

# Swindon LSCB Serious Case Review Event *'Improving Safeguarding Practice'* Thursday 26 February 2009, 9.30 am to 4.30 pm, Swindon



# **Swindon LSCB Serious Case Review Event** ***'Improving Safeguarding Practice'***

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# Swindon LSCB Serious Case Review Event 'Improving Safeguarding Practice'

Thursday 26 February 2009

	Session	Speakers/ Session Leaders
<b>9.30 – 10.00</b>	<b>Registration &amp; Refreshments</b> <i>There will also be a bookstall and information stand</i>	
10.00 – 10.10	Introductions & Housekeeping	LSCB Member
10.10 – 10.20	Opening Remarks	John Gilbert
10.20 – 11.00	<b>The National Perspective:</b> lessons learned and the messages for multi-agency practitioners	Jenny Gray, DCSF
<b>11.00 – 11.15</b>	<b>Tea &amp; Coffee</b>	
11.20 – 12.30	<b>Emerging Theme from Serious Case Reviews:</b> the impact of parental issues on parenting & on children	Professor Hedy Cleaver
<b>12.30 – 1.15</b>	<b>Lunch</b>	
1.15 – 2.00	<b>Case example:</b> what needed to be in place? (Interactive)	Duncan Sirit, Gloucestershire LSCB
2.00 – 2.45	<b>Local Learning from Serious Case Reviews:</b> update on Swindon's common themes and making actions real (Introduction and workshop sessions)	Steph McQuade (Introduction)
3.00 – 3.45	<b>Learning from Success:</b> good practice vignettes and how we use 'best practice' to improve safeguarding (Interactive)	Julie Downey (Lead), Jessie Morrison & Jo Smith, Esther Schmidt, Arlene Griffin
3.45 – 4.15	<b>Summing up and Moving Forward:</b> panel session	Jean Pollard (Chair), Hedy Cleaver, Jenny Gray, Duncan Sirit, Julie Downey
4.15 – 4.30	Evaluation Exercise	Geoff Wood
<b>4.30</b>	<b>Close</b>	

## Speaker Biographies

### **Jenny Gray - Biography**

Jenny Gray OBE trained as a social worker in New Zealand and has worked in child welfare settings there and in the UK. She joined the British Government in 1990 and has held a number of roles, including working on the development of methodologies to inspect children's services and developing policies and related materials to support their national implementation.

Her current responsibility is to provide professional advice on safeguarding children policy within the Department for Children, Schools and Families. She is involved in policy development and implementation in a variety of areas of child abuse and neglect, and in particular serious case reviews and the new child death reviewing processes.

### **Hedy Cleaver - Biography**

Hedy Cleaver is an emeritus professor at Royal Holloway College, University of London. Her experience as a social worker and child psychologist has informed her research on vulnerable children and families and the impact of professional interventions. The guiding principle underpinning her work is a desire to improve the quality of life for children living in circumstances that place them at risk of abuse or neglect. The findings from her research have had an identifiable impact on policy in the UK in respect to children and families over the last 20 years.

Recent publications include: *Child Protection, Domestic Violence and Parental Substance Misuse* (2007); *Parental Learning Disability and Children's Needs* (2007); and *The Integrated Children's System* (2008); *Safeguarding Children: A shared responsibility* (2009).

### **Duncan Sirit – Biography**

Duncan Sirit is the Gloucestershire Safeguarding Children Manager. He qualified as a social worker in 1980, worked for 6 years as a residential social worker in an observation and assessment centre before moving to Cheltenham to a long term child care team, specialising in young offenders and child protection. For 10 years he has chaired child protection conferences.

## Serious Case Reviews – An Introduction

### What is Swindon Local Safeguarding Children Board (LSCB)?

The LSCB brings together all the main organisations who work with children and families in Swindon, with the aim of ensuring that we work together effectively to keep children safe.

### What is a Serious Case Review?

A Serious Case Review looks at how local professionals and organisations worked together to look after the child or young person at the centre of the Review. It may also look at how they are working with other children in the immediate family.

The Review considers what was done, what lessons can be learned for the future and what changes may need to be made. It is not a Criminal Investigation or Public Enquiry and its aim is not to blame but to learn.

### Why Do You Carry Out A Serious Case Review?

Swindon Local Safeguarding Children Board (LSCB) has to carry out a Serious Case Review when a child has been seriously harmed or has died and abuse or neglect is suspected or confirmed, in accordance with central government guidance contained in *Working Together to Safeguard Children*.

### Who Carries the Review?

The **Serious Case Review Sub-group** oversees Serious Case Reviews (SCRs), with a membership of very experienced senior managers drawn from LSCB agencies. They make a recommendation as to whether a Serious Case Review should take place and define the initial terms of reference for the review.

This includes identifying **Overview Panel** members according to the needs of the case to ensure that the panel is independent of involvement in the case and has access to any expert knowledge required. They will also appoint an **Independent Chair** to lead the panel and an **Author** to write the **Overview Report**. The **Overview Panel** meets to review and analyse information presented to them and the **Author** prepares a report with recommendations for action.

Information is contributed to the review by all agencies identified as having had contact with the family within the period covered by the review in the form of a **Management Review** and supporting detailed chronology. Where possible, the family also contribute to the review

### Who Sees the Report?

Normally the **Overview Report** will be kept confidential to those people who represent their organisations on the LSCB or have contributed to the review and the staff within those organisations who worked with the child and their family. However, sometimes the Coroner has asked to see the report and to use parts of it during an inquest.

The **Executive Summary** outlines the key findings and recommendations of the review without giving personal details. It is available to anyone who wants to read it.

Executive Summaries for all Swindon Serious Case Reviews completed since 2004 are available on Swindon LSCB's website, [www.swindonlscb.org.uk](http://www.swindonlscb.org.uk) .

Swindon LSCB requires all agencies covered by a review to carry out an internal debrief as soon as possible. Once the review is complete, we have also hold a **multi-agency debrief** for staff directly involved in the case to share the findings. The LSCB also oversees the development and implementation of single and multi-agency **action plans**.

## Key Contacts for Swindon LSCB

### Swindon LSCB Chair

John Gilbert Group Director, Children E-mail: <a href="mailto:JGilbert@swindon.gov.uk">JGilbert@swindon.gov.uk</a> Tel: 01793 465855	Swindon Borough Council Civic Offices Euclid Street Swindon SN1 2JH
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### Swindon LSCB Business Management

Gina Dennis LSCB Business Manager E-mail: <a href="mailto:GDennis2@swindon.gov.uk">GDennis2@swindon.gov.uk</a> Tel: 01793 463816 30 hrs per week – usually in the office Monday to Wednesday	Swindon LSCB Room 1.6, Civic Annexe Civic Offices Euclid Street Swindon SN1 2JH
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### Swindon LSCB Training

Geoff Wood LSCB Safeguarding Training Manager E-mail: <a href="mailto:GWood@swindon.gov.uk">GWood@swindon.gov.uk</a> Tel: 01793 464365	Swindon LSCB Room 1.6, Civic Annexe Civic Offices Euclid Street Swindon SN1 2JH
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### Other Swindon LSCB Staff

Christine Mister LSCB Administrator E-mail: <a href="mailto:CMister@swindon.gov.uk">CMister@swindon.gov.uk</a> Tel: 01793 463803 30 hrs per week across 5 days	Swindon LSCB Room 1.6, Civic Annexe Civic Offices Euclid Street Swindon SN1 2JH
Kevin Hann AIM Project Co-ordinator E-mail: <a href="mailto:KHann@swindon.gov.uk">KHann@swindon.gov.uk</a> Tel: 01793 463854 1 day per week (usually Friday)	
TBC LSCB Business Development Officer (Allegations and Child Deaths)	

<b>Safeguarding Unit (Local Authority)</b>	
Julie Downey Head of Safeguarding E-mail: <a href="mailto:JDowney@swindon.gov.uk">JDowney@swindon.gov.uk</a> Tel: 01793 464366	Swindon Borough Council Civic Offices Euclid Street Swindon SN1 2JH
Stephanie McQuade Team Manager Safeguarding and Quality Assurance Team E-mail: <a href="mailto:SMcquade@swindon.gov.uk">SMcquade@swindon.gov.uk</a> Tel: 01793 466849	

<b>Child Protection Unit (Police)</b>
Tel: 01793 507910 Monday to Friday 8a.m. to 8p.m., Saturday & Sunday 8a.m. to 4 p.m.

<b>Designated Doctor</b>	
Janet King Consultant Paediatrician E-mail: <a href="mailto:janet.king@smnhst.swest.nhs.uk">janet.king@smnhst.swest.nhs.uk</a> Tel: 01793 604183	Paediatric Department The Great Western Hospital Marlborough Road Swindon SN3 6BB

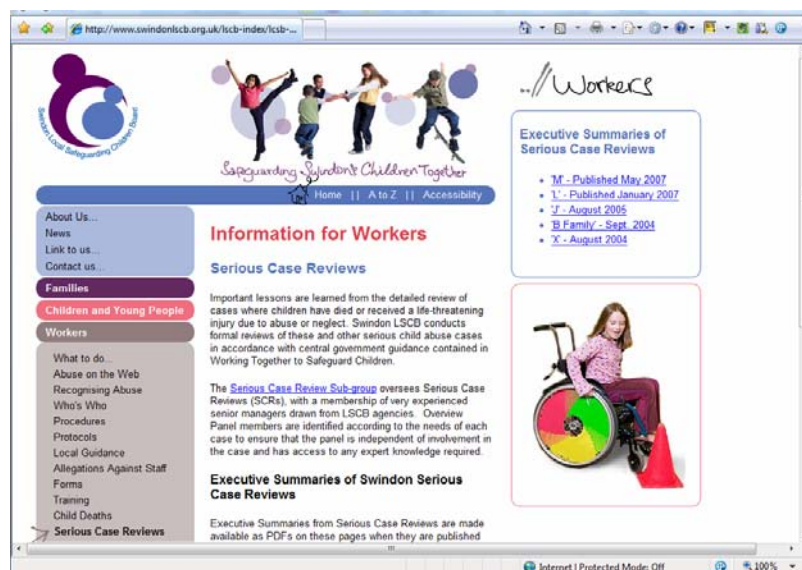
<b>Designated Nurse</b>	
Adina Grace Assistant Director, Commissioning Children's and Young People's Services E-mail: <a href="mailto:adina.grace@swindon-pct.nhs.uk">adina.grace@swindon-pct.nhs.uk</a> Tel: 01793 708748	Swindon PCT North Swindon District Centre Thamesdown Drive Swindon SN25 4AN

<b>Swindon &amp; Wiltshire Child Death Overview Panel Chair</b>	
Jean Pollard Director, Children & Families E-mail: <a href="mailto:JPollard@swindon.gov.uk">JPollard@swindon.gov.uk</a> Tel: 01793 465863	Swindon Borough Council Civic Offices Euclid Street Swindon SN1 2JH

<b>Web Site:</b>	<a href="http://www.swindonlscb.org.uk">www.swindonlscb.org.uk</a>
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## Swindon LSCB Web Site

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



The Swindon LSCB web site was launched at the LSCB Launch Conference in October 2006. You can find it at [www.swindonlscb.org.uk](http://www.swindonlscb.org.uk).

The site brings together information for **children and young people**, information for their **families** and information for **anyone who works with them**. It also provides an overview of the responsibilities, structure and work of Swindon LSCB.

Features include:

- Menu links to information on **'What to do if you're worried a child is being abused'**, both for workers and for the general public
- Signposting pages on safeguarding topics of key interest to **families and carers, children and young people**, including help-lines
- Information for **families and carers** about the child protection process, including downloadable copies of leaflets
- A news section, updated at least quarterly, used to highlight child protection and safeguarding issues and documents
- Downloadable copies of the **Executive Summaries from Serious Case Reviews**
- Links to the **South West Safeguarding and Child Protection Group** and the Multi-Agency Child Protection Procedures
- A downloadable copy of the LSCB Annual Review and Business Plan and Workplan (updated throughout the year)
- Interactive information about the **LSCB Training Programme**, as well as a downloadable copy of the programme and application form
- Safeguarding events listing
- Resource information on a wide range of safeguarding related topics (links to key documents and relevant sites, suggested reading, etc.)



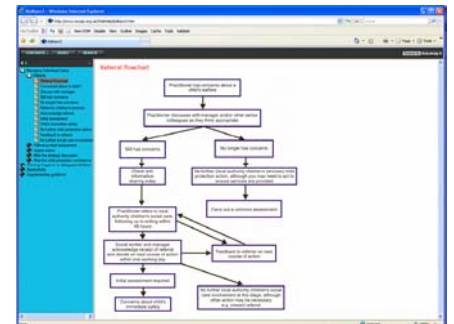
## Child Protection Procedures

In response to *Working Together 2006*, Swindon was one of a number of areas that formed a steering group to develop and implement new **Child Protection Procedures**. From 31 January 2007, the **Core Procedures** have been available through an interactive website. We are continuing to add an increasing amount of **Further Guidance** to these procedures.

## Core Procedures

The **Core Procedures** cover managing individual cases, from initial concern through to de-registration or resolution of the multi-agency child protection plan. To access these procedures:

- Go to [www.swcpp.org.uk](http://www.swcpp.org.uk)
- Click on the link to **Child Protection Procedures**
- Click on the link **USE THE CHILD PROTECTION PROCEDURES**
- Click on **Managing Individual Cases** and into the section you require
- Referring to the relevant flowchart, use the links to the left of the page to find the information you need



**TIP:** You can drag a shortcut onto your desktop that will link you directly to the **South West Safeguarding and Child Protection** website – click on **How to link to this website** for instructions.

## Supporting Information

In addition to the **Core Procedures**,

- Check the **Allegations against staff**, **Appendices** and **Further Guidance** sections for any additional relevant information.
- Go to the **Swindon LSCB Website**, [www.swindonlscb.org.uk](http://www.swindonlscb.org.uk) and click on **Workers** to expand the menu for this section and choose **Protocols** (Swindon Protocols previously contained in the 'Purple Book') or **Local Guidance** (Swindon specific documents). As we replace the old protocols with **Further Guidance** within the **South West Child Protection Procedures**, we will remove these.
- You may also need to refer to your own agency's guidance.

## What to do if you are worried a child is being abused

We are continuing to distribute the DfES booklet *What to do if you're worried a child is being abused – Summary*, personalised with a list of local contacts inside the front cover. There is also a **What to do** page in the **Workers** section of the **LSCB Website**, [www.swindonlscb.org.uk](http://www.swindonlscb.org.uk).

## Hard Copies of the Procedures

The **South West Child Protection Procedures** have been designed for interactive use on the web. If you go to the website, you can be sure that you are looking at the current procedures and supporting information. We do not encourage storage of hard copies.

## Suggested Reading

*Analysing child deaths and serious injury through abuse and neglect: what can we learn? A biennial analysis of serious case reviews 2003 – 2005*, Marion Brandon, Pippa Belderson, Catherine Warren, David Howe, Ruth Gardner, Jane Dodsworth, Jane Black, DCSF 2008 **and**

*Improving safeguarding practice: Study of serious case reviews 2001 - 2003*, Wendy Rose and Julie Barnes, DCSF 2008

[www.everychildmatters.gov.uk/socialcare/safeguarding/seriouscasereviews/](http://www.everychildmatters.gov.uk/socialcare/safeguarding/seriouscasereviews/)

*Learning lessons, taking action: Ofsted's evaluations of serious case reviews 1 April 2007 to 31 March 2008*, December 2008 [www.ofsted.gov.uk/Ofsted-home/Publications-and-research/Browse-all-by/Documents-by-type/Thematic-reports/Learning-lessons-taking-action-Ofsted-s-evaluations-of-serious-case-reviews-1-April-2007-to-31-March-2008](http://www.ofsted.gov.uk/Ofsted-home/Publications-and-research/Browse-all-by/Documents-by-type/Thematic-reports/Learning-lessons-taking-action-Ofsted-s-evaluations-of-serious-case-reviews-1-April-2007-to-31-March-2008)

*Working Together to Safeguard Children 2006*, HM Government

[www.everychildmatters.gov.uk/socialcare/safeguarding/workingtogether/](http://www.everychildmatters.gov.uk/socialcare/safeguarding/workingtogether/)

*Policy and Framework for the Management of Serious Case Reviews*, South West Regional Child Protection Procedures (under *Further guidance on child protection*)

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

## Practice Issues

*Child Protection, Domestic Violence and Parental Substance Misuse: Family Experiences and Effective Practice*, Hedy Cleaver, Donald Nicholson, Sukey Tarr and Deborah Cleaver, Royal Holloway, University of London, 2007

*Parental Learning Disability and Children's Needs: Family Experiences and Effective Practice*, Hedy Cleaver and Donald Nicholson, Royal Holloway, University of London, 2007

*Neglected Children and their Families (2nd Edition)*, O. Stevenson Blackwell Publishing, 2007

*Neglected Children: issues and dilemmas. Working Together for Children, Young People and their Families*, O. Stevenson, Blackwell Science Ltd, 1998

*Child Neglect: Practice Issues for Health and Social Care*, J. Taylor and B. Daniel, Jessica Kingsley Publishers, 2005

*Wasted*, Mark Johnson, Sphere, 2007

*It's someone taking a part of you: A study of young women and sexual exploitation*, Jenny J Pearce with Mary Williams and Cristina Galvin, National Children's Bureau, 2003

## Swindon LSCB Website

You will also find links to the following on the **Serious Case Reviews** page in the **Workers** section of Swindon LSCB's website at: [www.swindonlscb.org.uk/lscb-index/lscb-workers-home/lscb-workers-casereviews.htm](http://www.swindonlscb.org.uk/lscb-index/lscb-workers-home/lscb-workers-casereviews.htm)

- Executive Summaries of all Swindon Serious Case Reviews since 2004
- Swindon's leaflet for families involved in the Serious Case Review process
- Information about the Swindon LSCB Serious Case Review Process Guide

There is a further page of links within the **Resources** section of the website.

## Delegate List

# Swindon LSCB Serious Case Review Event 'Improving Safeguarding Practice'

Thursday 26 February 2009

Delegate Name	Agency	Workplace
Adina Grace	Health	Swindon PCT
Agnes Gault	Children Services	Civic Annex
Alex Moore	Mental Health	CAMHS
Ali Webster	Children Services	LTW Team
Alison Marsh	Health	Midwifery, GWH
Alyson McSherry	Health	SCBU, GWH
Amber Hall	Voluntary	Ridgeway Trust
Andrea Packer	Education Services	Sanford House
Angela Spencer	Health	Crossroads Surgery
Ann Lebaschi	Children Services	LTW Team
Anne Egan	Police	Gablecross
Anne Gray	Health	Swindon PCT
Annette Allan	C&F	Central North
Annie Jones	Children Services	EDS
Arlene Griffin	Housing Dept	SBC
Bob Davies	Children Services	LTW Team
Bridget Sinclair	Education	Sanford House
Candace Collier	Children & Families	Clarence House
Carol Magill	Children Services	Disabled Children Team
Caroline Evely	Police	Wilts Police
Caroline Starling	SBC	Plus One
Caroline Trickey	NSPCC	Victoria Road
Cathryn Smith	Mental Health	CAMHS
Ceri McAteer	Education	Mountford Manor Infant
Claire Cranswick-Coates	Education Services	Sanford House
Claire Hatcher	Voluntary	NSPCC
Cyril Case	Children Services	QA Team
David Shrubsall	Mental Health	CAMHS
Dawn Carpenter	Children Services	Plus One
Deb Bignell	Voluntary	Swindon Carers
Debbie Deimert	Children Services	Referral Team
Debbie Greenough	SBC	Drove Children Centre
Debbie Millard	Health	Former Even Swindon School

Delegate Name	Agency	Workplace
Debbie Walker	Education, Primary	Rodbourne Cheney Primary
Deborah Murphy	CAFCASS	Dorcan
Denise Travis	Health	Hawthorn Surgery
Derryl George	Uturn	Civic Annex
Di Miles	Children Services	Civic Annex
Dr Faiq Tukmachi	Health	Chatsworth
Emily Edwards	Drugs & Homeless	Old School House, Maxwell Street
Erica Whitfield	GOSW	Bristol
Esther Schmidt	Uturn	Civic Annexe
Femi Ade Olayisade	Health	Swindon PCT
Francesca McGarrigle	Health	AWP Bristol
Frankie Dean	Health	Salt Way Centre
Gail Jenkins	Children Services	FPT, Lyndhurst Centre
Gail McKay	Voluntary	U-turn, Link Centre
Gwen Griffiths	Health	West Swindon HC
Hannah Blay	Children Services	Disabled Children Team
Heather Wong	Voluntary	The Foyer
Helen Ellsmore	Children Services	Saplings Children's Centre
Helen O'Hara	Children Services	LTN Team
Helen Price	Health	GWH
Henia Embling	Education, Primary	Rodbourne Cheney Primary
Ian Brewer	Education Services	Sanford House
Irene Davis	NSPCC	Victoria Road
Jan Davidson	Voluntary	NSPCC
Jan Hobbs	Education	Lawn Primary
Jan Ryan	Police	The Gables, Swindon
Jan Sadler	Health	Former Even Swindon School
Jan Worth	Children Services	Wroughton Junior School
Janet Jenkins	Health	Eldene HC
Jay Barlow	CAFCASS	Dorcan
Jayne Macleod	YOT	The Limes
Jeanette Chipping	Voluntary	NSPCC
Jo Graves	Children Services	FPT, Lyndhurst Centre
Jody Clark	Drugs & Homeless	Old School House, Maxwell Street
John Popowicz	Fire Service	Swindon Fire Station
Joy Hillier	Education Services	Sanford House
Joy Kennard	SBC	Palm Tree Lodge
Julianna Ridsdale	Health	Abbey Meads Medical Practice
Julie Pill	Health	Salt Way Centre

<b>Delegate Name</b>	<b>Agency</b>	<b>Workplace</b>
Karen Hopwood	Health	Drove Children's Centre
Kate McParland	Children Services	EDS
Katy Margesson	Health	West Swindon HC
Kay White	Education	Moredon Children's Centre
Kevin Maidment	Police	Gablecross
Kim Poulton	Pre-school	Premier House
Lara-Beth Gerry	SBC	Westbourne Centre
Lian Dunwell-Smith	Police	Gablecross
Linda Aldridge	CAFCASS	Dorcan
Linda Wyatt	YOT	The Limes
Lisa Crowley	Health	Salt Way Centre
Lisa Maslin	Education	Oaktree Nursery and Primary School
Lisa Westall	NSPCC	North Swindon Family Centre
Liz Evans	Children Services	Sanford House
Lorna Pearce	Army Welfare Service	Aldershot
Lorraine Quinn	Health	SCBU, GWH
Louise Champion	Children Services	Sanford House
Louise Hall	Probation	Victoria Road
Lynda Mitchell	Children Services	C&FIT
Lynn McDermott	Children Services	Sanford House
Lynne Harper	Education	Beechcroft Infants
Mal Munday	Probation Service	Trowbridge
Maria Moore	Education	Stepping Forward
Marion Deegan	Police	Gablecross
Mark Fuller	Fire Service	Swindon Fire Station
Martin Elliott	TAMHS	Oaktree Annex
Mary Heggs	Health	Queens Park Surgery
Mary Wall	Health	GWH
Matt Bywater	YOT	The Limes
Matthew Rotherham	Health	GWH
Mel Cashmore	Health	Sure Start, Penhill
Melissa Robb	Children Services	LTN Team
Michelle Howard	Health	North Swindon District Centre
Michelle Jones	Children Services	Disabled Children Team
Mike Ash	SBC	Civic Offices
Mike Selbie	Police	Gablecross
Milly Carmichael	SBC	Multi-Agency Training Team
Natalie Bailey	SBC	Westbourne Centre
Nicola Rowe	Education	Churchfields School

<b>Delegate Name</b>	<b>Agency</b>	<b>Workplace</b>
Nina Austin	Pre-school	Children's Centre Penhill
Pam Jackson	Education Services	Sanford House
Paul Dobson	Voluntary	Swindon 10-18 Project
Paul Williams	Police	Gablecross
Paula Pagett	Health	Brimble Hill School
Pauline Barnes	Education	Stepping Forward
Peter Robinson	Children Services	Sanford House
Pippa Lucas	Health	AWP Bath
Rachael Giles	Children Services	LTS Team
Rachel Kavati	Uturn	Civic Annex
Rachel Nethercott	Children Services	LTS Team
Reeta Kumar	Health	West Swindon HC
Richard Eyre	Mental Health	CAMHS
Ros Moreman	Children Services	Lyndhurst Centre
Rosemary Lake	Children Services	LTW Team
Russell Langdown	Education	Churchfields School
Ruth Palmer	Health	Saltway Centre
Sara Tough	Children & Families	Sanford House
Sara Wilson	Education	Churchfields School
Sarah Clarke	Health	Ridgeway Surgery
Sarah Mean	Children Services	Community Team South
Sarah Morgan	TAMHS	Oaktree Annex
Sarah Morland	Education	Moredon Children's Centre
Sarah Webb	Wilts CC	Trowbridge
Sharon Coyle	Children Services	Disabled Children Team
Shawana Rahman	Uturn	Civic Annex
Sheryl Willis	Children Services	EDS
Stephanie Slade	Pre-school	St John's Pre-school
Stephen Greenwood	Education	New College
Sue Thurtle	Education Services	Salt Way Centre
Suzette Maberley	Children Services	LTW Team
Sylvia Darragh	SBC Housing	WTE
Tim Corner	Police	Gablecross
Tina Gardner	SBC	Portage, Saltway
Tony Hoskin	Children Services	EDS
Tracey Knights	Children & Families	Clarence House
Val Savill	YOT	The Limes
Veronica Williams	Children Services	Theatre Square

**My Personal Action Plan (Postcard Questions)**

**Swindon LSCB Serious Case Review Event  
*‘Improving Safeguarding Practice’***

**Thursday 26 February 2009**

Please complete the postcard in your pack, answering the questions and adding in your name and address. You will need to hand this in to receive your certificate of attendance!

You may want to make your own record of your answers here.

**How can you use ‘best practice’ to improve what you do?**

**What are you going to take away from today into your practice, either to do or to do differently?**