in education represented across a number of settings. Additionally, SACG has the ability to put together a task and finish group which allows WST to focus temporarily on areas of concern(s) and which can be closed off once this group has completed its work.
- 4) We have replaced our Independent Chair with the Chief Nursing Officer for the Black Country and West Birmingham's Clinical Commissioning Groups (BCWB CCG), one of our core statutory partners.
- 5) Commissioned an Independent Scrutineer to carry out a full appraisal of the new arrangements, including amongst other things, an in-depth review of the Scrutiny and Assurance Co-ordination Group and plan and deliver the partnership's maiden Annual Event scheduled for early next year (Quarter 1, 2021). This event will hold all our partner colleagues to report on their safeguarding responsibilities, providing evidence on how constructive changes in safeguarding practice following learning reviews have been implemented.
- 6) Created and approved a mandate that recognises what is required by a Task and Finish effort to develop WST's 'experts by experience' approach, building on the City of Wolverhampton Co-production and Engagement Charter.
- 7) Created a SACG standing item agenda for *experts by experience* feedback whereby the partnership can hear and learn from the views of those with lived experience of safeguarding services.
- 8) We have launched the Wolverhampton Neglect Strategy for Children and Young People (CYP) 2019 – 2022
- 9) Strengthened our communication to partners including the launch of a new website: [www.wolverhamptonsafeguarding.org.uk](http://www.wolverhamptonsafeguarding.org.uk) and published a number of newsletters.
- 10) Fulfilled its statutory duty of receiving and appropriately progressing safeguarding referrals through its *One Panel* function.
- 11) Arranged and held an annual social work conference event for the children's and adult's workforce based on the theme of Human Rights and Exploitation. The key note speaker was Jaswinder Sanghera CBE (Founder of *Karma Nirvana*, an award winning charity) who talked about Forced marriage and Honour Based violence. 232 people attended the conference and the feedback from attendees was very positive.

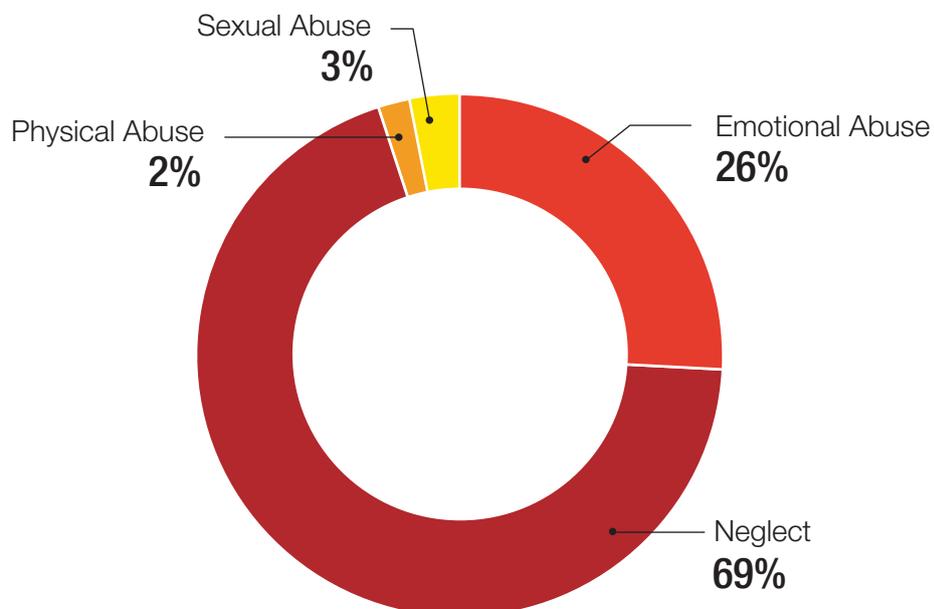
## Children and Young Adults (1) – Safeguarding in numbers

### No of children on Child Protection Plans – Comparison March 2019 v's March 2020

There has been an approximate 20% reduction in number of children on Child Protection Plans in 2020 versus 2019 or 64 cases.

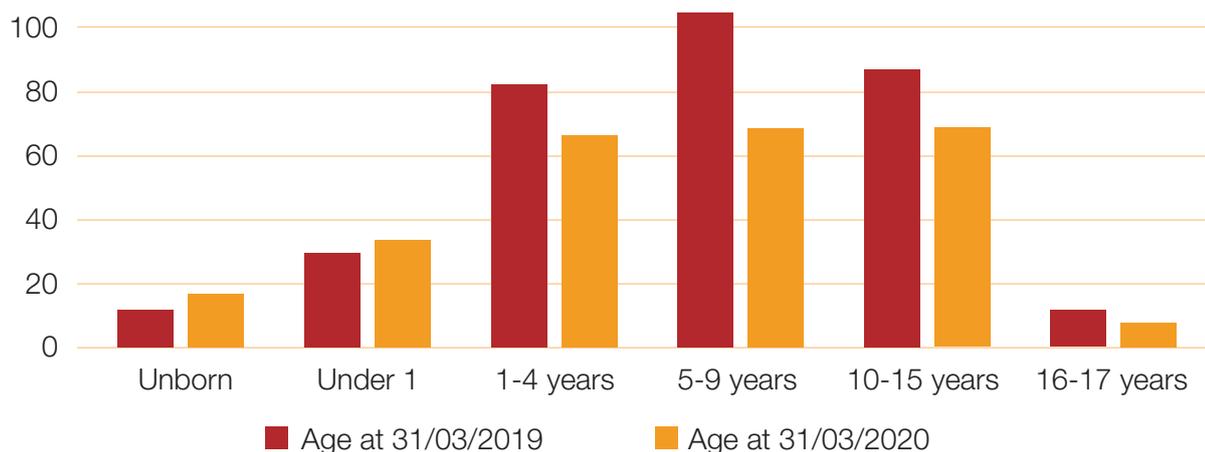


### Child Protection Plans by Category of Abuse April 2019 – March 2020



## Children and Young Adults (2) – Safeguarding in numbers

### Age of Child re Protection Plan by the following bandings



### Child Protection

Following work completed around the timeliness of ICPC's (Initial Child Protection Conference), the performance in this area has improved and remained consistently high, achieving 100% of timeliness rates for a number of months, increasing the overall performance across the year.

Further improvements were made to the Child Protection Conference process, where there is now a dedicated section to capture the child's views. This approach has been well received by families and partner agencies and has increased the quality of information shared at Conference and the impact focus of Child Protection Plans.

Children's participation in Conferences has steadily increased, even when children have chosen not to attend, there is evidence to show that more are being asked if they wish to attend, or how best to share their views. There is more evidence of creative work being undertaken by Social Workers to share written and drawn views of children.

The Safeguarding Service continue to obtain written feedback following every Child Protection Conference from parents, the Social Worker and partner-agencies. The feedback obtained remains consistently very good. The feedback process has now moved onto an electronic system which allows for better data analysis.

- The IRO (Independent Reviewing Officer) /CP (Child Protection) Chair Team are fully staffed and increasingly experienced.
- The IRO Team continue to use the Quality Assurance and Dispute Resolution system to monitor the performance of the Local Authority, and the application of these systems has been used more robustly and consistently. The IROs also issued 44 Good/Excellent Practice Notifications to celebrate where Social Worker's have 'gone the extra mile' and made a difference to Children in Care and Children subject to Child Protection Plans.
- The IRO/CP Service received no formal complaints and 13 compliments during 2019-2020.

## Children in Care

- IRO Children in Care caseloads have reduced, meaning there has been opportunities to continue with service and practice development.
- 97% of Children In Care Reviews were completed in timescale, an increase on the previous year's performance
- 92% of children participated in their Child in Care Review, remaining consistently high
- 69% of parents participated in their children's Reviews; this is satisfactory given some parents are excluded due to their whereabouts being unknown or otherwise excluded from participating for a valid reason.
- A pilot was carried out during May/June 2019 to trial a new approach to conducting Children in Care Reviews, with a view to increasing child participation. The Pilot was successful and the approach has been approved for full roll-out, scheduled to be completed during Autumn/Winter 2020
- New consultation forms were designed with the Children in Care Council and are now being used for Children's Reviews. Further work is underway to develop resources and tools for Children's Reviews in line with the Project roll-out
- The IROs are now writing their Review Records to the child, using language that is relatable and child friendly.



## Children's Service Case Study Summary (1)

R is a fourteen-year-old male who is subject to a Full Care Order under The Children Act 1989. R experienced neglect from his Mother who suffered with poor Mental Health. In 2005 R was placed on a Child Protection Plan and in January 2006, R's Maternal Grandmother YG was granted a Residence Order. In January 2011 however, R became distressed at school, explaining that his neck was in pain due to his Grandmother slapping him around the face. As a result, R went to the hospital for a Child Protection Medical where there were numerous marks on his body; some which were determined to be non-accidental. There were also concerns noted that R was displaying concerning sexualised behaviour and appeared to be having been exposed to an adult lifestyle at an early age of 6. Since R has been subject to a Full Care Order, he has had six foster placements and two residential units, as well as two connected persons placements with his Grandmother and Grandfather, which all broke down due to R's chaotic behaviours.

R was placed at Eagles Care Home in August 2017 which was going well to begin with. However, R began absconding from placement and was reported missing/absent over 30 times. The staff also found a machete in R's bedroom, and he was found with Cannabis, money, scales and a Samara Sword. R had disclosed to the Missing Returns Officer that he was part of a gang and there were strong suspicions that he was involved in County Lines and would share details of individuals who were known to be associated with Child Sexual Exploitation and gangs.

In November 2018 R sustained a Hair Line Fracture and R reported that he was run over by a group of masked men. He later denied this was true, stating that he had fallen off a wall. R was regularly seen being collected by an older male in a car and there was a concern that R was 'plugging' drugs. He was presented at Multi-Agency Sexual Exploitation Panel due to the number of missing logs and the association with gangs.

In November 2018, legal advice was sought, and a Local Authority Solicitor advised that R met threshold for Secure Accommodation as he was placing himself and others at significant risk. In December 2018, Director of Children's Services Emma Bennett gave permission for a search for Secure Accommodation provisions to begin. Not long after, R was reported to have asked a taxi driver if they wanted to buy a knife, then producing a large kitchen knife.

On the 20th December 2018, the Police stated that they had intelligence that the gang members that he is involved with would kill him. The Police also advised that they have intel suggesting that a known adult male (who is head of a gang) and R were planning to meet. R's suspected girlfriend at the time was in a different gang and the adult male advised R's girlfriend that he did not want her involved with R due to being in different gangs. The Police advised that should R and this adult male meet, R would be killed.

The Police stated that they had information that R had a machete strapped to him on the 19th December 2018 and one his friends was alleged to have stabbed somebody in the head which he was on bail for. There were also concerns that R had been stabbed in the buttocks as part of gang initiation and asked for this not be disclosed to the hospital.

On the 21st December 2018, Adel Beck Secure Children's Home was identified, and R was transported there on the 22nd December 2018. Since R's admission to Adel Beck he had been involved in a number of incidents ranging from assault on staff, assault on peers, sexualised behaviour, property damage, security breach, and threat to assault. These behaviours however have significantly decreased over the last few months and R has made some great progress at Adel Beck. He has been on various mobility trips on a one to one basis and has not absconded or threatened to do so. The level of physical altercations and restraints have considerably reduced, and he has achieved some great work in education; exceeding expectations in a number of subjects. Work has been completed around gang affiliation and exploration into the potential of R being exploited. His engagement has been good, and he often requests his one to one sessions. R no longer meets threshold and a suitable placement is currently being identified by social care.

## Children's Service Case Study Summary (2)

CH is 15 years old. CH is subject to a Full Care Order and was placed under Placement With Parents regulations with his father in June 2016 until 1st August 2018.

CH had been issued with a threat to life letter on 1 August 2018 from the Police in respect of him having stolen a vehicle that was linked to a murder and the family seeking retaliation. The father was minimising the risk posed and so was CH. Mother was unable to have care of CH as she has another child. Father was refusing to safeguard CH and move out of area and stated he could not keep him safe. We tried to make alternative arrangements with family but no family members could care for CH in and or out of city. Family meetings were held, and a family group conference was arranged but no family members wanted to care for him.

Risks in respect of CH

- Escalation of offending behaviour and lack of engagement with YOT
- Affiliation with risky adults
- Misper whilst in LA care
- Threat to life package in place
- Non-school attendance
- CH unaware that he is at risk
- Family are scared and withdrawing support. They are not able to keep him safe.
- Substance misuse

CH was a hard to place young man due to the identified risks, as a result he was placed at Upper Pendeford Farm (UPF in house children's home) due no other placements options, daily searches were undertaken by the placement team. The social worker and social work manager also contacted individual provisions in addition to the placements team with no positive responses.

Regular meetings were held with agencies and family members to review the circumstances, risk manager and explore alternative care arrangements. Legal advice had been sought in respect of a secure placement however given the risks, he did not meet the threshold at this time.

Given that we had received no positive responses from residential and foster placement searches, or family members willing to care for CH, spot purchases had been considered as CH was due to breach the 17-day regulation at UPF. Legal advice was sought in respect of the spot purchase, they advised the local authority cannot place as this would be an unregulated placement.

In view of this the local authority had no other option but to keep C.H at UPF, all avenues had been explored with nothing coming to fruition.

Once a positive match had been received on the 29th August 2018, immediate action was taken, and he was placed in residential via secure transport on the 30th August 2018.

# Learning from Reviews and Data

## Practice reviews

### Children

The responsibility for how the system learns lessons from serious child safeguarding incidents lies at a national level with the Child Safeguarding Practice Review Panel and at a local level with the safeguarding partners. Serious child safeguarding cases are those in which:

- a) Abuse or neglect of a child is known or suspected.
- b) The child has died or been seriously injured.

### Adults

The Care Act 2014 statutory guidance describes when a safeguarding adult review should be undertaken:

- a) When an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.
- b) if an adult in its area has not died, but the Scrutiny and Assurance Co-ordination Group knows or suspects that the adult has experienced serious abuse or neglect.

## Overview

During the reporting period under review, there were two (2) Serious Case Reviews (SCR's) – Child N and Child K – and two (2) Safeguarding Adult Reviews (SAR's) – Adult C and 'Edith'.

Further details of the cases are available by following the link below:

### Children

<https://www.wolverhamptonsafeguarding.org.uk/safeguarding-children-and-young-people/wolverhampton-safeguarding-children-together/serious-case-reviews>

### Adults

<https://www.wolverhamptonsafeguarding.org.uk/safeguarding-adults/wolverhampton-safeguarding-adults-together/serious-cases-dhrs-sars>

## Themes and Learning

### Adults

Lesson Learnt	WST Response
<p><b>Edith; Escalation of Concerns;</b> There were no agreed multi-agency procedures in place for professionals to meet to share information, and formulate multi-agency support, unless these met the criteria for being considered under the formal adult safeguarding procedures.</p>	<p>Monthly multi-disciplinary meetings are now taking place in each district with a core membership of social care staff, district nurses and the community matron. WST now seeks assurance from the relevant statutory partners that they are satisfied that agencies are applying robust systems and processes to maintain up to date information about a service user's GP, and contact numbers / email addresses for family members or informal carers to be contacted when circumstances require this.</p>
<p><b>Edith;</b> Professionals to be able to recognise and respond to the possibility of coercive control, particularly when it is hidden, and its potential impairment on a person's mental capacity when making decisions about their care and treatment which includes controlling and coercive behaviour.</p>	<p>WST and the Safer Wolverhampton Partnership should seek assurance from its statutory partners that across the partnerships that: a. Professionals are equipped, through guidance and training, to recognise the indicators of possible coercive control and where this may be affecting a person's ability to make significant decisions such as those about their care and treatment b. There are quality assurance processes in place to support effective and consistent practice in the use of trigger questions and the multi-agency risk assessment tool for cases involving domestic abuse</p>
<p><b>Adult C;</b> Adult C had been known to NHS Mental Health Services for many years. In the material that was gathered for the review, that the diagnosis of Adult C's mental health issues was not well understood and communicated to all those that were offering care and support. It is recorded by all agencies that Adult C had a diagnosis of epilepsy. It was also noted that Adult C had schizophrenia which in fact, was incorrect.</p>	<p>When Safeguarding boards are scoping cases that are referred for a SAR, it is crucial that factual accuracy is assessed. Agencies who hold information that may appear to contradict facts within a referral should update the board in order that decision making can be effective and terms of reference robust.</p>

## Children

Lesson Learnt	WST Response
<p><b>Child K</b> – Family members had concerns about Great Uncle’s mental health and they sought help on four occasions. Contact was again made with professionals on the evening of Child K’s death due to concerns about Great Uncle. He hadn’t slept for 72 hours and was clearly unwell.</p>	<p>Agencies should seek to understand the impact of a relative’s (or a regular visitor’s) mental health on the circumstances within a household where a child or vulnerable adult is present, particularly if their mental health doesn’t improve or gets worse.</p>
<p><b>Child N;</b> The use of working agreements by the social worker was a feature of this case. Both parents and the child signed an agreement detailing expectations. The use of working agreements is widespread in social work practice, but the effectiveness of them is questionable; too often, as with Child N, children, young people and their families are not actively engaged in the development of them</p>	<p>The use of instructions and restrictions in working agreements for a child, young person and their family are not helpful in enabling them to make changes unless they are actively involved in developing them.</p>

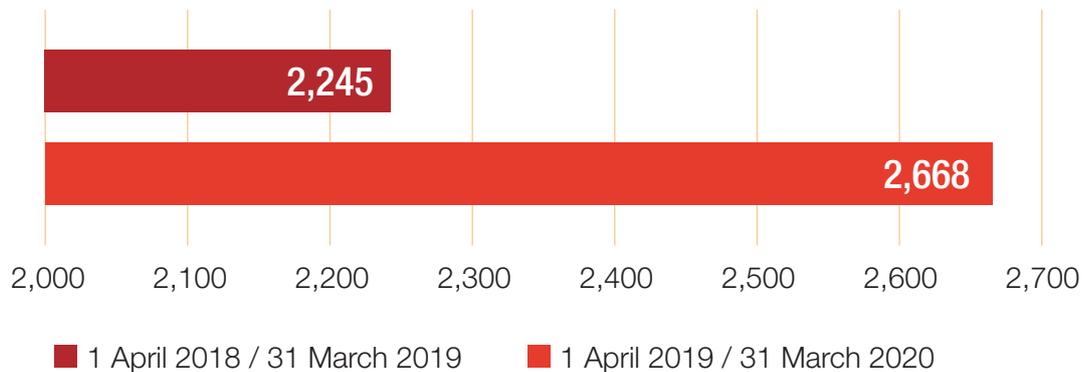
## Adult Social Care – Assurance Data (1)

For context, it is important to state that that we always follows the six (6) guiding principles of safeguarding as defined by the Care Act 2014

[www.anncrafttrust.org/resources/six-principles-adult-safeguarding](http://www.anncrafttrust.org/resources/six-principles-adult-safeguarding)

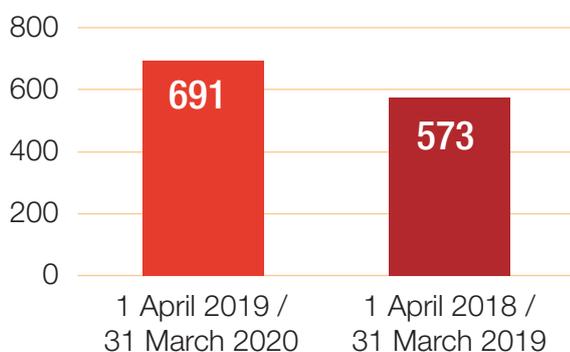
During the year under review, there was an 18.84% (or 423) increase in concerns registered with the City of Wolverhampton Adult Social Care v's 2018 / 2019. This could be partly explained due to increased attendance at numerous safeguarding training events across the city.

### Total number of Safeguarding Concerns – 2020 v's 2019



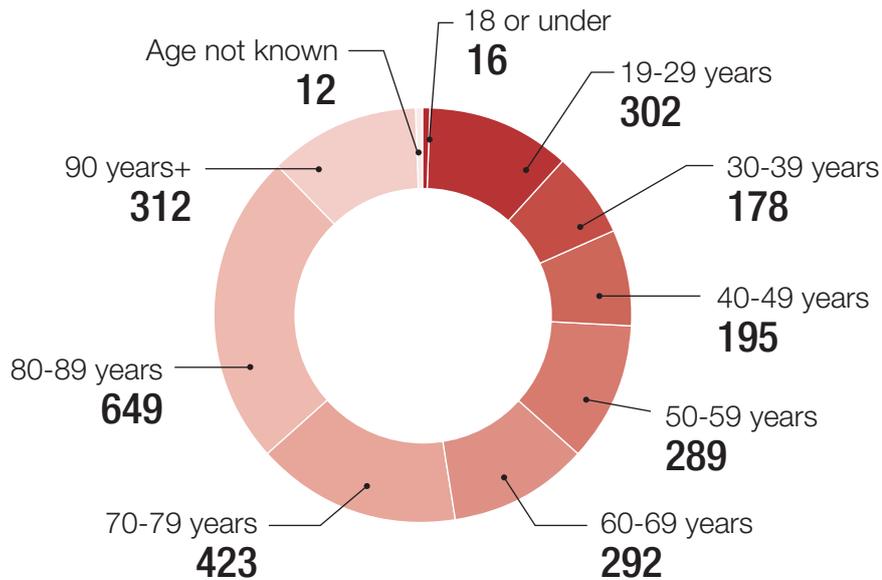
Of these, 691 led to s42 enquiries which equate to a 20.59% increase against the previous period

### No. of concerns leading to s42 safeguarding enquiries 2019 / 2020 v's 2018 / 2019

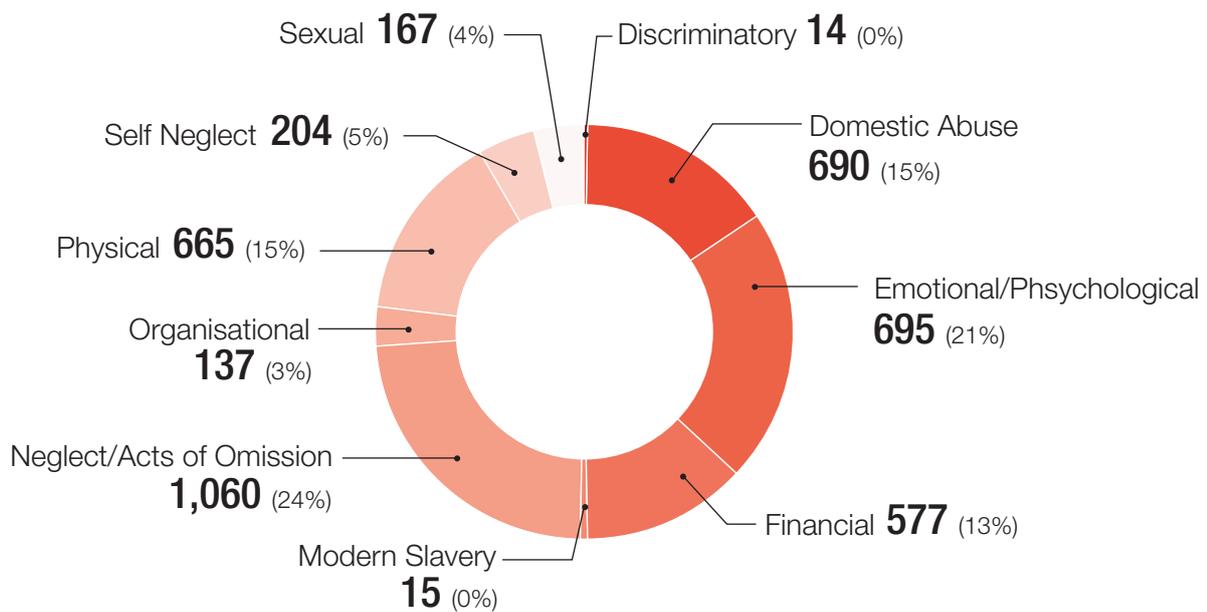


## Adult Social Care – Assurance Data (2)

### Age range bandings of concerns April 2019 – March 2020

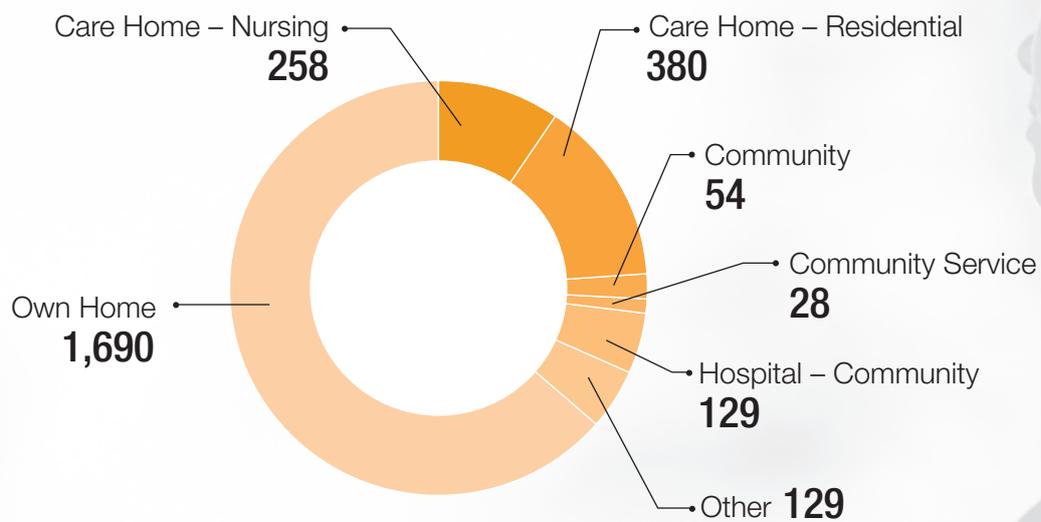


### Types of concerns April 2019 – March 2020



## Adult Social Care – Assurance Data (3)

### Location of concerns April 2019 – March 2020



## Protect People at Risk – Making Safeguarding Personal – MASH

The MASH (Multi-agency Safeguarding Hub) incorporates Adult and Children's Services in a central hub. The driver for this is to:

- Promote a more consistent approach to risk management and positive risk-taking alongside achieving desired outcomes
- Implement a whole family safeguarding approach

This year there has been a focus on multi-agency working and working with the Social Work teams in line with the 3 Conversations model:

### **Story of difference – 3 Conversations and Making Safeguarding Personal (Case Study)**

Following a safeguarding concern from West Midlands police with regard to N and her adult son, the MASH made contact with N. N's elderly father also lived in the family home. N had reported to police that she has been physically, financially and verbally abused by her son, A, for the past 10 years. A was described as having mental health needs and when the MASH social worker asked N about her desired outcomes, she reported that all she wanted was for A to have support with his mental health. The MASH liaised with all of the relevant partner agencies (i.e. Police, Penn Hospital, etc.) and connected to MARAC where it was again made clear that N's desired outcome was to get help for A. It is also known that A witnessed domestic abuse between his parents when he was a child, although his father has not lived in the family home for many years.

A was arrested but N refused to make a statement. Therefore, he was released without charge. With A's permission, the MASH social worker asked the Mental Health social worker to make contact with A. This contact was made the following day whereas prior to 3 Conversations, A might have been placed on a waiting list and not spoken to anyone for some time.

A was very keen to be supported to move into his own accommodation and displayed insight into his behaviour toward his mother. He expressed appreciation to the Mental Health Social Worker for not being patronising, as he felt other people/agencies had not been as attentive to his feelings and what he felt would help him to stop harming his mother.

Supporting the wishes and needs of both N and A, A was supported to move out of the family home and into supported living with the goal of helping him to change his behaviour and take control of his life. N was connected to the Carer Support Team who completed a Carer's Conversation and given advice and support.

The multi-Agency response from the Independent Domestic Violence Advocate (IDVA), Police, Mental Health, Adult Social Care, GP, Carer Support Team, and MARAC helped to secure positive outcomes for all concerned. A is now getting the help and support he needs and feels listened to for the first time. N has since reported that she is able to keep herself safe and said "I feel like me for the first time in a while." She also said that she now knows how to get support and where to go in order to keep safe. N will have an annual Carer's Conversation to make sure that she and her father have all of the support they require..

*Making Safeguarding Personal (MSP)* has been consistently well evidenced in the adult social care file audits in 2019-2020 and demonstrates MSP is well embedded into frontline safeguarding practice:

Quarter	Number of files where MSP was evidenced	Number of files audited for MSP
1	5	5
2	8	9
3	6	6
4*	2	2

\* There were fewer audits in Q4 due to Covid-19



## Modern Slavery

CWC received a total of 15 safeguarding concerns regarding Modern Slavery between 1st April 2019 and 31 March 2020. Of these concerns, 7 were assessed as having no risk identified (i.e. no evidence of modern slavery); 1 concern did not occur in Wolverhampton; 2 Risk identified and risk remains; 2 Risk identified and risk removed; 2 Risk inconclusive; 1 not enough information for risk to be identified.

## Safeguarding Training

Safeguarding is only as effective as the training that we provide to our safeguarding professionals and partners across our system. WST is extremely proactive with regards to our safeguarding training offerings and we have provided a great many courses. During the year under review, we have held 67 types of safeguarding training.

Whilst outside the period under review, we felt it important to state that all safeguarding courses which were due to take place in April and May 2020 during lockdown were cancelled but that we rebuilt training capability for the following period; all core safeguarding lead training was rescheduled to take place online via Teams. This included *A Shared Responsibility, Working Together, Thresholds to Support, Managing Allegations and Safer Recruitment*. Course content was adapted to work for online delivery.

Wolverhampton Domestic Violence Forum have also supported the WST partnership by providing free of charge online delivery of Rape and Sexual Violence, Domestic Violence, coercive control and Stalking, Modern slavery and 'Honour'-Based Violence, Forced Marriage & FGM safeguarding training.

We have reduced the number of places on the online facility training initially to 10-15 but now increased to 20, to enable the trainers and delegates to adjust to the new delivery method – face to face training is usually for up to 32 delegates.

Every effort has been made to make the training as interactive as possible during online delivery. Despite fears that it would dilute the opportunity for sharing of views and a true multi-agency discussion, evaluation shows that the training has been well received with positive feedback from participants.

WST's current plan is to continue offering safeguarding training online until at least February 2021 and this will be reviewed in line with government recommendations.

- Wolverhampton IRO/CP Chair Team continued to host and attend regional IRO Practice Share meetings to work together on shared regional practice aims in line with National IRO priorities
- The Safeguarding Service delivered training to IROs and Social Workers (in the Children in Care, Transitions, Children and Young People with Disabilities and Fostering Teams) to support the roll-out of the Children in Care Review project.
- The Safeguarding Service have continued to deliver Best Practice for Child Protection Conferences and Child in Care Reviews to the Social Work Teams on a quarterly basis.
- The CP Conference Chairs now deliver training for best practice in Child Protection Conferences to multi-agency partners on a Quarterly basis. As this training programme continues, it is hoped that consistency will be achieved across partner agencies in their understanding of the approach to our Conferences in Wolverhampton and preparation for the meeting.

## WST Priorities for 2020 – 2021

### Ambitions and Priorities moving forward into 2020/2021

#### Key Themes and Priorities for 2020/2021:

- Continue to embed and strengthen the new WST arrangements; we will look to implement any recommendations made following the commissioning of the independent scrutineer.
- Improved-multi-agency working across partnership priorities and learning themes
- Implement and embed the expert by experience / participation of children and adults knowledge in terms of our Safeguarding eco system to improve our responses and thus make vulnerable people safer.
- Implement a Quality Assurance framework by seeking assurance of WST's safeguarding practice through multi agency audits / cross agency visits, capturing what difference(s) we have made and how we can improve our response(s)
- Widen learning and development opportunities following the feedback on the current face to face training offer undertaken by our workforce
- Following review of Contextual safeguarding across Wolverhampton, recommendations will need to be implemented.

### Future Considerations

- The Board will continue to develop and strengthen its governance arrangements. Additionally, in the context of the COVID crisis, particularly the changes in relation to social distancing, client interactions, remote working and online meetings, it is important to maintain the focus on systems and processes.
- Ensuring the delivery of safeguarding children, young people and adults at risk of neglect or abuse in both a post-COVID or continuing-COVID environment.
- To progress and develop in the wider context of safeguarding children, young people and Adults by making links with key areas of safeguarding developments including the continuing focus on 'think family' as well as other important areas including contextual safeguarding and transitions.



## Executive Summary

This report demonstrates the continued development and increased awareness of safeguarding children and safeguarding adults' issues within the partnership and Wolverhampton more generally.

The year has provided an opportunity to develop the innovative new arrangements currently established which has supported Wolverhampton's Safeguarding's *'Think Family'* approach.

In future, Wolverhampton's Safeguarding will continue to build on the work it has started in 2019-2020 and ensure new safeguarding practices are fully embedded and support the achievement of positive outcomes for children, young people and adults.

## APPENDIX A

# Partner Statements

### Children and Young Adults – City of Wolverhampton Director of Children Services

- New partnership safeguarding arrangements, Wolverhampton Safeguarding Together, were implemented in September 2019. The partnership continues to have a joint focus on children and adults and has strengthened further the 'think family' approach.
- Children's Services has continued its improvement journey and preparation for its impending inspection. The self-evaluation gives an overview of improvement since our last inspection where services were judged to be overall good. Some of the key achievements highlighted within the SEF include social work caseloads continue to be at a manageable level, an increase in the number of Wolverhampton foster carers meaning less use of external agencies and the development of the Culture of Belonging project to improve inclusion within schools. Areas identified for improvement are the ongoing recruitment and retention of social workers to ensure a stable workforce, implementing a single electronic record across children's services to support a holistic view of the child and family no matter who is supporting them and further improving the quality of assessment, support and planning for children in need of support to achieve the required outcomes and impact.
- Practice weeks have continued which see senior leaders across the directorate undertake audit activity with front line practitioners. The practice weeks have led to an increase in the number of good or outstanding cases as practitioners now sit alongside the auditor and bring the case alive. Other good practice that has been identified includes practitioners know their children, good use of strengths-based approaches and there is good collaborative working across partners. Areas that require further development are the timeliness and quality of assessments, continuing to strengthen our direct work with children and developing the use of restorative practice within schools and other partners supported by the Safeguarding Partnership.
- Designated Safeguarding Leads in schools' networks have been re-established and are now jointly planned between education and safeguarding to reflect the closer working between the two areas that has been strengthened since the merging of the Children's Services and Education directorates into one. The sessions have been well received and have been an opportunity to have open dialogue between schools' and the local authority about how best the system can support children and families to achieve the best outcomes.

- The local authority commissioned a review into Contextual Safeguarding and what they needed to do to respond to this emergent area of safeguarding. The review, carried out by an independent consultant, led to an action plan which included areas such as; revising the thresholds document to align with contextual safeguarding indicators, establishing a contextual safeguarding hub, ensuring systems and processes (such as referrals to Children's Services) support contextual safeguarding and reviewing existing meetings with a view to extending them to cover all aspects of exploitation rather than narrowly focussing on a single issue.
- The Power2 team is a multi-disciplinary team developed to help prevent at-risk young people in Wolverhampton from having to come into care. The team has initially focused on working with 11 to 17-year-olds where there are concerns around exploitation, instability in the home environment or where young people demonstrate high risk-taking behaviours. The team is multi-disciplinary and practices and approach which supports young people to recover from developmental and relational trauma.

Wolverhampton were successful in securing monies through the Controlling Migration Fund to support unaccompanied asylum seekers with a co-ordinated package of support in relation to their mental health. The project has been a success and delivered with partners including Black Country Healthcare Trust, Refugee and Migrant Centre and The Royal School. The impact includes achievement of educational outcomes above national averages for some children and the prevention of escalation of mental health and well-being issues.

## City of Wolverhampton Council – Director of Adult Social Care

In order to support information sharing, Wolverhampton Adult Social Care has continued to host a bi-monthly CQC information sharing meeting. This has proven to be a very effective forum and partners include CQC, social care, CCG, commissioning and *Health Watch*.

These meetings have led to information sharing on care homes which has led to action being taken by various agencies including CQC and MASH. This multi-disciplinary approach has resulted in improved outcomes this year for the adults in the homes due to the assurance of safer practices being in place.

This year the Safeguarding Adults manager developed multi-agency pathway guidance for convening Concerns meetings as it had been identified through SARs and DHRs that better co-ordination and communication between services supporting adults (with or without care and support needs) was required.

Any professional or service with concerns can use this process to bring agencies together if the concerns are not appropriate for the usual safeguarding process. This is available on the WST website:

[www.wolverhamptonsafeguarding.org.uk/images/Adult\\_multi-agency\\_pathway\\_-\\_guidance\\_for\\_convening\\_Concerns\\_meetings\\_V2\\_2020.pdf](http://www.wolverhamptonsafeguarding.org.uk/images/Adult_multi-agency_pathway_-_guidance_for_convening_Concerns_meetings_V2_2020.pdf)

CWC considers that adult safeguarding practices and systems are person-centred and robust due to the above and on the basis that this year there has been:

- Continuation of sound *Making Safeguarding Personal* practice evidenced in bi-monthly file audits
- Revision of the safeguarding enquiry and closure forms to reduce bureaucracy, duplication and ensure proportionality; a new shorter simplified adult referral form was introduced after consultation and briefings with all partners. The safeguarding closure form was deemed unnecessary and this is no longer in use across Adult Social Care / MASH.
- Regular audits of safeguarding timeliness alongside continued performance monitoring of achieved timescales

## NHS Wolverhampton Clinical Commissioning Group

### Progress in 2019/20

- WCCG Designated and Named Safeguarding Leads have facilitated four Adult and Children training sessions for Primary Care. Two training sessions have also been delivered to the WCCG Governing Body, using local case studies and learning from CSPR's, DHR's and SAR's
- Safeguarding supervision has been provided for Named, Designated and Safeguarding Specialist professionals both in and out of area. This offer has been extended and now includes additional CCG staff which includes members of the Individual Care Team; the Send Lead and the Children's Commissioner
- In March 2020 Partner briefings were provided to inform Strategic Partners of the Business Critical Functions of the Safeguarding Team during the Response phase of the Covid-19 Pandemic. Weekly newsletters were also formulated and circulated to keep Providers informed of the changing legislation, guidance and information related to Covid-19 and associated safeguarding arrangements
- External and internal audits/assurances were completed, and feedback demonstrated a high level of confidence in the WCCG Safeguarding arrangements (completion of the NHSE S-CAT, external audit and WST/WDVF assurance submissions)

### WST

- The Designated Nurses (DN) for Safeguarding (Adults and Children) were part of the Task and Finish Group that led on the development of the new Statutory Partnership Arrangements. The Chief Nursing Officer of the Black Country and West

Birmingham CCGs is currently the Chair of the Executive Group for WST

- The DN's for Safeguarding (Adults and Children) led the development of the WST One Panel which brought together three previous groups – Learning Review Committee; Safeguarding Adult Review Committee; and the Domestic Homicide Review Panel into one
- The Deputy DN Safeguarding Children led on the development and launch of the Wolverhampton Neglect Strategy for Children and Young People 2019-2022 within which the WeCAN tool is embedded to be used as the Neglect assessment tool within the city
- The Designated Safeguarding Leads have fully participated in Statutory Reviews for both Children and Adults, participation in or chairing review panels, both in and out of area

### STP

- Wolverhampton CCG DN has led a STP Safeguarding Working Group; the purpose of the group is to reduce unwarranted variation in issues relating to safeguarding, adults, children and young people in care to ensure a consistent approach where appropriate across the Black Country and West Birmingham STP. A number of work streams were agreed to progress this work including the development of a Safeguarding Strategy for the STP
- The Designated Adult Safeguarding Lead led an STP wide work stream to review the Provider Safeguarding Performance Framework and the Safeguarding Assurance Framework. These are now being used by Providers

- Two NHSE funded safeguarding learning events took place for all staff across the STP; the adult learning event was led by the Adult Lead from Walsall CCG supported by the Designated Adult Safeguarding Lead from Wolverhampton CCG; and the children's event 'Our voice Our Shoes' was led by Wolverhampton CCG Deputy DN and was co-produced with children from across the STP

## ADULTS

### Progress in 2019/20

- Submission of an entry into the Health Service Journal Patient Safety Awards in the category of NHS Safeguarding, for a collaborative project (Empowerment of hard to reach communities in the prevention of violence against women and girls) with the Wolverhampton Refugee and Migrant Centre and Wolverhampton Domestic Violence Forum. It has been shortlisted as a finalist and the awards ceremony is in November 2020
- Successful evaluation of the GP Domestic Violence Training and Support Project
- Funding secured from the West Midlands Violence Reduction Unit to:
  - provide domestic abuse support and resources to Primary Care during the Covid 19 Pandemic
  - raise awareness of the illegalities and long term harms associated with violence against women and girls. There was a focus on recruiting community champions, and disseminating signposting leaflets and help-seeking resources into communities in order to cascade key messages
- Significant progress with the Learning Disabilities Mortality Review Programme (LeDeR). All NHSE Targets were met and

there was successful recruitment of a LeDeR Coordinator and a LeDeR Administrator

- Full participation in all aspects of Covid 19 Response including the WST Covid Response Group and the Homelessness Task Force Group

## CHILDREN

### Progress in 2019/20

- The DN Safeguarding Children facilitated a group including representatives from the Local Authority, Acute Provider organisation, NHSE Digital and the CCG to ensure CP-IS was introduced and implemented across the city
- The Deputy DN continues to chair MASH 'health ' meetings to ensure continuous improvements to process and practice, provide ongoing support for practitioners and escalation of ongoing issues or concerns
- The DN for Children and Young People in Care (CYPiC) has developed:
  - a robust notification process for CYPiC who are placed in / out of W-ton. There are sound communication system with other CCG's and Providers teams to ensure health issues are addressed when a child is placed in another area
  - close working with CCG Children's commissioner and CAMHS Clinical Specialist (External Placement Panel) to ensure CYPiC placed in specialist placements are receiving care that meets their individual needs and is value for money
  - a dashboard to enable a sound oversight of those CYPiC placed 50 mile plus for whom the WCCG remain responsible

## West Midlands Police

The West Midlands Police (WMP, Wolverhampton) presents its progress with regards to safeguarding children, young people and vulnerable adults during 2019-20 as one of the statutory partners within WST

### Contribution to Wolverhampton Safeguarding Together Partnership

West Midlands Police operates on both a geographical and thematic model. Wolverhampton has a dedicated Neighbourhood Policing Unit (NPU) with the NPU Commander being the strategic lead for the WST partnership. In addition, there is representation in the WST and the sub-groups from a senior leader in the Public Protection Unit (PPU), Force Criminal Investigation Department (FCID), and other NPU leaders. The PPU lead chairs the priority sub-group for Exploitation (children).

### Building an effective workforce

Our Force Criminal Investigation Department (FCID) appointed 3 new criminal exploitation co-ordinators to cover the Black Country area – with one being dedicated to Wolverhampton. Their roles is to attend partnership safety planning meetings to share information and help safeguard the young person. They also act as a bridge between the safeguarding of the child and any criminal investigation that may be ongoing. This mirrors the existing support to CSE safeguarding which has been in place from the public protection unit previously, and which continues now.

Local policing now ensure attendance at strategy discussions for young people at risk of CCE and where that young person may also be at risk of gang exploitation, consideration is

given for a gangs offender manager to attend and contribute.

The Public Protection Unit (PPU) commenced a recruitment campaign in early 2020 aiming to fill all vacancies in the department by September 2021. This campaign saw a number of new officers join the department on child abuse, domestic abuse, and sexual offence investigation teams.

An additional police officer was also invested into the MASH to assist with managing demand and to provide early police support to information sharing as a result of referrals. This was also complemented by moving 3 other police officers into the MASH to support multi agency joint visits to children. These officers now form the MAET (multi agency enquiry team). This co-location of staff ensures a more consistent working relationship, and earlier visits to children who need to be seen by both police and a social worker.

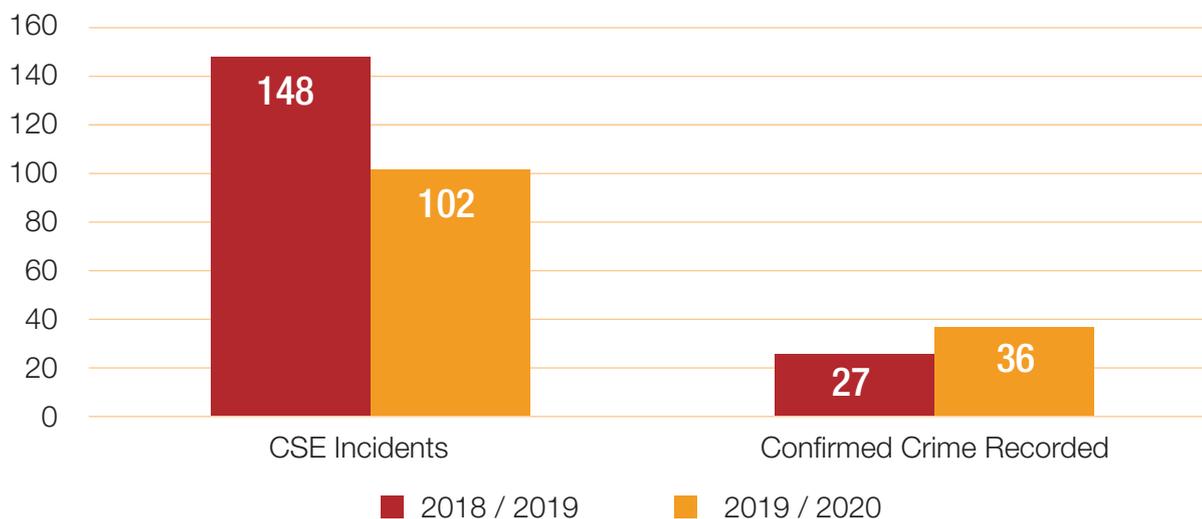
### Celebrating Successes & Contributions to safeguarding

In 2019/20, recorded Child Abuse incident fell by the first time in a number of years from 2,654 child abuse related incidents in 2018/19 to 2,600 this year. The development of the Multi Agency Safeguarding Hub in Wolverhampton initially lead to a steady increase in recorded incidents as both the public and agencies working with children were able to more easily make safeguarding referrals, including crime, without needing to know exactly which agency to go to. These referrals allow for a more rapid assessment of risk, better information sharing, and ensures that the relevant agencies agree to the next steps at the earliest opportunity. The additional officer invested into the

Wolverhampton MASH by West Midlands Police has assisted in ensuring this increased demand is appropriately dealt with. To see recorded child abuse incidents decrease is in part a result of the MASH working consistently for a number of years and now leading to a reduction in incidents recorded by WMP.

Within these child abuse figures are incidents recorded by WMP with a CSE (child sexual exploitation) marker.

### Child Sexual Exploitation Reported v's Confirmed Crime Reported



These incidents have reduced at a greater rate than the overall child abuse incidents. In 2018/19 there were 148 CSE incidents recorded in Wolverhampton, with only 18% of these leading to a confirmed crime being recorded. In 2019/20 there were 102 CSE incidents but with 35% of these leading to a crime being recorded. As a crime is usually only recorded when either a victims confirms this or when there is other evidence available to do so, this would suggest that despite CSE incidents falling it is now far more likely that police and other agencies are able to find supportive evidence, or to support a victim in making a disclosure of a crime.

### Cadet Programme

In 2019, Wolverhampton police launched the Police Cadet Programme locally. Police Cadets had been trialled in other areas in WMP and based on the success and uptake has now been expanded. There is one cadet unit in Wolverhampton based in a secondary school. This involves volunteer cadet leaders – both police officers/staff and volunteers from outside of policing – running a youth support programme for 13-17 year olds with a focus on policing and public service. Any child can be referred into the programme, including young people with additional safeguarding needs or

subject to Early Help. There are plans to expand into a second cadets unit in the next financial year. The Wolverhampton WMP child protection lead provides the safeguarding training for the cadet leaders.

### **Operation Encompass**

This is where WMP notify Wolverhampton schools when one of their pupils is exposed to a domestic abuse incident – continued in 2019/20 after a trial in 2018. This process ensures that schools are informed of an incident which may have adversely affected a child in the previous 24 hours so that staff can understand the factors that may be affecting that child in school and provide appropriate support if required. This is in addition to any information sharing as a result of a referral that meets the threshold for MASH.

In 2019 West Midlands Police changed practice in relation to the risk assessment and recording of missing persons, including children. Where previously there had been use of an “absent” category, which did not result in recording on the COMPACT system (for recording missing persons) and no automatic reporting to the local authority this has now changed. “Absent” reporting has been replaced with “no apparent risk” as a category and regardless of risk assessment the missing person will be placed on COMPACT and an automatic referral made to the relevant local authority. This has resulted in a much higher number of children being referred to the local authority and subsequently receiving a return home interview.

### **Vulnerable Adults**

During 2020, Wolverhampton Police have received a much higher number of internal referrals for Vulnerable Adults. The majority of these referrals have been Mental Health Related. Partnership working between MASH, Penn Hospital and GP’s throughout Wolverhampton has resulted in these individuals receiving the support they need at the right time. We carry out a process for any victims of Distraction Burglaries – including older and vulnerable residents – whereby the local neighbourhood team visit, referrals are made to WV Trading Standards, Safer Wolverhampton Partnerships and MASH (based on individual need).

### **Hate Crime**

A dedicated Hate Crime champion was appointed in 2020. During Hate Crime Awareness Week joint visits were conducted with the Taxi Licensing department to several taxi ranks in order to raise awareness around identifying Hate Crime and how to report concerns to police and other agencies.

Several secondary school inputs have taken place within the Wolverhampton area raising awareness of Hate Crime. We are currently planning the delivery of 3rd party reporting in conjunction with the Safer Partnerships Team.

## City of Wolverhampton Council – Education

### Ofsted inspection in November 2019 identified the following strengths:

- Managers have strong relationships with many city-wide agencies. They use these very well to develop appropriate policies and procedures to safeguard learners. Managers provide highly effective support for learners experiencing difficulties. They refer learners promptly for extra support when they need it.
- Leaders adopt safe recruitment practices. They make appropriate checks to ensure that permanent and agency staff who work with learners are safe to do so.
- City of Wolverhampton Council audit undertaken of safer recruitment practices and recommendations implemented.
- Implemented improved web filtering system providing a secure and safe digital environment, with reporting functionality.

### Safeguarding training offered and completed:

- Workshop in Raising Awareness in Prevent (WRAP) sessions for all new staff, volunteers and sub-contractors
- Refresher WRAP sessions delivered for over 75 members of staff
- Modern Day Slavery awareness sessions delivered to ESOL practitioners city wide
- Modern Day Slavery awareness sessions delivered to staff
- VAWG Community Champion Training

### Initiatives worked on during the period under review:

- Improved web filtering
- Promotion of British Values
- *Prevent* staff training

## West Midlands Fire and Rescue

West Midlands Fire and Rescue progress with regards to safeguarding children and young people during 2019-20:

### Independent Safeguarding Review

At the end of 2019, the National Fire Chiefs Council (NFCC) published the Fire and Rescue Service Guidance and Self-Assessment toolkit. This has been used to inform the implementation of the independent safeguarding scrutiny review recommendations.

WMFS have secured some sector specific (Fire & Rescue Service) level 3 and level 4 Safeguarding training and Safer Recruitment training. The training will be accessed during the current financial year.

### [NFCC Guidance publications/Prevention/Safeguarding\\_Guidance.pdf](#)

Since the independent scrutiny review of safeguarding was completed at the end of 2018/2019, work on the action plan has been ongoing to ensure WMFS has appropriate safeguarding systems. The review of the policy was the first stage of this. The new Safeguarding Policy improves the oversight of recording of concerns raised and actions taken as a result. This allows for quality assurance and analysis of data from concerns.

### Prevention

As a direct result of a recent local safeguarding adults review, and regional and national learning, WMFS launched its Fire Safety Guidance E-Learn package in the autumn of 2019. The launch was centred around CPD events relating to learning from serious and fatal fires and were held across all local authority areas within the West Midlands. This e-learn package has been developed to provide support and guidance to those professionals who work with the most vulnerable to fire

### Complex Needs Officers

WMFS has a team of 26 Complex Needs Officers (CNO's). This group of staff are operational personnel who have additional training including an apprentice based in Health & Social Care. They have access to a broad range of training on health and lifestyle themes. This training provides them with enhanced knowledge to support those in our communities with complex needs and chaotic lifestyles. The CNO's work routinely with partner agencies and organisations to support these individuals and reduce the impact of their needs on themselves, their community and agencies. Working to improve outcomes for these individuals reduces vulnerability to, and the likelihood of abuse/neglect and the need for safeguarding. Professional supervision and support provide oversight and assurance that cases are handled appropriately, and that risk is identified and escalated where appropriate.

## West Midlands Ambulance Service University NHS Foundation Trust

### Priorities in 2019-20

- Assure Trust processes by driving consistency and improvement in safeguarding practice
- Continue to build on effective relationships internally and externally, including WST
- Monitor the Trust's Safeguarding processes and compliance
- Support the Trust with Safeguarding practice and requirements.

### What we did

- Excellent Governance and Assurance of Trusts safeguarding processes and compliance.
- Secured funding for all Paramedics to have 2 days face to face training in Safeguarding level 3 in both Adults and Children. This will include staff in both of our Emergency Operations Centre and our Integrated Urgent Care Centre. Currently on hold due to COVID but will recommence in Spring 2021.

- 36% increase in Adult safeguarding and Care and welfare concerns from the previous year (2018 / 2019) and a 6% increase in safeguarding children's referrals
- Continued involvement with multiple workstreams across the region including DHR's, SAR's, LCSPR's, CDOP and JAR meetings, Child Alerts and Court cases.
- Managed increased demand both in Safeguarding and across the Trust during COVID
- Successful Pilot and introduction of CP-IS in both the Emergency Operations Centre and for frontline staff.
- Relocation of the Single Point of Contact into the Emergency Operations Centre providing resilience and consistency.

## The Royal Wolverhampton NHS Trust (RWT)

RWT has a Safeguarding Team covering the children, adult, maternity and learning disability agenda and works throughout the whole of the organisation delivering training, supervision and advice. The Named Nurses are also part of the partnership team working within Wolverhampton MASH.

### Training

RWT Safeguarding Training (Children and Adult Levels 1-4) has been monitored on a monthly basis. Overall training compliance has remained over 90% (on average for all areas). All training was adapted to be delivered electronically in view of COVID restrictions. RWT also delivered training on PREVENT and Mental Capacity and Deprivation of Liberty Safeguards (DoLS). Domestic violence training was incorporated into all subject packages.

### Supervision

All Named Safeguarding Professionals were able to access personal supervision on a quarterly basis throughout 2019/20.

Midwifery supervision compliance was also monitored and over 95% of identified staff received supervision within the timescales.

### Safeguarding Advice

Throughout 2019/20 the RWT Safeguarding Service provided an advice call function to the Trust (Monday to Friday 9-5). The number of calls received for children was 571, remaining static from the previous period in 2018/19 and was very well received helping to address issues promptly.

### Early Intervention Services

RWT have worked collaboratively with City of Wolverhampton Council and Public Health to host an early help facilitator post working across

the Trust (focusing on maternity and children service) to provide support with additional early help training, to advise on the services available within the community and to ensure referrals into this service are increasing.

### Safeguarding within Urgent Care Settings during 2019/20

We have improved awareness of vulnerability within Emergency Department, Urgent Care, Paediatrics and Maternity through the implementation of the child protection information sharing system (CP-IS).

### CQC inspection 2019

The Trust was inspected during 2019 and rated 'good' overall. Safeguarding was a focus of the inspection and some actions were identified and subsequently addressed in relation to raising awareness of MCA/DoLS. Focused work throughout 2020 continues to raise awareness of the MCA/DoLS within the Trust.

### NHS External Review 2020

In February 2020, NHS England were commissioned to undertake a review of the Safeguarding service, with a specific focus on structure, leadership, education, policies, DoLS and learning disability services. The findings demonstrated that investment in safeguarding was evident and commendable. Safeguarding could be seen as central to the quality of care for patients and the wider community who access the Trust. Although no specific recommendations were made, suggestions to make the service 'even better' included a focus on 'think family' and to continue with the engagement of the local Sustainability and Transformation Partnership (STP).

## Health Watch Wolverhampton

Healthwatch Wolverhampton was established to act as the statutory, independent consumer champion for health and social care services in Wolverhampton. Our roles and responsibilities include:

- Obtaining the views of local people regarding their need for, and experiences of, local health and care services and importantly to make these views known
- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local health and care services
- Enabling local people to monitor the standard of provision of local health and care services and whether and how local care services could and ought to be improved
- Providing advice, signposting and information about access to local health and care services so choices can be made about these
- Producing reports and recommendations about how local health and care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England and CQC, Healthwatch Wolverhampton is also

able to raise relevant issues at a number of strategic boards including Wolverhampton Safeguarding Together Board and highlight issues raised with us locally or through our work with local care and health organisations. This allows us to provide challenge and highlight issues raised by local people in the development and delivery of local strategies. Our contribution to safeguarding 2019-20 In terms of safeguarding, Healthwatch has:

- supported the work of the Safeguarding Board, to ensure that the patient's/ local people's voice is central to service planning and in any case reviews
- ensured that our Board, staff and volunteers are trained to understand and follow up any safeguarding concerns identified by us or raised with us in our work locally

We have been able to reinforce the issue of engagement and involvement of local people and communities in service development and delivery across partner organisations. We have been able to use the experience of our 'Enter and View' activity in care homes to inform our contribution to Board discussions. We welcome the commitment to improving engagement and understanding of safeguarding across all communities.

## Black Country Healthcare NHS FT

In 2019-2020 BCHFT was still a standalone Trust, as in Black Country Partnership NHST. During this time BCPFT, under their Section 11 and Working Together 2018 statutory duties supported Wolverhampton Safeguarding Together by achieving the following:

- Facilitated level 3 safeguarding training to all staff in Wolverhampton based services to assist them in safeguarding children and families and providing them with the skills required for their roles
- The Wolverhampton and Sandwell Multi Agency Safeguarding Hubs (MASH) and Named Nurses have benefitted from the additional support and resilience in Wolverhampton and Sandwell that has come from two new WTE staff in post
- The Prevent Training was embedded within the Safeguarding Children Level 3 training as well as Adults.
- Safeguarding Children's Supervision Policy was revised and roll out commenced as part of an implementation plan. It was updated to reflect best practice, the staff groups that required or would benefit from supervision and the process is now mandated for certain staff groups.
- Staff have continued to access the question and answer sessions that are facilitated by the Team and within the Wolverhampton and numbers of staff accessing these was increasing from the 2018-19 figures
- Safeguarding team actively support MARAC and MASH systems and processes and work with partners and colleagues to ensure that timely information sharing assists in keeping the most vulnerable adults and children safeguarded

## Voluntary and Community Organisations (VCO's)

Wolverhampton's Voluntary and Community Sector provides a wide range of support and activities for children, young people, families, adults (including adults at risk and adults with care and support needs), and communities. There are more than 700 local voluntary and community organisations (VCOs) including approximately 260 faith groups. The sector is supported by Wolverhampton Voluntary Sector Council (WVSC), the local infrastructure support organisation which also acts as a source of support in relation to safeguarding for local VCOs.

The sector provides a wide range of universal support in the community, plus an extensive breadth of more specialist support including support related to: substance misuse, mental health and emotional wellbeing, housing; older people; domestic abuse; youth violence / gangs; people who are disabled or who have learning disabilities or special educational needs; children and young people excluded from school; people leaving prison; and new arrivals / refugees.

In 2019-20 the contribution of the local voluntary and community sectors has included:

- 8 Local VCOs providing a voluntary / community sector perspective on WST's Priority and Standing groups (One Panel, Early Help, Communities and Engagement, Exploitation, Learning and Improvement) and Task and Finish groups
- VCOs contributing to the safeguarding training programme e.g. Wolverhampton Domestic Violence Forum provide domestic abuse and Interpersonal Violence training.
- Local VCOs successfully applying for external funds to enhance local support to adults at risk / with care and support needs, and children, young people and families which will keep them safe from harm e.g. around exploitation and gangs / youth violence
- WVSC continuing to provide strategic and operational safeguarding support to the local VCOs including:
  - Supporting the development of suitable safeguarding arrangements including reviewing developing safeguarding policy and procedures.
  - Supporting local VCOs with safeguarding decision-making, linking to MASH, Early Help and support available from WST partners.
  - Increasing access to safeguarding training for local VCOs (both single-agency and multi-agency training)
- More participants from VCOs attending WST's safeguarding training offer
- Continuing, and increasing, engagement with and support for the 260+ faith organisations to enhance their safeguarding awareness and arrangements (this work is funded by WST)
- Interfaith Wolverhampton led a successful request to WST Learning and Improvement Group to establish a 'Safeguarding in Faith' Train the Trainer programme.

## Wolverhampton Homes

Wolverhampton Homes continues to make progress in relation to both safeguarding children and young people and adults at risk, emphasising the importance of our role at all times to staff and those who work on our behalf across the communities we serve.

We have safeguarding policies and procedures in place that outline how staff should respond to safeguarding issues both in terms of households living in temporary accommodation and when they are settled in a home of their own. We also have a policies and procedures relating to staff in relation to domestic violence recognising that safeguarding is not just about those people we work for but is also about those people we work with.

We are also working towards accreditation in terms of our response to domestic violence. The Domestic Abuse Housing Alliance's (DAHA) mission is to improve the housing sector's response to domestic abuse through the introduction and adoption of an established set of standards and an accreditation process.

Accreditation standards have 8 priority areas including policy & procedure, case management, risk management, partnership working, perpetrator management, equality & diversity, staff training and publicity & awareness. We know that gaining accreditation is by no means easy, but we are committed to ensuring our response to people who live with domestic violence, both as victims, their children and perpetrators is appropriate and promotes partnership working with other agencies to manage and reduce risk wherever possible.

Our contractors are also well-versed in terms of our safeguarding procedures and know how to recognise and report any concerns they have. With large scale projects being delivered by Wolverhampton Homes and with regular access into some 20,000 homes, it is vital that our contractors are as able to respond to any concerns disclosed or identified as our own staff.

Training continues to be a key priority with staff attending courses in-house and also courses provided by Wolverhampton Safeguarding Together. Consideration is currently being given to a new programme of safeguarding / domestic violence training across all front-line staff to, once again, improve identification and response to safeguarding concerns

## Staffordshire and West Midlands CRC and the National Probation Service

For SWM and the NPS, safeguarding is a crucial role and we are well placed to identify service users who pose a risk of harm to children and/or situations wherein a child may experience poorer outcomes due to the behaviour or circumstances of their parents/carers.

In the NPS and CRC, work during 2019-2020 has focused on completing children safeguarding and domestic abuse refresher training for all operational staff. This has focused on ensuring that staff understand the working together 2018 arrangements, embedding the Early Help offer and emphasising the importance of understanding contextual safeguarding in our assessments. We now know more about Adverse Childhood Experiences, the inter-generational impact of these and the importance of intervening earlier to prevent or reduce the negative impact and how the work carried out by our Probation Practitioners can contribute to positive life-long changes for children now and future generations.

Locally NPS and CRC have a strong Integrated Offender Management (IOM) Team in place working closely with partners to supervise and support the borough's most prolific offenders. We have a dedicated specialist Women's Team delivering supporting female services from Willenhall CHART Centre enabling vulnerable women to access a range of additional community support service in the local area.

NPS second a full time member of staff into the MASH Team. The role has recently expanded to include work for the Youth Offender Services to improve their foot print within the MASH as part of our jointed up work.

NPS and CRC continue to explore opportunities with MASH to enable us to ensure families are identified and supported effectively. As members of the Community Safety Partnership and Safeguarding Children's Board we continue to work in partnership with key agencies in the Borough to safeguard families and protect the public.

## APPENDIX B

### Covid-19 Statement – 2020

Wolverhampton Safeguarding Together is a multi-agency partnership made up of many organisations all with one aim in mind, to protect the welfare of vulnerable children, adults and families in Wolverhampton.

Whilst our report is defined by the period 1 April 2019 and 31 March 2020 and the pandemic had not yet fully taken hold, we wanted to update the public with measures that CWC and more specifically WST put in place to mitigate this.

At the pandemic's earliest stage, whilst following government guidance, WST Executive Group made a number of important decisions including pausing workstreams which allowed members to be re-assigned to other areas of immediate concern. In addition, the WST Executive Group created a WST COVID-19 Response Group, with the aspiration of supporting partnership working throughout the pandemic. Finally, the WST Executive Group felt that it was critical in continuing with the Scrutiny and Assurance Co-ordination and Executive Group meetings as part of business as usual.

The Covid-19 Response Group was established with the remit to report into the WST Scrutiny and Assurance Group, with members being recruited from within our existing partnerships. The over-riding emphasis of this group was in three parts defined as follows:

- a) Statutory responsibilities
- b) Communication
- c) Business as usual operations, wherever possible.

City of Wolverhampton have stayed at stage 2 throughout the majority of the pandemic and have not implemented any easements. We have carried out a public consultation on our local approach to Care Act easements, which sets out what we would have explored before we consider implementation of any easement and this can be viewed by following the link below

<https://consultation.wolverhampton.gov.uk/cw/c/care-act-easement-procedure>

In summary, City of Wolverhampton Council have operated under essential visits only in line with national guidance and also have guidance in place locally. We have access to PPE and other forms of protection, as well as taking into account risk of infection and human rights.

## APPENDIX C

# Glossary of Terms

<b>ACRP</b>	Adult Case Review Panel	<b>LDU</b>	Local Delivery Unit
<b>A&amp;E</b>	Accident and Emergency	<b>LeDeR</b>	Learning Disability Mortality Review
<b>ASB</b>	Anti-Social Behaviour	<b>LPA</b>	Local Policing Area
<b>ASC</b>	Adult Social Care	<b>MAPPA</b>	Multi-Agency Public Protection Arrangements
<b>BCHFT</b>	Black Country Healthcare NHS FT	<b>MARAC</b>	Multi-Agency Risk Assessment Conference
<b>CAMHS</b>	Child and Adolescent Mental Health Service	<b>MASH</b>	Multi-Agency Safeguarding Hub
<b>CCRP</b>	Children's Case Review Panel	<b>MCA</b>	Mental Capacity Act
<b>CDOP</b>	Child Death Overview Panel	<b>MOJ</b>	Ministry of Justice
<b>CWC</b>	City of Wolverhampton Council	<b>NHS</b>	National Health Service
<b>CWC ASC</b>	City of Wolverhampton Adult Social Care	<b>NPS / RRP</b>	National Probation Service / Reducing Reoffending Partnership
<b>CWC CS</b>	City of Wolverhampton Children Services	<b>OFSTED</b>	Office for Standards in Education, Children's Services & Skills
<b>CFP</b>	Children & Families Practice	<b>PVP</b>	Protecting Vulnerable People
<b>CFLT</b>	Children and Families Leadership Team	<b>RWT</b>	The Royal Wolverhampton NHS Trust
<b>CJB</b>	Criminal Justice Board	<b>SAR</b>	Safeguarding Adults Review
<b>CP-IS</b>	Child Protection Information Sharing	<b>SCR</b>	Serious Case Review
<b>CR-MARAC</b>	Community Risk-Multi-Agency Risk Assessment	<b>STP</b>	Sustainability and Transformation Partnership
<b>CSC</b>	Children's Social Care	<b>VARM</b>	Vulnerable Adults Risk Management
<b>CSE</b>	Child Sexual Exploitation	<b>WVCOS</b>	Wolverhampton Voluntary and Community Sector
<b>CSP</b>	Community Safety Partnership	<b>WMAS</b>	West Midlands Ambulance Service University NHS Trust FT
<b>CQC</b>	Care Quality Commission	<b>WMFS</b>	West Midlands Fire Service
<b>CuSP</b>	Custody Support Plan	<b>WMP</b>	West Midlands Police
<b>DoLS</b>	Deprivation of Liberty Safeguards	<b>WCCG</b>	Wolverhampton Clinical Commissioning Group
<b>ED</b>	Emergency Department	<b>WST</b>	Wolverhampton Safeguarding Together
<b>ELPIS</b>	Police 'missing' data system		
<b>FGM</b>	Female Genital Mutilation		
<b>FII</b>	Fabricated or Induced Illness		
<b>LADO</b>	Local Authority Designated Officer		



CITY OF  
WOLVERHAMPTON  
COUNCIL

