

Croydon Safeguarding Children Partnership Annual Report 2019/20



CSCP

CROYDON SAFEGUARDING
CHILDREN PARTNERSHIP

Foreword – CSCP Executive



In summer 2019, in preparation for the move to the Croydon Safeguarding Children Partnership, we set out how the safeguarding partners in Croydon would work together with other organisations, including schools, to safeguard children and young people. The new safeguarding partnership arrangements were developed in response to the Children and Social Work Act 2017 and Working Together 2018 and replaced the Croydon Safeguarding Children Board from September 2019.

We are ambitious for the children and young people of Croydon and we want them to grow up safe, happy and healthy and to be nurtured and protected by their family and the community around them. Working together we have shown our commitment to supporting families and the local community to provide our children with the very best support and opportunities.

Strong partnership working is essential to making sure that children and young people get the help and protection they need. The Croydon Safeguarding Children Partnership has committed to securing the very best outcomes and we will support and challenge one another to ensure all our children and young people thrive.

This annual report gives detailed information about our partnership and our collective approach to safeguarding and in particular, our positive joint response to the challenge of the Covid 19 pandemic.

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(Interim Executive Director
for Children, Families
and Education,
Croydon Council)

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NHS Croydon CCG & CHS)

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Comments from the CSCP Independent Chair & Scrutineer, Di Smith

This is the first Annual Report of Croydon Safeguarding Children Partnership and reflects work undertaken since September 2019 when the new safeguarding partnership arrangements were implemented. The format of the report is no longer mandated and local areas can now determine their own approach. This has enabled the CSCP to prepare a report that reflects the richness of multi-agency safeguarding work undertaken in Croydon and includes an evaluation of the effectiveness of the partnership arrangements.



In February, Ofsted inspected children's social care services and found significant and widespread improvement. The overall judgement was that services were found to be good which reflects the enormous effort and hard work of leaders and frontline staff committed to improving outcomes for Croydon's children. Although the inspection did not include a specific review of the CSCP, the inspectors commented positively on the effectiveness of partnership engagement which they said had been re-invigorated by the improvement board and the work of the CSCP. The emerging work in understanding the risks to adolescents was highlighted by Ofsted. They made positive reference to the role of the Vulnerable Adolescents Review in raising the profile of this work and informing improved approaches to reducing risk of exploitation.



One of the strongest elements of the CSCP has been the work of the Executive Group which holds collective responsibility for the new safeguarding arrangements forming the 'engine room' of the partnership. Here is where the statutory partners set the safeguarding agenda and the strength of this has been demonstrated during the Covid 19 pandemic both in their response to lockdown and then the easing of restrictions and reopening of schools. During the period of lockdown they met every week to provide updates, share information and monitor the impact on Croydon's vulnerable children and families and to determine an effective partnership response.



Good use has been made of virtual meetings and the Executive Group has actively promoted the sharing of partnership guidance and emerging best practice in relation to safeguarding during the pandemic. It is becoming clear that the challenges of Covid 19 will be with us for some time and the CSCP is focussed on capturing the learning and shaping a partnership approach to safeguarding that is responsive to the challenges of the changing landscape.

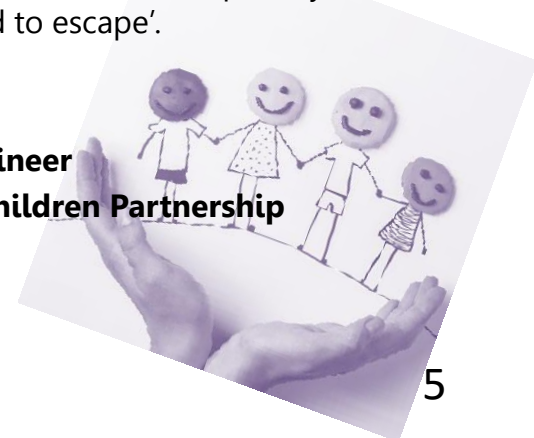
The broad multi-agency membership of the CSCP has met three times since the new arrangements came into place. These well attended meetings have enabled wider safeguarding partners to be actively engaged in shaping the work being undertaken to safeguard children in Croydon. The meetings have kept partners up to date with developments on the three priorities; Neglect, Vulnerable Adolescents and Safeguarding Children with Disabilities. They have also provided interactive sessions, for example moving away from thinking about 'thresholds' or 'referrals' towards considering how different agencies can work together to meet the needs of the child or young person and their family. In July, the broader CSCP meeting became a virtual meeting enabling all partners to come together to reflect on the profound impact of Covid19 and to consider Black Lives Matter and the implications for Croydon's young people experiencing discrimination and injustice. The quality of the discussion was rich and focussed and sharpened enormously by contributions from the BME forum sharing with us the voices of Croydon's young people including their concerns about education, exploitation and County Lines, lack of money

and opportunity and youth unemployment.

As Independent Chair/Scrutineer my role has provided continuity during the transition from the 'old' CSCB to the new arrangements and the establishment of the Croydon Safeguarding Children Partnership. During this period I have acted as constructive critical friend and promoted reflection and learning within the Executive and the Safeguarding Practice Review Groups. Now that the CSCP has become established it will be important that the partnership considers the next stage in the development of its independent scrutiny arrangements for 2021 and beyond. This should involve revisiting the need for a role which combines Independent Chair and Scrutineer.

In addition, I recommend that the CSCP commission some independent scrutiny work to provide greater insight and to add value in key areas of partnership working. One area that would benefit from independent scrutiny would be to consider the local safeguarding system in the context of ethnicity, culture and faith. A review of this important area would build on the learning from Croydon's Vulnerable Adolescents Review and respond to the recommendations of the report by the National Panel, 'It was hard to escape'.

Di Smith
Independent Chair/Scrutineer
Croydon Safeguarding Children Partnership



Introduction

2019/20 has seen significant changes for the work of the CSCP. The implementation of the new arrangements as a partnership, evolving from the previous Board arrangements; an Ofsted Inspection, the Black Lives matter campaign and all agencies coping with the Covid 19 Pandemic. These have been unprecedented times and the CSCP has risen collectively, positively and extremely well to the challenge.

Part One

The Executive, comprising the three partners plus education steered by the Independent Chair/Scrutineer, increased the frequency of their meetings under the new partnership arrangements to monthly; with the onset of the pandemic these moved to weekly meetings from March 2020.

A new CSCP structure was agreed from April 2019 see Structure Chart. This shows reporting arrangements, **the 3 priority groups and the groups responsible for scrutiny and effectiveness arrangements of the 6 safeguarding standards.**

The budget of the CSCP with contributions from partners and details of spend is detailed.

The LADO and Private Fostering reports remain under the oversight of the CSCP Executive and summaries are noted.

Part Two provides more detailed information across a whole **range of safeguarding issues for Croydon children.** These are detailed by both agency specific and collective issue specific, for example missing children, or health visitor development checks.

As a result of these extraordinary times, some reporting of events since April 2020 has been included





Croydon Safeguarding Children Partnership Arrangements 2019/20

Lead Representative Partners - oversight and accountability group
Meets 3 times a year; Croydon Council CE, CCG Accountable Officer,
Borough Commander South BCU

Croydon Safeguarding Partners Executive Group
Three Statutory Safeguarding Partners:
Croydon Council, Police, Croydon CCG plus Education
Meets monthly
Independent Chair/Scrutineer – Di Smith

Local Child Death Overview Group
(feeding into SW London CDOP)
Chair – Rachel Flowers (PH)

Safeguarding Practice Review Group
Independent
Chair – Di Smith

Quality Improvement Group (incl. multi-agency audit and performance management)
Chair – Nick Pendry (CSC)

Learning and Improvement Group
Chair – Shade Alu (Desig Dr.)

Priority - Neglect
Meets bi-monthly
Chair - Rob Henderson
(Croydon Council)

Priority - Vulnerable Adolescents
Meets bi-monthly
Chair – Neil Cochlin (Police)

Priority - Safeguarding Children with Disabilities
Meets bi-monthly
Chair – Elaine Clancy (CCG/CHS)

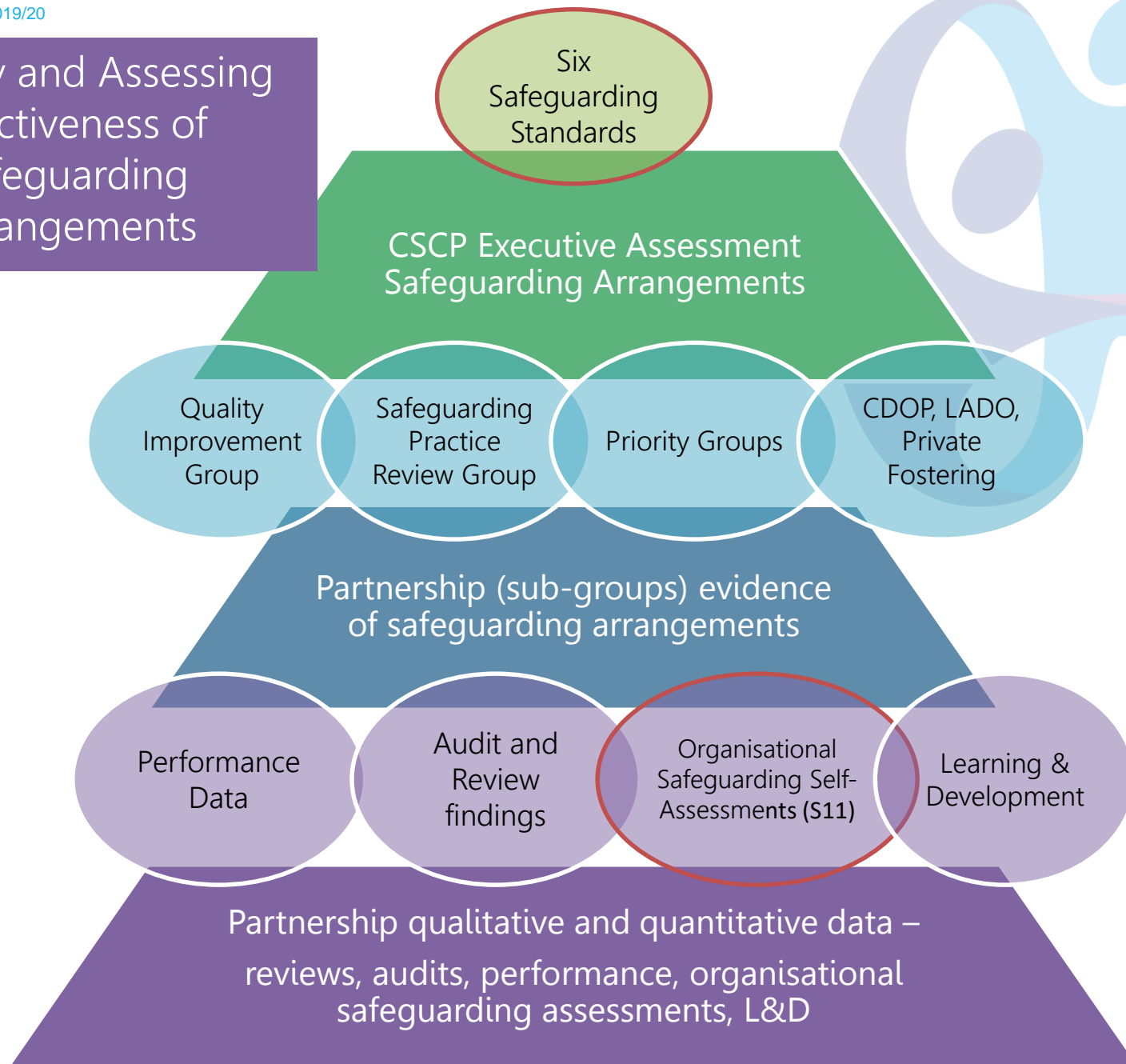
Croydon Safeguarding Children Partnership Meeting
broad multi-agency membership – meets three times a year.

Links with other Croydon Strategic Partnership Boards:

- Children and Families Partnership
- Safer Croydon Partnership
- Croydon Safeguarding Adults Board (joint SAB/CSCP Exec meeting x3 per year)
- Health & Well-being Board



Scrutiny and Assessing Effectiveness of Safeguarding Arrangements



CSCP PRIORITY

- NEGLECT

CSCP PRIORITY

- SAFEGUARDING CHILDREN WITH DISABILITIES

CSCP PRIORITY

- VULNERABLE ADOLESCENTS

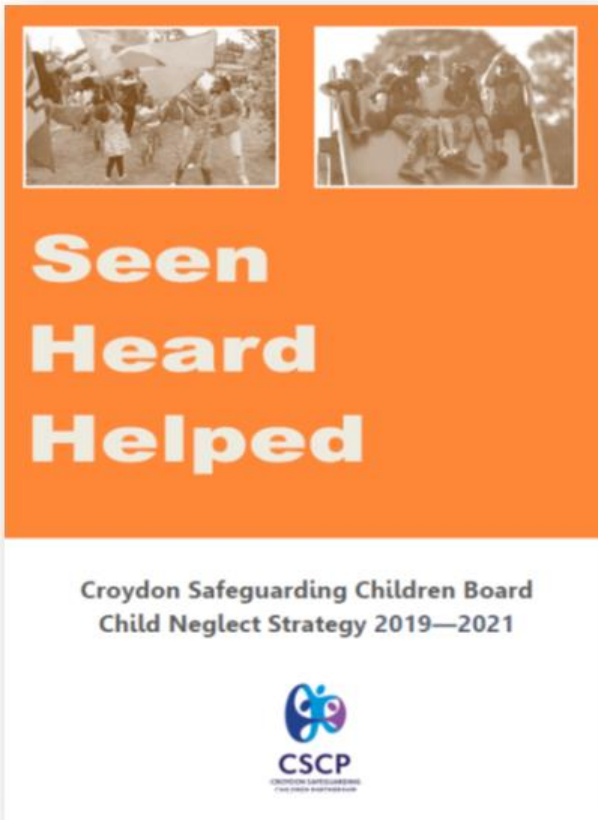




CSCP Neglect Priority Group

Implementing the CSCP Neglect Strategy

CSCP Neglect Strategy identifies three priority areas to provide a shared approach and direction to preventing and tackling child neglect. The three strategic priority aims are:



The CSCP ensures that neglect is seen and understood through increased awareness of the needs of children at risk or experiencing neglect..



That all safeguarding partners understand how neglect can be prevented through early recognition of neglect and use of the Croydon Early Help arrangements



The CSCP develops the quality and effectiveness of interventions to protect children and young people.

The Partnership Neglect Priority Group was established to enable and oversee the implementation of the strategy. Chaired by the Croydon Director of Children's Social Care, membership of the group reflected the range of services and agencies involved in spotting and responding to neglect.

A multi-agency neglect workshop was held to gain a system wide view of neglect from different perspectives; appreciate what's working, and what need to be created. This positive partnership input shaped the areas of focus for the CSCP Neglect priority Group.



CSCP Neglect Priority Group

The priority group agreed the following activity to meet fulfill the aims of the strategy. During the last quarter Covid-19 had a direct impact on the progress of planned work.

Seen

Develop a 'screening' tool to help those in contact with children infrequently, or if regular they are unlikely to complete a Graded Care Profile 2 (GCP2). In partnership with early years, social care and health colleagues a 'Croydon Child Wellbeing Tool' has been developed and will be released Summer 2020. The tool is based on the GCP2 and encourages those with concerns about a child's wellbeing to use the tool in conversation with the parent/carer. Other activity under the SEEN priority includes a parent awareness campaign, practice guidance and community champions – these will be developed during 20/21.

OUTCOME – Enable greater awareness of child neglect (partly achieved)

Heard

Increase use of the GCP2 tool and make use of Early Help locality arrangements. GCP2 Champions pool has increased with 371 trained to date (128 trained in 19/20). Work is still in development to improve monitoring completions of GCP2 and assess effectiveness, this will be taken forward in 20/21. Data on neglect in Early Help services is now reported on and will enable the partnership to monitor early identification of neglect.

OUTCOME – Prevent escalation of needs through Early Help interventions and use of GCP2 to accurately identify needs (partly achieved)

Helped

Within a community of practice approach, assess quality of plans and interventions and ensure professionals are trauma informed. Improve data insight to evidence impact and work towards a 'no further action' culture. Further progress to be made to introduce a community of practice and dip sampling to identify effective practice, methodology and design for this agreed though not yet actioned. Neglect dataset has been agreed to help monitor and track impact of strategy.

OUTCOME – Ensure quality, effectiveness and timeliness of interventions to support children and families affected by neglect (not yet achieved)

Desired Impact 2020/2021

Needs spotted sooner and helped earlier > Reduced need for children to require statutory interventions > Fewer children subject of re-referrals





Safeguarding Children With Disability Priority Group



The SCWD Priority Group began in July 2019 with a vision:

*To assure itself that everyone supporting CWD, SEND or Hidden Disabilities are aware of the additional risk of harm to these children.
That their core functions specifically reference the risk as well as promotes best practice to champion positive outcomes.*

The business plan focused on 3 topics. Brief details and achievements for far are shown below:

Mapping

- Map CWD to influence commissioning/service delivery

- Multi-agency workshops & meetings with stakeholders
- Influenced the data partners collect with the intention it is used intelligently to map services and influence commissioning
- Supported the JSNA SEND & Revised the Section 11 Tool

Framework

- Develop a multi-agency framework for safeguarding CWD including strengthening capacity of families to help themselves

- Agreed definition of CWD for M/A use to support the vision
- Draft Framework (due for completion in 2020/21)
- Influenced content of Local Offer Website
- Feedback from the voluntary sector

Awareness

- Raise Awareness of CWD, hear the VOC
- Strengthen the pathways and training/support available

- Question agreed for 10,000 Croydon Family Resources Survey
- Emerging theme communicated to the partnership (CWD/SEND who are Exploited)
- Raised visibility of the work and the vision



In September 2019 a multi-agency SEND Strategy was developed in Croydon. The lead has been a key member of the priority group. Excellent collaboration has ensured appropriate cross over and the development of a robust safeguarding theme throughout the SEND Strategy Delivery Plans.



Vulnerable Adolescent Priority Group

The Vulnerable Adolescent Review into the lives of 60 Croydon adolescents, five of whom had died in 2017, was published in February 2019. The newly formed CSCP decided this seminal report should be a cornerstone of the direction that services for adolescents should take in Croydon. There have been considerable changes effected as a result and many of the findings have been reinforced by publications and incidents since. The Child Safeguarding Practice Review Panel publication, It was hard to escape, Safeguarding children at risk from criminal exploitation echoed many of the issues. Also the Black Lives Matter movement and the impact of Covid 19 have highlighted the disproportionality across the BAME community and for those in poverty which accords with our VAR60 findings. Here is a list of some of the changes achieved and issues being addressed:-

From June 2019

- Complex Adolescent Panel (CAP)

Completed by Sept/Oct 2019:

- Youth engagement service realigned to Early Help
- Delivered in line with EH localities
- 6 locality based events with the voluntary sector to develop a shared understanding on working better together and earlier with families who need integrated support.



Operational from Sept 2019:

- Targeted Youth Support
 - Engagement & Participation
 - Locality Detached & Outreach Programmes & Specialist delivery
 - Mentoring
- Commission of community organisations to joint deliver community work, in conjunction with schools to inspire children and young

people



- Croydon Local Intelligent Programme (CLIP);
- Team Around the School (TAS);
- Early Help Panel;
- Deputy Young Mayor sponsored a number of programmes

Joined with Crystal Palace Foundation, Choose your Future, Cut it Out and the BME forum, to engage with some of our most hard to reach young people around important messages such as;

- Careers & Employment
- Emotional mental health
- Knife Crime
- Obesity and health matters

Greater recognition of, and response to, children's emotional health and wellbeing is needed.



Working party set up, CSCP, Public Health, Community Safety, CAMHS to deliver: Whole child related workforce trained in trauma awareness – multi-layered multiagency training approach from basic to specialist & profession specific. Programme designed.

Bereavement worker recruited
Successful Trailblazer bid - CAMHS providing direct MH support into 17 schools as part of Empowering Parents, Empowering Children (EPEC) parenting groups

Adolescent Services keyworker capacity increased , recruited Youth Workers.



Vulnerable Adolescent Priority Group

An integrated whole systems approach is needed across agencies, communities & families

- Close scrutiny of Health Visitor age-related development checks.
 - Increased 1:1 Early Help support
 - Increased capacity of Parenting Programmes:
 - Triple P:
 - From 2-3 programmes per term to 4-5 programmes per term
 - Teen Triple P:
 - 1 programme per term to 3 programmes per term
- Evening sessions and bespoke one to one parenting intervention.
- The Parenting offer has extended beyond Children Centres to add
- 5 schools,
 - Samuel Coleridge Taylor Centre
 - Croydon University hospital and CALAT.
- Successful pilot of Mellow Bumps at Croydon University Hospital
- In conversation with 2 further schools & a Family Centre to run Teen Triple P on their sites next term.
- Family Group Conference Model available in community

Schools should be at the heart of multi-agency intervention

- Task & Finish group established with school representatives & education dept. staff
- Awareness raising conference held 2 July 2019 @ CPFC
 - Recommendation for reintroduction of Behaviour Support Team made to Children's Transformation Team
 - Pilot of Team Around the School for 2 schools
 - Behaviour Support service created for each of the 3 Localities:
 - SEN support workers
 - Behaviour support workers,
 - Behaviour specialists,
 - Education psychologist
 - Increased School Nursing capacity
 - See trauma resources increase in school

Disproportionality linked to ethnicity, gender and deprivation needs attention and action

BLACK LIVES MATTER

The impact upon child outcomes of disproportionality issues of poverty & ethnicity shown by the VAR 60 has been proactively shared with the purpose of being embedded in community psyche.

- Multiple presentations of VAR findings to increase awareness
- Agencies examined their own data to challenge all forms of disproportionality.
 - Establish a data set about the most vulnerable children to inform risk management strategies and service provision. - Remains work in progress.
 - Intelligence-led analysis of hotspots, areas of concern & locality task force to address the concerns
 - Joint work across community, voluntary sector, early help & statutory agencies to proactively address the disproportionality identified in the VAR60.



Six Safeguarding Standards

1. The three core partner leads are actively involved in **strategic planning and implementation**
2. The wider safeguarding partners are actively involved in safeguarding children
3. **Children, young people and families are aware of and involved** with plans for safeguarding children
4. **Appropriate quality assurance** procedures are in place for data collection, audit and information sharing
5. There is a process for **identifying and investigating learning** from local and national case reviews
6. There is an active program of **multi-agency safeguarding children training**

The CSCP would like to acknowledge the work of the University of Bedfordshire in devising the six safeguarding standards which the partnership has used to review and evaluate the effectiveness of its work.



Executive Group

Safeguarding standard 1: The three core partner leads are actively involved in strategic planning and implementation

The regular, consistent meeting of the Executive has enabled them to address a whole range of issues collectively:-

- Engagement, negotiation, oversight & implementation of new of Child Death arrangements; Croydon is now a key stakeholder in the SW London Child Death Overview Panel & chaired the Panel for the first 6 months.
- Public Health Approach to Address Violence in Croydon
- Successful Young Londoners £1.2 million bid, assisted by findings from VAR60.
- Improved output on Health Assessments for Children Looked After
- Close scrutiny & liaison with housing in respect of vulnerable children & their families
- CSC Practice weeks to be joint by multiagency partners
- Quality of Merlins, liaison work between SPOC & Police
- Reporting lines agreed for all previous CSCB reporting
- Oversight of all SCRs & LCSPRs
- Implementation of Operation Encompass (DAV notification to schools)
- Co-location of CAMHS in SPOC
- Scrutiny of Health Visitor mandatory checks
- Funding for a Police –led Child Exploitation Team
- Early Help Steering Group –proposals to move to locality based working in line with Health localities accepted and implemented
- Collective agreement & implementation of Trauma Informed Training
- Development of the Children & Young People’s Plan
- Oversight of Rapid Reviews to National Panel
- Joint engagement with Safeguarding Adults Board
- Development of Joint Protocol; Parental Mental Health and Substance Misuse / DA Protocol’
- Oversight & approval of CSCP Annual report
- Planning for CSCP partnership meetings
- Establishment of the Lead Representative Safeguarding Partners Oversight and Accountability Group
- Adoption of University of Bedfordshire’s model for Independent Scrutiny
- Food poverty a specific issue
- Proposals for 2020 priorities
- Budget agreed for 2020/21
- Review of the Police access and referral points carried out by Price Waterhouse Cooper
- CSCP Dataset issues raised with Exec by exception
- Ofsted inspection feedback
- Analysis of 11 years of Croydon CDOP reports
- Covid 19 Pandemic - focus for CSCP is to work together to protect those children identified as being at the highest potential risk.
- Multi-agency meetings effected using MS Teams



Croydon Safeguarding Children Partnership Meeting

Safeguarding standard 2: The wider safeguarding partners are actively involved in safeguarding children. Broad multi-agency membership – meets three times per year

JULY 2019 Presentations:

Update on multi-agency safeguarding arrangements: Relevant agencies taking part in the CSCP

Update on child death review process under the new arrangements. Private fostering annual report 2018/19

Report from Executive Director Children, Families And Education; 'Who we are and where we are going?'

Activity: Celebration of the achievements of the CSCB

* VA Review leading to real change, nationally recognised. *Positive constructive challenge. *More data helped us know ourselves. Continuity of the CSCB members. *Neglect - positive steps. *Children with disabilities on our agenda. *Despite multiple SCRs; no compromise on quality. *SCRs focused minds, & influenced strategic and political decisions. *Quality of the support given to ensure the quality of the work was not compromised. *Communications have started to improve and have become more joined up. *Better quality of free training on offer which is being used by a wider reach into the community and professionals. *Contextual safeguarding and the complex adolescent panel are all positive.

NOVEMBER 2019: CSCP Responsibilities Presentation from Di Smith

Introduction to the role of the Partnership; its structure, membership and work programme of the CSCP Executive

Update from Priority Groups

- Neglect
- Vulnerable Adolescents
- Safeguarding Children with Disabilities

Interactive session: 'right time, right place by the right people' - move away from thinking about 'thresholds' or 'referrals' but to consider how different agencies could work together to meet the needs of the child or young person and their family.

Plenary

February 2020: CSCP Responsibilities

Presentation Roles and responsibilities of CSCP attendees;

Role of the Independent Scrutineer

CSCP Annual self-assessment

- Annual Report
- Section 11 arrangements

Update on Young Londoner Bid

Interactive session: Learning for the Partnership from SCRs (SPRs) and Learning Reviews

Feedback from Ofsted Inspection. Update on Children & Young People's Plan. Presentation on Family Safeguarding

Plenary



Croydon Safeguarding Children Partnership Meeting

CSCP Meeting July 2020:

It was important to recognise the profound impact that Covid 19 had upon the work of all agencies. In addition, the tragic death of George Floyd and the important Black Lives Matter movement highlighted ongoing discrimination and injustices here in Croydon and in wider society which need to be tackled proactively.

The first part of the meeting sought to give an opportunity to reflect on what had happened and the second to provide a forum for ideas, thoughts, and actions to address concerns and plan steps to tackle the shortcomings of current circumstances.

There was important contribution from the BME forum, who had held a number of forum with children, enabling them to give voice to their concerns during those difficult and uncertain times. They were worried about their education, about youth violence, about the increased likelihood of County Lines due to lack of money and opportunity, about unemployment, and in particular youth unemployment.

CSCP Partnership Meeting Covid 19 Pandemic & Black Lives Matter

PART ONE – REFLECTION

A moment in time March – June 2020

Introduction: Di Smith – CSCP Scrutineer

Summary & learning

Feedback from Statutory Partners & Schools

Rob Henderson, Elaine Clancy,
Neil Cochlin & Shelley Davies

Feedback from Community

- CVA – Steve Phaure
- BME Forum – Andrew Brown

PART TWO - INSPIRATION

Open forum:

- Emerging themes
- Key messages

How do we build on this learning?

How do we make a difference?

What can we change?

What are our priorities?

Next steps?

BME Focus Groups; what did the children say?

We don't want to be treated special, we want to be treated equally.

**For example. if our names are different from yours;
We want to be able to have the opportunity to get that job, to have that job interview.**

We want to walk down the road without getting stopped by the Police.

We would like to be able to wear our own clothes without being judged in clothes shops.

We would like to be taught more Black History, not just in October but over the whole year, not just sports and music.

We would like the same work experience opportunities that white students are being offered.

We are angry and frustrated.



Safeguarding Standard 3: Children, young people and families are aware of and involved with plans for safeguarding children

The CSCP has been reliant upon the contributions and engagement from partner agencies in liaising with children and families. The direct engagement with children and families remains primarily in the realm of Safeguarding Practice Reviews and Serious Case Reviews, where patience and consistent engagement has encouraged and enabled family members to feel safe enough to share their experiences with the CSCP and provide commentary upon the multi agency services they have received.

Achievements:

- Engaging with the NSPCC GCP2 has enabled families to be more involved in plans and targeting areas of concern.
- It is understood that since lockdown, there has been much greater attendance from family members at online Child Protection Case Conferences and being engaged in the safeguarding their children.
- Similarly, less Children Looked After have gone missing and been available and enabled to actively engage in their statutory reviews.
- The primary focus of the now fully established Family Group Conferencing service has been for the family to drive forward child plans

Partners have been focused on engaging with children and families to help shape their services, for example:

<https://youngcroydon.org.uk/>

A dedicated website for children and young people provides information as to all services for children and enables them to get in touch.



E.M.P.I.R.E. is the Croydon children in care council. The purpose of Empire is to empower looked after children, young people and care leavers with the confidence and power to influence policy change, shape the service and have their voice heard.

Empire gives looked after children the chance to identify common issues with the care they receive and make proposals for improvements. All of which are presented to the Corporate Parenting Panel at Croydon Council, Chaired by the Cabinet Member for Children, Young People, Education.

Their voices are encouraged and influential, children spoke about their experiences of foster care for Foster Care Fortnight addressing

- Why is it important to foster children?
- What makes a great foster carer?

Their voices can be heard here:

<https://youngcroydon.org.uk/childrenincarecouncil/>



Quality Improvement Group (QIG)

Safeguarding Standard 4: Appropriate Quality Assurance Procedures are in place for data collection, audit and information sharing

Data Collection:

- There is a robust system for requesting, collating and presenting the data.
- The CSCP reviews partnership data quarterly via a pre-meeting and via a separate session in the QIG meeting.
- Data collected has influenced the JSNA for SEND Children.

Data challenges have ensued:

- new data has been included, such as children attending A&E with a deterioration in mental health, ethnicity data and children with disability within cohorts such as YOS.
- further scrutiny (and subsequent improvement) around Early Help cases where the families disengage, pre-birth assessments and the placement of families in B&B accommodation for too long.

CSCP Dataset – Q4 Jan - Mar 2020 (page 1 of 2)

Green figures: Target Red figures: Below Target Blue Figures: Current Q – no target set * New Target

Children with an Active CIN Plan (not OWP) Q1:696 Q2:579 Q3:648 Q4:656 Last Q4:781 Croydon Historic Rates of CIN per 10,000 of 18 population Current: 69.3 2017/18:79.8 2018/19:74	Children subject to a CP Plan Q1:603 Q2:587 Q3:493 Q4:519 Previous Q4: 712 Rates of CP Plan per 10,000 18 population Croydon: 54.8 Stat Neighbour: 54 England: 58	Number of households in B&B with children Q1:132 Q2:325 Q3:51 Q4:59 Last Q4:77	Number of families placed in B&B for more than 6 weeks Q1:31 Q2:56 Q3:30 Q4:30 Last Q4:9	Number of people w/children, nightly let (nonets) Q1:446 Q2:117 Q3:390 Q4:373 Last Q4:380	Number of families placed out of borough (rolling figure) Q1:95 Q2:105 Q3:75 Q4:78 Last Q4:89	Social Worker Vacancy Rates 7.5% Q1:45% Q2:44% Q3:38% Q4:38% Last Q4:40%
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Acceptance Rate for CAMHS Referrals

LAC with up to date pathway plan 75%
 Q1:64% Q2:67%
 Q3:77% Q4:84%
 Last Q4:58%

Care Leavers in suitable accommodation 75%
 Q1:88% Q2:94%
 Q3:94% Q4:96%
 Last Q4:90%

Care Leavers who are EPT 85%
 Q1:82% Q2:86%
 Q3:83% Q4:85%
 Last Q4:39%

LAC with a PTP reviewed in last 6 months 78%
 Q1:75% Q2:92%
 Q3:93% Q4:77%
 Last Q4:39%

EH Cases closed, that were stepped up to CSC 110%
 Q1:14% Q2:6%
 Q3:9% Q4:13%
 Last Q4: 10%

% Cases in EH closed as 'families disengaged' 110%
 Q1:24% Q2:10%
 Q3:11% Q4:12%
 Last Q4:29%

Total families open to EH at month end
 Q1:304 Q2:472
 Q3:496 Q4:614
 Last Q4:204

Total cases (children) open to EH at month end
 Q1:871 Q2:1038
 Q3:1098 Q4:1127
 Last Q4:451

% re-referral to EH within 12 months
 Q1:15% Q2:11%
 Q3:12% Q4:15%
 Last Q3:19%

The number of Early Help cases referred within Q4 (567) has reduced by 25% since the end of Q3 (835). It is likely that the current health problems reduced access to universal service provision has had significant implications. Notwithstanding this, the overall volume is comparatively buoyant to the previous year when the most referred in any quarter was 440. There has been a slight increase in the number of families referred back into the service within 12 months of closure (15%). The existing vulnerabilities within families may be exacerbated by 'lock-downs' less external support and enforced proximity of household members. However, this percentage remains lower than Q4 (2018/19) which stood at 19%.

Early Help Referral Source

Early Help Referral Source Data:

Source	Q4 2019/20
Schools	186
LA Services - Social care	135
Health	83
Police	82
LA Services - External	36
LA Services - Other Internal	19
Voluntary and Community Sector	12
Other	9

Children with a Fixed Period Exclusion (Primary Sch)
 Q1:115 Q2:61
 Q3:111 Q4:103
 Last Q4: 113

Number of children with disability in education
 Q1:446 Q2:323
 Q3:333 Q4:385
 Last Q4: 323

CIN: 18 or under presenting at A&E/with IOP
 Q1:10 Q2:16
 Q3:24 Q4:15
 Last Q4: 22

CIN: 18 or under presenting at A&E with a deterioration in MH
 Q1:46 Q2:48
 Q3:42 Q4:47
 Last Q4: 58

CIN: 18 or under presenting at A&E/with IOP
 Q1:75 Q2:41
 Q3:38 Q4:46
 Last Q4:46

Referred to F&P 16 years and under
 Q1:4 Q2:6
 Q3:1 Q4:4
 Last Q4: 6

344 victims under 18 shown on DV reports Rolling 12 mths - up from 297 Southwark: 194 T Hamlets: 292

YOS - of 76 current client, 20% have an ECHP/20% EQ: 24% (104 case incomplete)

YOS FTE - of 67 cases Q4: 51% are YOS 39% of males are Black

YOS - Outcomes of 86 cases Q4: 83% are Males 49% of males are Black

Missing Episode Duration (Found Episodes)

MISSING Children Data
 Excluding March - CA account for 80% or above of all missing episodes throughout the year. On average 30 children are reported missing in any given month. 12 of these are Q4 - the older ones most likely to refuse. Should consideration be given to only collecting data for episodes over 12 hours/some other period? The CSD has requested a one take up of this split by ethnicity and whether CA (LAWMETS)

Domestic Abuse Offences & Incidents (Croydon) 10 weeks/lockdown comparison

RHI Completion - by Age

% of Births Completed 75%
 Q1:70% Q2:80%
 Q3:62% Q4:63%
 Last Q4:64%

% of found episodes lasting 3 days or longer where strategy used
 Q1:n/a Q2:n/a
 Q3:31% Q4:43%
 Last Q4:n/a



Quality Improvement Group (QIG)

Audits

There is a process for scheduling and agreeing the scope and content of audits. The reports regularly come to QIG for partner discussion and scrutiny. Audits this year include:

Neglect: - a comprehensive audit, with quarterly sessions selecting Early Help, CIN, CP and CWD cases found insufficient improvement in partnership recognition and response to neglect. A separate multi-agency priority group has followed up on the audit findings.

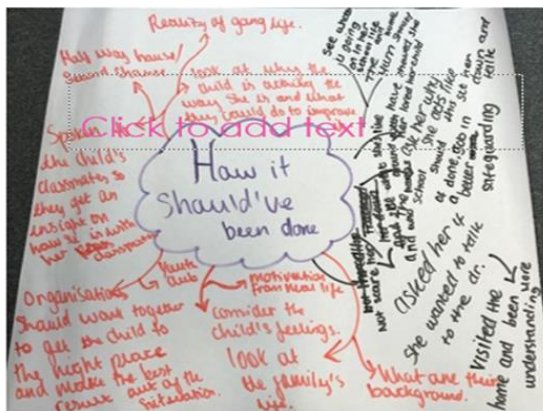
CSE: - Two audit sessions, as well as the findings of a mock audit carried out by young people at the Croydon Takeover Challenge informed this report. Additional audit activity to include CCE is planned for 20/21.

Child Protection Pathways: 5 core principles for working together were reviewed, and an additional on line survey completed by 171 professionals provided insight in the quality and engagement of the partnership at Case Conferences. The action plan, includes revised training for Conference Chairs and attendees, single agency deep dives to understand quality of referrals and respectful challenge of inconsistent quality reports. The partner activity at the November CSCP Meeting was useful to raise awareness of the challenges SPOC faces when referrals are poor quality.

Early Help & Understanding Thresholds Audit:

This was planned but not completed. The Early Help Service has now been included as part of full audit programme within the CSC QA Framework.

CSE Audit - Findings



- ▶ In a lot of places, the answers didn't meet up with the standards
- ▶ Need to get her to understand the reality of gang life
- ▶ Organisations should work together to get the child to the right place and make the best result out of the situation
- ▶ She needs a second chance to get it right (half way house)
- ▶ Plans should be around what's really happening – not just one solution

Single Agency Audits: good practice from partners such as YOS was shared and challenges faced by others such as CAMHs were discussed in multi-agency meetings. Children's Social Care also provided regular updates about the attendance and quality of reports from the partnership members and CLA Audits.

Section 11: The audit tool was updated to capture a more Croydon specific focus on how partners meet the standard. The Safeguarding Children with Disability Priority Group included changes to reflect how this particularly vulnerable cohort is safeguarded.



Quality Improvement Group (QIG)

Themes From Audits

- The most noted themes from the annual audit activity are:
- Thresholds/Pathways - not adequately understood
- Insufficient sharing of information between agencies/poor communication
- Drift & Missed Opportunities
- The quality of referrals and shared information – not robust enough

Activity to improve includes:

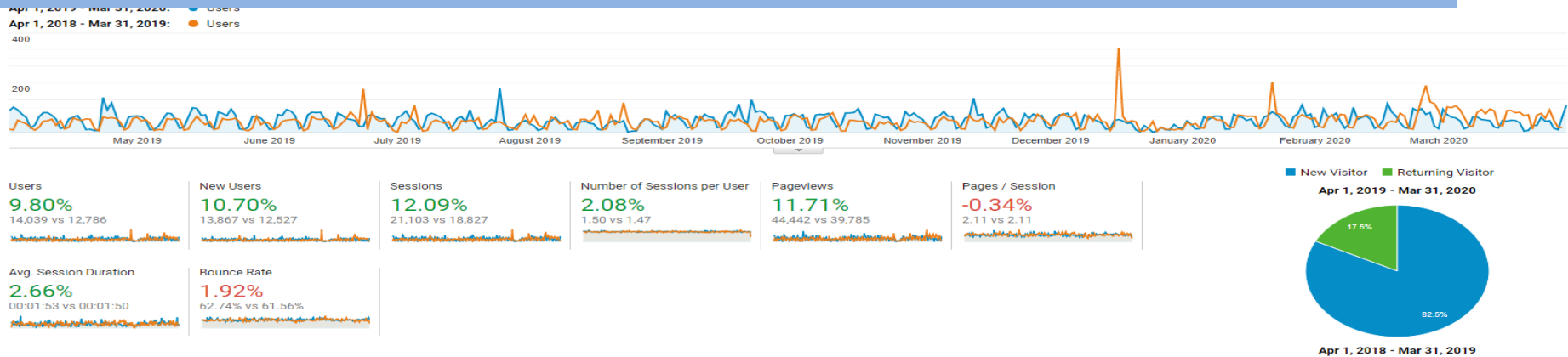
- Briefings on Safeguarding Practice Reviews (SPRs) and Learning Reviews were disseminated on single page sheets.
- There was an **Embedding The Learning Session** in a QIG meeting where partners shared how they had responded to the VAR60 Report.
- Bespoke sessions for various partners have occurred to update on SPRs and the Section 11 responsibility.
- A refresh of the **Escalation Policy** and subsequent relaunch in the CSCP Newsletter
- New **Supervision Standards** for use by all partner agencies.





CSCP Website & Communications :

The website reach is consistently gaining each year, particularly for users and new users.



As well as regular newsletters available to both professional and public subscribers, there was a swift and informative response to Covid19.

The CSCP produced an e-guide to help professionals and the public understand what local services were running and where additional guidance or support could be found, including safeguarding training for volunteers.



- NHS Covid-19 Message for Parents
- Keeping alert for children at risk of neglect and abuse and what to do if you are worried about a child
- FIC opening times and where to get help if you or anyone you know is at risk or experiencing domestic abuse
- Early Help in Croydon – accessing Family Solutions Specialist Services
- Safeguarding Children with Disabilities E-Learning
- Support for vulnerable families in Croydon
- Safeguarding awareness for volunteers
- Safeguarding e-learning
- Think Young Carers
- Safeguarding Guidance for Schools
- Information for parents/carers of children with SEND needs
- Parent/carer resources for home learning and staying safe online
- Private Fostering arrangement information
- Help and information points for children and young people
- Help and information for vulnerable adults/relatives/neighbours



Safeguarding Practice Review Group

Standard 5: There is a process for identifying and investigating learning from local and national case reviews

Working Together 2018 introduced Local Child Safeguarding Practice Reviews (LCSPRs) with Serious Case Reviews coming to an end. The SPR Group replaced the previous SCR sub-group.

New processes and procedures compliant with WT 2018 & Child Death Overview Panels statutory and operational guidance (2018), were implemented to respond to child deaths and Serious Incidents. Those that are of concern are reported to Ofsted and the National Child Safeguarding Review Panel. Agencies submit information about their work with the child to inform the Rapid Review which the SPR Group considers to determine if it meets the criteria to undertake a Local Child Safeguarding Practice Review (LCSPR).

From April 2019 interim arrangements were initially in place and SCRs were still applicable.

Between April 2019 and March 2020 the SPR group considered seven children's cases for review and agreed to conduct one Serious Case Review and three LCSPRs.

The CSCP published two Serious Case Reviews

Child Q – Where were you when I was 6? A 16 year old Looked After Child who died from injuries sustained from riding a moped and crashing into a Police car.

And **Child Y** a 15 year old child with a Child Protection Plan who was stabbed to death by other young people.

Both of these boys' histories were included in the Vulnerable Adolescent Review published in February 2019. The learning from all of the three publications has been a key determinant for setting up the Vulnerable Priority Group. That learning has been further reinforced by the publication of the **National Panel Review into child exploitation, It was hard to escape.**

Covid 19 has had an impact upon completion of reviews as the face to face practitioner learning events have not been able to take place. Options for undertaking these via online resources are being actively explored.

Agencies have been required to prioritise in providing emergency Covid responses which has impacted on their ability to engage in the detailed examination of cases that LCSPRs require. The National Panel has recognised these challenges and relaxed their recommendation that reviews be completed within 6 months.

Reviews currently in progress have identified learning in respect of perinatal mental health, and head injuries in young children.





CSCP Safeguarding Learning & Development

Safeguarding Standard 6: There is an active program of multi-agency safeguarding children training

Multi-agency safeguarding learning gives an opportunity to not only promote knowledge of best practice and procedures, but also to increase knowledge of the whole safeguarding system as well as different roles and responsibilities within this. The CSCP provides a range of courses delivered in-person and as e-learning, which reflect core practice and local priorities, the training is free to access. During 19/20 engagement with the programme was positive and aggregate feedback indicates that the training met learners' needs and was viewed as good. Many also comment on the value of learning with other professionals and disciplines.

CSCP Safeguarding Children L&D programme

Included:

- Child Neglect
- Child Sexual Exploitation
- Domestic Abuse Awareness
- FGM Awareness
- Gangs
- Graded Care Profile2
- Parental Mental Health
- Parental Substance Misuse
- Referrals & Thresholds
- Risk Identification in Domestic Abuse
- Safeguarding Children Level 3
- Serious Case Review Briefings
- Trauma Informed Practice
- Working Together in Child Protection
- E-Learning – Safeguarding Level 1&2, CSE Level 1&2, and Safeguarding Children with Disabilities

Engagement with the programme



2,112 training places booked



1,117 Attendees



733 places cancelled (appx 200 Covid related)



262 'No shows'



2,209 e-learning courses completed – incl. 512 completions of new Safeguarding Children with Disabilities course

Settings which engaged with the programme



Local authority



Schools and Educational Services



PVI including Nurseries, Community Groups



Health services



Probation and Police Services



CSCP Safeguarding Learning & Development

Impact of training on safeguarding children practice –
selected participant quotes illustrating common learning themes

Early Help & SPoC

"Importance of recording information at school for use in referral"

"Better understanding of when to step up to a referral"

"Better understanding of Early Help services"

Domestic Abuse

"Understand safety planning and gain views of children"

"Will make school staff more aware and make use of FJC services"

"I will look out for signs...ask pertinent questions ensuring a safe environment when asking"

Child Neglect

"More observant for indicators of neglect when visiting"

"Challenged my thinking of what neglect is"

"Improved how I can support staff dealing with challenging neglect cases"

Trauma Informed Practice

"Able to consider possible emotions behind presenting behaviour"

"will discuss school behaviour strategies with school leaders"

"More confidence in presenting needs of children to intervention services"

Safeguarding Children (Level3)

"More alert to understanding different roles in safeguarding"

"Better confidence to professionally challenge safeguarding decisions"

"based on learning from this training, I challenged a decision, case was stepped up from early help!"

Parental Mental Health

"Help support children with anxiety" [due to parent's MH]

"Improved knowledge and importance of joint working (adult & children services)"

"More aware of how parental MH impacts on parent/child relationship"



SOUTH WEST LONDON CHILD DEATH OVERVIEW PANEL Annual Report April 2019 – March 2020

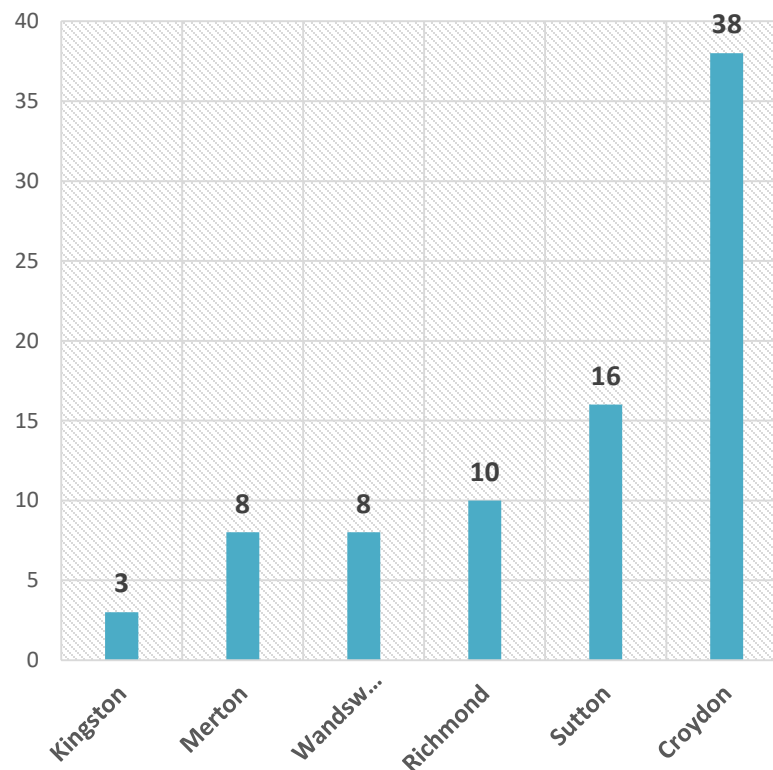
A report on organisational arrangements, operations, statistical analysis and commentary. A collaboration of the activities of South West London CCG Partnership Child Death Overview Panels of Croydon, Kingston and Richmond upon Thames, Merton, Sutton, and Wandsworth

The new working arrangements for Child Death Overview Panels statutory and operational guidance (2018), sets out the key features of a good Child Death Review (CDR) process to be followed by all organisations involved with the process of child death reviews as of 1st April 2019.. South West London CDR partners implemented this guidance and started regional operations in September 2019.

The geographical 'footprint' of child death review partners has been locally agreed to cover a child population that typically reviews a minimum of at least 60 - 120 deaths per year. The amalgamation of panels is to provide a larger cohort of information to enable better detection of themes, analysis of trends, and learning to prevent future child deaths.

During this reporting period, there were 83 notifications of death, and 83 child death reviews. As of 1st April 2020, there are 70 open cases remaining making a total of 153 cases recorded on the South West London Child Death Overview Panel database.

Child Death Notifications 2019/20

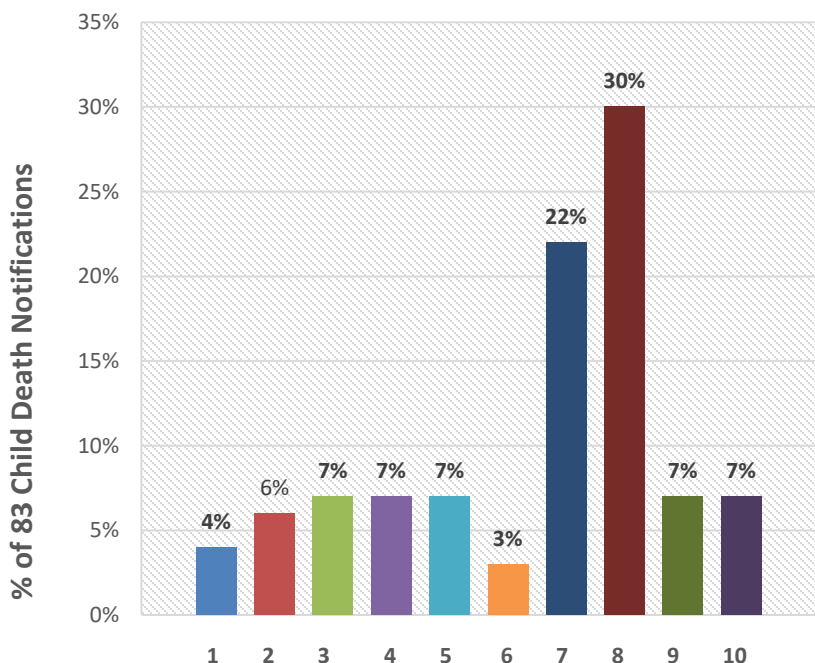




SOUTH WEST LONDON CHILD DEATH OVERVIEW

PANEL Annual Report April 2019 – March 2020 cont'd.

Child Deaths by Category 2019/20



- 1. Deliberate injury ■ 2. Suicide/Self inflicted ■ 3. Trauma
- 4. Malignancy ■ 5. Acute ■ 6. Chronic condition
- 7. Chromosomal ■ 8. Perinatal/Neonatal ■ 9. Infection
- 10. SUDI/SUDIC

- Seventy-four percent (74%) of child deaths were classified as expected. Eighty Two Percent (82%) of these deaths had no modifiable factors identified. Twenty Four percent (24%) of child deaths were unexpected in South West London, and eighteen (18%) percent had modifiable factors identified. Thirty-one unexpected child deaths had Rapid Response/Joint Agency meetings held across South West London.
- Recommendations and learning from panel reviews contributed to promotion in community education, improvements in organisational practice, improvements in education, training, and communication in local partner agencies, and learning that has had an impact on national government policy.
- <http://croydonlcsb.org.uk/wp-content/uploads/2020/10/SWL-CDOP-Annual-report-2019-20.pdf>



LADO Annual Report summary 2019/20

Local Authority Designated Officers

- Consultations remain around 700 per year.
- 28% result in Referrals meeting Threshold.
- 47% of consultations located in education.
- Increase in Health referrals. (25%)
- Increase in Faith referrals (20%)
- Continued increase in concerns in private Life.
- Training, awareness and briefing sessions continue over wide range of services (20-30)
- Regular input into Safeguarding Forums across sectors in Croydon (8)
- Involvement in London and National LADO Groups resulting in influencing wider Children's workforce sector and regulations and guidance.
- Involved in London & National LADO Groups, developing services (e.g. Charities commission, Football Association, KCSIE, D of E, Met Police PSA)

What did we do?

How well was it done?

- Ofsted complimented LADO Service recognising expertise in Tracking and pattern identification
- Service is well respected and valued by partner agencies
- Peer audit sessions introduced and peer observations

What difference did it make?

- Improvement in duration of investigations.
- Increase in referrals to DBS and professional bodies
- Increase in criminal prosecutions.
- LADO impact upon KCSIE, TRA, Police complaints, & NHS England.
- Prosecutions in historical abuse cases

Private Fostering

What is Private Fostering?

- A Private Fostering arrangement is one that is made *privately* for the care of a child under the age of 16 (or under 18 if disabled) by someone other than a parent or close relative with the intention that it should last for 28 days or more.
- Private foster carers may be from the extended family, such as a cousin or a great aunt. A private foster carer may be a friend of the family, the parent of a friend of the child, or someone previously unknown to the child's family who is willing to privately foster a child.
- However, a person who is a close relative under the Children Act 1989, i.e. a grandparent, brother, sister, uncle, aunt or a step-parent will not be a private foster carer.
- The period for which the child is cared for and accommodated by the private foster carer should be continuous, but if a child receives an occasional short break this is not considered to break that continuity.
- In a private fostering arrangement the parent retains parental responsibility for the child or young person.
- Children supported under the Private Fostering arrangement also have a Child In Need Plan in place. To date any child living in a private fostering arrangement has an allocated child's social worker who works alongside the Private Fostering social worker to assess and then support children and ensuring their outcomes within the private fostering arrangements are met.

Are you living with someone else, other than your parents?

If you think you, or someone you know, is involved in a private fostering arrangement, or you need advice, please get in touch with **Croydon Children's Services**
Single Point of Contact on 0208 726 6400

For queries only - please email:
privatefostering@croйдon.gov.uk

For more information visit:
croydonicsb.org.uk/parents-carers/private-fostering

USEFUL TELEPHONE NUMBERS:

Childline - phone 0800 11 11 (freephone)
You can ring this number and talk to a counsellor who is there to listen to you and talk through your worries. This is a free 24 hour helpline for children and young people. Or contact someone through the website - www.childline.org.uk

NSPCC - phone 0808 800 5000
Call this number if you are having problems at home or at school and want to talk to someone about it.

Children's Rights Director - 0800 528 0731
Find out about your rights and how to make yourself heard, or have a look at the website for children living away from home. www.rights4me.org

Somebody Else's Child website
www.privatefostering.org.uk

Croydon Multi Agency Safeguarding Hub
Bernard Weatherill House | 8 Mint Walk | Croydon CR0 1EA

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CROYDON
www.croydon.gov.uk

Delivering for Croydon

If you are 16 or below (18 if you have a disability) and living with somebody who the law classifies as a non-relative; like a Great aunt, Great uncle, cousin or a friend of the family; or your neighbour you are in what the law calls a Private Fostering Arrangement

Summary of Progress since Ofsted Monitoring Visit 2019

- The Local Authority completed a robust audit on all of the Private Fostering assessments and arrangements. Drift in cases was addressed,
- All children within Private Fostering arrangements now have a Child in Need Plan which complies with the children in need practice standards. Visits are completed every 4 weeks,
- Private Fostering is now divided between the Social Work with Families' team and the Private Fostering Social Worker based within the Fostering Service.

Private Fostering



Progress cont'd

- 39 assessments were completed that led to Private Fostering Arrangements being authorised. This was up on 2018/19 when 23 were assessed.
- Of the 39 Private fostering arrangements authorised over the period of 2019/200, 27 children were international students.
- During 2018/19 achievement of visiting within seven days of notification was at 30%, and decision upon the suitability within 42 days was at 33%.
- During the period of the last 6 months, this has risen to 54% for visits undertaken within 7 days and decisions upon the suitability within 42 days has risen to 87%.
- The data shows that there are more assessed and authorised private fostering arrangements for older than younger children.
- During the latter period of 2019/20 public awareness has started to target early year's providers and services.

Are you caring for somebody else's child?

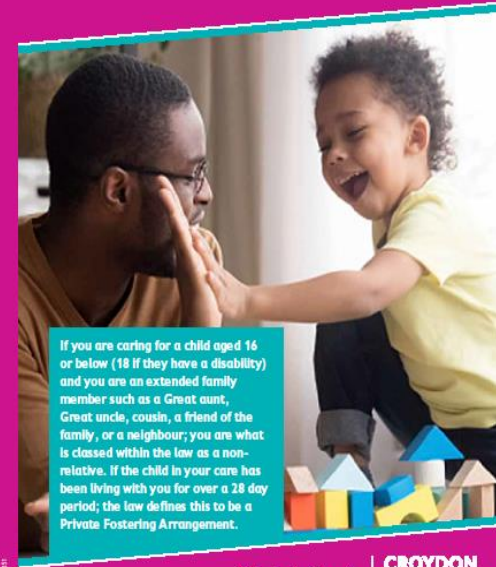
If you think you, or someone you know, is involved in a private fostering arrangement, or you need advice, please get in touch with
Croydon Children's Services Single Point of Contact on 0208 726 6400

You can also email:
privatefostering@croydon.gov.uk

Website with useful resources to support you within your role as a Private Foster Carer:
www.croydonicsb.org.uk

Croydon Multi Agency Safeguarding Hub
Bernard Weatherill House | 8 Mint Walk | Croydon CR0 1EA

[/lovecroydon](https://www.facebook.com/lovecroydon) [@yourcroydon](https://www.twitter.com/yourcroydon)



If you are caring for a child aged 16 or below (18 if they have a disability) and you are an extended family member such as a Great aunt, Great uncle, cousin, a friend of the family, or a neighbour; you are what is classed within the law as a non-relative. If the child in your care has been living with you for over a 28 day period; the law defines this to be a Private Fostering Arrangement.

Delivering for Croydon www.croydon.gov.uk

2020/21 Plan includes:

- Plan a bespoke audit of Private Fostering arrangements Dec 2020
- Improve quality of child in need planning as per Ofsted 2020 recommendation.
- Raising awareness & training with the wider all new staff and case holding teams
- Regular Private Fostering updates as part of Director's weekly Bulletin
- Focus on SPOC so initial visit timescales improves
- Continued quality assurance of privately fostered children by the designated private fostering lead and the panel,
- Increase contact with all agencies and schools to continue to raise awareness of Private Fostering



CSCB/CSCP Budget & Expenditure 2019/20

CSCP Income	
South London & Maudsley NHS Trust	13,540
Met Police	5,000
Croydon CCG	33,850
Croydon Health Service	33,850
National Probation Service	2,000
CAFCASS	550
Total Income	88,790
LB Croydon	240,729
Sub-total	329,591
Underspend returned to LB Croydon	42,000
Total Income	287,519

CSCP Spend	
Staffing & related costs	218,584
Serious Case Reviews	31,241
CSCP Training provided	16,735
Services recharge	8,550
Premises, equipment & catering	5,591
Miscellaneous	3,300
Mailroom, stationery, supplies	1,937
Website	1,000
Translation	531
Total spend	287,519

CSCP Budget – in 2018/19 there was a significant spend on Serious Case Reviews of almost £141,000 which resulted in an overspend of £51,000 which was covered by LB Croydon. In this year's budget we have kept spend to a minimum and have come in under budget by £42,000 which has been refunded to LB Croydon.



Safeguarding Teams

- The safeguarding teams from Croydon Health Services and NHS Croydon CCG (including Primary Care) have integrated under one management structure to form the Croydon Health Integrated Safeguarding Team (CHIST). Both organisations are committed to taking all reasonable steps to promote safe practice and to protect children and adults at risk within Croydon from harm, abuse and exploitation
- CHIST have developed a quality assurance framework which ensures there is a robust governance structure in place to provide the CCG with assurance that the safeguarding team are undertaking their statutory duties.
- The CCG requires assurance that the quality of safeguarding practice across the Croydon health economy is fit for purpose. The safeguarding team, therefore, is required to ensure that there are effective means of supporting Croydon practitioners to maintain a satisfactory level of safeguarding knowledge, competence and skills.

Key issues for CHIST in 2019-2020

- Progress of projects in Croydon including FGM & LeDer
- The requirement to continue improving the health outcomes for CLA by strengthening arrangements within health and across the partnership.

- Preparation for the transition from Deprivation of Liberty Safeguards to Liberty Protection Safeguard, which will include children under 18 years.
- Croydon Health Economy received a Children Looked After and Safeguarding Review by CQC in February 2019. The robust action plan developed in response to the recommendations was implemented.
- Safeguarding assurance received from General practice to demonstrate they have appropriate training, policies and procedures in place to safeguard children.





Croydon Health Services

NHS Trust

Safeguarding Practice Reviews

Learning from completed reviews is embedded in practice through learning and development, supervision, newsletters and policy/procedure change when required. This work is completed at an organisational and partnership level.

- Key themes include: -
- Practitioners contributions to child protection processes
- Practitioners understanding of hidden substance misuse and how to respond
- Supervision
- Voice of the child
- Importance of relationships between GPs and health visitors
- Managing missed appointments in a safeguarding context.



Following the government's Covid lockdown restrictions, the way that health assessments for Children Looked After have been delivered has changed. This is in line with NHSE guidance, with assessments being completed virtually. Over the course of the coming year, the impact of the pandemic, as well as the capacity of the team, and effectiveness of risk stratification processes used will be reviewed to inform a recovery plan for the service.

CQC Inspection updated Action Plan was presented and accepted by CQC in December 2019. Four actions were green/amber and two Amber.

Children Looked After Health Assessments:

There is a risk around the health assessments of children who are looked after. If they do not have their health assessments there is the risk that health needs are not identified and remain unmet



Croydon Health Services

NHS Trust

Midwifery:

The significance of early intervention was identified during the completion of the Croydon Vulnerable Adolescent Review. This included the key role played by maternity services in the identification of women and families who require support at the pre-birth stage. Maternity services continue to play a lead role in the identification of women at risk of or who have been subject to FGM and the provision of support. This may include the need for a safeguarding response.



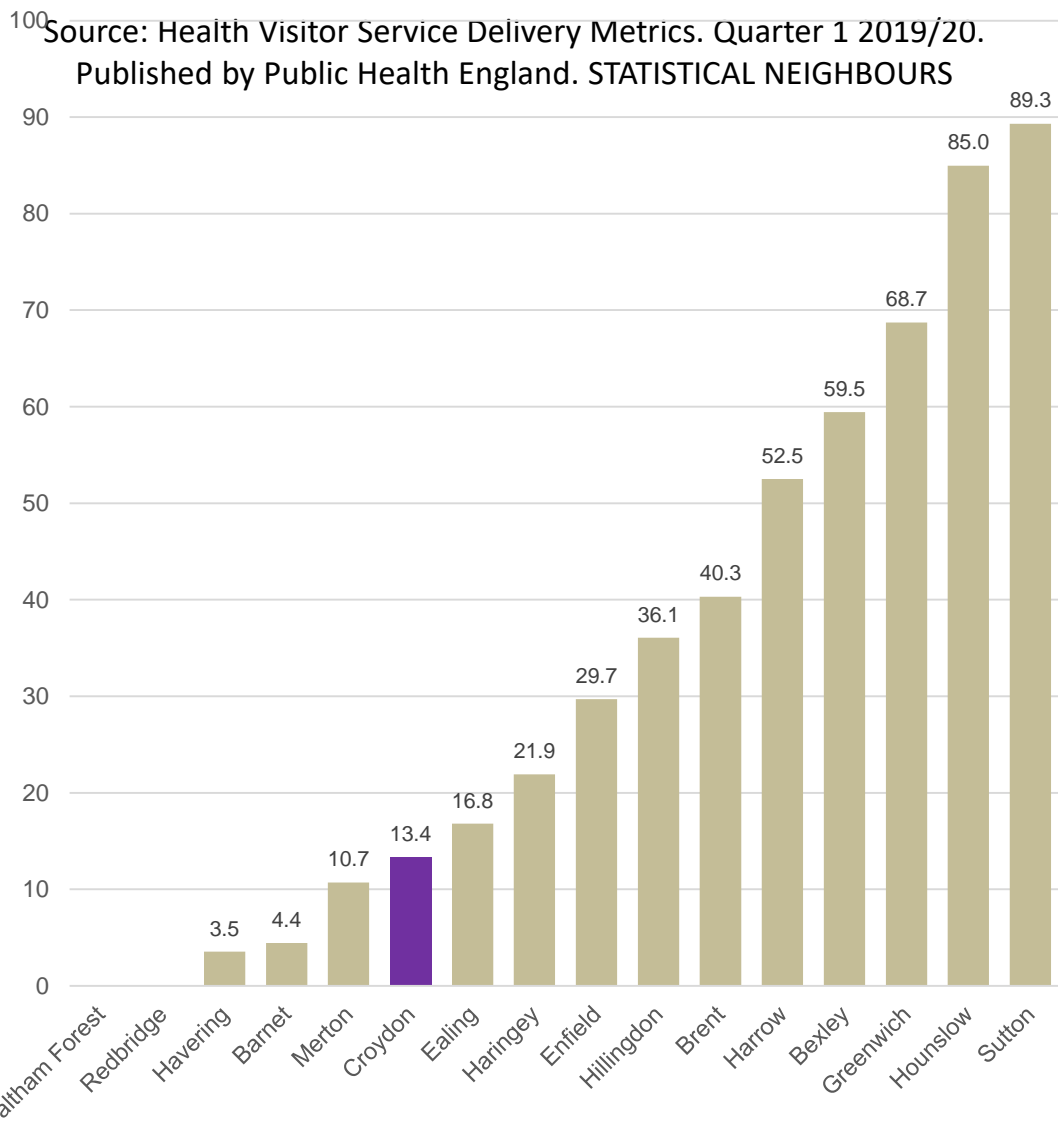
Safeguarding Teams COVID 19 Response.

- Working as business as usual as far as is possible using technology such as Microsoft Teams
- Operational team being accessible to staff in order to provide maximum support
- Recognising the risk of hidden harm and being mindful of this in our work (and on-going monitoring of emerging risks)
- Partnership meetings with LA, Head of PHN and CAMHS – responding to the Priority 1 CYP.



Ante-natal Contacts

Antenatal Contact (rate per 1,000 live births)



Update on 2018/19 comments:

Public Health is creating a bespoke approach (to ante-natal checks) which will be included in the monthly health visiting performance reports as part of a wider redesign of the performance reports

Public health were in the process of working with the commissioner to develop a new service specification and KPI's for the health visiting service. (This has been put on hold due to the pandemic of Covid 19.) This means there are no new reporting elements.

The Director of Public Health has expressed concern that the mandatory antenatal checks are not at a level to provide assurance.

Performance is no worse than last year.

The DPH 2018 recommendations included that the health visiting and midwifery clinical pathways are joined up.

This is progressing and will also assist in the delivery of increased antenatal check



Ante-natal Contacts



- The HV service recognises the need to improve on antenatal contacts and continues to transform to meet the needs of the residents of Croydon.
- The HV service faces the challenge of a lack of interoperability between SWL CHIS and Emis. The impact of this, is information may not being shared in a timely manner.
- The HV service will always prioritise more vulnerable women once they are aware. To this end the HV service is working more collaboratively with midwifery services, attendance at monthly meetings, attendance at midwifery evenings at CUH. Both services have begun this piece of work.
- During the pandemic there has been closer collaboration, which we hope to build on and develop further. Both services are involved in the wider STP SWL LMS work to improve postnatal care.
- The HV service is aware of service delivery in other London Boroughs which consists of sending letters. The service does not consider this to be good enough for Croydon pregnant women, however we remain open to any ideas.



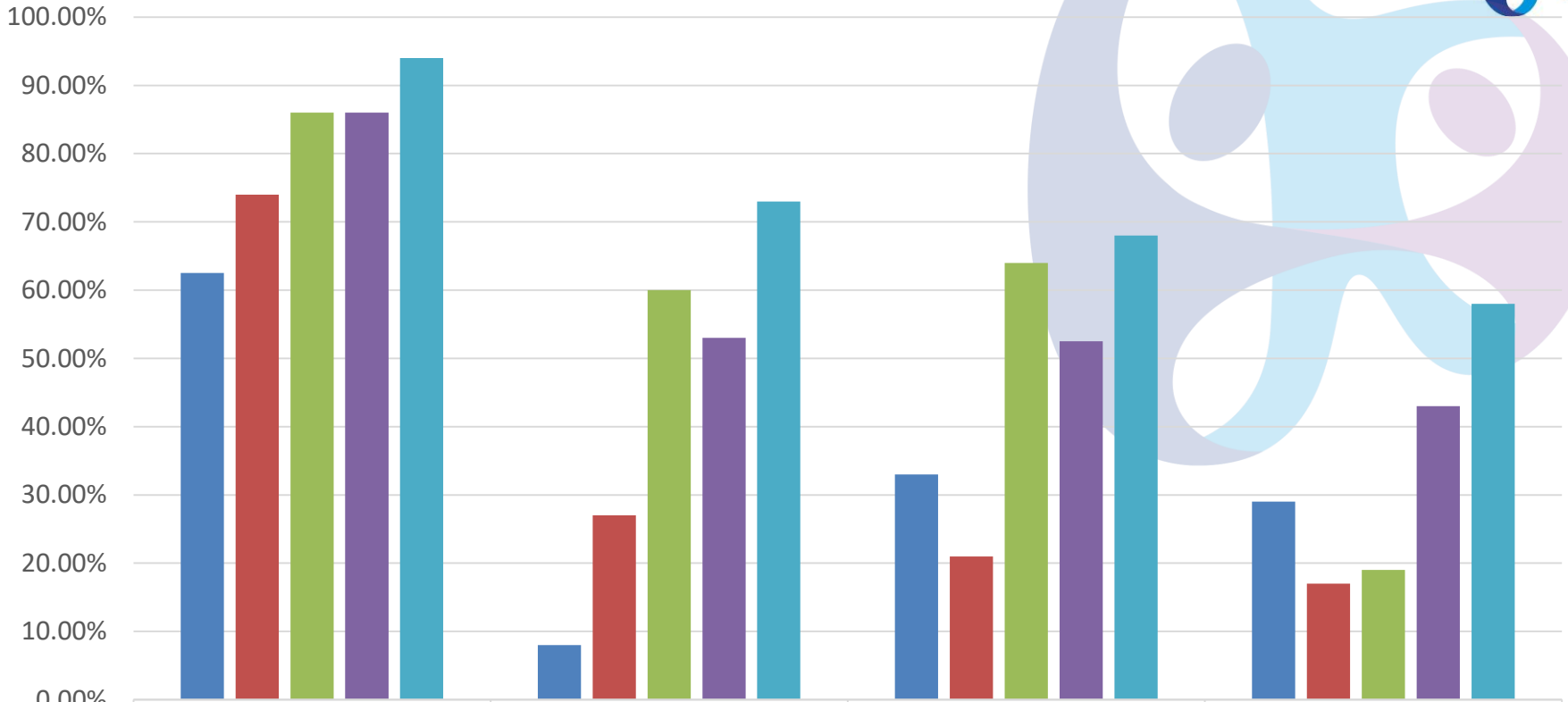
Health Visitor Developmental Checks

- The health visiting service ambition is to provide an efficient and effective quality service. The service recognises and acknowledges the challenges and are equally open to new models of service delivery.
- During 2019-2020 much work has been undertaken to review and amend systems and processes that will have a positive impact for children and families of Croydon.
- The most vulnerable children and families are prioritized within the service to ensure all children are safeguarded. All health visiting staff are monitored for compliance with safeguarding training and access to safeguarding supervision.
- The service has never been fully recruited to, and currently it is at 9.0 WTE vacancy.
- During the recent pandemic the service has been restricted in what it can provide by national guidelines. The impact of this resulted in contacts/visits were restricted to new birth visits and contact with those stratified as vulnerable.
- The latest iteration of the community restoration plan included the 6-8 week review, which the service is now completing. The service is working to the national guidelines as well as making contact with children and families to assess need for those who were due to 1 and 2 year review.
- The service has seen an increase in telephone contacts from parents and an increase in the text messaging function of service delivery. Support for breast feeding has also increased and is more equitable as a result of the video consultation platform.
- The service is aware of comparisons made against other London borough's which follow different service delivery models based on financial and organisational infrastructures.





Health Visitor Developmental Checks 2016 – 2020



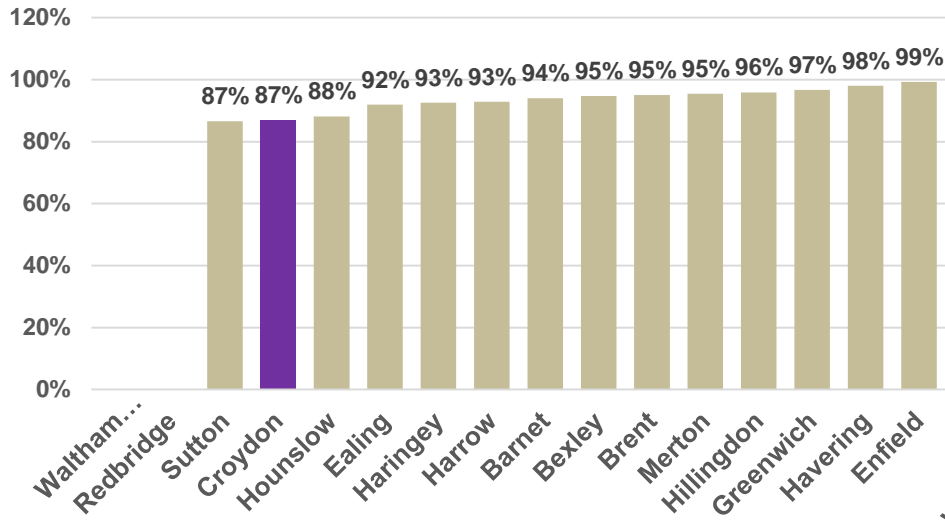
	New Birth Visit	6-8 week check	12 month check	2 year check
■ 2016/17	62.50%	8.00%	33.00%	29.00%
■ 2017/18	74.00%	27.00%	21.00%	17.00%
■ 2018/19	86.00%	60.00%	64.00%	19.00%
■ 2019/20	86.00%	53.00%	52.50%	43.00%
■ Target	94.00%	73.00%	68.00%	58.00%

■ 2016/17 ■ 2017/18 ■ 2018/19 ■ 2019/20 ■ Target

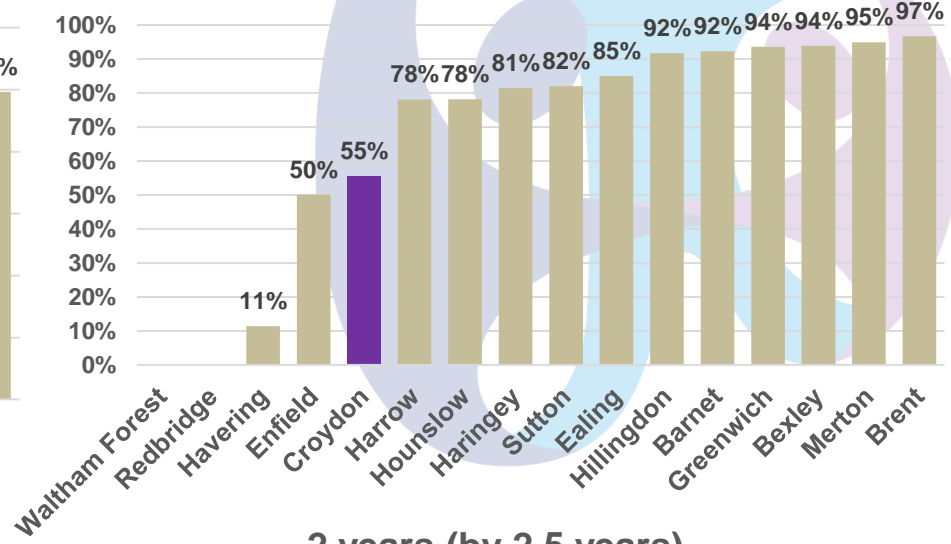


Health Visitor Service Delivery Metrics. Quarter 1 2019/20. Published by Public Health England.

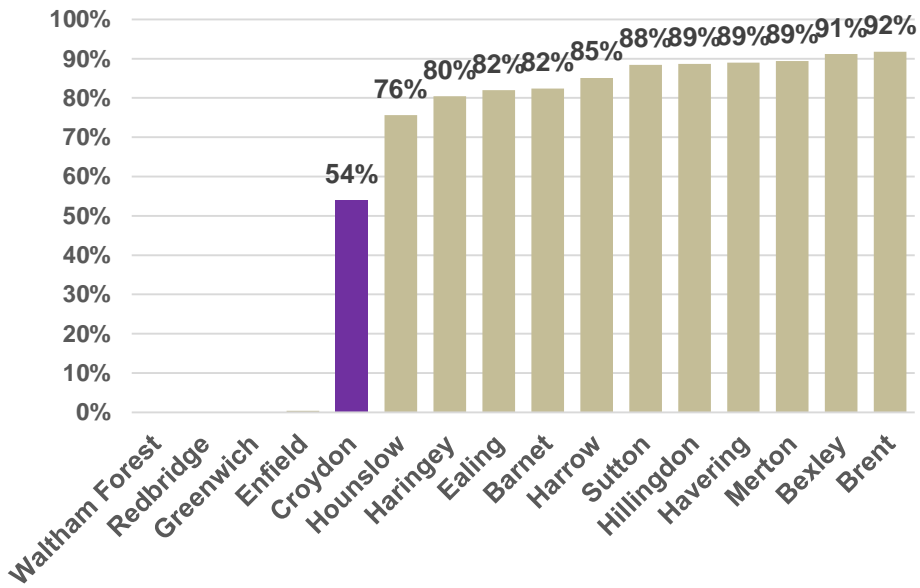
New Birth Visits



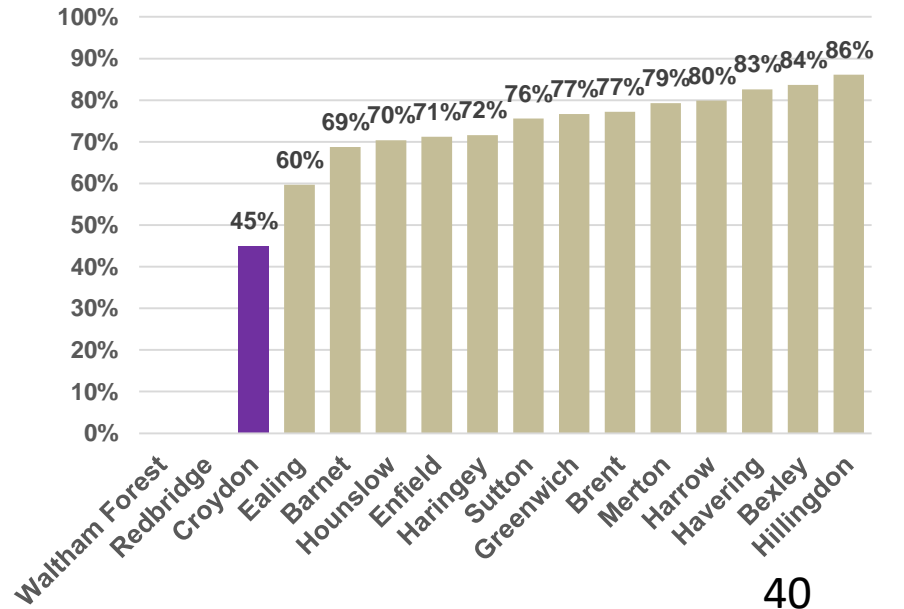
6 to 8 weeks



12 months (by 15 months)



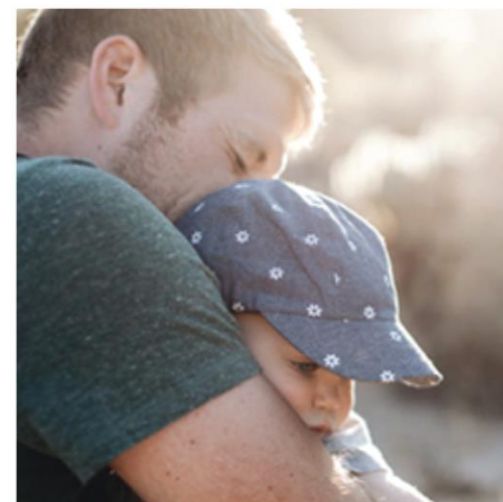
2 years (by 2.5 years)





Developments in 2019/2020 to improve performance

- **Transformation and remodelling of the health visiting teams**
- The desire to move to agile working in localities
- **Centralised Duty and monitoring of Chat Health texting system**
- Reconfiguration of the patient electronic health records.
- **Reviewed templates that support capturing of data and development of a standard operating procedure to support improved record keeping**
- Review of baby clinics including administration processes - redesign and reform.
- Development of standard operating procedures to support caseload management
- Collaborative working with early years to develop an integrated pathway for 2-2.5 year review
- **Monthly locality discussions between early years and locality HV teams to identify children of concern and action planning**
- Recruited qualified skill mix to support delivery of some of the mandated reviews
- **Teleconference with midwifery for discharge planning daily x 2**
- Monthly performance meetings
- **Embraced new technology such as video consultations**
- Revised and strengthened recruitment processes
- **It is anticipated the collective actions described previously will all contribute to keeping children and families safe in Croydon.**
- The service is working in partnership with its partners and commissioners to maintain the focus of improvement and transformation.





Child & Adolescent Mental Health Service: CAMHS

What we achieved

- ✓ Development of a new Tier 2-3 service for young people in Croydon with a mild to severe Learning Disability
- ✓ Completion of YAG Manga group
- ✓ Questionnaire and focus group undertaken with Croydon foster carers
- ✓ Access to safeguarding supervision and supervision documented on patient's file
- ✓ Part of Mental Health in Schools trailblazer
- ✓ GP consultation line for access to advice from a CAMHS consultant psychiatrist
- ✓ Collaborating with Croydon SPOC to launch Emotional Wellbeing and Mental Health SPOC for all Tier 2-3 mental health referrals in Croydon, overseen by CSC and CAMHS

Covid-19 Response

- During the initial 6 weeks of lockdown (March to May) CAMHS closed to non-urgent referrals (e.g. routine ASD assessments) other than for CLA and YOS clients whose referral would be considered and seen regardless of clinical urgency.
- CAMHS moved to mostly doing remote working.
- Urgent assessments continued and any face to face contact was based on clinical risk, either in our clinic, at home or A&E. Our crisis and duty pathways were not affected.
- From May CAMHS reopened to all referrals and have continued to provide a service remotely or face to face based on assessment of clinical risk and need, e.g. if a young person requires an interpreter or is unable to engage online.
- Social distancing and PPE guidelines are followed in these appointments. Longer term we are planning a phased return to increased face to face contact in line with national and local guidance.
- been trying to be creative about how to continue to offer some adapted Neurodevelopmental assessments during the pandemic where possible (as I know this has particularly come up as a concern in other forums)
- CAMHS continue to find creative ways to continue to offer some adapted Neurodevelopmental assessments during the pandemic where possible

CAMHS: Child & Adolescent Mental Health Service



Referrals and Acceptance rates

- Average referral acceptance rate was up from 45% in 18/19 to 66% in 19/20, an improvement of 21%
- Approximately 20% of referrals were made from schools – with an acceptance rate of 73%. This demonstrates the viability of our schools based interventions
- BMAE percentages are lower, to explore how representative the average referrals acceptance (39%) is of the local population.
- Good progress has been made following the implementation of SPOC, to continue to increase the acceptance rate for CAMHS overall.
- Referral sources in order of highest number received/accepted are GPs, Other, Schools, A&E, Social Care

Acceptance by source

Team	A&E	Transition to AMH	Carer	Child Health	Education Services	GP	Social Services	Other	Other Agency	Other Clinical	Other MH Trust	Police	Safeguarding	School	Self	Voluntary Sector	Youth Justice	Total
Neuropsychiatry Service		1	1		8	11	91	4	120		18	5		116				375
Crisis Care	202			1			3		3				1		1			212
CWP Programme						1	113	1	44		9	1		43				212
C&A MH Service	2		1	4	5	210	19	78		17	5			73		1		415
Child Early Intervention				10			7	1	9			38			1	1	1	68
Croydon Looked After CAMHS							10	72	16	1				2				101
Consultation/Panels								1										1
CAMHS Getting Help Team	1						3							2				6
CAMHS Getting More Help Team												2						2
CAMHS Getting Support with Risk								1	4			1						6
CAMHS LD Team				8		4	1	13		1				3		2		32
CAMHS Shared Care Team														1				1
CAMHS SPoC	3					9	4	2			1	1		7				27
CAMHS T4								1										1
CAMHS Trailblazer							2		2					23				27
CAMHS YOS						1	2	16	1					1			1	8
SEADS						6			50					62				118
Total	209	1	1	31	23	453	107	357	2	46	53	1	1	334	5	2	8	1634

FYYear	2019/20											
SubServiceLine	01	02	03	04	05	06	07	08	09	10	11	12
Croydon CAMHS												
BMAE	50.00%	31.67%	23.53%	30.23%	60.00%	21.67%	34.00%	48.08%	47.62%	37.50%	57.69%	25.81%
Not stated	5.77%	5.00%	5.88%	4.65%	3.33%	1.67%	6.00%				3.85%	3.23%
White	44.23%	63.33%	70.59%	65.12%	36.67%	76.67%	60.00%	51.92%	52.38%	62.50%	38.46%	70.97%

Referral acceptance % by ethnicity

CAMHS: Child & Adolescent Mental Health Service

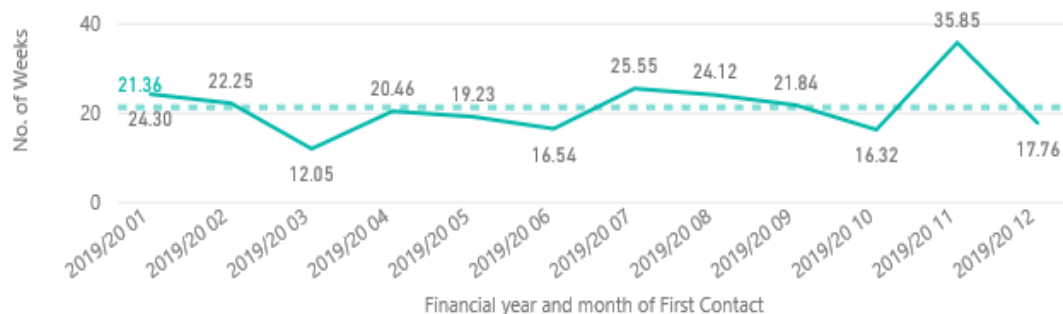


Waiting times

- Average waiting time had declined from 26 weeks to 21 weeks an improvement of 5 weeks
- Long waiting weeks are attributable to Neurodevelopmental assessments as detailed below
- 4 months delay was added due to Covid to the NPT wait for concluding appointments
- Staff ill health due to Covid
- Staff turnover and reduced capacity due to vacancies
- A whole systems review is in progress to improve access and waiting times
- Reviews are taking place to review the Neurodevelopmental pathways with other partner services

Average wait time for first contact by month

Croydon - Average of Wait weeks for 1st Contact by FYYear and FYMonthNumber



Plans for 2020/2021

- Quality improvement initiative for foster carers
- Waiting list booklet for CYP and parents/carers
- Whole systems review of referral and assessment pathways



CAMHS: Youth Advisory Group



Throughout the year the service routinely gains feedback via the Trust PEDIC questionnaires which are completed by young people and carers who use the service.

Furthermore feedback and collaboration with young people regularly occurs via the bi-monthly Youth Advisory Group meeting.

- | | |
|----|---|
| Q1 | <p>Two external facilitators joined the YAG to facilitate a Manga themed workshop and help design the YAG T-shirt. The Mental Health Awareness Week theme was of <i>Body Image</i>. The YAG helped with the following:</p> <ul style="list-style-type: none">• update the display board in reception with information posters• suggestions on how to nurture a healthy body image.• tips from celebrities who have also struggles with mental health body image issues. <p>Young people from Croydon CAMHS have joined interview panels at Croydon CAMHS for staff interviews. The display board in the adolescent waiting room was updated with feedback from the YAG about social media use – pros/cons.</p> |
| Q2 | <p>The YAG collaborated with the crisis team to develop a new Crisis booklet. The YAG provided feedback to one of the nurses about the potential idea of having a sexual health clinic linked with Croydon CAMHS. Updated our “You Said...We Did...” posters around the CAMHS building to communicate that we take their feedback seriously. Celebrated London Pride 2019 by decorating the reception areas with colour and rainbow displays, as well as signposting information for relevant support groups. Attended the Summer PIE event at the Anna Freud Centre where PPI events are celebrated, Croydon CAMHS and the lead for PPI gained awards for PPI work.</p> |
| Q3 | <p>The YAG provided feedback on the proposed new referral pathway - SPOC. The annual PPI CAG event took place at the Anna Freud Centre “Building Bridges” and was attended by young people and their families from around the Trust. Croydon CAMHS hosted a Manga drawing workshop which was oversubscribed and received lots of positive feedback. Celebrated Black History Month by decorating the reception areas, building posters, information sheets, art resources and details of local community events celebrating BHM. Celebrated World Mental Health Day by decorating the reception areas with posters and displays highlighting the importance of looking after our mental health and detailing support sources. Attendees were offered everyone free pens and stress balls as part of the awareness campaign.</p> |
| Q4 | <p>YAG met the Senior Children’s Commissioning Manager and heard about her role and updated her on the work of the YAG and their experiences. The YAG provided feedback on the development of the Children’s Wellbeing Practitioner (CWP) booklet for young people and families about their service. The service celebrated Children’s Mental Health Week, Chinese New Year, National LGBTQ+ month and International Women’s Day by decorating the building with posters and information leaflets.</p> |



Complex Adolescent Panel (CAP) incorporating MACE effective from June 2019

A considerable number of adolescents, who were judged to be the most complex and at risk of harm, were being discussed in a range of different places. Following the findings of the Vulnerable Adolescent Review, Children's Social Care in conjunction with partners proposed a new Complex Adolescents Panel (CAP) to capture all of those children within one forum.

With effect from 1 June 2019, the weekly CAP replaced:

- weekly high risk missing meeting
- pre-MACE
- MACE
- monthly missing panel
- all initial CE risk management meetings

The CAP provides a forum where all the most complex children in the borough;

- Identified and discussed in one meeting
- Provided with a collective action and intervention plan
- Allocated resources that are available from panel members or via their connections/knowledge
- Manage risk in a shared way between agencies and practitioners
- Problem solve where possible amongst agencies
- Incorporate initial exploitation (MACE) discussions, and review high risk cases
- Gives senior managers in all agencies to have oversight of the most complex adolescents in the borough

Key Findings

- 156 Croydon YP judged to be at risk of child exploitation in 2019-20 – added to MACE Protocol and reviewed via Complex Adolescent Panel
- The number of children judged to be at risk of exploitation via MACE Protocol has increased month to month from June 2019
- There is now a more accurate profile of children at risk of exploitation in Croydon
- Complex Adolescent Panel held every week where exploitation cases are heard and MACE decisions are made
- Greater number of criminal exploitation cases now identified via Social Care/YOS/Police CCE Team
- Number of CSE cases on MACE Protocol remains low
- Approximately 30-45 children each month on MACE Protocol are judged as being at high risk of exploitation
- Evidence of National Referral Mechanism (NRM) Referrals being made for half of all cases on MACE Protocol –Higher prevalence for Child Criminal Exploitation cohort



Missing Children

446 children were reported missing in 2019-20

50% of those children were Missing from Home, the other 50% were children Looked After (CLA)

There were 3,282 missing episodes recorded for Croydon children between 1 April 2019 –31 March 2020

158 missing episodes lasted for 7 days or longer

A missing episode is one missing period, whether that be less than a day or 20 days, it is counted as one episode.

- Missing Episode Duration –54% of missing episodes started in year lasted for less than 24 hours
- 80% of missing episodes related to Children Looked After missing from their placement
- There was an increase in the number of missing episodes relating to children missing from home in Q4 2019-20 (January-March 2020)
- 28 to 40 children were deemed as Repeat Missing each month, this related to them having at least 3 missing episodes in the month
- For 11 months, April 19 to Feb 20 Children Looked After accounted for 85% or above of all repeat missing children
- Counting only 24hrs episodes would reduce the volume of children deemed as repeat missing by 50%-60%

Return Home Interviews (RHIs) & Police Safe & Well checks

When a child has been missing the Police will conduct a Safe & Well check on their return, to ensure they are indeed safe and well. For children known to social care, they are offered Return Home interviews. whereby they will be visited and offered support. Also information will be sought to gain their perspective, seek to promote their safety, identify risks and determine the drivers for the missing episode.

RHI Offer and Completion Rates

- RHI Offer rate of 97% or above for all throughout the year
- RHI Completion Rate (where RHI is offered and accepted) was between 60-70% throughout year
- RHI Completion Rate is lower amongst older children especially those nearing 18th birthday





Children at risk & impact of crime

- Croydon has the second largest population and has the highest child population according to the Office for National Statistics. The ONS mid year estimates 2019/20 note there are 94,931 children living in the London Borough of Croydon. Barnet which has the highest overall population has a slight smaller child population
- Given the high child population it is therefore not surprising that Croydon has high numbers of children becoming known to the Police.
- During 2019/20 2641 children were Victims of Crime which is the highest number in London. (London Safeguarding Children's Board data 2019/20)
- Croydon consistently has the highest number of Missing Children in London. This is not solely related to the high child population, but Croydon is seen as a net importer of children as a result of having a substantial number of foster carers. As a result, approximately 400 children from other London Boroughs are placed in Croydon, many of whom are prone to going missing.
- Croydon noted the highest number of victims under 18 of Domestic Abuse Notifications; 249 victim during the period June 2019 to March 2020. Highest no of DA incidents in London.
- There have been 734 Racist Hate Crime offences in the last 12 months, with a hike in numbers since march 2020. The highest proportion of those crimes occur in central Croydon in the Fairfield Ward.



- **Croydon Police Pilot – Operation Aegis**

This was a specific pilot with focus on Safeguarding, led by Keith Price Waterhouse in conjunction with retired officers and the Central Improvement Team.

The purpose was to improve safeguarding practice, the success of the pilot can be measured by the planned roll-out to all other London areas. CP training we delivered to all frontline officers, with specific attention of the Voice of the Child. Initial focus centred upon, Child Protection, Police Protection, Missing children, and exploitation. This broadened out to include Domestic Violence and sexual offences.

The result is a much more well-informed workforce, with daily DCI/DI safeguarding meetings to ensure wider knowledge and oversight of critical issues and incidents.



Children at risk & impact of crime

THINK : EVERY CHILD. EVERY TIME.



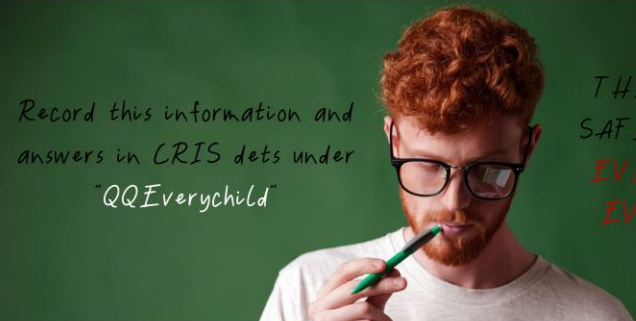
Police officers have a responsibility to ensure the safety and wellbeing of children.

When you arrest a child under 18. Remember three simple things;

1. Get an Appropriate Adult
2. Notify Social Services
3. Get a PAC Merlin

Ask three questions :

1. When you leave the police station, where will you go?
2. Have you any concerns about returning home?
3. Is there support that we can help you with or signpost?



Record this information and answers in CRIS det's under "QQIEverychild"

THINK ABOUT
SAFEGUARDING:
EVERY CHILD
EVERY TIME

- Every Child Every Time is a Croydon Police initiative building on the learning from Operation Harbinger, which focussed on children coming into custody and engaging with a detention sergeant.
- Croydon have set the onus squarely with the frontline officers and officers who will be dealing with the children in custody, who will have the greatest knowledge about these children.
- The main focus of this initiative is to encourage and promote the need for officers to have early discussion/strategy discussions with social care whilst the child is in custody.
- This is there to help inform and improve risk management going forward and improve multi-agency working around these vulnerable children.
- It also features extra safeguarding questions being asked by the officers in interview and by detention sergeants, before the child leaves custody to offer additional support and allow the child to air any concerns/risks unknown.
- It is also hoped that through engagement we may be able to improve the speed of how long children spend in custody(although availability of Appropriate Adults and solicitors still often hampers this)
- The principle of every child every time, is to keep every officer firmly focussed on the safeguarding issues for each child they come into contact with

Detective Chief Inspector David Williams,
Metropolitan Police Safeguarding Hub,
South BCU for Croydon, Bromley and Sutton



Children at risk & impact of crime



Prior to Covid 19 monthly meetings were in place between Police & Children's Social Care to look at collective issues across SPOC, such as Merlins and use of Police Protection. This is likely to be reinstated now that children are returning to school.

- Operation Encompass is a roll-out of a successful programme whereby schools are notified of DASV incidents involving their pupils, so they have an awareness of what the children are experiencing and are sufficiently informed to be able to touch base with those children and offer support and guidance.
- DRIVE is a Domestic Abuse Perpetrator scheme, which has been running as a pilot in Croydon for two years and has been funded for a further year, in addition to expecting roll-out across the Met.
- The purpose is to disrupt offending, and identify those suitable for an offenders programme.
- This work is undertaken in conjunction with RISE who look at the whole picture rather than any single presenting issue.
- RISE also offer programmes of support to Children who display violent or coercive behaviour.
- Operation Philomena has a focus on young people in Care Homes, and the risks they face. This would involve engagement by youth engagement officers, social services, Missing persons central and local units with care homes, setting expectations around how they manage children under their care, what measures in place to reduce incidents of going missing and to properly risk assess children with known vulnerable history so it can be better assessed whether the placement is the right place for them and will meet their needs. This follows a successful model used in Durham, called Operation Resolute, where they were able to reduce dramatically the repeat missing episodes of many of their children



Progress of the priorities identified for 2019/20

- **Partnership to support work to reduce disproportionality within the BAME group of children coming to attention of the YOS and gangs**

Representatives from the Violence Reduction Unit, South Area BCU Met Police and the YOS met to discuss the use of discretion with cannabis charges when carrying out Section 60 to avoid bringing children into the criminal justice system. We also support a piece of work with the Police as a trial where it was agreed this would happen – which it did successfully. We have also run a Young Male Group that had a number of guest speakers present which was really successful and we will continue to deliver this group. This area of work however needs continuous review.

- **Increase the opportunities for young people known to YOS aged 16-18 to access education, training and employment.**

We have seen a 30% reduction of those not in education meaning we are securing more positive outcomes for young people.

How we have done this?

We look at the data weekly to ensure those who are not in education are presented at a panel and we continuously seek opportunities (we are currently talking 25 young people).

We support young people with SALT assessment to identify needs to ensure we are placing people appropriately.

We have also started our Skill Mill programme – first London borough – employability programme. This programme has 8 young people over the course of the year offered employment with us to gain skills.

We are currently running an environmental programme with the first cohort that was given to us by Croydon Works. This partnership has really improved.

Separate to this we have formed a working relationship with Gloves not Guns and they are providing us with an outreach education worker who started a few weeks ago and has already secured outcomes.

We discovered that the old connections model was not fit for purpose for our young people many who needed much more intensive support.

Youth Offending Service



EDUCATION, TRAINING & EMPLOYMENT PRE & POST 16	Pre 16			Post 16			
	In full time ETE (25hrs +)	In ETE but not full time (<25 hrs)	Not in ETE	In full time ETE (16hrs +)	In ETE but not full time (<16 hrs)	Not in ETE	Missing / Incorrectly Recorded
Diversions	36	3	1	48	2	16	21
Cautions	20	1	0	7	0	5	11
Referral Orders	21	0	1	30	2	14	15
Youth Rehabilitation Orders	6	3	0	12	2	5	2
Custody Programmes	1	0	0	11	0	3	0

COVID 19

As at August 2020 Covid does not appear to have impacted significantly upon the work or the YOS.

Numbers remain steady and on a similar trajectory to previous years.

Numbers from out of Court from April 2020 to August 2020

190 orders (48 cautions, 142 diversions)

The reoffending rate is 20.56% to date





Progress of the priorities identified for 2019/20

- **Increase support and response to children involved and at risk of 'county lines' and the associated issues of violence and child criminal exploitation.**

The gangs and County Lines prevention worker post is funded until March 2021. Since the advent of the Complex Adolescent Panel (CAP) this has been a steady referral route where young people at risk of exploitation are discussed. The Gangs Manager is a panel member at CAP and is able to steer those cases meeting the criteria to the preventions worker. This post is funded to work with 40 young people a year. As a more universal offer the Gangs Team deliver the county lines prevention workshop in the Boroughs secondary school. There is also the option of referring in to the pan London scheme Rescue and Response.

- **Increase capacity to deliver higher volume of gangs and SYV workshops in secondary school and the ongoing development of the schools workshop resources e.g. produce a new resource looking at use of social media and links to gangs and serious youth violence.**

Since Lockdown is has not been possible to deliver this piece and schools have not been in a position to book for future since returning in September. We have an agreement with all the Saffron Valley PRU sites that we will start delivery shortly to their students. The new social media resource has been filmed and the workshop questions will be added shortly.

- **Increase gangs prevention capacity and providing support and a presence to Early Help professionals in the locality hubs.**

The gangs Prevention worker provides this capacity.

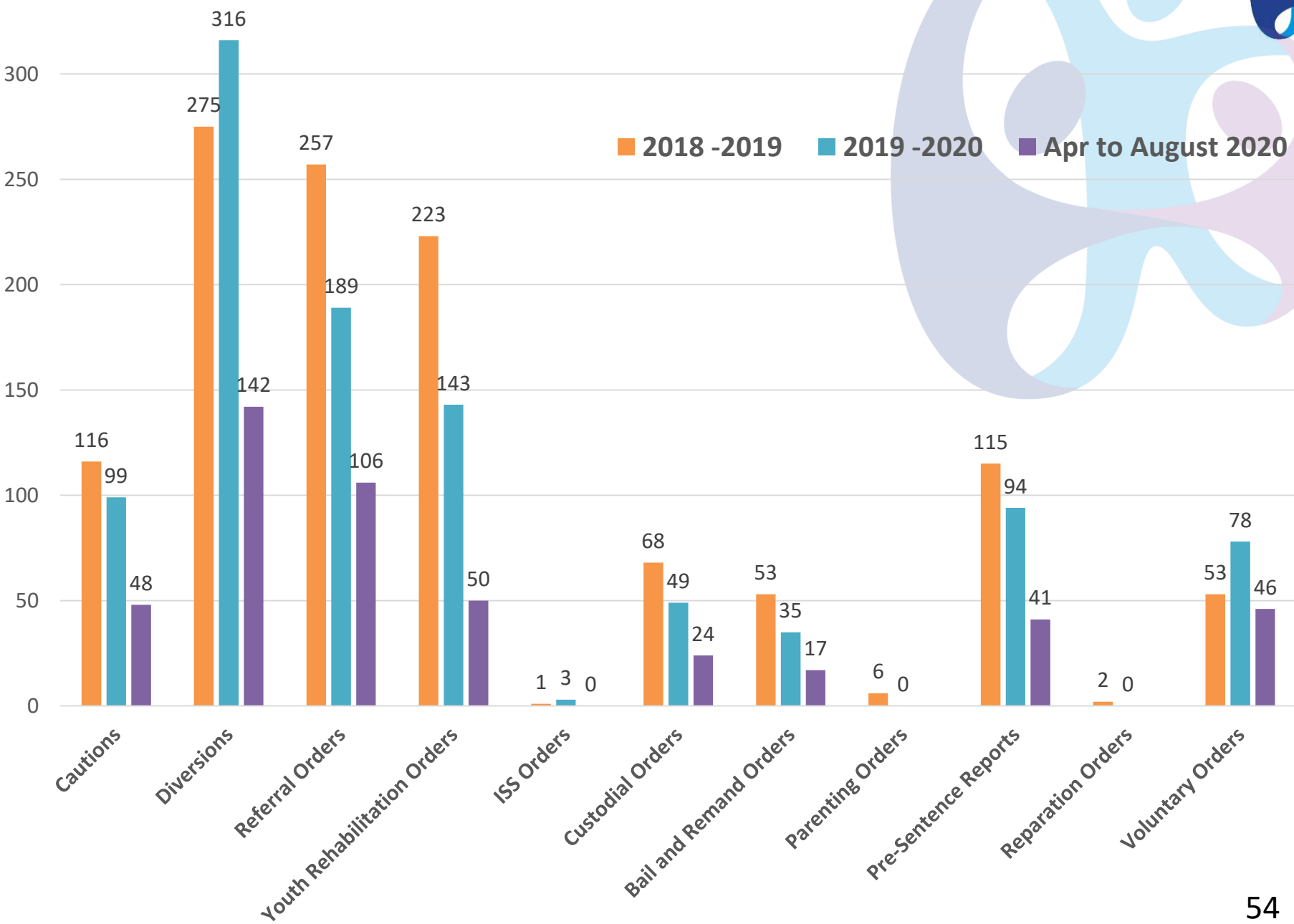
Once the hubs open again there is agreement with Early Help that the Gangs Team will hot-desk in each of the localities to offer assistance to staff around gangs. Presentations are given by the Gangs Team Manager at each localities quarterly Early Help team meetings to update on SYV and Gangs.

- **To build on the community SYV and gangs events and widen these to include more relevant partners.**

These events have been suspended since Lockdown and currently there are no plans to restart them. The partnership are actively looking at the current response to exploitation and SYV on the Shrublands Estate with a view to producing specific communications, workshops and public awareness events. Once Lockdown is eased we will look to run our regular events with Croydon Voluntary Action. Training via Teams has continued with delivery to foster carers, DWP, and is booked for all clinical staff at Croydon University Hospital.



Youth Offending Service: Orders Year on Year 2018 to August 2020





Early Help & Children's Social Care (CSC)

Children's Early Help Social Care have been on an improvement journey and received regular Ofsted Monitoring visits throughout 2019. In February 2020 a full Ofsted inspection was undertaken and CSC were judged on Overall Effectiveness as Good.

[Link to Ofsted Report Croydon Inspection Feb2020](#)

Ofsted recorded the dramatic improvement on the previous 2017 inspection and noted that services for children and their families have been transformed. Mention was made of how previously identified weaknesses were tackled systematically and effectively.

Ofsted commented that areas that still need attention were identified and subject to the same relentless determination to deliver high quality services to all children in Croydon.

Areas for improvement

- Quality of written plans for children in need, children in care and care leavers
- Services provided to homeless 16-17 year olds
- Services for care leavers, particularly the range of suitable accommodation, responses to emotional health needs and preparation for independence.
- Placement sufficiency for children in care and accommodation for care leavers.



WHAT IS THE CROYDON SPOC? Single Point of Contact

The SPOC is the ‘front door’ to Early Help and Children’s Social Care. It is a multi-agency service which works with a wide range of teams and partner agencies to agree the right support for children and families depending on their needs.

From 3 February 2020 its remit was expanded to include emotional wellbeing and mental health. Put simply, the SPOC offers easier access to advice and targeted support for all emotional wellbeing and mental health concerns about children and young people.

Early Help

Croydon Partnership
Early Help Network
Delivery Plan 2019 – 2021
‘Our ambition is that all children and young people in Croydon will be safe, healthy and happy, and will aspire to be the best they can be.

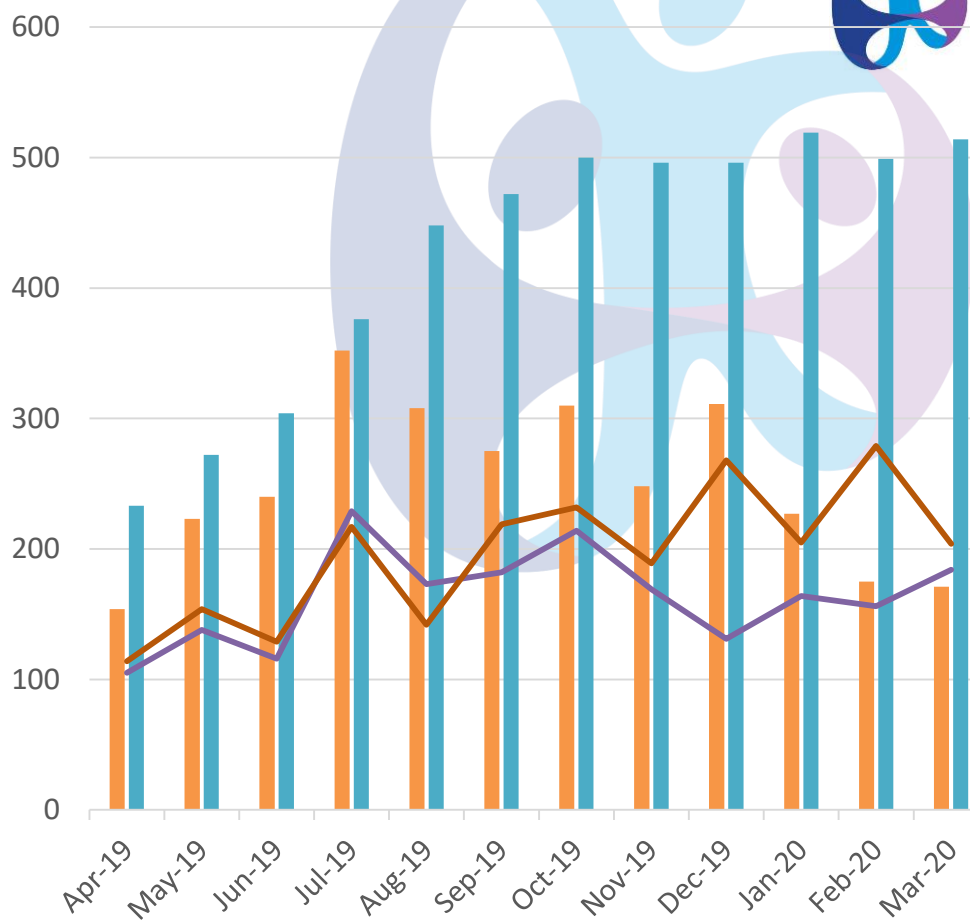
The future is theirs.’ [Link to Early Help Delivery plan](#)

Early Help aligned with Youth Services and has been relocated into the community in 3 locality hubs, spread across Croydon, delivering an integrated model of early help in conjunction with multiagency partners, Health in particular. .

The graph shows the steady increase in cases being supported through early help over the financial year.



Early Help 2019/2020



- Number of referrals into Early Help
- Number of cases (family) open to Early Help at the end of the month
- Number of Early Help assessments completed
- Number of Early Help cases closed



Early Help: Youth Engagement

Youth Engagement is responsible for:

- Development of the borough's Youth Engagement strategy, liaising with stakeholders, including children, young people and their communities, to ensure that their voices are reflected and incorporated with the strategy.
- Ensuring the delivery of high quality and effective intervention services for young people and oversee the planning, delivery and development of support to promote positive well-being and safety outcomes for children and young people.

What is working well?

- Youth Engagement Model embedded, with the ability to reach more children & young people, although Covid-19 has had an impact on Service Delivery.
- Troubled Families Lead embedded in structure. Payment By Results enables funds to be made Transformation Work
- The 'reach' to children/young people has increased in some areas due to the virtual option (Empire has increased three face to face sessions per week to 20 virtual sessions per week).
- The Youth Engagement Support Team has improved Assessment Completion and Team Around the Family meetings are in line with the Early Help Practice Standards
- The Teams adaptation to Microsoft Teams

Locality Working

Workers from Youth Engagement Support and the Locality Detached and Outreach team are now locality based (north, central and south)

working with a range of partners and practitioners to support children, young people and their families within their localities.

CLIP and Youth Engagement Support have been established within the Youth Service to prevent or reduce the need for statutory or specialist intervention, wherever possible and safe to do so.

Social Media

Across the service the various strands are now filming and taking pictures of sessions weekly to promote through Instagram and twitter. Partners are supporting by creating videos to post on social media as well as tagging us in their posts.

Reach: The number of unique users that saw our Instagram post or story on any given date

Impressions: The number of times your content, whether a post or a story was shown to users

The Young Croydon Website has been re-designed to be more user friendly. The website now has a 12 month calendar which promotes activities and events for young people within Croydon.

Dedicated website: <https://youngcroydon.org.uk/>



Early Help: Family Solutions Service

What is working well?

- Realignment of FSS service delivery, including launch of 'Step Down Clinics' liaison work underway to support relevant EH families into universal provisions where appropriate. #
- Increased collaboration between with colleagues in SPOC and Assessment Services
- Following two stakeholder consultation sessions in July 2020, the Terms of Reference which underpin the current administration of Early Help Panel meetings has been revised.
- The 8th September 2020 will see the launch of a new panel format, hosted by the North, South and Central locality on a fortnightly basis.



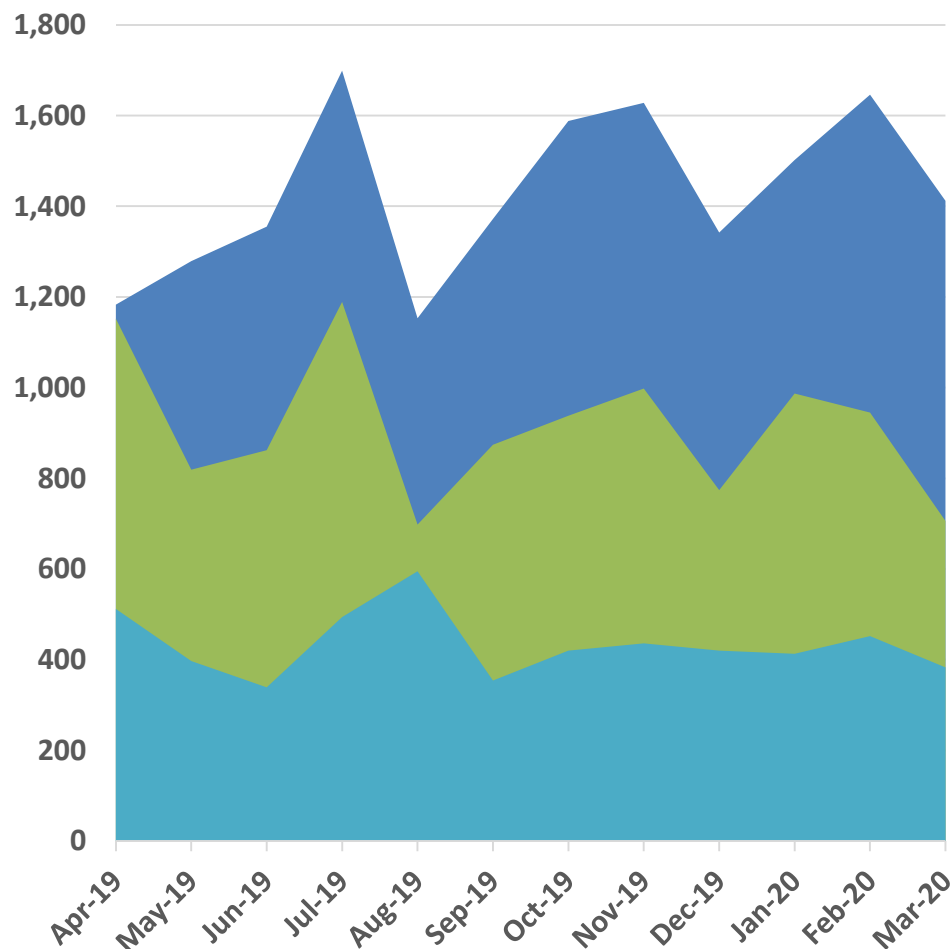
Priorities

- Ensure that risk within families remains overseen and managed in an appropriate way and that staff continue to experience ongoing support and supervision.
- Undertake joint QA activity and pursue random case oversights
- Locality Management to gain collective overview of learning and development activity undertaken by staff members within the past 12 months
- Review progress in amending current Early Help practice standards

Contacts & Referrals to Children's Social Care 2019/20



- Total number of children's contacts in month (SPOC Forms)
- Number of Contacts where the reason for contact was referral to children social care
- Number of referrals in the month



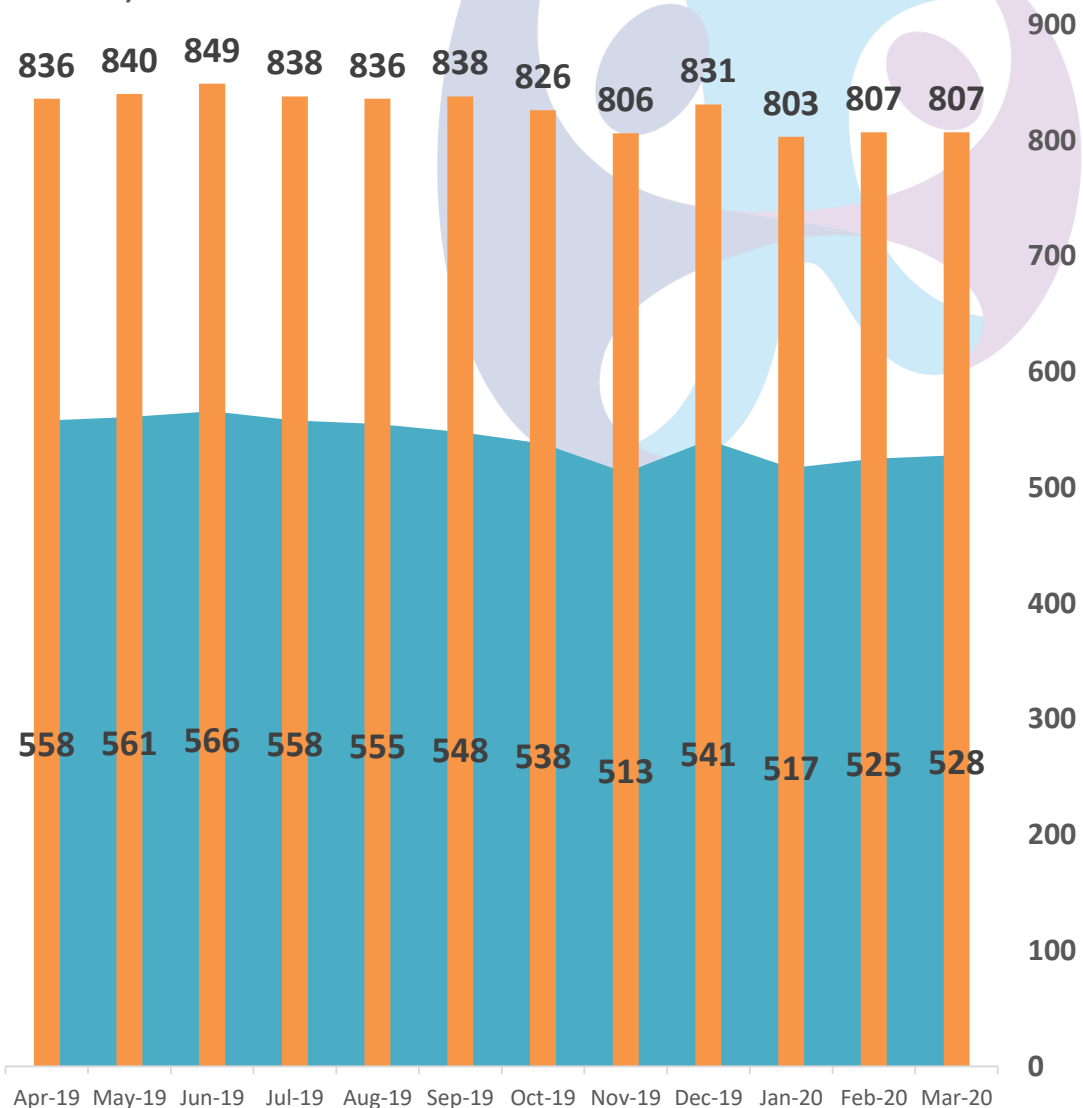
Ofsted noted:

- A vastly improved understanding of thresholds,
- together with co-located partners at the 'front door', known as the single point of contact (SPOC),
- Means that almost all children who are at risk of harm are swiftly identified and receive the right support.
- Well-established relationships and effective information-sharing with partners,
- with a shared focus on children's needs,
- Have strengthened decision-making and improved the quality and timeliness of strategy discussions.
- Responses to presenting need and risk are consistently triaged and prioritised, and for the vast majority of and for the vast majority of, children, the decisions are appropriate.
- The work of the assessment teams has been transformed by a whole -system review, additional capacity review,
- additional capacity review,, and
- effective management oversight at all levels.
- High -quality, child quality,, child-focused assessments, increasingly strengthened by the use of focused research now contain a good understanding of the child understanding of the child's lived experiences.
- Equality and diversity issues are well considered recorded in assessments Equality and diversity issues are well considered recorded in assessments Equality and diversity issues are well considered recorded in assessments and plans.
- Risk is well understood and clearly identified, and proportionate responses demonstrate a thoughtful and sensitive consideration of children's needs and vulnerabilities.

Children Looked After 2019/20



■ Number of CLA at the end of the month who are Local CLA (Non-UASC)



Inspection of Children’s Social Care, Ofsted noted:

- Social workers work hard to enable children to remain in the care of their families.
- When this is not possible or appropriate, decisive action is taken, including effective pre-birth planning, so that the majority of children come into care in a timely manner.
- Children who return home from care, including those placed with parents, have robust plans in place to support such arrangements.
- All decisions for children to enter or leave care are overseen by a care panel which is chaired by a senior manager, to ensure sound and consistent decision-making.
- Social workers and independent reviewing officers (IROs) are focused on ensuring that children’s health and emotional well-being needs are met.
- Children’s services and health professionals are committed to improving the timeliness and quality of initial and review health assessments for children in care.
- A recently established operational health group is focused on improving processes and developing training across services.
- Children are now seen regularly, and records of visits increasingly outline a purpose and focus on key aspects of the care plan.
- Careful consideration is given to the diverse needs of all children and young people, and this is embedded in day-to-day practice. Social workers are skilled in direct work and in engagement with children.
- However, the effectiveness of this work is undermined by the high turnover of staff and the frequent changes of social workers for children in care.



Children with a Child Protection Plan

Croydon started April 2019 with 712 children with child protection plans.

This number was unprecedented and had risen on a steady persistent increase from just below 400 children in April 2017. Whilst this was not unusual to see a hike in numbers following a poor Ofsted result, this number of children was out of proportion to statistical neighbours.

A new process was put in place to quality assure referrals for an ICPC to see if there could be social work intervention under a child in need plan and as a result of this, a number of ICPC requests were cancelled.

Children with CP plans for more than 12 months were subject to CSC review and those of 18 months or more subject to multiagency review. This enabled those children who needed more permanent solutions to be identified and intense work to be undertaken to support families to help make the changes they needed.

As a result of this, the numbers have reduced; by the end of March 2020 children with a CP Plan numbered 519, which is much more in keeping with the statistical neighbours figure.



Education

Covid 19 Response:

Huge efforts were made by Croydon schools to ensure those most at need were able to access food and learning.

All schools supported those pupils who were financially vulnerable or had no recourse to public funds. This was done through delivering food or learning packs to doorsteps as a way of keeping in touch and ascertaining the safety of vulnerable children both in and out of Croydon, especially if contact has not been able to be made, while ensuring social distancing.

Schools also offered short sessions to single-parent families so that parents could go shopping, especially where supermarkets would not allow children in.

Printed home learning packs were delivered or collected, if the family had limited or no access to the internet or devices and checked which families required devices to support access to online learning, not only where they had no access but being sensitive to demands on larger families and/or where parents were working from home.

There was also follow-up by providing families with a device where needed and these being cleaned and checked for anti-virus software before delivery.



Safeguarding matters in schools:

13 complaints about schools lodged with Ofsted during April to Sept 2019

5 resulted in no further action.

3 were advised to follow their own complaints policy first.

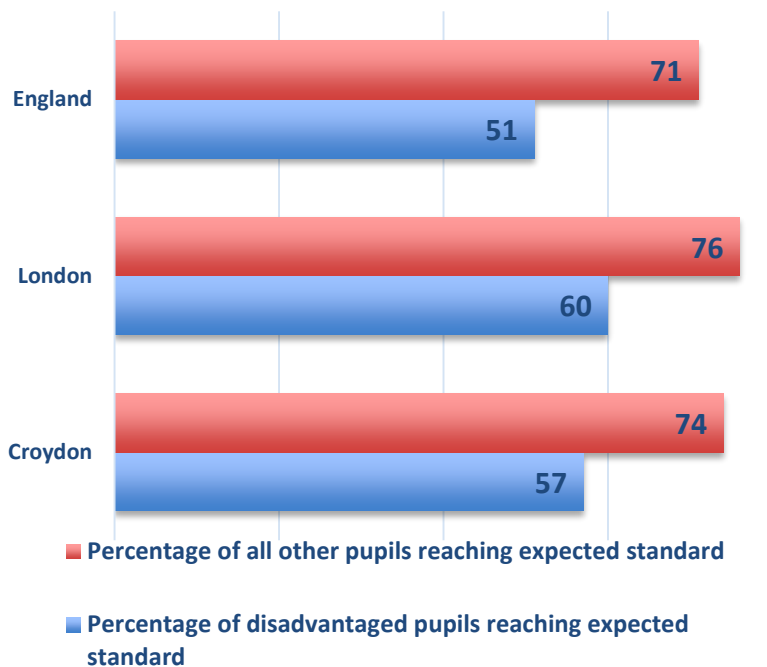
4 received letters to their Chair of Governors',
And the last one was very grateful for the advice from the local authority

Croydon published guidance on: Conducting a SEND Risk Assessment during the Coronavirus Outbreak
Government advice: [Link to Govt guidance re Covid 19 vulnerable-children-and-young-people](#)

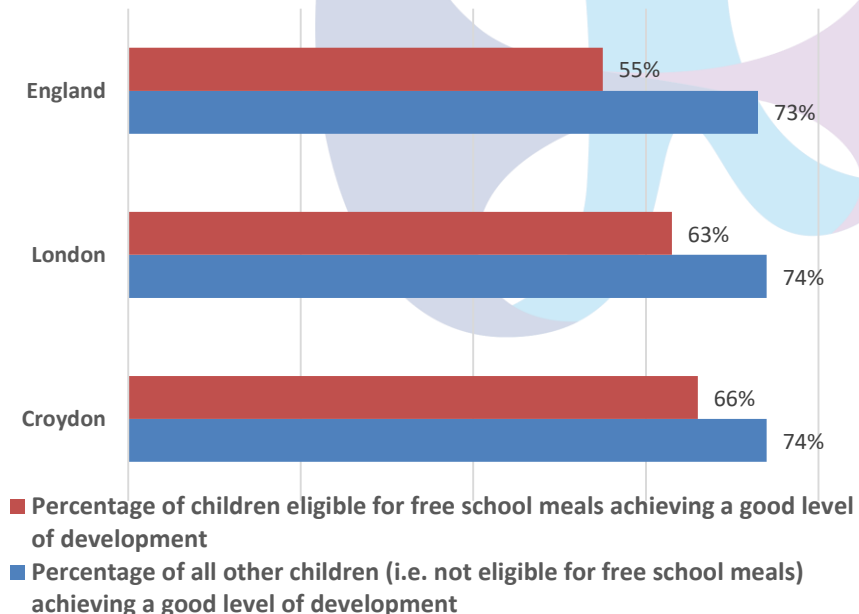


Education & development

Comparison between disadvantaged and other children 0 - 5 years old reaching expected standard



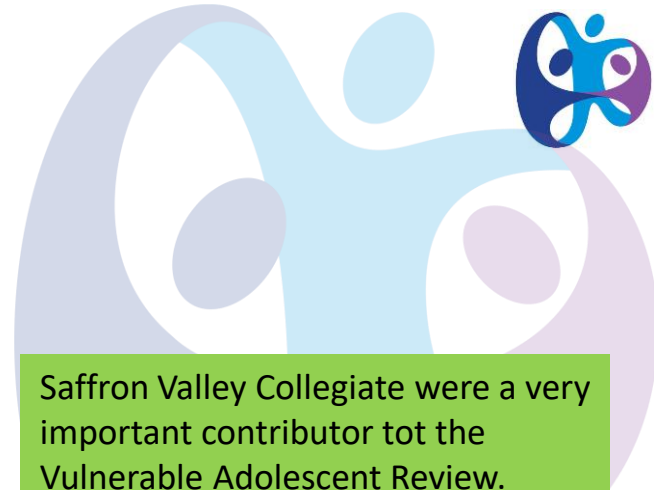
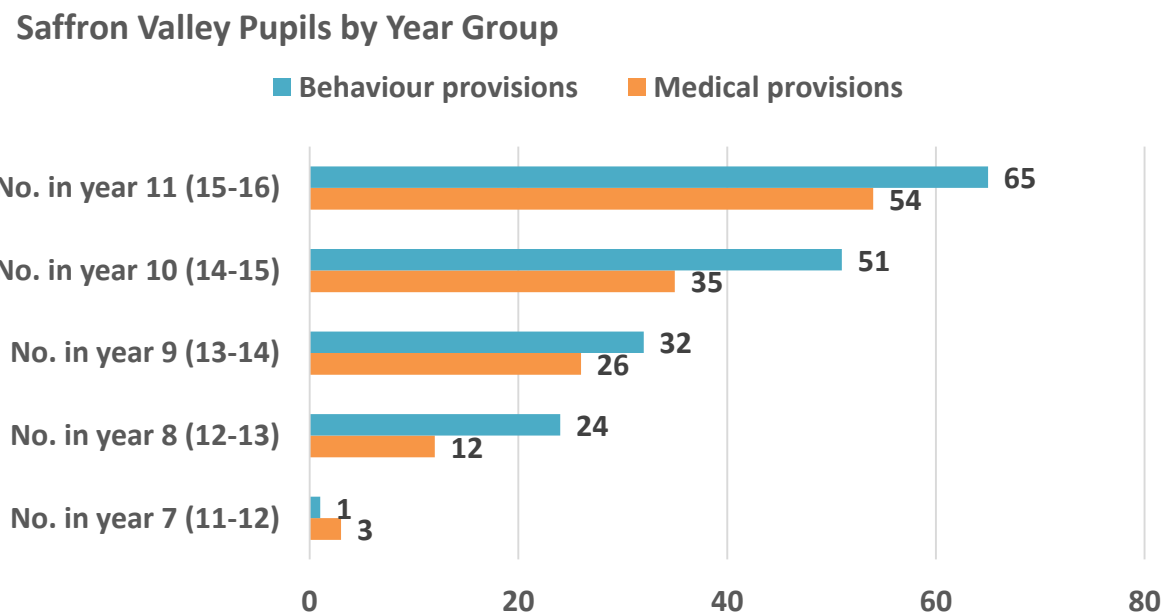
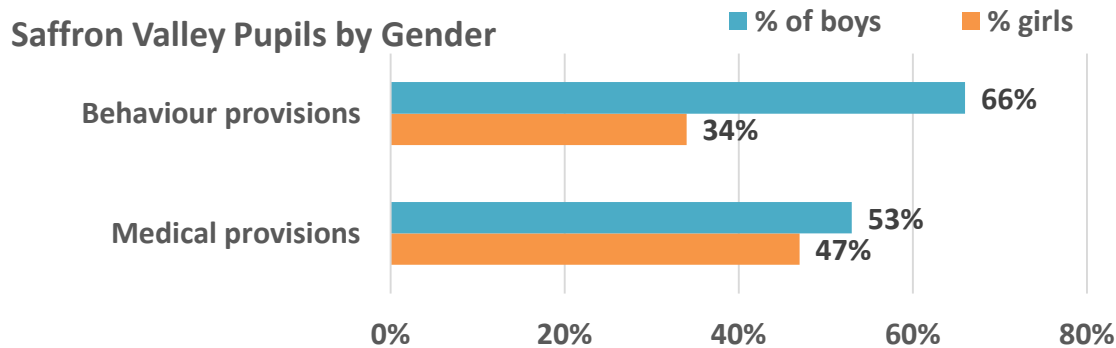
Good level of development: Comparison between children eligible or not for Free School Meals



Impact of poverty on children's attainment.

Croydon's disadvantaged children, like those across the country do not fare as well educationally, nor in their development, as those children not experiencing poverty. However, the difference in Croydon, is not so marked as children in London or in England. (Info from Croydon Observatory). What is of concern is the disproportionate impact Covid 19 on the poorer section of the community, including children and their families. This was evident with the inability for some children to be able access online learning during the schools lockdown period.

Education – Pupil Referral Unit Saffron Valley Collegiate (SVC)

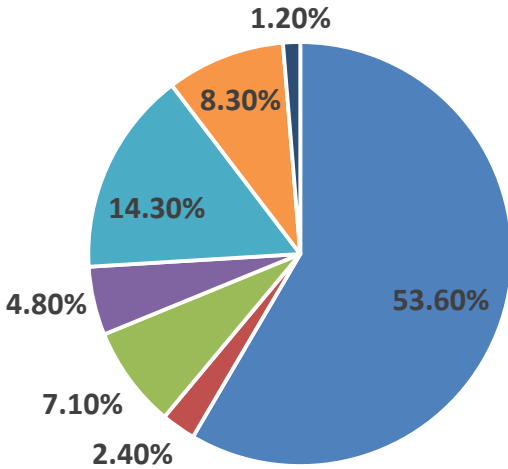


Saffron Valley Collegiate were a very important contributor tot the Vulnerable Adolescent Review. As the main receiver of those children excluded from mainstream schools they are well-placed to recognise the issues of disproportionality. The data provided demonstrates the gender differences of issues identified for girls and boys. There is a greater percentage of girls within the medical provision than in the behaviour provision where the boys are almost double the girls.

Although we know that teenage children in Croydon schools are almost 50:50 in the gender split.

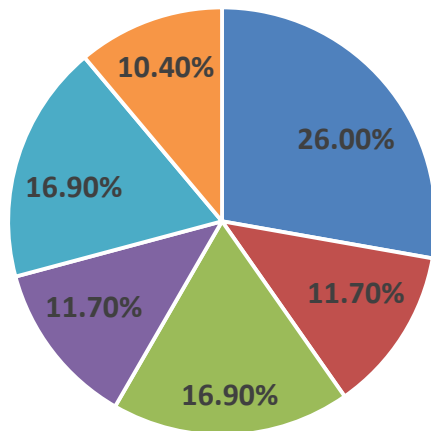
Education – Pupil Referral Unit Saffron Valley Collegiate (SVC)

Medical Provisions - 52.2% SVC
(includes mental health needs)



- White British
- Black African
- Black Caribbean
- Asian/ Pakistani (2) / any other Asian (2)
- Mixed background
- Any other background
- Refused

Behaviour Provisions - 47.8% SVC
(exclusion or risk of exclusion)



- White British
- Black African
- Black Caribbean
- Mixed background
- Any other background
- Refused

The ethnicity difference between the two provisions is marked.

More girls attend the medical provision than the behaviour provision and 53.5% of the children attending the medical provision are White British, but only 26% of those in the behaviour provision are White British.

40.3% of the children in the behaviour provision are Black African, Caribbean and Mixed background. But only 28.6% are Black African, Caribbean, Asian and Mixed Background in the medical provision.

These findings echo those found in the VAR60 cohort and have been instrumental in enabling agency challenge. The over-representation of Black boys being excluded and presenting to the Fair Access Panel for alternative schooling is being addressed proactively.

There is increasing recognition that the VAR findings need to be acted upon to seek to intervene much earlier in children's lives to prevent exclusion and loss of education that has been seen as almost inevitable conclusion for too many Black children.



GLOSSARY

BAME	Black, Asian Minority Ethnic
BCU	Basic Command Unit
BHM	Black History Month
BLM	Black Lives Matter
CALAT	Croydon Ault Learning & Training
CAMHS	Child & Adolescent Mental Health Service
CAP	Complex Adolescent Panel
CCE	Child Criminal Exploitation
CCG	Clinical Commissioning Group
CDOP	Child Death Overview Panel
CDR	Child Death Review
CHat	Child Health at home
CHIST	Croydon Health Integrated Safeguarding Team
CHS	Croydon Health Service
CIN	Child in Need
CLA	Children Looked After
CLIP	Croydon Local Intelligence Programme
CP	Child Protection
CPFC	Crystal Palace Football Club
CQC	Care Quality Commission
CSC	Children's Social Care
CSE	Child Sexual Exploitation
CWD	Children with Disabilities
CYP	Children & young people
DA/DASV	Domestic Abuse/ Domestic Abuse & Sexual Violence
ETE	Education, Training & Employment
FGM	Female Genital Mutilation

GCP2	Grade Care Profile version 2
HV	Health Visitor
ICPC	Initial Child Protection Conference
JSNA	Joint Strategic Needs Analysis
KPI	Key Performance Indicator
LADO	Local Authority Designated Officer
LCSPR	Local Child Safeguarding Practice Review
LeDeR	Learning Disabilities Mortality Review
M/A	Multiagency
MACE	Multiagency Child Exploitation Panel
MH	Mental Health
PH/PHN	Public Health/Public Health Nursing
PVI	Private, Voluntary and Independent
QA	Quality Assurance
RHI	Return Home Interviews
RISE	Refuge, Information, Support and Education Charity
S & L/ SALT	Speech & Language/ Speech & Language Therapy
SCR	Serious Case Review
SEND	Special Educational Needs & Disabilities
SLAM	South London & Maudsley NHS Trust
SPOC	Single Point of Contact
SYV	Serious Youth Violence
TAS	Team Around the School
VAR	Vulnerable Adolescent Review
VOC	Voice of the Child
WT	Working Together 2018
YAG	Youth Advisory Group
YOS	Youth Offending Service



The CSCP Annual Report 2019/20 has been drawn up by the CSCP Team from the contributions of CSCP partners.

It has been approved by the CSCP Executive, the Croydon Council Children & Young People Scrutiny Committee.

The report is published on the CSCP website at
<https://croydonlcsb.org.uk/>

If you require any further information about any of the content please contact the CSCP team at cscp@croydon.gov.uk