

Shetland Child Protection Committee

Safeguarding Children and Young People in Shetland

ANNUAL REPORT

2008-2009

with

DRAFT BUSINESS PLAN

2009-2010

for finalisation following inspection report

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PREFACE FROM CHIEF OFFICERS

We are pleased to endorse this report on the work carried out by Shetland Child Protection Committee (CPC) in the year April 2008 to March 2009. The report covers CPC's work in the areas of Public Information, Policies Procedures and Protocols, Management Information, Quality Assurance, Promotion of Good Practice, Training and Staff Development, Communication and Co-operation, Planning and Connections and Listening to Children and Young People.

CPC is the primary strategic planning mechanism for child protection work in Shetland, and works to a constitution approved by us as Chief Officers. This is kept under review to ensure CPC's continued effectiveness and was last updated in December 2008. We are conscious of our individual and collective responsibility for safeguarding children and young people in Shetland. In the period January to March 2009 we were happy to welcome inspectors from the Services to Children Unit of Her Majesty's Inspectorate of Education, who were in Shetland to inspect child protection services on an interagency basis. It was helpful to obtain an outside view of our services to validate or correct our self-evaluation, and we look forward to their report.

We know that preparation for the inspection involved a lot of extra work for many people, and would like to thank everyone involved for their contributions. Whilst recognising that the inspection did distract CPC from other work during the second half of the year, we believe the inspection and the comprehensive self-evaluation exercise which preceded it have been worthwhile. They will establish a base line across all the Quality Indicators against which child protection work is judged, which will help us evaluate future progress. We continually strive to improve outcomes for the children and young people in Shetland who use our varied services.

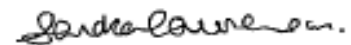
Last year we agreed a two-part plan to enable us to have an overview of all the work undertaken by CPC, and we received a formal half-year report from CPC's Chair on progress, as well as more regular updates from our own officers. The work now completed in the full year is recorded in Appendix 1 to this report, with Part 1 dealing with work regularly undertaken by CPC, and Part 2 covering progress on the specific items in the Business Plan for 2008-9 agreed last year.


Appendix 12 to this report sets out the work that CPC will continue to undertake regularly. This will help us monitor progress during the year over the full range of CPC's work. Appendix 13 to this report is CPC's draft Business Plan for 2009-10. In principle we are happy to approve this as a working document, but will formally review this and sign it off once we receive the report on the outcome of the HMIE inspection which will comment on the process of planning as well as its effectiveness and will allow us to ensure the Business Plan includes an appropriate Action Plan to address any further areas for improvement identified by the inspectors.

Signed:


Chair
Shetland Child Protection Committee


Chief Executive, Shetland Islands Council


Chief Executive, NHS Shetland


Shetland Area Commander
Northern Constabulary

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REPORT

INTRODUCTION

Our Vision

Shetland Child Protection Committee (CPC) endorses Shetland's shared vision for children and young people:

'Children and young people should be encouraged and supported to enjoy being young and to lead full, safe, healthy, active and responsible lives in their communities.'

This vision links closely with national work being taken forward by the Scottish Government through its work on the Getting it Right for Every Child agenda.

Safeguarding Children and Young People in Shetland

As the primary strategic planning mechanism for child protection work in Shetland, CPC is concerned to uphold the right of children and young people to be protected and be safe from harm from others, as set out in Protecting Children and Young People: the Charter (Scottish Executive 2004).

CPC is concerned to ensure that all aspects of safeguarding work are done as well as possible so that children and young people get the help they need when they need it and benefit as a result. This includes:

1. Picking up early on children and young people's needs and supporting families to meet these. This helps prevent child abuse and neglect.
2. Providing good quality timely responses to the needs of children and young people at risk of abuse and neglect so that they are protected and kept safe.
3. Meeting the needs of children and young people who have experienced abuse and neglect to help them recover from those adverse experiences.

Agencies represented at CPC work with their planning partners to achieve the vision statement that children should be safe. CPC does this through its own regular work programme (namely those tasks that CPC undertakes year on year) as well as the developmental work in the current year's Business Plan, and agencies also work through the Integrated Children and Young People's Services Plan for Shetland, which is overseen by the Children and Young People's Strategic Planning Group.

All agencies represented at CPC are committed to a policy that makes it clear that the welfare of children must be the paramount consideration in all decision-making concerning them.

Most children are best cared for in their own families, but where parents for whatever reason do not or cannot provide them with adequate physical, emotional and social care, alternative arrangements have to be considered, since all children have a right to protection from abuse and exploitation.

This report covers the year from 1 April 2008 to 31 March 2009. This has been a year of consolidation, self-evaluation and preparation for inspection.

What did we do? – Priority Tasks in 2008-9

Priority had to be given to preparation for the HMIE inspection process, which is recognised nationally as being very demanding in terms of staff time. In anticipation of this we completed the comprehensive inter-agency self-evaluation exercise against the full range of child protection quality assurance indicators that we had been working on last year. This gave senior managers an opportunity to reflect on their own agency's performance, which should assist them in consolidating good practice and effecting change where necessary.

How did we do? – Our achievements against the Plan

All the regular tasks that CPC has decided to undertake each and every year were achieved. This is recorded in **Part 1 of Appendix 1** to this report.

We had hoped in this year to finish off those tasks in the Business Plan that had been outstanding for a while, and whilst we did complete a number, we were not as successful as we should have liked in ensuring that all agencies considered the tasks required and reported the extent to which they had been addressed. Some agencies had difficulty in identifying the specific steps they would need to take and ensuring that these were prioritised in agency work plans. **Part 2 of Appendix 1** shows what was achieved and what remains undone.

The self-evaluation exercise and the outcome of the recent inspection should assist agencies in understanding what it is they need to do in order to bring about the improvements that the CPC is aiming for, and prioritising tasks accordingly. The new Business Plan to be finalised after publication of the inspection report will ensure that those items that have not been completed are assessed for current relevance, that intended outcomes are made as specific as possible, and that tasks are appropriately prioritised within timescales that partner agencies can adhere to.

Detailed information about what we did is set out in the sections that follow. These are ordered in accordance with the key areas of work for which CPC is responsible. Here are some highlights of the year's work.

- **Public Information** – We circulated an information leaflet to every household in Shetland and made leaflets and pens with contact numbers widely available.

- **Policies, Procedures and Protocols** – We provided further guidance to staff by disseminating 3 new protocols to the Shetland inter-agency Procedures to assist staff dealing with particular situations.
- **Management Information** – We looked at local statistics on child protection quarterly and compared them with the national figures reported nationally. This helped us see where resources needed to be targeted.
- **Quality Assurance** – We prepared for external inspection and also maintained our own self-evaluation and quality assurance programme by completing a comprehensive self-evaluation exercise and undertaking further multi-agency case reviews.
- **Promotion of Good Practice** – We worked within our agencies to embed the learning from previous quality assurance work, for example by ensuring more children, young people and their families had the chance to read reports about them in good time before meetings, and encouraging the use of chronologies in schools.
- **Training and Staff Development** – We delivered an extensive training programme to a wide range of professionals, developed a new course for managers, and continued to support training for community groups.
- **Communication and Co-operation** – We sought to disseminate information about the work of CPC within our agencies and organisations.
- **Planning and Connections** – We met with representatives from the Scottish Government and child protection committees from other areas to share best practice. We worked with a range of agencies and partnerships in Shetland to develop and roll out new protocols aimed at achieving better outcomes for children and young people in specific circumstances.
- **Listening to Children and Young People** – We helped Youth Voice get their child protection wallet card and poster widely distributed, and in response to what young people had told us, worked on developing more materials to help those involved in child protection processes understand what was likely to happen and how they could get their views across.

How did we do it? – How CPC operates, including budgetary arrangements

Structure

CPC operates under a constitution approved by the Chief Officers of NHS Shetland, the Shetland Islands Council and the Northern Constabulary, and agreed with its members. Minor amendments were made to CPC's Constitution during the year to ensure it remains up to date and promotes appropriate links with other agencies and partnerships, as they in turn evolve. CPC met as a whole four times in 2008-9. Membership during the year is shown at **Appendix 2** and individual members' attendances at meetings in **Appendix 3**.

CPC has a rotating chair, to reflect the full involvement of all agencies. The current Chair is Chief Inspector Malcolm Bell, the Northern Constabulary Area Commander for Shetland, who was reelected with the approval of Chief Officers at the conclusion of his normal three year term in order to provide continuity of leadership during the run up to inspection. Authority Reporter Kate Gabb is Vice Chair and was able to undertake the chairing role when the Chair was incapacitated owing to a period of sick leave towards the end of the reporting year.

CPC structures and links with integrated children's services planning are shown in the first of the charts included at **Appendix 4**, and more detail regarding the sub-committees and working groups is shown in the second chart in that appendix.

Sub-Committees

Membership of the 3 standing sub-committees is shown at **Appendix 5**, and an outline of their remits and outcomes is reported here. Each sub-committee makes a report on its work at each of the quarterly CPC meetings.

The **Quality Assurance Sub-Committee** oversees such matters as audit, case review, and self-evaluation work, and also operates as an Executive to deal with specific matters remitted to it for consideration by the full CPC.

Amongst other work in 2008-9 the Quality Assurance Sub-Committee

- Received regular reports from the operations group for self-evaluation and inspection, and signed off the completed comprehensive self-evaluation against the national child protection quality indicators
- Constituted itself as a Steering Group which met regularly to oversee preparation for the inspection
- Received information about internal agency quality assurance work such as the continued completion of the referrals template developed by CPC by NHS Shetland and a review and analysis by the Children's Services Improvement Officer of cases where children's names were on the child protection register for more than 12 months
- Reviewed complaints made to key agencies related to child protection work and considered actions to be taken following recommendations from the Council's Complaints Sub-Committee
- Set up an operations group to undertake the annual multi-agency file audit, received its report, considered and arranged for dissemination of its findings
- Continued its quarterly oversight of child protection registration statistics, with any trends reported back to the CPC
- Reviewed the arrangements for the inclusion of health services in child protection strategy discussions
- Provided a forum for the early sharing of information on any staffing issues that might affect inter-agency working.

The **Training Sub-Committee** takes responsibility for developing and delivering on the Training Strategy. As well as ensuring delivery of the range of multi-agency

courses as set out in the strategy, this sub-committee also oversees single-agency training.

The Training Sub-Committee considers and responds to additional training needs identified by CPC or through the work of its other sub-committees. For example, specific training was delivered to a range of professionals to support the introduction of the protocol on protecting children and young people affected by adults with problem substance use.

Work this year also included developing a course for managers with particular reference to dealing with allegations against members of staff. This course was piloted with Schools service managers and having been well received it is planned to repeat it and to offer roll-out of something similar to other agencies.

Following an audit of staff uptake of child protection training carried out by the CPC's Training Co-ordinator at the request of the Schools service, the Training Sub-Committee significantly exceeded the target for delivery of the CPC's one-day course in order to improve the numbers of teachers and ancillary school staff able to access this training.

The Sub-Committee also gave consideration to how best to integrate the locally developed 'Keeping Children Safe' course with the requirements of sports governing bodies, who are increasingly including child protection awareness in the national courses they themselves run locally.

Further information on the work overseen by the Training Sub-Committee is in the section on Training that follows.

The **Child Protection in the Community Sub-Committee** brings together representatives of the sections of the statutory sector most involved in engaging with community groups, the voluntary sector, and the various community funded Trusts that provide a range of cultural, sporting and leisure facilities and services in Shetland.

This sub-committee so far appears to have proved effective in promoting communication between the CPC and a wide range of organisations working with children and young people and their families, supporting community groups in meeting their child protection responsibilities and promoting consistency in the application of safeguarding requirements by those providing facilities to the public.

During the year a working group prepared a leaflet for parents giving information about their responsibility to ensure that youth groups in which their children participate have appropriate safeguards in place, and how they can check this out. These leaflets were distributed through schools and other outlets.

The sub-committee oversees the updating as necessary of the Child Safe Shetland website and has set up a working group to complete guidelines on ensuring the welfare of children and young people on trips and visits.

Working groups

Many aspects of CPC's work programme are progressed through working groups, set up as necessary to undertake specific pieces of work and report back to CPC or one of its sub-committees. **Appendix 6** lists the main groups in place in 2008-9, with their membership, and shows the remits and main outcomes that contributed to the overall work done by CPC shown in Appendix 1.

CPC's officers

CPC's Lead Officer has a key role in progressing CPC's work programme, under the direction of the Chair. Her reports to each quarterly CPC meeting keep members advised of progress and present matters requiring CPC's decision. The Lead Officer's reports also include information about relevant national developments, child protection related guidance and research, and other matters of which child protection managers and professionals need to be aware. This information is now available electronically for dissemination within CPC's constituent agencies.

The Lead Officer role falls within the remit of the post of Co-ordinator, Child Protection and Vulnerable/Looked After Children, originally created by Shetland Islands Council in 2001, and since expanded to meet the needs of the 2005 guidance on Child Protection Committees, as set out in CPC's constitution.

Additionally, the Lead Officer is required to provide back-up chairing for Child Protection Case Conferences when neither the Children's Services Improvement Officer (CSIO) nor another trained social work chair is available. The post also carries responsibilities within Children's Services (Social Work) management, mainly as back up chair for Looked After reviews for children and young people, when the CSIO is not available. These limited operational roles can provide a helpful insight into front-line working.

The post also supports children's services development generally, through membership of the Children and Young People's Forum, where the CPC Lead Officer is the lead for the 'safe' theme within Shetland's integrated Children and Young People's Services Plan 2008-11.

Employment arrangements for the post are through Shetland Islands Council (SIC), funded jointly by SIC (50%), NHS Shetland (40%) and the Northern Constabulary (10%).

The CPC Training Co-ordinator role continues currently to be undertaken by the Social Care Training Manager, employed by SIC. CPC work is a dedicated function within this post, and in view of the expanded workload within social care it has been agreed to review these arrangements by 2011. The Training Coordinator chairs the CPC Training sub-committee and ensures delivery of the multi-agency component of its Training Strategy.

CPC also has the services of a part-time administrator, with employment arrangements through NHS Shetland, using funding from SIC.

Budget

Under Scottish Government guidance Protecting Children and Young People; Child Protection Committees 2005, Chief Officers are required to ensure that their CPC has the resources, including staff time and finance, to fulfill the agreed business plan.

The total specific budget spend from all agencies expressly committed to CPC's work in 2008-9 was £122,396 broken down as shown in **Appendix 7**. This includes a figure for the proportion of their time that social work trainers and the Social Care Training Manager and administrative staff within her office contribute to the work of CPC, but other officer and staff time contributed by organisations varies, and has not been estimated within these figures.

These contributions can be significant for key agencies in terms of time spent on the work of CPC, its sub-committees and working groups, and contributing to training. Shetland Islands Council also contributes office accommodation for the Lead Officer and Administrator. Other day to day requirements to support the Lead Officer's role are currently met from the Children's Services budget, within which it is intended to create a separate budget for which the Lead Officer will assume direct responsibility.

Overall the contribution made by agencies to the work of CPC therefore exceeds the specific budget items shown in Appendix 7.

EVALUATION AND INSPECTION

Inter-agency child protection inspections were put in place by the then Scottish Executive as part of the 3 year Child Protection Reform Programme that followed from the national audit and review of child protection services reported as 'It's Everyone's Job to make sure I'm alright' 2002.

The three-year initial phase of inspections started in 2005, and Shetland was one of the last areas to be inspected during this phase, with the 9-strong team of HMIE inspectors in Shetland for three weeks in February and March 2009. With the permission of those involved, as well as reading files and records, the inspectors met with children and young people and their families who had been involved with child protection services, for example through involvement in child protection case conferences or by providing kinship care, and with a range of professionals across all agencies and including the voluntary sector.

The final report from this inspection is due in September and will inform finalisation of the Business Plan for next year.

Information on self-evaluation activity is given in the section on Quality Assurance under 'Fulfilling Functions' below.

FULFILLING FUNCTIONS

CPC has specific responsibilities in the domains of Public Information, Continuous Improvement and Strategic Planning. Work within these domains is reported under the nine headings that follow, in accordance with Scottish Government guidance.

Progress on the specific actions planned for 2008-9 in order to carry out these functions is shown in Appendix 1 and additional detail on each area of work follows.

Public Information

This area of work is about making sure everyone understands that it's everyone's job to make sure children and young people are alright, and knows who to contact if they are concerned about a child.

We continued our public awareness and community engagement work. We recognise that safeguarding children and young people needs to involve the whole community if it is to be effective. The message that 'Protecting Children is Everyone's job' needs continually to be reinforced. We did this by:

- Distributing a child protection leaflet to every household in Shetland, and making more available at various accessible venues. We also handed out pens with the numbers to ring to raise a concern about a child. The local numbers are:

Duty Social Worker:

Monday to Thurs (9am to 5pm) and Friday (9am to 4pm) 01595 744421

Out of Hours Duty social work 01595 695611

Police: 01595 692110

Scottish Children's Reporter Administration: 01595 692436

- Providing every secondary school pupil with a wallet card prepared by Youth Voice giving basic keep safe information and the numbers to ring for help. Children and young people are welcome to ring the above numbers or may initially prefer to contact ChildLine confidentially on 0800 11 11.
- Advertising child protection support and courses for community groups widely, for example through circulation via the Voluntary and Independent Sector Partnership and Shetland Council of Social Service's 'Voluntary Voice' insert in the Shetland Times.

Policies, Procedures and Protocols

This is about making sure everyone knows how important it is to keep children and young people safe, what they should do and how to do it.

During the year three new protocols were added to the Shetland inter-agency Child Protection Procedures ('the Procedures') which form the basis for child protection practice for all agencies in Shetland. These were the Operational Protocol for Managing Serious Case Reviews agreed last year, a protocol on protecting children and young people affected by adults with problem substance use, which was finalised with the Shetland Alcohol and Drugs Action Team, and a protocol for working with children and young people who display sexually harmful behaviour.

These new protocols will be of particular assistance to staff providing support to families where adult problem substance use is an issue, and to young people who display harmful sexual behaviour towards others, and will guide CPC in undertaking any serious case review, as required by national guidance. Explanatory letters were sent out with the guidance and some feedback was received showing that they were read by some. However, it seems that a few professionals are still not fully aware of them and not all folders were updated as requested. This may require further support in future.

The Shetland inter-agency Child protection Procedures with all the correct updates are readily available to all with internet access linked from <http://www.shetland.gov.uk/socialwork-health/services/child-protection.asp> from where the Child safe Shetland website can also be accessed.

3. Management Information

This is about making sure managers have the right information about the services provided by each agency, to make sure that everything is working as it should be and that, as far as possible, children and young people at risk are kept safe.

Agencies also need to share information about the type of help required by the children they work with, in order to plan for the provision of the kind of services they are likely to need to help them keep safe and recover from any adverse experiences.

Shetland has an estimated population of nearly 22,000, of whom approximately 4,300, or just under 20%, are under the age of 16. Although overall numbers are falling, the percentage of young people is a little higher than the national average. The total population is scattered over 15 inhabited islands within the hundred-plus islands that form the Shetland archipelago, covering an area of 1,442 square miles. The main population concentration is in Lerwick, with about a third of the total within the town boundary and additional numbers living within easy commuting distance. There is a smaller centre of population around Brae in the North Mainland, with many other communities scattered over a wide area.

Shetland lies well out in the North Sea, being almost as close to Norway to the east and the Faroe islands to the north as it is to the Scottish Mainland. Flying time to Aberdeen lasts nearly an hour or there is an overnight ferry journey taking a minimum of 12 hours. Some areas of Shetland are dependent for transport links on single-track road journeys, and reaching some islands can require more than one ferry crossing. In some cases an internal flight is available, weather permitting. These factors present challenges for the delivery of services similar to those faced by other remote

and rural communities. Both internal and external transport links are not infrequently adversely affected by severe weather, although arrangements are in place to ensure that support for emergencies is always available.

As the centre of population, Lerwick faces similar challenges to law and order experienced in many larger towns and cities elsewhere in Scotland, and Shetland has significant issues with problem substance use. The prevalence of known child abuse, as reflected in percentages of under-16s on the child protection register, is generally very similar to that reported nationally. There can be discrepancies from year to year because of the low overall numbers in Shetland from which percentages are calculated. It remains important to look at the national picture, since such comparisons can help identify areas needing more consideration.

Since annual figures are based on numbers on the register on one particular date or within particular dates they could be affected by whether a particular case conference happens to be held on 31 March or 1 April. Detailed confidential information considered by CPC can help explain apparent discrepancies, and identify local trends.

Comparison of the national statistics for year ending March 31 2008 with those reported for Shetland last year was made following the publication of the national statistics later in the year. The child protection register is a list of those children with respect to whom, following a multi-disciplinary child protection case conference, a formal child protection plan is in place. Children's names are removed from the register once they are no longer considered 'at risk' – either because risks in the family have been reduced or they are now being looked after outside the family with whom they were unsafe.

Therefore statistics on the numbers of children on the child protection register do not provide a full record of children abused in any one year, nor of the numbers of children experiencing or recovering from abuse and neglect who are living in the community at any point in time. It is nevertheless worthwhile considering the figures, as they can indicate issues that need to be addressed in practice.

Comparison of the local and national figures showed that the percentage of the under 16 population on the register in Shetland at year ending 31.03.08 was 3.2% as compared with the national average of 2.7%. To put these figures in context, as at 31.03.07 Shetland had 2.3% of the under-16 population on its Child Protection Register as compared with a national average of 2.8%, whereas at 31.03.06 it was 2.8% in Shetland and 2.5% nationally. As stated above, owing to the low numbers, percentages do fluctuate above and below the national average, without this necessarily being significant.

Registrations on the child protection register as a proportion of CP referrals was 15.55% in Shetland as compared with 22.73% for Scotland as a whole. This may be because people are referring in lower level concerns than elsewhere, rather than waiting for things to get worse, and that the initial information gathering/investigation stage appropriately enables many cases that do not need formal child protection measures to be diverted into another route, such as the assessment of a child's needs and provision of support to their family.

In 2007-8, 87.5% of case conferences resulted in registration in Shetland, as compared with 65.47% for Scotland as a whole. The same discrepancy was noted for the previous two years and although again this is based on low overall numbers, there is a need for vigilance and continued internal quality assurance work to ensure that social work (assisted by the police) do not screen out cases of possible risk without the full inter-agency consideration envisaged by national and local guidance, that could bring additional safeguards. CPC will continue to monitor the figures.

CPC also considered the figures published by the Scottish Children's Reporter Administration for 2007-8. Time intervals (whether things are done within required timescales) are an important measure when decisions have to be made that affect children's lives, since time generally moves at a slower rate the younger you are, and the developmental needs of young children cannot admit of delays in planning.

In 2007-8, the percentage of social work reports submitted on time went up to 79%, an improvement on the previous year's 65%. Shetland was top of the league on this measure for that year, submitting the highest percentage in Scotland of reports on time, way above the national average for the year of 39%. This is a great credit to the hard-pressed Children and Families social work team.

All hearings were scheduled to take place within the right timeframe from the Reporter's decision (the only area in Scotland to achieve this) and the Reporter showed good, and mostly very high, levels of attainment on all other time interval measures.

There were 307 referrals to the Reporter in Shetland in 2007-8 with 62 hearings held (down from the peak of 80 in 2006-7 but still an increase from the 53 in 2005-6). At 4.4% Shetland has a slightly lower than national average (5.5%) proportion of its under-16 population referred to the Reporter.

Analysis of Reporter decisions in 2007-8 showed that only 4.64% of referrals in Shetland resulted in a Children's Hearing (on new grounds) compared with the national average of 12.59%, and in 69.59% of cases it was decided that there was no indication of a need for compulsory measures, as against a national average of 56.26%. These included all referrals ie 'offence' as well as welfare grounds, and there could be a number of factors at play here, so CPC will continue to consider and analyse these figures.

Local statistics for 2008-9 are included in **Appendix 8**.

Local management figures considered during the year showed a continued increase in the numbers of cases where a pre-birth conference was needed to ensure the safety of the baby when born, with issues relating to parental alcohol or drug use being a major cause for concern. In such cases it is vital for the baby's future well-being to undertake high quality comprehensive assessments of the parents' parenting capacity and their ability to make any necessary changes within an appropriate timescale to meet the developmental needs of a young child. Such assessments are time consuming and require to be made by skilled social work staff within tight timescales. This impacts on the human resources required by the Children and Families social work team.

CPC will give further consideration to the local statistics in the light of the national statistics once the latter are reported later in the year, and this information will be included in next year's Annual Report.

Following agreement on a local operational protocol for managing Significant Case Reviews in line with national guidance, now in the Shetland inter-agency Child Protection Procedures as Protocol 5, future Annual Reports will include information on any learning points arising from any such reviews concluded within the reporting year.

Under the guidance, consideration is given to whether there should be a Significant Case review, co-ordinated by CPC, whenever a child has died or sustained significant harm or risk of significant harm, and in the case of a death, abuse or neglect is known or suspected to be a factor in the child's death, or the child or a sibling is on, or has been on, the Child Protection Register, or the death is by suicide or accidental death or was caused by murder, culpable homicide, reckless conduct, or act of violence, or the child was looked after by the local authority; and ,whether the child died or not, the case gives rise to serious concerns about professional and/or service involvement or lack of involvement. No such reviews have been completed in 2008-9.

CPC also undertook further more detailed analysis of the social work response to the incidents of domestic abuse reported last year. Agency responses to this difficult issue are recognised as an area for further development, which CPC plans to support the Shetland Domestic Abuse Partnership in addressing.

For the first year, we have recorded referrals that were initiated by children and young people seeking help themselves from adults they thought would be able to help them. In 2008-9, 8 child protection referrals are recorded as having originated in this way, some coming directly to social work and others seeking help from another adult such as a family member or teacher.

4. Quality Assurance

This is about making sure child protection work is done well and to a good standard, and is a key task for CPC and all its constituent agencies. The work reported under 'Evaluation and Inspection' above contributes to this aspect of CPC's work.

Despite the need to divert energy towards preparation for the HMIE inspection, we were able to complete our second multi-agency case review. This gave us an opportunity to celebrate some of the excellent child protection work going on locally and to identify the factors that led to good outcomes for children and young people. Some areas for improvement were identified, particularly in the areas of recording and retention of records, and relevant agencies took action on these findings.

A comprehensive self-evaluation exercise was carried out against all the Quality Indicators set out by HMIE. Coupled with the inspection findings this will give us a

good basis for identifying the areas where we need to improve and prioritising work to address these.

A number of pieces of internal agency self-evaluation took place with outcomes reported to QA SC and CPC. Examples included an analysis of the cases of all children on the child protection register for more than 12 months, carried out by the Children's Services Improvement Officer (CSIO) on behalf of Children's Services, a report from the Head of Schools on the Care, Welfare and Development of Children and Young People in Shetland Schools, and the outcomes of the continued completion of the referrals template by NHS Shetland.

The CSIO's annual reports to CPC also include, as well as quantitative management information, qualitative and evaluative information to inform agencies' internal quality assurance work. One area for development identified here is the need for further support for professionals from agencies other than social work to make use of the pro-forma reports and guidance in the Shetland inter-agency Child Protection Procedures to assist them in structuring and analysing the information they share at child protection case conferences.

5. Promotion of Good Practice

This is about making sure staff know what have been found to be the most helpful things to do, and ways of doing things, so that they can do their jobs as well as possible. A key part of this is helping practitioners learn from what approaches have been found, through local and national quality assurance work and research, to lead to better outcomes for children and young people.

In 2008-9, agencies worked to bring about improvements identified as necessary through previous quality assurance work. For example:

- Children and families social workers made a big effort to ensure that children, young people and their families who were involved in child protection case conferences had a chance to consider reports in advance of child protection case conferences, so that they could contribute effectively to these meetings. Management information recorded by the CSIO showed that the proportion of cases where this was so rose from 51% over the year to August 2008 to 55% in the period September 2008 to March 2009. This will continue to be monitored to ensure further improvement.
- Following findings of the multi-agency case review the Schools service issued further guidance to schools on records, designed to make sure that staff have access to all the information they need to best meet a pupil's needs, whilst still maintaining appropriate confidentiality. The success of this approach will need to be monitored closely, since record keeping has been identified as an area for improvement in a number of agencies.

The Lead Officer reports regularly to CPC on relevant research and guidance and the findings of serious case reviews, and this information is made available electronically. We plan to run another 'Learning from Experience' inter-agency development day in

2009-10 to disseminate best practice and enable a wide range of staff to learn from the recent inspection in order to improve their practice.

Training and Staff Development as reported below also contribute to the promotion of good practice, and since CPC courses are developed locally or specially commissioned for local delivery, they are adapted as necessary to address local development needs. The planned development of a specific CPC website in 2009-10 will also help ensure that relevant information is readily available to all.

The development of specific roles such as that of the newly appointed Child Protection Nurse Advisor in NHS Shetland and the appointment of an additional senior social worker to Shetland Islands Council's Children and Families social work team should in time lead to improved capacity for supervision and support to front-line staff which is essential to the promotion of best practice.

6. Training and Staff Development

This area of work is about providing a range of learning opportunities for staff and volunteers undertaking different jobs in a variety of agencies to benefit from training together, assisting staff to work together, network and ensure that there is appropriate support to identify their learning needs. By participating in the learning opportunities staff should be better prepared to help keep children and young people safe from abuse and neglect.

The training strategy was agreed by CPC in 2006 and is being delivered. It links with the national framework for child protection training, and indicates the level of training that agencies are expected to ensure professionals undertaking various roles receive. This ranges from the expected minimum child protection content of induction for all staff (supported by a check list and wallet cards) to specialist training for those most closely involved in core child protection work.

Information on the strategy and the courses available is made available to a wide range of organisations in Shetland, for example through the Voluntary and Independent Sector Partnership, which reaches approximately 90 organisations, and through the Lead Officer's work in liaising with a range of organisations including those in the private sector, as well as to the statutory agencies represented at CPC.

Inter agency training and specialist training provided through CPC

The 2½ day Child Protection Foundation course was again run on 6 occasions during the year and continued to receive good evaluations, a synopsis of which is attached at **Appendix 9**. As well as providing core information, the course enables multi-agency networking, which participants greatly appreciate. Each course can accommodate approximately 20 participants, and in all 98 people received this training in 2008 – 2009.

Information on other inter-agency and specialist training delivered by the CPC is in **Appendix 10**. This shows that:

- The shorter 1 day/ 5 hour course was delivered on 12 occasions resulting in 377 people receiving this training. This increase in provision is a direct result of the findings from the audit of Schools Service and the need to train staff in that service. Following the audit of the Schools Service in 2007 a further audit was undertaken, which identified the number of staff that have attended child protection training.

There are still a considerable number of staff, both teachers and other school staff that have not had an opportunity to participate in any child protection training. Child Protection trainers were identified to visit schools and delivered training to staff during their 'in service days'. A rolling programme still needs to be planned by School Service to ensure that school staff obtain this essential training, preferably in a multi-agency context in view of the additional benefits of learning in this way.

- A 1 day inter agency refresher course for staff who had attended the 2½ day course was delivered on 5 occasions with 73 staff receiving this training.
- In June 2008 Helen Kenward was commissioned to deliver two 2 day courses of specialist training building on the previous years training on investigative interviewing techniques with two groups of staff from Social Care. Twelve Staff participated. Two staff have attended the refresher training for Joint Investigative Interviewing Training in Inverness.
- A new course was developed locally and training delivered on 'Guidance for Managers'. Training was co-delivered by a CPC trainer and representatives from Shetland Islands Council Human Resources and Legal Services departments. This training was targeted at Schools service managers, Head Teachers and teachers with a promoted post. 14 staff attended. It is hoped to adjust the course slightly in line with evaluations and the experience of the trainers to enhance the content, prior to rolling it out to more staff and offering it to other agencies.
- Reconstruct Scotland, a specialist training company, was commissioned to deliver a 1 day course locally on 'Chairing and managing case conferences and LAC reviews'. 10 staff attended in June 2008.
- The same company delivered a 1 day Child Protection minute taking course, which 12 staff attended.
- CPC again delivered the 'Train the Trainer' course, designed to enable participants to deliver the locally developed 'Keeping Children Safe' course. 3 people attended, from Shetland Islands Council and the Shetland Befriending service.
- Training was provided to support the introduction into the Shetland inter-agency Child Protection Procedures of the Protocol on protecting children and young people affected by adults with problem substance use. Three one day courses 'working with children & parents affected by substance misuse' were provided, with a second day available to specialist workers to further develop

their skills and knowledge. Due to winter weather conditions attendance was less than originally expected with a total of 41 people participating.

Single agency training

Through its Training Sub-Committee CPC maintains an overview of relevant training being delivered by agencies themselves. Relevant courses include the following:

- The Shetland Child Care Partnership-commissioned training on reporting and recording was delivered on two occasions, and it has been agreed that the course materials will be made available to CPC so that they can be used with other groups that might benefit from such training.
- In February 2009 Reconstruct were commissioned by Social Care to provide training on Case Recording to staff working at Leog and Laburnum residential and respite care resources. Two 1 day courses were attended by 29 staff.
- The 'Keeping Children Safe' 3 hour course has been delivered three times to 31 people, by trainers trained by CPC.
- In addition to encouraging participation in the CPC approved courses, NHS Shetland delivered child protection awareness training within their induction programme to 99 members of staff, and 195 have attended mandatory training which includes half an hour on child protection.
- The 'Sports Coach UK Safeguarding and Protecting Children' basic child protection awareness course was delivered in Shetland three times during the year by the SIC Sports Development Officer who is accredited for this purpose, with a total of 26 participants.

The cost of CPC training in 2008-9, including promotional materials, was £40,636, as shown in Appendix 7, which also shows how agencies contribute. Included in this figure is a grant of £2,500 provided by the Community Safety Partnership towards the cost of the training on the new protocol on protecting children and young people affected by adults with problem substance use.

In order to evaluate the effectiveness of training activity in the longer term, CPC has supported a proposal from the Training Sub-Committee that SIC Education and Social Care bid for a graduate placement to look into this in 2009-10 and report with a view to reviewing and updating the Training Strategy in 2010-11.

7. Communication and Co-operation

This area of work is about making sure people are kept informed about what each other are doing so they can work together more effectively. It also relates to making sure that any barriers to effective inter-agency working are removed.

Agencies are working to promote effective dissemination of the work of CPC and to obtain feedback from staff in a consistent way, but there remains more to do to ensure

this is embedded within all agencies. The Lead Officer has extended the range of staff with whom she meets regularly, since this is one effective means of making links. During the year regular minuted meetings have been held between the Lead Officer and:

- The Children and Young People's Rights Information and Support Service
- The Chief Social Work Officer
- The Service Manager, Children's Services (Social Work)
- The Children's Resources Manager

In March 2009 regular meetings were also commenced with the Alcohol and Drugs Development Officer who supports the work of the Shetland Domestic Abuse Partnership (SADAT) because of a perceived need to strengthen the links between CPC and SADAT.

The Lead Officer also meets regularly with representatives of other organisations and services through membership of the CPC Child Protection in the Community Sub-Committee, and the Child Health Child Protection Sub-group. Agency representatives including senior officers make themselves accessible to the Lead Officer as required, and take time to discuss relevant issues with her. Close contact is maintained with the Children's Services Improvement Officer, and the Lead Officer is available to offer advice and support to other organisations and agencies on request.

Making these links helps ensure that any difficulties in inter-agency working are addressed. For example, problems with ensuring that children and young people on the child protection register were identified as such when using accident and emergency services at the hospital were addressed through the Child Health Child Protection Sub-group and meetings between the Lead Officer and the Service Manager, Children's Services (Social Work).

8. Planning and Connections

This area of work includes working with other planning groups and organisations both locally and nationally. Some of the ways local links are maintained have already been mentioned.

Specific members of CPC and its sub-committees are charged with making wider links with other identified planning fora, with regular agenda slots for reports back to ensure these links remain robust.

The Chair and Lead Officer regularly attend, and report back to the CPC, all meetings of the national CPC Chairs Forum, and meetings between CPC Chairs and Lead Officers with the Scottish Government and other key bodies, which are held quarterly in Edinburgh. This continued in 2008-9, the only gap being the meeting that clashed with the inspection in Shetland. The Lead Officer also attended meetings of the national Lead Officers' network as well as being in regular e-mail contact with other members of the network.

Although inclusive of travel this is a significant time commitment, active participation at these events has been helpful and we have been able to contribute (eg to draft guidance on the transfer of cases between areas) as well as learn (for example, about the utility of recording referrals that originate from children and young people themselves, and considering the resulting figures, together with other management data, as a source of information about how successful we have been in ensuring that children and young people know how to access help when they need it).

CPC responded to a number of national consultations and similar exercises undertaken by the Scottish Government and others, for example with regard to allegations against foster carers, and the evaluation of the national Child Protection Line.

9. Listening to Children and Young People

Listening to children and young people and their families is important when planning overall services. It is also crucially important to make sure that children and young people's views are heard when plans are being made that directly affect their lives. Both these areas have been addressed by CPC.

The wallet cards that young people designed last year were printed and distributed through the Schools service and youth clubs. Posters with a similar theme were also made available. A number of schools took up the suggestion made through Youth Voice for photos of the people who had particular responsibility for child protection to be added to these posters so that young people could readily identify the people they might want to approach for help.

The Child Protection Committee gave serious consideration to the outcome of consultation work undertaken by Shetland Youth Information Service and identified a number of actions designed to meet the views that had been expressed. A suite of materials is being developed to provide more information in a readily accessible form about child protection processes. The Children's Services Improvement Officer (CSIO) is leading on this work, with the resulting materials being approved by CPC as a whole. Currently information designed for young people is available about child protection investigations and child protection case conferences, and a leaflet for younger children and forms to help children and young people tell such meetings about their views are also available.

We know we still need to improve in making sure that children and young people's views are always considered and taken seriously when decisions are made about their lives. A report to CPC by the CSIO said that 22% of children and young people aged 5 and over did not have their views properly represented at a child protection case conference. We hope the new leaflets will help with this and CPC will continue to check. The materials will be kept under review as a result of feedback from the young people who use them.

The feedback that young people gave us about what else they felt they needed in Sexual Health and Relationships Education was written into the Sexual Health

Strategy and a session on Sex and the Law was delivered in a number of schools with the support of the Children's Rights Service and the Authority Reporter.

We were very pleased with the response to the HMIE inspectors' request to meet with service users and their families. This will help us understand their views on the services they receive, and how we could improve these. Because of the need to protect confidentiality individuals will not be identified, but they know who they are and we thank all of them very much for helping us in this way.

For the first year, we have recorded referrals that were initiated by children and young people seeking help themselves from adults they thought would be able to help them. These figures are reported in the section on management information above and show that some children and young people at least, know how to access help when they need it; they were listened to and taken seriously.

FUTURE PLANNING

Our overall aim is to reduce the number of children and young people who experience abuse and neglect, protect them from further harm where this does occur and help them recover from such experiences. In planning what we need to continue to do and what we need to do to better we have taken into account:

- What we found out from case reviews, self-evaluation and inspections elsewhere
- Talking to people who work with children and young people and their families, or who manage staff who do so
- What children and young people themselves told us
- Information from questionnaires and complaints
- How much of the work we had planned to do this year had been done and what it was still important to complete
- Initial consideration of issues identified through the external inspection process.

The Integrated Assessment Framework was piloted during the year. This is designed to help professionals recognise when children and families need extra help, work out what is needed and provide that help in a coordinated and planned way. This should help make sure that children and young people get the help they need when they need it. We are aware that there is more to be done following the pilot to make sure that we have a workable system in place throughout Shetland to enable this early recognition and intervention. Agencies represented at CPC will give further consideration to this issue through the Children and Young People's Strategic Planning Group.

We have drawn up tentative plans for next year's work programme and expect the regular work set out in **Appendix 12** to continue but we will not be asking Chief Officers to finalise the Business Plan, a draft of which is at **Appendix 13**, until we receive the inspectors' final report. This is because we value their independent judgement and want to put everything we plan to do into just one plan. In the meantime, Appendices 12 and 13 will guide our continuing work.

CONCLUSION

In conclusion, CPC has fulfilled its key functions during 2008-9 by

- Publicising information about child protection and the work of CPC
- Adding new protocols to the Shetland inter-agency Child Protection Procedures
- Reviewing relevant local management information and comparing it with the national picture
- Quality assuring inter-agency working by completing self-evaluation work and a multi-agency case file review and meeting with HMIE inspectors
- Promoting good practice by embedding improvements based on previous quality assurance work, disseminating information from local and national audits, inspections, guidance and research and providing support
- Delivering an extensive training programme and monitoring its uptake
- Ensuring communication and cooperation by disseminating information about the work of CPC within our agencies and organisations and picking up on any barriers to inter-agency working
- Contributing to planning and making connections with other multi-agency groups by keeping in touch with representatives from the Scottish Government and child protection committees from other areas, and working with a range of agencies and partnerships in Shetland
- Listening to children and young people, by printing and distributing the Youth Voice wallet card and monitoring progress on the issues they had raised.

Work done to 31 March 2009

Shetland Child Protection Committee

CONTINUING REGULAR TASKS

This part of appendix 13 sets out work regularly undertaken each year by CPC to fulfil its core functions.

For reasons of space, abbreviations and acronyms have been used throughout this section. For convenience these are listed here:

Note re Abbreviations:

- C&YP: children and young people
- CJ SW: Criminal Justice Social Work
- CPB: Community Planning Board
- CPC: Shetland Child Protection Committee
- CP Com. SC: CPC Child Protection in the Community Sub-Committee
- CS: SIC Children's Services (SW): (Social Work)
- CSIO: SIC Children's Services Improvement Officer
- CSP Community Safety Partnership
- CYPEDA: C&YP experiencing domestic abuse
- CYPRISS: Children and Young People's Rights Information and Support Service
- DSP: Shetland Data Sharing Partnership
- ICYPSPG: Integrated Children and Young People's Services Planning Group
- LO: CPC Lead Officer
- NHS: NHS Shetland
- Police: Northern Constabulary
- Procs.: Shetland inter-agency Child Protection Procedures
- QA SC: CPC Quality Assurance Sub-Committee
- SADAT: Shetland Alcohol and Drugs Action Team
- Schools: SIC Education and Social Care Schools service
- SDAP: Shetland Domestic Abuse Partnership
- SIC: Shetland Islands Council
- TSC: CPC Training Sub-Committee

Public Information:

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced, and work done
Raise awareness of safeguarding issues and sources of help amongst members of the public. professionals and C&YP.	1. Ensure information regarding child protection is put out through the media in accordance with Communications strategy (normally at least three times a year). (QI 2.1 Public awareness of the safety and protection of C&YP)	Ongoing	WER CPC Chair with LO	LO reports to CPC on press reports and other media coverage.	Constitution; Communications Strategy 1.PR re public info leaflet April 08 2. Radio Shetland interview with Chair on AR 23.06.08 3. Information on child protection in 'Voluntary Voice' with Shetland Times for 04.07.08 LO Reports to CPC Done for 08-09
	2. Maintain Shetland Directory CPC advertisement with local contact numbers (QI 2.1)	Ongoing – ad renewed each time new edition published	WER (CS (SW) publications budget) CPC LO	Advert in place	Constitution; Communications Strategy LO Reports to CPC Ad. in place Done for 08-09

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced, and work done
Raise awareness of safeguarding issues and sources of help amongst members of the public, professionals and C&YP	3. Continue to distribute CP wallet cards to voluntary groups, independent providers and others, monitor distribution by SIC and NHS to new employees (QI 2.1)	Ongoing	WER CCP with admin. support	Numbers of wallet cards distributed reported to CPC annually.	Constitution; Communications Strategy LO Reports to CPC Over 550 cards distributed 08-09. Spot checks identify gaps to NHS and SIC and extras available. Done for 08-09
	4. Ensure SIC and NHS intranet and SIC website have appropriate links to the Procs, and Procs and Child Safe Shetland materials also available on internet (Q1 2.1 and Q1 4.1 Policies and Procedures)	WER CCP supported by Child Safe Shetland Steering Group	CCP reports to CPC	NHS and SIC intranet sites have links and staff know where to find them SIC internet website has link (currently at http://www.shetland.gov.uk/socialwork-health/services/child-protection.asp .) which also links to Child Safe Shetland	Constitution; Communications Strategy Updated June and Dec 2008 with new protocols – hard copies sent to all posts which have hard copies and website updated. LO Reports to CPC Websites Done for 08-09

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced, and work done
Support the community in safeguarding children	5. Continue to keep Child Safe Shetland materials under review and up to date. (QI 2.1)	As necessary with at least an annual review	WER CP Com. SC	Outcome of reviews reported to CPC	Constitution; Remit of CP Com. SC CP Com. SC minutes and reports to CPC Child Safe Shetland website Amendments made include grant conditions etc. Kept under review through CP Com SC agendas. Done for 08-09

Continuous improvement: Policies Procedures and Protocols

Policies Procedures and Protocols					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them	6. Keep operation of the Shetland inter-agency CP Procedures under review and disseminate widely (QI 4.1 Policies and Procedures)	Ongoing	WER LO	Procedures reflect best practice and are followed. All who need to be are aware of them. Monitored through self-evaluation and inspection. Info on copies disseminated in LO reports to CPC	Constitution Procs Minutes of QA SC and CPC meetings Distribution list s and accompanying letters See item 4 about June/Dec 2008 updates Done for 08-09

Continuous improvement: Quality Assurance

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Monitor inter-agency child protection working with a view to continuous improvement of services	7. Consider annual report from CSIO, covering: venues used, attendances, provision of reports, consideration of views of children and young people, involvement of family members and any other relevant quality assurance issues) and decide on any action required. (QI 4.2 Operational Planning)	Annually each October	WER CSIO time	CSIO report considered at CPC and any work arising identified and included in Business Plans	Procs establish accountability to CPC via CSWO Minute of CPC April 2007 and Business Plan for 2007-8 as approved provides for ANNUAL reporting. CSIO Annual Reports to CPC and CPC Minutes. Done for 08-09

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving <u>services' internal</u> working arrangements	8. Education Quality Improvement Officers continue basic CP checks in schools including their understanding of Procs. and 'Safe and Well' supplemental guidance and this is reported annually to CPC (QI 5.3 Leadership of people and partnerships)	On-going	WER Head of Schools	Reported to CPC annually each June.	Agreed during 2005 and now an on-going item. CPC Minutes Reported October 2008 Done for 08-09

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	9. QA SC has overview and directs specific pieces of work as per Business Plans (5.4 Leadership of change and improvement)	On-going Specified pieces of work as per Business Plan	General work WER – officer time of QA SC and Ops Groups Specified pieces of work as per Business Plans –currently annual case review, self-eval against QIs and preparation for inspection	CPC Annual Reports QA SC and CPC minutes record work done and outcomes	QA SC remit For specific tasks see CPC annual Business Plans Reports to QA SC/CPC CPC & QA SC minutes Egs: Case review, self-eval exercise, health input to CP Stat. Discussions and preparation for inspection. Done for 08-09

Continuous improvement: Management Information

Management Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services QI 4.2	10. Continue to gather robust manage't information in respect of CP to inform effective planning of services (QI 4.2 Operational Planning)	Ongoing	WER All agencies, co-ordinated by LO	CPC minutes and Annual Report identifies trends, projections and identified need, to feed into Integrated Children and Young People's Services Planning process and CPC future plans	Constitution CPC Minutes Annual Reports Info been reported to CPC in LO reports Done for 08-09
	11. Consider national and local CP statistics to identify any trends (QI 4.2)	Annually at CPC	WER LO reports to CPC	*Nat'l /local reported with analysis at Dec CPC meeting	Constitution Agreed in plan at CPC April 08 CPC Minutes Annual Reports* Done for 08-09
	12. Monitor CPR registration and deregistration figures quarterly through QA SC to identify any trends/ Discrepancies (QI 4.2)	Quarterly at QASC	WER Quarterly reports from Head of Children's Services	*CPR stats considered at each meeting of QA SC and summaries reported to CPC	Agreed at CPC December 2007 QA SC minutes * Done for 08-09

Management Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services	13. Receive reports from all agencies on any staffing issues impacting on CP work (5.2 Leadership and direction)	Ongoing	WER CPC agency reps	Discussed at CPC	Agreed at CPC April 2008 LO reports and CPC Minutes Info included in all LO reports to CPC Done for 08-09

Continuous improvement: Promotion of Good Practice

Promotion of Good Practice					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	14. Consider outcome of quality assurance activities such as case reviews, audits, self-evaluation exercises and inspections, and agree on any remedial action needed and dissemination of good practice (QI 4.5 devel't of staff)	On-going	WER LO CPC members	Relevant QA SC and LO reports disseminated to practitioners and their managers who are aware of and demonstrate good practice. * Case review 2008 reported - some improvt. shown. Self-eval. completed and inspection taken place	Constitution Remit of QA SC Reports to and Minutes of CPC & QA SC meetings Good practice demonstrated in subsequent audit and inspections * Done for 08-09
	15. Consider outcome of any serious case review undertaken, any remedial action needed and dissemination of good practice. (QI 5.4)	On-going following any SCRs undertaken	WER LO CPC members	Relevant SCR summary reports and learning points disseminated to practitioners and their managers.	Constitution Remit of QA SC SCR protocol in Procs. N/A so far as no SCRs completed

Promotion of Good Practice					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	16. Arrange regular inter-agency seminars, to allow for messages from recent significant case reviews and de-briefs, audits and inspections to be disseminated. (QI 4.5 Development of staff)	On-going	WER LO with CPC Training Coordinator *Last one March 2008 Following consideration of evaluations of March 08 Learning from Experience event by TSC, it has been agreed to plan for the next event to be later in 2009, to enable dissemination of learning from the CP inspection. (Case review outcomes are being disseminated in agencies with LO and TSC support)	Included as part of training strategy, and monitored through Training Subcommittee reports. Practitioners attend such events, which receive positive evaluations, and learning/better outcomes demonstrated case review and other QA work	Constitution Training Strategy Remit of TSC TSC reports to TSC Attendances and evaluations of Learning from Experience events * Audit, case review and inspection reports. Done for 08-09

Continuous improvement: Training and Staff Development

Training and Staff Development					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure all staff receive training in child protection appropriate to their needs	17. In accordance with Training Strategy, run 2½ day inter-agency child protection Foundation training course on 6 occasions and one-day course on at least 10 occasions, other courses to meet demand (5.4)	Ongoing	WER CPC Training Co-ordinator	All who need it have CPC training to the agreed level Reported to CPC via TSC * Course programme arranged for 2008-9, sessions held as planned	Constitution Training Strategy Remit of TSC * TSC minutes and reports to CPC Done for 08-09
	18. Continue to monitor implementation of Training Strategy and uptake amongst all staff. (QI 5.4)	Ongoing	WER CPC Training Co-ordinator	All staff have all been trained to the appropriate level * Schools service audit undertaken and outcome has been and is being addressed Done for 08-09	Constitution Training Strategy Remit of TSC Agency attendance records reported to TSC * TSC reports to CPC, CPC minutes & AR

Strategic Planning - Communication and Co-operation

Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Support the community in safeguarding children	19. Enable community groups to raise issues with CPC, and be informed about national and local developments in child protection (QI 5.3)	Ongoing	WER Officer time	CP Com SC reports to CPC show support to community groups and issues raised.	Remit of CP Com SC CP Com SC CP Com SC minutes Done for 08-09
	20. Lead Officer undertakes child protection support and monitoring meetings/visits and maintains links with managers and staff in a wide range of services and establishments (QI 2.1)	Ongoing	WER LO time * regular meetings with SM, Ch Ser (Soc Wk), Ch Res. M & CSWO, SYIS as needed with H of CS, attended eg Ch & Fam soc workers team meeting 10'07'08, meeting Schools QIOs with HMIE 07'08'08, letters offering support, wallet cards, 2 school support visits made, etc	LO reports to CPC Audit and inspection work shows services in all sectors know where to seek support when they need it.	Agreed at CPC April 2008 confirming earlier decisions Notes of visits and meetings, letters, records of staff induction. * Done for 08-09

Strategic Planning - Planning and Connections

Planning and Connections					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Promote joint working through joint planning, training and monitoring arrangements	21. Receive reports from link-members of other partnerships /service areas quarterly (QI 5.2 Leadership and direction)	On-going	WER Named link members	Reported in CPC Minutes	Constitution (Links identified and named in agendas from June 2008, written update from SDAP received.) CPC Minutes Done for 08-09
Ensure child protection activity is inclusive and non-discriminatory	22. Include equality impact assessments in all new or revised policies, protocols and strategies (QI 5.1 vision aims and values)	On-going	WER LO	EQIA attached when documents presented for approval to relevant bodies	New task, crystallising current practice eg QA Strategy Done for 08-09

Listening to Children and Young People

Listening to Children and Young People					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure the views of C&YP and their families are taken into account in developing services	23. CPC LO continues to meet regularly with CYPRISS worker to ensure communication of any issues arising for C&YP to CPC. (QI 4.3 Participation of C&YP, families and other relevant people in policy development)	On-going	WER LO/ CYPRISS worker time	Regular reports to CPC and issues actioned.	CPC Constitution Minutes of meetings LO Reports to CPC Done for 08-09
	24. Through QA SC, undertake annual review of complaints relating to CP matters and report any identified areas for improvement to CPC (QI 4.3)	Annually each July	WER All agencies represented at QA SC	QA SC reports to CPC	Agreed at CPC October 2006 QA SC and CPC minutes record. Done for 08-09

Shetland Child Protection Committee

BUSINESS PLAN FOR 2008-9

EXPLANATORY NOTE

Shetland Child Protection Committee (CPC)'s business plan for 2008-9 is prepared under its constitution in accordance with Scottish Executive guidance Protecting Children and Young People: Child Protection Committees (2005).

This plan for 2008-09 will link to Shetland's Children and Young People's Services Plan 2008-11 and incorporates:

- Matters to be taken forward from the Business Plan for 2007-08, save where these are continuing tasks now documented for routine inclusion in CPC's regular work programme as set out in appendix 13 part 1 or where now agreed for completion in a subsequent year, and
- Additional work planned as referred in the Future Planning Section at pages 22 to 24 of CPC's 2007-8 Annual Report, which arises as a result of quality assurance and consultation work undertaken.

These are brought together in the table that follows, listed under the headings each of the areas of CPC responsibility. These are:

- Public Information
- Policies, Procedures and Protocols
- Management Information
- Quality Assurance
- Promotion of Good Practice
- Training and Staff Development
- Communication and Co-operation
- Listening to and Involving Children and Young People and their Families

Areas for performance improvement are cross-referenced to the most relevant Child Protection Quality Indicators.

For reasons of space, abbreviations and acronyms have been used throughout the plan and these are listed alphabetically on the following page.

Note re Abbreviations:

- C&YP: children and young people
- CJ SW: Criminal Justice Social Work
- CPB: Community Planning Board
- CPC: Shetland Child Protection Committee
- CP Com. SC: CPC Child Protection in the Community Sub-Committee
- CS: SIC Children's Services (SW): (Social Work)
- CSIO: SIC Children's Services Improvement Officer
- CSP Community Safety Partnership
- CYPEDA: C&YP experiencing domestic abuse
- CYPRISS: Children and Young People's Rights Information and Support Service
- DSP: Shetland Data Sharing Partnership
- ICYPSPG: Integrated Children and Young People's Services Planning Group
- LO: CPC Lead Officer
- NHS: NHS Shetland
- Police: Northern Constabulary
- Procs.: Shetland inter-agency Child Protection Procedures
- QA SC: CPC Quality Assurance Sub-Committee
- SADAT: Shetland Alcohol and Drugs Action Team
- Schools: SIC Education and Social Care Schools service
- SDAP: Shetland Domestic Abuse Partnership
- SIC: Shetland Islands Council
- TSC: CPC Training Sub-Committee

Public Information

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Raise awareness of child protection issues and sources of help amongst members of the public, professionals and C&YP: increase the proportion of members of the public who know what to do if they have concerns for a child's welfare. (QI 2: Public awareness of the safety and protection of C&YP)</p>	<p>1. Prepare new public info leaflet similar to 'What you can do to help if you are worried about a child or young person' to include local and also the national CPLine number, and deliver to all households in Shetland</p>	<p>April 2008</p>	<p>Funding of £1200 was provided last year via CSP</p> <p>LO</p>	<p>Leaflet delivered to all households during 2008</p>	<p>New – follow-up to Your Voice Panel results</p> <p>Leaflet printed and distributed April 2008</p> <p>DONE</p>

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Empower C&YP to obtain help when they need it: Ensure more C&YP are aware of their right to be safe and know how to get help (QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>2. Disseminate CP poster and wallet cards prepared by Youth Voice to all YP in school Years S1 to S6 via Schools service and Youth Issues unit</p>	<p>By March 2009</p>	<p>WER LO and Schools – (officer & head teacher time) and Youth issues (minimal officer time)</p> <p>Head of Schools Head of Children’s Services</p>	<p>Materials available and in use</p> <p>Over time, increase number of self-referrals recorded for CP/IAF (see under Management Information)</p>	<p>New – follow-up to completed 07-08 task based on results of listening to C&YP through Youth Voice and SYIS work</p> <p>Over 3000 wallet cards distributed, and poster made available for personalising for schools.</p> <p>DONE</p>

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Empower C&YP to obtain help when they need it: Raise awareness amongst professionals of the service that ChildLine offers, to improve signposting for C&YP (QI 1.1: C&YP are listened to, understood and respected; QI 1.2 C&YP benefit from strategies to minimise harm; QI 1.3 C&YP are helped by the actions taken in response to initial concerns)</p>	<p>3. Include information about ChildLine in training events.</p>	<p>Oct 08</p>	<p>WER CPC Training Coordinator</p>	<p>TSC reports to CPC</p>	<p>New – need identified through CYPRISS</p> <p>Info included in one-day course slides June 2008</p> <p>DONE</p>

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Empower C&YP to obtain help when they need it: Raise awareness amongst professionals of the service that ChildLine offers, to improve signposting for C&YP (cont) (QI 1.1: C&YP are listened to, understood and respected; QI 1.2 C&YP benefit from strategies to minimise harm; QI 1.3 C&YP are helped by the actions taken in response to initial concerns)</p>	<p>4. Disseminate ChildLine reports within agencies.</p>	<p>March 2009</p>	<p>WER Lead CPC members for NHS, SIC, SCRA, police, Children’s Panel and Procurator Fiscal.</p>	<p>All public sector staff in Shetland in regular contact with C&YP receive and are encouraged to read at least one ChildLine report</p>	<p>New – additional response to issue identified as above. Web-ink to reports being disseminated within NHS and CS (SW), Done by SCRA, police, Panel Done in part Will now be left to agencies to use as appropriate</p>

Policies, Procedures and Protocols

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.2 Information sharing and recording; QI 3.3 recognising and assessing risks and needs, QI 4.1 Policies and Procedures, QI 5.3 Leadership of people and partnerships)	5. Cooperate with SADAT to complete draft protocol on protecting children and young people living in families with problem substance use and disseminate to all with Procs.	June 2008	WER – officer time SADAT/ CPC SADAT – CPC to incorporate in Procs once agreed	Protocol approved by CPC and SADAT and disseminated.	April 2004 Getting Our Priorities Right guidance Approved by CPC and SADAT and incorp. in Procs. June 2008, on website & sent to all with copies DONE
	6. Send out Serious Case Review protocol as agreed by CPC to all with Procs.	June 2008	WER	Protocol gone to all with Procs.	New – protocol agreed in 2007-8 Significant case review protocol incorporated in Procs. June 2008 and disseminated as above. DONE

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.3 recognising and assessing risks and needs, QI 4.1 Policies and Procedures)	7. Complete protocol on responding to children and young people displaying sexually harmful behaviour and disseminate	March 2009.	WER CPC (SCRA, PF, CS, CJ SW leads) Authority Reporter with inter-agency support/ ALL	Protocol approved at CPC and disseminated to all with Procs	April 2006 Draft prepared and now requires wider consultation Protocol agreed and disseminated to all with Procs Dec 08 DONE

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.1. Involving C&YP and their families in key processes; QI 3.2 Information sharing and recording; QI 3.3 assessing risks and needs, QI 4.1 Policies and Procedures; QI 5.3 Leadership of people and partnerships).</p>	<p>8. Support SDAP in developing a protocol for responding to domestic abuse that takes into account the needs of CYPEDA - consider arrangements for notifying health visiting staff of police domestic abuse call-outs where C&YP are present or resident at the address.</p>	<p>March 2009</p>	<p>WER SDAP with CPC support</p>	<p>Protocol approved at SDAP and CPC and disseminated</p> <p>Improved response to domestic abuse leading to better outcomes for C&YP demonstrated in subsequent audit/care review work</p> <p>* strategy for 2009-11, and is developing its own action plan. Progress was reported to CPC and a revised action is included in the 2009-10 CPC Plan</p>	<p>April 2003 (CP Co-ords 2002 audit reports) reinforced by Learning Point from case review 2007 'Inter-agency agreement/ protocol on response to domestic abuse incidents would be helpful'</p> <p>Done in part. Support was provided by CPC but SDAP felt intended outcome could best be achieved by other means, has published its *</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them:</p> <p>(QI 3.3 recognising and assessing risks and needs; QI 4.1 policies and procedures; QI 4.4 recruitment and retention of staff)</p>	<p>9. Ensure a robust process for dealing with child abuse allegations against staff is in place in all agencies which maintains the primacy of action to safeguard C&YP whilst supporting staff against whom allegations are made and avoids the need for repeat interviews</p> <p>(a) All agencies check their internal Procedures link robustly</p> <p>(b) SIC Disciplinary Procedures reviewed to show clear link with CP Procedures.</p>	<p>March 2009</p>	<p>WER – officer time (SIC HR) and within CP Training budget</p> <p>ALL</p> <p>SIC</p>	<p>(a) ALL agencies (except NHS, who have signed of on this action) check own procedures and confirm to CPC they are compliant</p> <p><u>Done</u> for SCRA, police, Panel</p> <p>(b) SIC notifies CPC regarding revised arrangements</p>	<p>April 2003</p> <p>In progress:</p> <p>Training for Schools managers in Nov included handing allegations against staff</p> <p>(a) to clarify that all (except NHS, already signed off) should check and confirm – due by Mar. 09</p> <p>(b) SIC HR dept. planned to revise in 08-09 to include express cross-reference - still in progress</p> <p>To 2009-10 Plan</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them: (QI 4.1 Policies and Procedures)	10. Develop single-agency mechanisms for identifying cases to refer for Significant Case Review	June 2008	WER CPC agency leads	Agency lead members report to CPC the measures in place. Cases requiring consideration for SCR are identified.	New task arising from agreement on SCR protocol For NHS, police and SIC Educ. and Soc Care, SCRA, staff with copies for the Procs have been told to whom to report any possible case for SCR. For other agencies/ organisations, if no-one else has been identified, Reporting Officer for protocol will be senior agency CPC rep. DONE

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.2 information sharing and recording; Q1 3.3 recognising and assessing risks and needs):	11. Support DSP in developing specific local protocol to govern arrangements when missing families are being sought	March 2009	WER DSP - LO to support DSP as needed	Specific local protocol under over-arching Data Sharing Protocol in place and being followed * sought, and SIC Schools and Social Work established a joint team to take forward information-sharing in Education & Social Care. Revised action carried forward To 2009-10 Plan	Identified through CPC as a need in 2006/7 Done in part Support provided. Schools service linked to national CME protocol and made improvements to arrangements for e-mails when CME being.*
	12. To clarify local arrangements for the involvement of health services in strategy discussions where the need for a medical requires consideration.	March 2009	Police Chief Inspector Director of Public Health	Clear protocol in place and reported to CPC	Identified through on-going QA work in 2007-8 Agency leads met and reported to QA SC and CPC. DONE

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Support the community in safeguarding children.</p> <p>(QI 4.1 Policies and Procedures; QI 2.1 Public awareness of the safety and protection of C&YP)</p>	<p>13. Finalise code of conduct when taking groups out of Shetland, and disseminate.</p>	<p>March 2009</p>	<p>WER</p> <p>Head of CS/ Head of Schools/ SIC Sport and Leisure services</p>	<p>Code of Conduct in place and disseminated widely via CP Com. SC.</p>	<p>October 2005 In last CPC Plan was rescheduled to be due by October 2007</p> <p>In progress:</p> <p>Working group set up reporting to CP Com SC</p> <p>To 2009-10 Plan to complete</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Support the community in safeguarding children.</p> <p>(QI 4.1 Policies and Procedures; Public awareness of the safety and protection of C&YP)</p>	<p>14. Support voluntary sector organisations providing services for C&YP in putting in place appropriate child protection policies that link with the Procs. and ensure safe recruitment and adequate induction, supervision and support.</p>	<p>Ongoing as required</p>	<p>WER CPC</p> <p>Lead CPC rep for SCSS/SIC grants section</p>	<p>Monitoring by SCSS and grants section of SIC Education and Social Care department through Service Level Agreements and grants conditions – reported to CPC through CP Com. SC</p>	<p>New task reflecting work in progress – need for further improvement in safe recruitment identified through on-going support and links work in 2007-8.</p> <p>Grants section checks materials provided, SCSS assists with ID checks in advance where needed DONE Agencies now to monitor internally to ensure best practice.</p>

Continuous Improvement - Management Information

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services (QI 3.2 Information sharing and recording; QI4.2 Operational Planning)</p>	<p>15. (a) Complete referrals template information for 07-08 for collation by CPC LO (b) and consider any implications (c) within agencies and (d) on an inter-agency basis through CPC</p>	<p>March 2009</p>	<p>CPC</p> <p>(a) ALL agencies (b) CPC LO (c) ALL agencies (d) LO (agenda and report)</p>	<p>Template Information collated and received at CPC</p>	<p>April 2007 – task originally developed from commentary in Co-ord’s audit reports 2002 CPC agreed to undertake for a further year 2007-8. Done in part Info received from health, SCRA, and police and was collated for CPC. Will now be left to individual agencies to use for internal QA purposes if they wish.</p>

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services:</p> <p>(QI 1.3 C&YP are helped by the actions taken in response to concerns; 5.3 Leadership of people and partnerships)</p>	<p>16. Continue to collate information on how cases were progressed that were referred to social work services by the police as a result of their being called to domestic abuse incidents where children were present or resident at the address, to improve understanding of current responses to CYPEDA with a view to improvement if/where necessary</p>	<p>Annually from April 2008</p>	<p>WER (officer time Police and CS (SW) LO to collate</p>	<p>Police and CS (SW) provide information to CPC LO for collation.</p> <p>Information reported to CPC as part of management information and implications considered</p>	<p>Started April 2007 for reporting in April 2008 –repeating for a further year pending completion of protocol and agreeing further monitoring arrangements with SDAP - Info provided June 2008 and collated for October CPC. DONE</p> <p>Issue now to be progressed through SDAP on-going work.</p>

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services: To monitor whether C&YP are able to seek help when they need it. (QI 1.2 C&YP benefit from strategies to minimise harm; QI 5.4 Leadership of change and improvement.)</p>	<p>17. Start to collate self-referral statistics ie cases where action was initiated by a child or young person seeking help from an adult, even if the proximate source of the referral</p>	<p>Starting 08-09 – info collated April 2009</p>	<p>WER CS (SW) notify figures to LO</p>	<p>Figures reported to CPC April 2009</p>	<p>New – arising from discussion at CPC Chairs Forum – a means to check effectiveness of work to ensure C&YP have info about their right to be safe and sources of help</p> <p>Info included in Annual Report.</p> <p>DONE</p>

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services: (QI 1.2 C&YP benefit from strategies to minimise harm; QI 5.4 Leadership of change and improvement.)</p>	<p>18. Collate statistics on C&YP running away (a) from home and (b) from care for the period 2007-8, with a view to establishing prevalence and consider what further action needs to be taken</p>	<p>April 2008 and end March 2009</p>	<p>WER Police notify figures to LO</p>	<p>Figures considered at CPC and any further action needed agreed</p>	<p>Agreed at CPC Oct 07, deriving from national guidance and on-going local work</p> <p>Detailed figures provided to CPC on a confidential basis April 2008; considered at CPC Oct 08 and further action agreed: working group to be set up in September 2009</p> <p>DONE Convening new working group to 2009-10 Plan</p>

Continuous Improvement - Quality Assurance

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Monitor inter-agency working with a view to continuous improvement of services: improve outcomes for C&YP experiencing or at risk of abuse and neglect.</p> <p>(QI 5.4 Leadership of change and improvement)</p>	<p>19. Continue to develop process for self-evaluation against the Quality Indicators, undertake self-evaluation exercise and prepare for inter-agency inspection</p>	<p>Feb 2009</p>	<p>Significant officer time commitment for the key agencies and LO ALL Ops group (Head of Schools lead) reporting to QASC.</p>	<p>First self-evaluation exercise carried out by June 08 and outcome considered at CPC and adjustments made to CPC Business Plan if needed.</p> <p>Inspection in Feb'March 09 runs smoothly with all necessary paperwork and personnel available as needed</p>	<p>April 2006</p> <p>Ops group met regularly, latterly overseen by Steering group for inspection.</p> <p>Self –evaluation completed Feb 09 and approved via QA SC; inspection took place Feb-March 2009</p> <p>DONE</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Monitor inter-agency working with a view to continuous improvement of services: improve outcomes for C&YP experiencing or at risk of abuse and neglect. (QI 5.4 Leadership of change and improvement)	20. Undertake annual inter-agency audits of sample of CP cases QI 4.2	Oct 08	Significant officer time commitment for the key agencies and LO LO with Case review 2008 Ops group appointed by QA SC LO to draft QA strategy to incorporate this for future years.	October 08 Outcome reported to CPC and informs self-evaluation work; any actions agreed	First was done for 07-08 – QASC/CPC and QA SC agreed in Nov 07 to repeat 08-09 Case review reported to QASC Nov 08 Strategy agreed at CPC Oct 08 DONE
	21. Monitor operation of the protocol for use of the CPR in A&E	June 08	WER LO with assistance from DHP	Child Health CP subgroup reports to CPC * Reported Dec 08 to CPC and CHCP subgroup will continue to monitor	New, following adoption of protocol – to remain in plan until documented elsewhere eg within minutes of CHCP subgroup * DONE

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Support single-agency quality assurance of their safeguarding work.</p> <p>(QI 5.4 Leadership of change and improvement)</p>	<p>22. Ensure a robust process is in place within schools service to quality assure schools' child protection work, to include Education Quality Improvement Officers continuing basic CP checks in schools including their understanding of Procs. and 'Safe and Well' supplemental guidance.</p>	<p>On-going</p>	<p>WER Head of Schools– report to CPC June 2008</p>	<p>Process for CP monitoring in schools in place and reported to CPC</p> <p>CME guidance linking to local and national inter-agency protocols in place</p>	<p>Action to make the checks started April 2006 – need robust process to ensure it continues</p> <p>Done in part Head of Schools reported to CPC October 2008 on areas for improvement identified by recent QA work on Care Welfare and Development which also identified further work planned for 2008-9 and subsequently. Link to national CME guidance made – see item 11 above. To 2009-10 Plan to embed in Schools QA work</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Support single-agency quality assurance of their safeguarding work.</p> <p>(QI 5.4 Leadership of change and improvement)</p>	<p>23. Monitor compliance by schools with new absence management guidance</p>	<p>Report received by CPC in June 2008</p>	<p>WER - QIOs random sample absences during school visits.</p> <p>Head of Schools</p>	<p>Outcome reported to CPC and improvements made where necessary</p>	<p>Arises from CME work in 2007-8 when it was appreciated that practice varied and guidance was accordingly issued in accordance with national guidelines Head of Schools reported to CPC in October 2008 that a further circular has been issued to schools on this subject. There is evidence that schools are implementing this and the Schools service is monitoring.</p> <p>DONE</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 5.2: Leadership and direction)</p>	<p>25. Disseminate practice points from case review exercise 2007 and embed in agency processes</p>	<p>May 2008</p>	<p>WER through supervision and support, development of procedures etc</p> <p>CPC agencies</p> <p>NHS, Schools, CS (S W)</p>	<p>Distribution of case findings to all relevant personnel reported through CPC and improvements embedded through supervision within agencies</p> <p>Improvements in assessment, recording etc found in subsequent case review work. * Case review outcomes dissemination be taken forward in future by individual agencies through their internal mechanisms for communicating the work of CPC, and will be covered in Learning from Experience days.</p>	<p>Case review 2007 Done in part Police review good practice and learning points, LO met with C&F social work team, Authority Reporter discussed case review with Reporter Manager, Schools took action on files when 2008 case review evidenced continuing problems.</p> <p>Disseminating and embedding learning from case reviews now for action within agencies.</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 3.3 Recognising and assessing risks and needs)</p>	<p>26. Audit the operation of the Criminal Justice social work service's Bail Information and Supervision Services scheme to establish the take-up by and response to the Procurator Fiscal and Defence Agents of bail information and address verification services, with a view to ensuring that when parents are arrested C&YP are kept safe and have their needs met.</p>	<p>December 2008</p>	<p>WER CJ SW</p>	<p>Outcome of audit work reported to CPC</p> <p><i>*Courts should ensure bail suitability checks are undertaken in cases where the alleged offence is against children, or in the case of domestic abuse, where children may be at risk</i></p>	<p>From 05-08 ICYPSPlan – 'Monitor effective operation of bail check protocol' based on national audit and review * – now to monitor local arrangements following national reforms introduced 10.03.08</p> <p>Paper went to CPC April 2009</p> <p>DONE</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 3.3 Recognising and assessing risks and needs)</p>	<p>27. Increase the number of cases (going to review CPCCf) with high quality comprehensive family assessments on file</p>	<p>October 2008</p>	<p>WER CS (SW)</p>	<p>Information included in CSIO report received by CPC Oct 08</p>	<p>New suggested action:</p> <p>Arises from LO report on case conference papers, and inter-agency case review 2007.</p> <p>In progress</p> <p>Data now being collected (less than 25% in 2008-9) with a view to comparison next year.</p> <p>To 2009-10 Plan</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements/ empower C&YP to obtain help when they need it.</p> <p>(QI 1.1 C&YP are listened to, understood and respected)</p>	<p>28. Explore and identify suitable venues for appropriate interview facilities for children/young people</p>	<p>March 2009</p>	<p>WER (police budget) Police Chief Inspector</p>	<p>Provision of appropriate interview facilities for children and young people, with scope for visual recording facilities</p>	<p>Originated from 2001-2 audit work – some arrangements were made but those premises no longer available – being reconsidered by statutory agencies</p> <p>Venue identified and in use DONE</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements</p> <p>C&YP get the help they need when they need it</p> <p>(QI 5.2: Leadership and direction)</p>	<p>29. Work with the ICYPSPG to ensure a robust evaluation system is in place so that C&YP involved in the Integrated Assessment Framework process are referred, when appropriate, for consideration of child protection action, as required by the Procs.</p>	<p>March 2009</p>	<p>WER as provided for the IAF project</p> <p>Head of CS</p>	<p>System in place and children undergoing IAF or with a plan in place are kept safe through child protection processes whenever necessary</p>	<p>New task – process development on-going since April 2003 following CP Co-ords August 2002 Report on operation of Procs recommends 7 and 10</p> <p>Task to support ICYPSPG with IAF in progress since April 2005 and is now being actively progressed through the GIRFEC project.</p> <p>Revised task taken forward To 2009-10 Plan</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that safeguarding remains a key priority throughout service development Ensure adequate staffing levels to maintain services to the most vulnerable C&YP</p> <p>(QI 5.1 Vision, values and aims)</p>	<p>30. Receive regular quarterly reports via QA SC from lead agencies on any staffing issues impacting on CP work</p>	<p>Ongoing starting in April 2008</p>	<p>WER</p> <p>ALL (CPC LO with admin support to agenda)</p>	<p>Minutes of QA SC meetings</p>	<p>New item –agreed April 2008 to reflect current expectations.</p> <p>Info included in LO reports to CPC and will now be standing item for QA SC</p> <p>DONE</p>

Continuous Improvement - Promotion of Good Practice

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>Ensure adequate staffing levels to maintain services to the most vulnerable C&YP</p> <p>(QI 5.1 Vision, values and aims; QI 4.4 Children;s needs are met.)</p>	<p>31. Review levels of staffing in children and families social work team to ensure adequate capacity</p>	<p>March 2009</p>	<p>WER to review</p> <p>Head of CS</p>	<p>CS (SW) reports to CPC and COs on needs -team fully staffed</p> <p>*requires ongoing consideration since in view of increased workload and complexity as shown in management figures reported to CPC, capacity issues remain.</p> <p>New task to 2009-10 Plan</p>	<p>New task arising from previous task to 'maintain' levels of staffing – in response to aspects of SWIA report and increasing numbers of CP referrals plus Getting it Right... agenda and roll-out of IAF</p> <p>H of CS reported to CO at EMT and info re additional capacity in LO report for Oct 08</p> <p>New senior SW appointed & in post Dec 08.</p> <p>DONE in 08-09 but *</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that safeguarding remains a key priority throughout service development: Ensure staff have access to good quality supervision and support</p> <p>(QI 4.4 recruitment and retention of staff; QI 4.5 Development of staff)</p>	<p>32. Ensure there is a CP Lead Nurse in place and all relevant staff know who it is.</p>	<p>July 2008</p>	<p>WER NHS Nurse Director</p>	<p>DPH reports to CPC CP Lead Nurse appointed and quality assurance work indicates staff know who this is and how to contact him/her</p>	<p>CP Guidance for Health professionals</p> <p>Done in part Part time appointment made and staff notified.</p> <p>To 2009-10 Plan for review</p>
	<p>33. NHS Shetland will formalise SLA with NHS Grampian to cover child protection within development of Managed Clinical Network</p>	<p>March 2009</p>	<p>DPH</p>	<p>SLA in place</p>	<p>New Task from Child Health CP subgroup</p> <p>In progress SLA being negotiated</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>(QI 5.1 Vision, values and aims; QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>34. Monitor outcomes of Sexual Health Strategy to ensure the Sexual Health and Relationships Education programme includes those who might potentially be excluded from mainstream SHARE provision eg LAC, young people who display sexually abusive behaviours, and monitor to ensure inclusion.</p>	<p>March 09 for report to CPC re arrangements in place</p>	<p>WER CCP with agency support (NHS, Schools, CS) WER NHS, Schools, CS (SW) with support from LO as needed</p>	<p>Reported to CPC</p>	<p>New task proposed by Child Health CP subgroup as follow-up to work done under 07-08 plan arising from requests from C&YP through Youth Voice</p> <p>In progress Head of Schools reported to CPC October 2008, and also monitored through the Sexual Health Strategy group: revised task to 2009-10 Plan to take stock of progress and decide on any further action required</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>(QI 5.1 Vision, values and aims; QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>35. Hold discussions with Scottish Court Service regarding the selection of the most appropriate remote sites for C&YP vulnerable witnesses to give evidence.</p>	<p>June 2008</p>	<p>CPC Chair</p>	<p>Scottish Court Service has identified appropriate remote sites and these are available for use when needed</p>	<p>New task based on earlier work re vulnerable witnesses – agreed at CPC Dec 07</p> <p>Remote site now in place</p> <p>DONE</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements & Empower C&YP to obtain help when they need it *</p>	<p>37. Formalise personal safety programmes in schools</p> <p>*(QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>March 2009</p>	<p>WER</p> <p>Head of Schools</p>	<p>Schools service reports to CPC that programmes meeting agreed standards in place in all schools</p>	<p>October 2005</p> <p>Done in part: Head of Schools reported to CPC October 2008</p> <p>Now superseded by Curriculum for Excellence work including on the Health and Wellbeing outcomes. This will ensure that appropriate programmes are included in school curricula.</p> <p>Hence not taken forward to 2009-10 plan, will be left with Schools service to ensure.</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. (QI 4.2 Operational planning)	38. Monitor effectiveness of safe recruitment policies to ensure agency staff/organisations funded by agencies have appropriate disclosure/V&B checks under Protecting Vulnerable Groups legislation completed prior to commencing employment	March 2009	WER ALL agencies represented at CPC	Agency reports to CPC; updated agency policies and procedures and external/internal audit activity.	From last ICYPS Plan – agency shortcomings identified in SWIA report 2007 and for vol. sector through LO's on-going support and links work in 2007-8. In progress Police report that this is in place; SCRA, SIC, Health have in place for their staff, and agencies are checking re organisations they fund; SIC considering development of corporate policy to ensure. Revised new action to 2009-10 Plan to ensure readiness for new system.

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements.</p> <p>(QI 1.3 C&YP are helped by *</p>	<p>39. Ensure all agencies have procedures in place for safe working practices that enable them to keep children safe (OS). QI 3.3, 4.1</p> <p>*the actions taken in response to concerns; C&YP's needs are met.)</p>	<p>March 2009</p>	<p>WER SIC agencies to liaise and involve Health and Safety forum</p>	<p>Agency reps other than NHS and police (who have signed off as completed) report to CPC</p> <p>*Ongoing work on trips away will help in those situations.</p> <p>Revised action to 2009-10 Plan for SIC to complete lone working practice guidance</p>	<p>October 2005 Brought forward from 05-06 plan originally – identified through F for S matrix QA work as needed to ensure compliance with Standard 2.10</p> <p>In progress Some discussion took place Head of CS and SIC Safety and Risk</p> <p>SCRA reports in place for C&YP coming into premises for hearings and having contact with staff*</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. (QI 3.2 Information sharing and recording)	40. Review recording and storage arrangements and strengthen where necessary - include records of discussions that do not result in CP referrals.	March 2009	WER All agencies other than NHS and police who signed-off this action as completed in 07-08	Lead agency reps report to CPC on actions taken to progress this and sign-off when satisfied work is complete.	Brought forward from 07-08 plan for completion In progress Schools service actively working with schools on pupil records arrangements to ensure chronologies and availability of appropriate information to staff; SCRA RAD system enhanced to permit recording of additional info electronically - completion due by March 09 Revised task To 2009-10 Plan

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. practice</p> <p>QI 3.3 Information sharing and recording; *</p>	<p>41. Continue review of supervisory arrangements for staff and strengthen where required. Ensure record-keeping and file review are covered.</p> <p>*QI 3.3 recognising and assessing risks and needs; QI 4.5 Development of staff)</p>	<p>March 2009</p>	<p>WER</p> <p>All agencies other than NHS and police who signed-off this action as completed in 07-08</p>	<p>Staff/ professionals receive the required level of supervision to undertake 'safe' CP practice – agencies report revised and monitoring arrangements to CPC.</p> <p>Monitored through internal agency audits, inter-agency self-evaluation and inspections.</p>	<p>April 2003 Carried forward from 2007-8 plan for all agencies to complete.</p> <p>In progress Eg CS (social work) put additional arrangements in place for reviewing LAC and CPCCfs files and recruited additional senior SW, SCRA reviewed arrangements.</p> <p>Revised action to 2009-10 Plan</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. (QI 4.5 Development of staff)</p>	<p>42. Ensure staff awareness of CP relevant internal policies eg regarding recording, storage, supervision, safe-working practices etc</p>	<p>March 2009</p>	<p>WER</p> <p>All agencies other than NHS and police who signed-off this action as completed in 07-08</p>	<p>Lead agency reps report to CPC on actions taken to progress this</p>	<p>April 2007 – gaps identified earlier see Coords initial audit Reports.</p> <p>Brought forward from 2007-08 plan to complete</p> <p>In progress Information provided from some agencies eg Schools service issued guidance on file-keeping</p> <p>Revised action to 2009-10 Plan</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving inter-agency working arrangements & Ensure the views of children and young people are taken into account when decisions*</p>	<p>43. Promote full involvement of C&YP and their families in child protection case conferences and similar meetings by ensuring they have had the opportunity to go through reports in advance of meetings:</p> <p>*are made that affect them</p> <p>(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>Oct 08</p>	<p>WER</p> <p>CS (SW)</p> <p>Included in CSIO report to CPC</p>	<p>Proportion of cases where family members are able to go through case conference reports at least the day before a CPCCf increased – to 60% (following year 80%, thereafter 95%)</p> <p>Information included in CSIO report to CPC Oct 08</p> <p>* progress made but target not achieved: 51% in year to August 2008, 55% in 7 months Sept 08-March 2009</p>	<p>New task arising from inspections elsewhere and local QA work:</p> <p>Co-ords report to CPC on operation of case conferences 2004 and CSIO report to Oct 07 CPC</p> <p>Also see SWIA inspection and report</p> <p>In progress:</p> <p>CSIO reported Oct 08 and is monitoring numbers*</p> <p>Carry forward to 2009-10 Plan</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving inter-agency working arrangements & Ensure the views of children and young people are taken into account when decisions*</p>	<p>44. Ensure views of children and young people are sought, recorded and considered at CPCCfs</p> <p>*are made that affect them</p> <p>(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>June 2008</p>	<p>WER CSIO/CPC</p>	<p>Full involvement of C&YP and their families in child protection case conferences and similar meetings:</p> <p>CSIO reports to CPC annually; monitored through case review work and future review work planned if necessary</p>	<p>April 2006 monitored by CSIO as CPCCf Chair .</p> <p>In progress: CSIO is actively monitoring and reported Oct 08 that around 22% of children and young people aged 5+ did not have their views properly represented at conference - additional materials are under consideration to assist with this.</p> <p>Carry forward to 2009-10 Plan</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency working arrangements</u></p> <p>(QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>45. Support the development through ICYPSPG of a strategy for reducing the incidence of bullying of C&YP</p>	<p>March 2009</p>	<p>LO to support ICYPSPG work on this on request</p>	<p>Incidence of bullying of C&YP reduced</p>	<p>April 2007 Carried forward from previous plans –anti-bullying work now being taken forward by ICYPSPG and CPC will support</p> <p>Not completed Head of Children’s Services reported in October 2008 this is a priority action now being overseen by new C&YP Strategy group - Carried forward to 2009-10 Plan to develop the strategy.</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving inter-agency working arrangements</p> <p>(QI 3.3 recognising and assessing risks and needs)</p>	<p>46. (a) Agencies provide electronically, to all who need them, templates (from Procs) for CPCCf reports.</p> <p>(b) Agencies reinforce to staff guidance in Procs regarding completion of reports and inform them that CSIO has been instructed to report to line managers wherever a report is not provided, and support through supervision.</p>	<p>(a) May 2008</p> <p>(b) Oct 08</p>	<p>WER</p> <p>CPC</p> <p>Lead Agency CPC reps</p> <p>** Outcome of having reports available for case conferences not yet fully achieved. (See CSIO report Oct 08) Will not be carried forward as a specific action but the template remains available and its use will continue to be monitored through CSIO reports to CPC.</p>	<p>(a) Agencies report to CPC regarding letters or other instructions circulated.</p> <p>(b) Oct 08 CSIO report shows decrease in failures to provide written reports * Done in part. Report template made available electronically to all agencies, and disseminated to some staff. Health arranged process for improvement for nursing staff through Ch H CP subgroup. **</p>	<p>(a) New task now versions agreed and in CP Procs – to aid completion for those using word processors.</p> <p>(b) April 2006 was start date for guidance and supervision CPC agreed June 2007 to good practice recommend'ns in Co-ords Report , expressly endorsing point 4 about informing line managers*</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency working arrangements</u> (QI 3.4 effectiveness of planning to meet needs)</p>	<p>47. Ensure all core groups have a minute taker and check that reasons for decisions are recorded.</p>	<p>Info to be in CSIO report Oct 08</p>	<p>WER CPC</p> <p>CS (SW) monitors through internal audit and Quality Assurance measures</p> <p>CSIO reports to CPC</p>	<p>CP Plans monitored CP Plans to ensure C&YP's needs are met.</p> <p>CS (SW) provide copies of all core group minutes for C&YP on the CPR to CSIO. CSIO monitors and reports to CPC annually</p>	<p>April 2006 Admin support in place for CPCCfs – not reliably there yet for core groups</p> <p>In progress</p> <p>Minute takers' training was provided for more admin staff. CSIO reports that although admin staff minute core groups when possible, capacity issues mean that social workers still minute some. Recording decisions on file still not consistently done.</p> <p>Revised action carried forward to 2009-10 Plan</p>

Continuous Improvement - Training and Staff Development

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>All staff receive training in child protection appropriate to their needs</p> <p>(QI 4.5 development of staff)</p>	<p>48. TSC to complete development of management training which includes dealing with allegations against staff in discussion with SIC and NHS HR depts., and deliver courses</p>	<p>March 2009</p>	<p>WER through commissioned work</p>	<p>Step 1: TSC approves course materials and reports to CPC Step 2: Courses delivered – identify adequate trainers</p>	<p>April 2007 Carried forward for completion</p> <p>Course developed and delivered as pilot November 2008</p> <p>DONE</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>All staff receive training in child protection appropriate to their needs</p> <p>(QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs; QI 3.2 information sharing and recording)</p>	<p>49. Child protection training arranged by NHS Shetland for Consultants and, through the Community Health Partnership, for GPs.</p>	<p>Sept. 2008</p>	<p>WER</p> <p>NHS Shetland – DPH to ensure</p> <p>Monitored by TSC reported to CPC</p>	<p>Monitored by TSC and reported to TSC</p>	<p>Started April 2002</p> <p>Linked with item 33</p> <p>Meanwhile, basic awareness covered in induction and mandatory training</p> <p>Not achieved as such – GPs now within CPC’s revised Training Strategy.</p> <p>Consultants will be picked up as specific action in health action plan resulting from inspection and as single-agency training this will be reported via TSC.</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>All staff receive training in child protection appropriate to their needs Enhance awareness of sexual exploitation issues</p> <p>(QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs)</p>	<p>50. Continue to disseminate learning from workshops on child exploitation through prostitution, and knowledge of [draft] sexually harmful behaviour protocol to specific groups</p>	<p>March 2009</p>	<p>WER Time commitment by Training Co-ordinator Consultant Clinical Child Psychologist and Authority Reporter</p>	<p>Additional targeted sessions delivered to CS (SW) staff and to health visitors</p> <p>* consideration at TSC to inclusion of CP police officers</p> <p>Rolling out awareness raising on child exploitation through prostitution to HVs and police officers and training on new SHB to 2009-10 Plan</p>	<p>April 2007 Arose from March 2007 workshop and from case debriefs, need to disseminate further following on from Learning from Experience day March 2008</p> <p>In progress Session for SWs been delivered, for HVs planned but delayed owing to staff absence*</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
All staff receive training in child protection appropriate to their needs (QI 4.5 development of staff)	51. Consider evaluations from first 'Learning from Experience' conference and consider direction of future events.	October 2008	WER CPC Training Coordinator with TSC	Considered at TSC and reported to CPC – further actions included in CPC Business Plans as appropriate	New task – first such conference held March 08 Evaluations considered at TSC and reported to CPC. Decision for next event after learning from inspection available. DONE
	52. Ensure good inter-agency attendance at regular inter-agency conference to disseminate good practice - messages from recent significant case reviews and de-briefs, audits and inspections	March 2009	WER All agencies	Attendance figures of all agency delegates reviewed and approved at CPC * Nothing to report as yet – conference will now be next year see item 51	New – arising from development of Learning from Experience days – to ensure appropriate attendance and dissemination N/A YET*

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
All staff receive training in child protection appropriate to their needs (QI 4.5 development of staff)	53. Consider a mechanism for developing a better way to evaluate effectiveness of training	March 2009	WER TSC	Considered at CPC and mechanism in place for report back. Objective: Training impacts on staff behaviour, resulting in improved outcomes for C&YP TSC reports to CPC * – to future plans to conclude evaluation	New task Considered at TSC and CPC agreed TSC's recommend'n for graduate placement in 2009-10 with a view to revision of rtraining strategy if appropriate DONE *
	54. Decide on a date for review of training Strategy agreed in 2006 to ensure it continues to meet needs and is effective.	March 2009	WER Training Co-ordinator and LO discuss with TSC and make recommendation to CPC	CPC agrees target date	New task to agree review date TSC recommended review date of March 2010 agreed at CPC in Dec 08 DONE

Strategic Planning - Communication and Co-operation

Strategic Planning - Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Promote best practice by ensuring professionals have access to the right information at the right time – including relevant information about the work of CPC and appropriate information about the C&YP they work with</p> <p>QI 5.2 Leadership and direction, QI 5.3 leadership of people and partnerships;*</p>	<p>55. Agency representatives review mechanisms to promote effective communication about the work of CPC with staff in their agencies, in line with new 'workforce' section of revised Communications strategy, and report to CPC how they have embedded in internal processes.</p> <p>* QI 5.4 Leadership of change and improvement; QI4.5 Development of staff)</p>	<p>June 2008</p>	<p>WER</p> <p>Lead CPC member in each agency</p>	<p>Agency reports to CPC and sign-offs – effectiveness monitored through on-going QA and inspection work.</p> <p>*Police report as done - Communication strategy in place for Northern Constabulary - locally via management team meetings CPC LO invited to occasional meetings of C&F social work team Now included in 'regular work' programme.</p>	<p>A similar item started April 2005 and was signed off by NHS and police</p> <p>All checking in light of new CPC Communications Strategy</p> <p>In progress* NHS considering through Ch Health CP subgroup</p>

Strategic Planning - Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Promote best practice by ensuring professionals have access to the right information at the right time – including relevant information about the work of CPC and appropriate information about the C&YP they work with (QI 3.2 information sharing and recording; QI 3.3 Recognising and assessing risks and needs)</p>	<p>56. Review agency procedures and strengthen if necessary to ensure adequate time for briefing/file reading on handover of case to another worker/taking on a case from another area.</p>	<p>March 2009</p>	<p>WER</p> <p>All agencies other than NHS and police who signed-off this action as completed in 07-08</p>	<p>Remaining agencies report arrangements to CPC and sign-off when task complete.</p> <p>Monitored through quality assurance work and inspection.</p>	<p>April 2006 Carried forward from previous plans for completion by outstanding agencies.</p> <p>In progress Schools strengthening arrangements for file handovers –</p> <p>Included in revised action in 2009-10 Plan</p>

Strategic Planning - Planning and Connections

Strategic Planning - Planning and Connections					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Promote joint working through joint planning, training and monitoring arrangements</p> <p>(QI 5.1 Vision, values and aims; QI 5.2 Leadership and Direction)</p>	<p>57. Review training needs following adoption by CPC and SADAT of protocol for protecting C&YP in families with problem substance use, in order to improve response to CAPSM (Children Affected by Parental Substance Misuse) (QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs; QI 3.2 information sharing and recording).</p>	<p>September 2009</p>	<p>WER</p>	<p>Programme delivered to all staff who need it</p>	<p>New – once protocol complete</p> <p>Training delivered by CPC with financial support from Community Safety Partnership and SADAT</p> <p>Specific task DONE but additional training needs to be arranged in 2009-10 to meet need – to 2009-10 plan</p>

Strategic Planning - Planning and Connections					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Promote joint working through joint planning, training and monitoring arrangements</p> <p>(QI 5.1 Vision, values and aims; QI 5.2 Leadership and Direction)</p>	<p>58. Review CPC Constitution and amend if necessary to ensure all identified links remain robust and appropriate linkage is secured to reflect recent developments in the wider Public Protection agenda ie MAPPA and Adult Protection Committee</p>	<p>March 2009</p>	<p>WER LO</p>	<p>Amendments drafted for approval by CPC, and presentation to Chief Officers in 2009-10</p>	<p>New – arising from discussion at CPC Chairs meetings and national developments</p> <p>Amendments approved by COs Dec 08 DONE</p>

Strategic Planning - Listening to and Involving Children and Young People and their Families

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure the views of C&YP and their families are taken into account in developing services</p> <p>(QI 4.3 Participation of C&YP, families and other relevant people in policy development)</p>	<p>59. Support Youth Voice and young people's media group with their proposal to develop a DVD around child protection issues as a resource for schools, youth groups and other settings.</p>	<p>March 2009</p>	<p>WER Officer time</p> <p>LO working with CS Youth Issues unit</p>	<p>DVD presented to CPC and made available to schools and youth clubs and voluntary groups</p>	<p>New – arising from work with Youth Voice and consultation commissioned through SYIS in 2007-8</p> <p>Scenarios drafted and supplied to Youth Issues Unit as requested.</p> <p>DONE</p> <p>Now up to Youth Voice - if they want to proceed, LO will support as part of regular work.</p>

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure the views of C&YP and their families are taken into account in developing services</p> <p>(QI 4.3 Participation of C&YP, families and other relevant people in policy development)</p>	<p>60. Consider any further work arising from consultation work on child protection undertaken for CPC by SYIS and decide on further actions if required</p>	<p>June 2007 to plan further work</p>	<p>WER LO</p>	<p>Report to CPC on work done and outcome. CPC minutes record action taken in response.</p>	<p>April 2007</p> <p>Report received and circulated. Further consideration to be given to any further action required</p> <p>CPC considered this June 2008 and requested progress reports on 2 issues from Head of CS for Oct 08</p> <p>DONE</p>

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started and work done
<p>Ensure the views of children and young people are taken into account when decision are made that affect them (QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>61. Monitor use of materials to assist C&YP in presenting their views to CPCCfs, and revise if necessary in light of feedback received</p>	<p>Review Oct 2008 on receipt of CSIO report to CPC</p>	<p>WER CSIO with LO support if required</p>	<p>Information included in CSIO report to CPC Oct 08 and use of materials reviewed</p>	<p>New materials approved in 2007-8 CSIO will monitor and include information in report to CPC Oct 08</p> <p>See CSIO report for Oct 08 Further materials prepared for different stages of the process. DONE - position will be kept under review through CSIO reports to CPC and other planned work</p>

Appendix 2: Membership of Shetland Child Protection Committee 2008-09

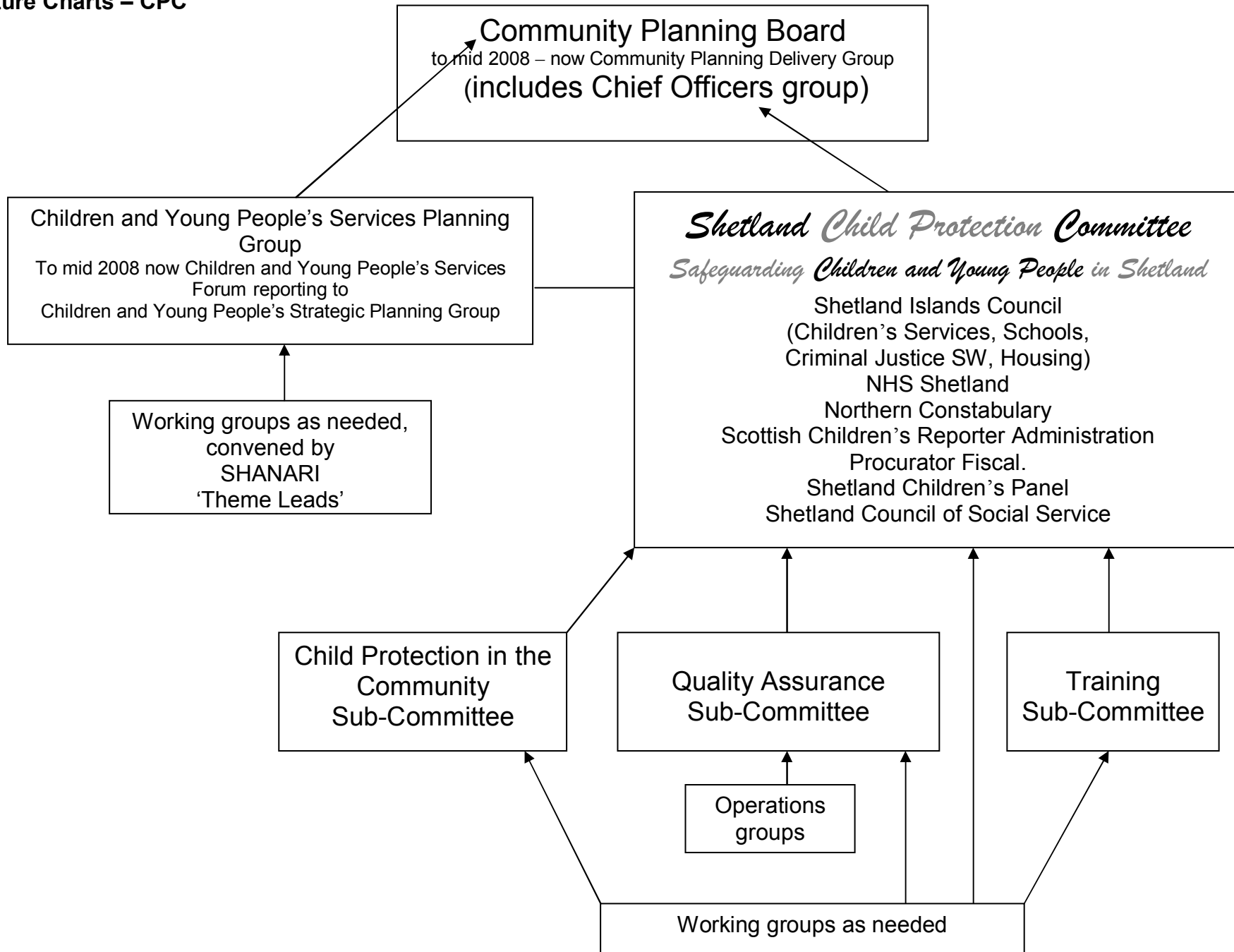
Malcolm Bell (Chair)	Chief Inspector Northern Constabulary
Kate Gabb (Vice-Chair)	Authority Reporter
Susan Foard/Duncan Mackenzie Ann Williamson	Procurator Fiscal Chief Social Work Officer Education and Social Care Shetland Islands Council
Helen Budge	Head of Schools Education and Social Care Shetland Islands Council
Stephen Morgan	Head of Children's Services Education and Social Care Shetland Islands Council
Anne Bain	Principal Educational Psychologist Education and Social Care Shetland Islands Council
Hughina Leslie	Children's Services Manger (Social Work) Education and Social Care Shetland Islands Council
Denise Morgan	Service Manager, Criminal Justice Unit Education and Social Care Shetland Islands Council
Joyce Davies	Consultant Clinical Child Psychologist NHS Shetland
Dr Sarah Taylor	Director of Public Health NHS Shetland
Edna Mary Watson (from 10/07/08)	Assistant Director of Nursing (Community) and Child Protection Nurse Advisor NHS Shetland
Catherine Hughson	Shetland Council of Social Service
Alastair Hamilton	Chairperson – Shetland Children's Panel
Chris Medley	Head of Housing Services, Shetland Islands Council
Amanda Souter	Constable – Child Protection Officer Northern Constabulary

Appendix 3: Attendances at CPC Meetings from 1 April 2008 – 31 March 2009

Agency	Service	Representative(s) * on behalf of named member	Apologies	Other members not present	Also attending
30 April 2008					
Northern Constabulary		Malcolm Bell Amanda Souter			Helen Watkins (CPC Lead Officer)
Scottish Children's Reporter Administration		Kate Gabb			
Shetland Islands Council	Education and Social Care	Stephen Morgan Anne Bain Hughina Leslie Denise Morgan Ann Williamson Jim Reyner *	Helen Budge		
	Housing		Chris Medley		
NHS Shetland		Joyce Davies	Dr Sarah Taylor		
Procurator Fiscal		Duncan Mackenzie		Sue Foard	
Shetland Council of Social Service			Catherine Hughson		
Shetland Children's Panel			Alastair Hamilton		
25 June 2008					
Northern Constabulary		Malcolm Bell		Amanda Souter	Helen Watkins (CPC Lead Officer) Gail Bray (CPC Training Co- ordinator) Kristen Johnson (IAF Project Manager) Jane Cluness (IAF Project Team Member)
Scottish Children's Reporter Administration			Kate Gabb		
Shetland Islands Council	Education and Social Care	Anne Bain Hughina Leslie Ann Williamson	Helen Budge Stephen Morgan Denise Morgan		
	Housing			Chris Medley	
NHS Shetland			Dr Sarah Taylor Joyce Davies		
Procurator Fiscal			Duncan Mackenzie	Sue Foard	
Shetland Council of Social Service		Anne Robertson*	Catherine Hughson		
Shetland Children's Panel				Alastair Hamilton	

Agency	Service	Representative(s) * on behalf of named member	Apologies	Other members not present	Also attending
1 October 2008					
Northern Constabulary		Malcolm Bell	Amanda Souter		Helen Watkins (CPC Lead Officer) Gail Bray (CPC Training Co-ordinator) Rob Lamey (Children's Services Improvement Officer)
Scottish Children's Reporter Administration		Kate Gabb			
Shetland Islands Council	Education and Social Care	Helen Budge Stephen Morgan Denise Morgan Rhonda Simpson* Ann Williamson	Hughina Leslie Anne Bain		
	Housing	Chris Medley			
NHS Shetland		Edna Mary Watson	Dr Sarah Taylor Joyce Davies		
Procurator Fiscal		Duncan Mackenzie		Sue Foard	
Shetland Council of Social Service			Catherine Hughson		
Shetland Children's Panel			Alastair Hamilton		
10 December 2008					
Northern Constabulary		Malcolm Bell Amanda Souter			Helen Watkins (CPC Lead Officer) Gail Bray (CPC Training Co-ordinator) Bob Sim (Quality Improvement Officer, SIC Schools)
Scottish Children's Reporter Administration		Kate Gabb			
Shetland Islands Council	Education and Social Care	Stephen Morgan Helen Budge Ann Williamson Hughina Leslie Anne Bain Denise Morgan			
	Housing		Chris Medley		
NHS Shetland		Dr Sarah Taylor Edna Mary Watson	Joyce Davies		
Procurator Fiscal				Sue Foard Duncan Mackenzie	
Shetland Council of Social Service		Catherine Hughson			
Shetland Children's Panel		Alistair Hamilton			

**Appendix 4:
Structure Charts – CPC**



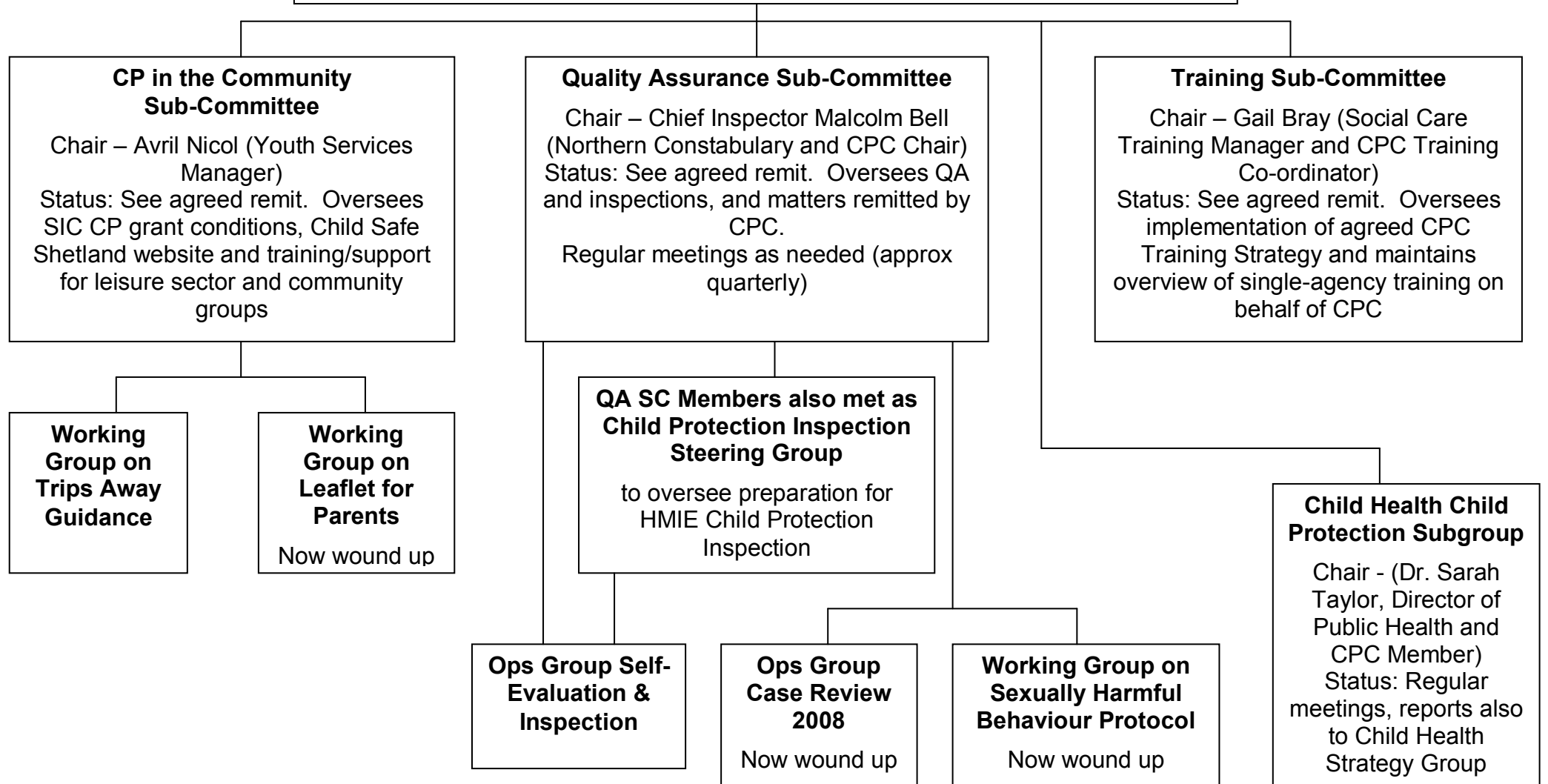
Shetland Child Protection Committee

Safeguarding Children and Young People in Shetland

Chair – Chief Inspector Malcolm Bell (Northern Constabulary)

Vice-Chair – Kate Gabb (Scottish Children’s Reporter Administration)

Status: Constitution agreed by Chief Officers. Meets 4 times a year and reports to Chief Officers via Community Planning Board/Community Planning Delivery Group



Appendix 5: Membership of CPC Sub-Committees 2008-9

Quality Assurance Sub-Committee

Chief Inspector Malcolm Bell, Northern Constabulary (Chair of CPC & QA SC)
Kate Gabb, Authority Reporter (CPC Vice-Chair)
Dr Sarah Taylor, Director of Public Health
Ann Williamson, Chief Social Work Officer
Helen Budge, Head of Schools
Stephen Morgan, Head of Children's Services
Helen Watkins, CPC Lead Officer

Training Sub-Committee

Gail Bray, Social Care Training Manager and CPC Training Co-ordinator,
(Chair)
Kate Gabb, Authority Reporter
Carol Manson, Administration Officer for Schools (from April 08 to Sept 08)
Sarah Henry, Training and Development Officer, Schools, SIC (from Sept 08)
Andy Glen, Staff Development Manager, NHS Shetland
Rowena Samuel, Childcare Development Officer, Childcare Partnership (also
attending as representative for Shetland Council for Social Service)
Avril Nicol, Youth Services Manager
Hughina Leslie, Service Manager, Children's Services (Social Work)
Amanda Souter, Child Protection Officer, Northern Constabulary
Helen Watkins, CPC Lead Officer

Child Protection in the Community Sub-Committee

Avril Nicol, Youth Services Manager, (Chair)
Bill Crook, Community Work Manager, SIC
Michael Duncan, Grants Co-ordinator, Education and Social Care, SIC
John Haswell, Drama Development Officer, Shetland Arts
Catherine Hughson, Executive Officer, Shetland Council of Social Service
Lorraine Gifford, CP Officer, Shetland Recreational Trust
Bob Kerr, Sports Development Officer, SIC
Hughina Leslie, Service Manager, Children's Services (Social Work)
Raymond Mainland, Personnel Officer, Shetland Amenity Trust
Robert Sim, Quality Improvement Officer, Schools, SIC
Helen Watkins, CPC Lead Officer
Neil Watt, Sport and Leisure Services Manager, SIC

Appendix 6: CPC Working groups

Child Health Child Protection Sub group

Sarah Taylor, Director of Public Health (Chair)
Kirstie Anderson, Community Paediatric Nurse
Andy Glen, Staff Development Manager, NHS
Janice McMahon, Assistant Director of Nursing (Hospitals)
Peter Smith, Team Leader, Scottish Ambulance Service
Clare Stiles, Clinical Team Leader - North
Edna Mary Watson, Assistant Director of Nursing (Community)
Karen Williamson, Paediatric Nurse, Gilbert Bain Hospital
Helen Watkins, CPC Lead Officer

Remit and Outcomes 2008-09:

This is a standing sub group of the Child Health Strategy Group and also reports directly to CPC. It takes forward tasks from the CPC Business Plan within NHS Shetland, oversees the operation of the A&E use of the CPR protocol and acts as a route to communication from and to CPC within health services in Shetland.

In 2008-9 it received regular reports on the monitoring of health CP referrals, leading to identified improvements, and arranged for the investigation of instances of non-reporting of attendances of children on the CPR with a view to improving performance. It also arranged for the dissemination of learning points from the multi-agency case review 2008.

Low attendance at the sub-group was an issue during the year and it was not successful in arranging training for hospital consultants.

Operations Group for Case Review 2008

Kate Gabb, Authority Reporter
Hughina Leslie, Service Manager, Children's Services (Social Work)
Jim Reyner, Quality Improvement Manager, Schools, SIC
Ross Mackillop, Inspector, Northern Constabulary (represented by Lara Green, Child Protection Officer, Northern Constabulary)
Edna Mary Watson, Assistant Director of Nursing (Community)
Supported by:
Helen Watkins, CPC Lead Officer

Remit and Outcomes 2008-09:

This short-term working group was set up by the Quality Assurance Sub-Committee to which it reported, to undertake the multi-agency case review for 2008. The review was carried out on 29 September 2008 and reported to QA Sub-Committee and subsequently to CPC with learning points for dissemination. The 2008 group has now been wound up and a similar group will be appointed by QA SC to carry out further case reviews as needed.

Child Protection Inspection Steering Group

Malcolm Bell, Chief Inspector, Northern Constabulary (Chair)
Kate Gabb, Authority Reporter
Helen Budge, Head of Schools, SIC
Stephen Morgan, Head of Children's Services
Sarah Taylor, Director of Public Health
Helen Watkins, CPC Lead Officer
Ann Williamson, Chief Social Work Officer

Remit and Outcomes 2008-09:

The QA Sub-Committee constituted its members as a Steering group to oversee preparations for the Feb/March 2009 inter-agency HMIE Child Protection Inspection and ensure appropriate liaison with Chief Officers. The group met regularly from July 2008 and will continue to meet as necessary to oversee the final stages of the inspection process.

Operations Group for Self-Evaluation and Inspection

Helen Budge, Head of Schools (Chair for Self-Evaluation)
Stephen Morgan, Head of Children's Services (Chair for Inspection)
Kate Gabb, Authority Reporter
Hughina Leslie, Service Manager, Children's Services (Social Work)
Maureen Smith, Inspector, Northern Constabulary (until May 08)
Ross Mackillop, Inspector, Northern Constabulary (from May 08)
Lara Green, Constable, Northern Constabulary
Edna Mary Watson, Assistant Director of Nursing (Community)
Diane Coleman, Clinical Governance Co-ordinator
Helen Watkins, CPC Lead Officer
Angela Manson, Administrator, Children's Services (Social Work)
Susan Manson, Secretarial/Clerical Assistant, Schools Service, SIC

Remit and Outcomes 2008-09:

This operations group was set up in October 2007 by the QA Sub-Committee to which it reported – as well as latterly to the Child Protection Inspection Steering Group.

Although full attendance was a challenge at times, the group completed the self-evaluation exercise based on child protection quality indicators started last year, which was signed off by QA SC in February 2009. It also dealt with the practical arrangements for the HMIE inspection – accommodation, briefings, access to files, setting up focus groups, programme of visits and interviews by inspectors, etc.

The group has now been merged with the Steering Group to oversee the final stage of the inspection process.

Working Group on Protocol for working with Children and Young People who display Sexually Harmful Behaviour

Kate Gabb, Authority Reporter (Chair)
Denise Morgan, Service Manger, Criminal Justice Unit (Social Work)
Hughina Leslie, Service Manager, Children's Services (Social Work)
Helen Watkins, CPC Lead Officer
Sandra Pearson, SIC Legal Services
Joyce Gear, Head Teacher, Scalloway Junior High School
Valerie Nicolson, Head Teacher, Anderson High School
Amanda Souter, Child Protection Officer, Northern Constabulary

Remit and Outcomes 2008-09:

This short life working group was set up in July 2008 to progress the draft protocol for working with children and young people who display sexually harmful behaviour. It reported to CPC through the Quality Assurance Sub-Committee. A draft protocol was prepared and submitted to a wider group of professionals for consideration and comment before being finally approved by CPC in December 08 and incorporated in the Shetland inter-agency Child Protection Procedures. Now wound up.

Working Group on Guidance for Off-Site Trips & Visits

Avril Nicol, Youth Services Manager (Chair)
Neil Watt, SIC Sport and Leisure Services Manager
Lorraine Gifford, Child Protection Officer, Shetland Recreational Trust
Bob Kerr, SIC Sports Development Officer
Raymond Mainland, Personnel Officer, Shetland Amenity Trust
Anne Robertson, Development Officer, Shetland Council of Social Service
Dave McNicol, Principal Teacher Curriculum at Sandwick Junior High School

Remit and Outcomes 2008-09:

This short-life working group reports to the Child Protection in the Community Sub-Committee. It was set up in August 2008 with a view to developing guidance for off-site trips and visits with children and young people which would meet Shetland Islands Council requirements for Council-led visits as well as being of assistance to community groups. In addition to representation as above it has received input from Shetland Islands Council Legal Services, and is working on a draft.

Working Group for Checklist for Parents re Youth Activities

Bill Crook, Community Work Manager (Chair)
Avril Nicol, Youth Services Manager
Lorraine Gifford, Child Protection Officer, Shetland Recreational Trust
John Haswell, Drama Development Officer, Shetland Arts
Hughina Leslie, Service Manager, Children's Services (Social Work)
Raymond Mainland, Personnel Officer, Shetland Amenity Trust
Anne Robertson, Development Officer, Shetland Council of Social Service

Remit and Outcomes 2008-09:

This short-life working group was set up in May 2008 by the Child Protection in the Community Sub-Committee to which it reports in order to finalise an updated leaflet to be sent to all parents advising them of their responsibilities regarding out of school activities attended by their children. The updated leaflet was approved by CPC in December 08, printed (funded by SIC's Community Work Department and Sport and Leisure Services) and distributed to parents via schools in February/March 09. Now wound up.

Working Group on Training for Managers

Kate Gabb, Authority Reporter

Keith Adam, Solicitor, SIC Legal Services

Marie Gordon, Human Resources Advisor, SIC Human Resources

Remit and Outcomes 2008-09:

This short-life working group was set up by the Training Sub-Committee, to which it reported, to develop training for managers within Shetland Islands Council, which was delivered as a pilot to SIC Schools service staff in November 08 with a view to wider roll-out including development for other agencies. Now wound up.

Other relevant groups

Schools/ICT Strategy group

This group reports to SIC Schools and is not a subgroup of CPC. However, by arrangement it reports annually to CPC (as in December 2008) on child protection-related ICT issues through its Chair, Robert Sim, Quality Improvement Officer, Schools, and receives support from the CPC Lead Officer on request.

Appendix 7 BUDGET ARRANGEMENTS AND RESOURCES AVAILABLE

Joint funding – dedicated staff posts:

Key agencies within CPC jointly fund the total employer costs of the Lead Officer's post in these proportions:

Shetland Islands Council	50%
NHS Shetland	40%
Northern Constabulary:	10%.

In the year 2008-9 the total spend including all employer on-costs amounted to £48,675 (as notified at end April 2009). It is envisaged that this will continue.

Part-time administrative support is funded by SIC Education and Social Care, but for historical reasons employment arrangements for the CPC administrative assistant post are through NHS Shetland, and it is envisaged that this arrangement will continue in 2009-10. In the year 2008-9 the total spend on this post including employer on-costs were £10,410 (as notified at end April 2009).

All the organisations represented at CPC contribute officer and staff time to the work of CPC and its subcommittees, and to inter-agency training. Significant additional resources were provided through allocation of staff to the Operations Group for the inspection, in particular the secondment of an Administrative Assistant within Children's Services, who supported the inspection almost full-time for a six month period, with total employer spend being £19,987.

Training

Shetland Islands Council Education and Social Care department funds the Training Co-ordinator support for CPC by allocating time of its Training Manager to the work of CPC and its Training Sub-Committee, and she and her staff undertake the administrative work in connection with the delivery of CPC's Training Strategy. The costs apportioned to this function are calculated at £6927. This is more than last year, and reflects the increase in training activity.

The 2½ day CP Foundation training course is funded in these proportions:

25% SIC Social Work
25% SIC Schools
25% NHS Shetland and
25% Northern Constabulary

This arrangement will continue. Agencies also agreed to pool budgets to cover the cost of one-day inter-agency course provision.

In the year 2008-09 spending on CPC run CP courses amounted to £27,355 with an additional contribution from SIC Children's Services in providing staff time for social work personnel to deliver training, calculated at £2622, giving a total cost for delivering training of £29,977, in addition to the time of the Coordinator and her team recorded above. A contribution towards these costs was made by the Community Safety Partnership, which provided funding of £2500 jointly to CPC and SADAT towards the costs of training on the protocol on protecting children and young people affected by adults with problem substance use.

Additional funding:

Shetland Islands Council currently meets the costs of providing office space for the offices of the Lead Officer and Administrator and ensuring they are appropriately supplied and equipped comes within the Children's Services budget. These additional costs have not been detailed.

Other agencies contribute for miscellaneous expenses as needed. For example Children's Services funded the purchase of publicity materials including leaflets and CPC pens with a child protection message. Children's Services also met airfares to enable the Chair to attend regular meetings on the Scottish mainland, with associated travel and accommodation costs met by the Northern Constabulary.

The initial cost of producing a leaflet advising parents of their responsibilities with regard to out of school youth activities was met jointly by SIC Community Work and Sport and Leisure services, and additional promotional materials for child protection training use were purchased by Social Care within its training budget at a cost of £3732 included in the publicity materials figure below, with the balance met by SIC Children's Services. Shetland College and Shetland Youth Information Service paid for the printing of Youth Voice child protection wallet cards for their students and clients, this being additional to the figures quoted below.

Total funding: as set out above:

Lead Officer:	£48,675.
Administrator	£10,410
Dedicated administrative support for the inspection	£19,987
Training Co-ordinator/Training	£36,904
Youth Voice wallet cards:	£780
Publicity materials	£4,839
Chair's travel	<u>£801</u>
TOTAL	£122,396

Appendix 8: Child Protection Statistics

Part 1: Referrals, case conferences and categories of abuse registered

1 APRIL 2008 - 31 MARCH 2009		2007 - 2008		2006 - 2007	
Number of referrals	Number of children referred				
89	113	79	87	63	74
Source of referrals	Agency				
17	Police	9		18	
4	Health Visitor	2		0	
3	GP	3		4	
30	Other Health	29		7	
13	School	11		13	
0	Playgroup/childminder	0		0	
1	Other Education	3		2	
4	Social Work	2		3	
6	Members of Public/Family	10		13	
11	Other	10		3	
Number of joint police/social work investigations	Number of children involved				
36	41	41	47	57	66
Number of <u>initial</u> child protection case conferences	Number of children involved				
16	21	12	15	13	18
Number of children on the Child Protection Register during 2008/2009	Number of children on the Child Protection Register at 31 March 2009				
29	11	24	14	25	10
Number of <u>review</u> child protection case conferences	Number of children involved				
30	46	18	27	18	30
Number of children on CP Register at 31 March 2009 by category Primary (Sec'ary)	Category of registration Primary Category (Secondary Category shown in brackets)				
2	Physical injury	4	1	0	
5	Physical neglect	1	4	3	(3)
4	5 Emotional abuse	8	4	4	(6)
0	Sexual abuse	0	0	3	
0	Non-organic failure to thrive	1	0	0	

The figures for 2007-08 and 2006-07 are also shown. However, when making comparisons, it should be borne in mind that Shetland's low overall population mean that increases or decreases do not necessarily indicate a trend.

Part 2: Further information

Time on CP Register: Children and Young People on Register between 01.04.08 to 31.03.09

Of those 18 children and young people whose names were taken off the register during the year, the average time the child's name was on the register was 1-6 months. The spread was 3 months to 2 years and 2 months.

Re-referrals and re-registrations:

Of the 113 children referred for child protection throughout the year, 7 children had previously been on the CP register and 2 were currently registered.*

Of the 7 previously registered, 2 had been de-registered between 0 and 1 year previously, 1 was de-registered between 1 and 5 years previously, and 3 between 5 and 10 years previously.

Of the 29 children whose name was placed on the register during the year, 4 had previously been on the CP Register between 0 and 1 year previously

** Note: Whilst professionals who have reason to do so can check whether a child's name is already on the Child Protection Register, and should advise the key worker immediately in case of further concerns arising, it is also appropriate for a new CP referral to be made if there is a further significant incident, via Duty social work. This ensures the new incident is considered by an appropriate manager. New information and referrals may require reconsideration of the child protection plan at a review Child Protection Case Conference, to ensure the child remains safe.*

**Appendix 9:
Synopsis of Evaluations of Inter-Agency Child Protection Training
(2½ Day Child Protection Foundation Course)**

(Percentage of participants reporting that training objectives were met)

**9 – 11 June 2008
Course 1
Participants: 10**

To provide core information to participants about child abuse	99%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	98%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	98%
To encourage development in multi-disciplinary working across agency boundaries	96%

**11-13 June 2008
Course 2
Participants: 17**

To provide core information to participants about child abuse	99%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	95%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	100%
To encourage development in multi-disciplinary working across agency boundaries	98%

17-19 November 2008
Course 3
Participants: 19

To provide core information to participants about child abuse	91%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	93%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	92%
To encourage development in multi-disciplinary working across agency boundaries	88%

19-21 November 2008
Course 4
Participants: 14

To provide core information to participants about child abuse	98%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	97%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	97%
To encourage development in multi-disciplinary working across agency boundaries	97%

16 -18 March 2009
Course 5
Participants: 19

To provide core information to participants about child abuse	93%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	87%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	93%
To encourage development in multi-disciplinary working across agency boundaries	82%

18 - 20 March 2009
Course 6
Participants: 19

To provide core information to participants about child abuse	94%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	96%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	97%
To encourage development in multi-disciplinary working across agency boundaries	96%

Appendix 10: Other CPC Training

Child Protection Awareness 1-Day/5-Hour Course (Inter Agency)

Date	Private	SIC	NHS	Voluntary	Childminder	Total
19 April 08	2	13			2	17
16 May 08		14	4	3		21
24 May 08		9	1	3	2	15
30 May 08		22 mainly School Service				22
30 May 08		9 School Service				9
11 July 08		16				16
11 July 08		19 Summer Playscheme				19
18 August 08		26 School Service				26
18 August 08		22 School Service				22
19 August 08		24 School Service				24
22 August 08		22 Shetland College				22
13 September 08	4	9			4	17
18 September 08		47 School Service				47
29 September 08		12 School Service				12
27 October 08		18 School Service				18
28 October 08		18 School Service				18
8 November 08	1	5		2		8
28 November 08			15 Dental Staff			15
9 January 09		14				14
20 February 09	1	11		2	1	15
TOTAL	8	330	20	10	9	377

General 1-Day Inter Agency Refresher for 2-1/2-day trained staff

Date	Private	SIC	NHS	Voluntary	Childminder	Total
25 April 08		14	6			20
23 May 08		10	6			16
20 June 08		13	2			15
12 Dec 08	1	8	5	1		15
13 March 09	1	1	5			7
TOTAL	2	46	24	1	0	73

Specialist Training By Helen Kenward – 2 Day Investigative Interviewing Skills

Date		Total
3-4 June 08	Social Workers	7
5-6 June 08	Social Workers	5
TOTAL		12

Two Day course ‘ Child Protection for Managers’

Date	Private	SIC	NHS	Voluntary	Childminder	Total
27&28 Nov 08		14				14
TOTAL		14				14

One Day course for Child Protection Chairing and Managing Case Conference and LAC Reviews

Date	Private	SIC	NHS	Voluntary	Childminder	Total
16 th June 08		10				10
TOTAL		10				10

One Day course for Child Protection Case Conference – Minute taking

Date	Private	SIC	NHS	Voluntary	Childminder	Total
17 th June 08		14				14
TOTAL		14				14

One Day Inter agency course 'Working with children & parents affected by substance misuse'

Date	Private	SIC	NHS	Voluntary	Childminder	Total
9 Feb 09		10		4		14
10 Feb 09		11		5		16
11 Feb 09		6		1		7
12 Feb 09				4		4
TOTAL		27		14		41

One Day course for Train the Trainers to deliver 'Keeping Children Safe' course

Date	Private	SIC	NHS	Voluntary	Childminder	Total
3 rd October 08		2		1		3
TOTAL		2		1		3

Appendix 11: Single Agency Training

'Keeping Children Safe' basic Child Protection Awareness course for single agencies was delivered as set out below:

Date	Agency	Total
15 May 08	Volunteers	8
20 Sept 08	Shetland Recreational Trust	13
28 Mar 09	Volunteers	10
TOTAL		31

One Day course on Case Recording for staff at Leog and Laburnum

Date	Private	SIC	NHS	Voluntary	Childminder	Total
23 Feb 2009		15				15
24 Feb 2009		14				14
TOTAL		29				29

Shetland Child Care Partnership commissioned training for their staff on reporting and recording, this was delivered as set out below:

Date	Agency	Total
16 th Feb 08	Out of School Club staff	5
3 rd Mar 08	Mossbank Out of School Club staff	3
TOTAL		8

‘Sports Coach UK Safeguarding and Protecting Children’ basic Child Protection Awareness course for single agencies was delivered as set out below:

Date	Agency	Total
6 May 08	Sports Coaches from athletics, swimming, trampolining, gymnastics and triathlon	10
25 Sept 08	Volunteers from squash and football	6
25 Nov 08	SRT staff from squash, badminton, trampolining and football	10
TOTAL		26

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Shetland Child Protection Committee

Regular work for 2009-10

CONTINUING REGULAR TASKS

This appendix sets out work regularly undertaken each year by CPC to fulfil its core functions, which will continue in 2009-10. For reasons of space, abbreviations and acronyms have been used throughout. For convenience these are listed here.

Note re Abbreviations:

- C&YP: children and young people
- CJ SW: Criminal Justice Social Work
- CPB: Community Planning Board
- CPC: Shetland Child Protection Committee
- CP Com. SC: CPC Child Protection in the Community Sub-Committee
- CS: SIC Children's Services (SW): (Social Work)
- CSIO: SIC Children's Services Improvement Officer
- CSP Community Safety Partnership
- CYPEDA: C&YP experiencing domestic abuse
- CYPRISS: Children and Young People's Rights Information and Support Service
- DPH: Director of PublicHealth
- DSP: Shetland Data Sharing Partnership
- C&YPF: Children and Young People's Forum
- LO: CPC Lead Officer
- NHS: NHS Shetland
- Police: Northern Constabulary
- Procs.: Shetland inter-agency Child Protection Procedures
- QA SC: CPC Quality Assurance Sub-Committee
- SADAT: Shetland Alcohol and Drugs Action Team
- Schools: SIC Education and Social Care Schools service
- SDAP: Shetland Domestic Abuse Partnership
- SIC: Shetland Islands Council
- TICS: Translation, Interpretation and Communication Support
- TSC: CPC Training Sub-Committee

Public Information:

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Raise awareness of safeguarding issues and sources of help amongst members of the public. professionals and C&YP.	1. Ensure information regarding child protection is put out through the media in accordance with Communications strategy (normally at least three times a year). (QI 2.1 Public awareness of the safety and protection of C&YP)	Ongoing	WER CPC Chair with LO	LO reports to CPC on press reports and other media coverage.	Constitution; Communications Strategy
	2. Maintain Shetland Directory CPC advertisement with local contact numbers (QI 2.1)	Ongoing – ad renewed each time new edition published	WER (CS (SW) publications budget) CPC LO	Advert in place	Constitution; Communications Strategy LO Reports to CPC

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Raise awareness of safeguarding issues and sources of help amongst members of the public, professionals and C&YP	3. Continue to distribute CP wallet cards to voluntary groups, independent providers and others, monitor distribution by SIC and NHS to new employees (QI 2.1)	Ongoing	WER CCP with admin. support	Numbers of wallet cards distributed reported to CPC annually.	Constitution; Communications Strategy LO Reports to CPC
	4. Ensure SIC and NHS intranet and SIC website have appropriate links to the Procs, and Procs and Child Safe Shetland materials also available on internet (Q1 2.1 and Q1 4.1 Policies and Procedures)	WER CCP supported by Child Safe Shetland Steering Group	CCP reports to CPC	NHS and SIC intranet sites have links and staff know where to find them SIC internet website has link (currently at http://www.shetland.gov.uk/socialwork-health/services/child-protection.asp .) which also links to Child Safe Shetland	Constitution; Communications Strategy Relevant websites

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Support the community in safeguarding children	5. Continue to keep Child Safe Shetland materials under review and up to date. (QI 2.1)	As necessary with at least an annual review	WER CP Com. SC	Outcome of reviews reported to CPC	Constitution; Remit of CP Com. SC CP Com. SC minutes and reports to CPC Child Safe Shetland website
	6. Ensure that new Council elected members and NHS Board members continue to receive appropriate induction and understand their safeguarding responsibilities	As necessary.	WER CSWO/DPH	CSWO/DPH Reports to CPC	As agreed at QA SC (minute of meeting on 18 May 2009) Reports to and Minutes of CPC meetings

Continuous improvement: Policies Procedures and Protocols

Policies Procedures and Protocols					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them	7. Keep operation of the Shetland inter-agency CP Procedures under review and disseminate widely (QI 4.1 Policies and Procedures)	Ongoing	WER LO	Procedures reflect best practice and are followed. All who need to be are aware of them. Monitored through self-evaluation and inspection. Info on copies disseminated in LO reports to CPC	Constitution Procs Minutes of QA SC and CPC meetings Distribution list s and accompanying letters

Continuous improvement: Quality Assurance

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Monitor inter-agency child protection working with a view to continuous improvement of services	8. Consider annual report from CSIO, covering: venues used, attendances, provision of reports, consideration of views of children and young people, involvement of family members and any other relevant quality assurance issues) and decide on any action required. (QI 4.2 Operational Planning)	Annually each October	WER CSIO time	CSIO report considered at CPC and any work arising identified and included in Business Plans	Procs establish accountability to CPC via CSWO Minute of CPC April 2007 and Business Plan for 2007-8 as approved provides for ANNUAL reporting.

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving <u>services' internal</u> working arrangements	9. Education Quality Improvement Officers continue basic CP checks in schools including their understanding of Procs. and 'Safe and Well' supplemental guidance and this is reported annually to CPC (QI 5.3 Leadership of people and partnerships)	On-going	WER Head of Schools	Reported to CPC annually each June.	Agreed during 2005 and now an on-going item. CPC Minutes

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced and work done
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	10. QA SC has overview and directs specific pieces of work as per Business Plans (5.4 Leadership of change and improvement)	On-going Specified pieces of work as per Business Plan	General work WER – officer time of QA SC and Ops Groups Specified pieces of work as per Business Plans – currently annual case review.	CPC Annual Reports QA SC and CPC minutes record work done and outcomes	QA SC remit For specific tasks see CPC annual Business Plans Reports to QA SC/CPC CPC & QA SC minutes

Continuous improvement: Management Information

Management Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services QI 4.2	11. Continue to gather robust management information in respect of CP to inform effective planning of services (QI 4.2 Operational Planning)	Ongoing	WER All agencies, co-ordinated by LO	CPC minutes and Annual Report identifies trends, projections and identified need, to feed into Integrated Children and Young People's Services Planning process and CPC future plans	Constitution CPC Minutes Annual Reports
	12. Consider national and local CP statistics to identify any trends (QI 4.2)	Annually at CPC	WER LO reports to CPC	*Nat'l /local reported with analysis at Dec CPC meeting	Constitution Agreed in plan at CPC April 08 CPC Minutes Annual Reports*
	13. Monitor CPR registration and deregistration figures quarterly through QA SC to identify any trends/ Discrepancies (QI 4.2)	Quarterly at QASC	WER Quarterly reports from Head of Children's Services		Agreed at CPC December 2007 QA SC minutes

Management Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services	14. Receive reports from all agencies on any staffing issues impacting on CP work (5.2 Leadership and direction)	Ongoing	WER CPC agency reps	Discussed at CPC	Agreed at CPC April 2008 LO reports and CPC Minutes

Continuous improvement: Promotion of Good Practice

Promotion of Good Practice					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	15. Consider outcome of quality assurance activities such as case reviews, audits, self-evaluation exercises and inspections, and agree on any remedial action needed and dissemination of good practice (QI 4.5 devel't of staff)	On-going	WER LO CPC members	Relevant QA SC and LO reports disseminated to practitioners and their managers who are aware of and demonstrate good practice.	Constitution Remit of QA SC Reports to and Minutes of CPC & QA SC meetings
	16. Consider outcome of any serious case review undertaken, any remedial action needed and dissemination of good practice. (QI 5.4)	On-going following any SCRs undertaken	WER LO CPC members	Relevant SCR summary reports and learning points disseminated to practitioners and their managers.	Constitution Remit of QA SC SCR protocol in Procs.

Promotion of Good Practice					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	17. Arrange regular inter-agency seminars, to allow for messages from recent significant case reviews and de-briefs, audits and inspections to be disseminated. (QI 4.5 Development of staff)	On-going Note: Last one March 2008, next one planned for later in 2009, to enable dissemination of learning from the CP inspection.	WER LO with CPC Training Coordinator	Included as part of training strategy, and monitored through Training Subcommittee reports. Practitioners attend such events, which receive positive evaluations, and learning/better outcomes demonstrated case review and other QA work	Constitution Training Strategy Remit of TSC TSC reports to TSC Attendances and evaluations of Learning from Experience events

Continuous improvement: Training and Staff Development

Training and Staff Development					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure all staff receive training in child protection appropriate to their needs	18. In accordance with Training Strategy, run 2½ day inter-agency child protection Foundation training course on 6 occasions and one-day course on at least 10 occasions, other courses to meet demand (5.4)	Ongoing	WER CPC Training Co-ordinator	All who need it have CPC training to the agreed level Reported to CPC via TSC	Constitution Training Strategy Remit of TSC TSC minutes and reports to CPC
	19. Continue to monitor implementation of Training Strategy and uptake amongst all staff. (QI 5.4)	Ongoing	WER CPC Training Co-ordinator	All staff have all been trained to the appropriate level	Constitution Training Strategy Remit of TSC TSC minutes and reports to CPC, CPC minutes & AR

Strategic Planning - Communication and Co-operation

Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Support the community in safeguarding children	20. Enable community groups to raise issues with CPC, and be informed about national and local developments in child protection (QI 5.3)	Ongoing	WER Officer time	CP Com SC reports to CPC show support to community groups and issues raised.	Remit of CP Com SC CP Com SC CP Com SC minutes
	21. Lead Officer undertakes child protection support and monitoring meetings/visits and maintains links with managers and staff in a wide range of services and establishments (QI 2.1)	Ongoing	WER LO time	LO reports to CPC Audit and inspection work shows services in all sectors know where to seek support when they need it.	Agreed at CPC April 2008 confirming earlier decisions Notes of visits and meetings, letters, records of staff induction.

Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
<p>Ensure professionals have access to relevant information about the work of CPC</p> <p>QI 5.2 Leadership and direction, QI 5.3 leadership of people and partnerships, QI 5.4 Leadership of change and improvement; QI4.5 Development of staff)</p>	<p>22. CPC members ensure effective communication about the work of CPC with staff in their agencies, in line with Communications Strategy, and monitor internally to ensure processes are robust and professionals have the information they need.</p>	<p>June 2008</p>	<p>WER</p> <p>All CPC members QA SC to ensure</p>	<p>Agency reports to CPC and sign-offs – effectiveness monitored through on-going QA and inspection work.</p>	<p>CPC Constitution CPC Communications Strategy</p> <p>Reports to and Minutes of CPC & QA SC meetings</p> <p>Audits and inspections</p>

Strategic Planning - Planning and Connections

Planning and Connections					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Promote joint working through joint planning, training and monitoring arrangements	23. Receive reports from link-members of other partnerships /service areas quarterly (QI 5.2 Leadership and direction)	On-going	WER Named link members	Reported in CPC Minutes	Constitution (Links identified and named in agendas from June 2008, written update from SDAP received.) CPC Minutes
Ensure child protection activity is inclusive and non-discriminatory	24. Include equality impact assessments in all new or revised policies, protocols and strategies (QI 5.1 vision aims and values)	On-going	WER LO	EQIA attached when documents presented for approval to relevant bodies	Integrated C&YP Services Plan and current practice All new policies protocols etc as presented to CPC for approval show EQIA done

Listening to Children and Young People

Listening to Children and Young People					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure the views of C&YP and their families are taken into account in developing services	25. CPC LO continues to meet regularly with Children's Rights service to ensure communication of any issues arising for C&YP to CPC. (QI 4.3 Participation of C&YP, families and other relevant people in policy development)	On-going	WER LO/ CYPRISS worker time	Regular reports to CPC and issues actioned.	CPC Constitution Minutes of meetings LO Reports to CPC
	26. Through QA SC, undertake annual review of complaints relating to CP matters and report any identified areas for improvement to CPC (QI 4.3)	Annually each July	WER All agencies represented at QA SC	QA SC reports to CPC	Agreed at CPC October 2006 QA SC and CPC minutes record.

Shetland Child Protection Committee

DRAFT BUSINESS PLAN FOR 2009-10

EXPLANATORY NOTE

Shetland Child Protection Committee (CPC)'s business plan for 2009-10 is prepared under its constitution in accordance with Scottish Executive guidance Protecting Children and Young People: Child Protection Committees (2005).

This plan for 2009-10 links to Shetland's Children and Young People's Services Plan 2008-11 and incorporates, colour coded thus:

- Matters it is agreed should be taken forward from the Business Plan for 2008-09 for completion, and
- Additional work planned as referred to in the Future Planning Section at page 21 of CPC's 2008-9 Annual Report, which arises as a result of quality assurance and consultation work undertaken, and when finalised will also incorporate
- Additional actions required of the CPC in order to ensure that any improvements recommended by the HMIE inspection are made

These are brought together in the table that follows, listed under the headings each of the areas of CPC responsibility. These are:

- Public Information
- Policies, Procedures and Protocols
- Management Information
- Quality Assurance
- Promotion of Good Practice
- Training and Staff Development
- Communication and Co-operation
- Listening to and Involving Children and Young People and their Families

Objectives are linked to the Children and Young People's Services Plan and CPC's areas of responsibility as set out in its constitution where appropriate, with areas for performance improvement cross-referenced to the most relevant Child Protection Quality Indicators. For reasons of space, abbreviations and acronyms have been used throughout the plan and these are listed alphabetically on the following page.

Note on Abbreviations:

C&YP: children and young people
CJ SW: Criminal Justice Social Work
CPDG: Community Planning Delivery Group
CPC: Shetland Child Protection Committee
CP Com. SC: CPC Child Protection in the Community Sub-Committee
CS: SIC Children's Services (SW): (Social Work)
CSIO: SIC Children's Services Improvement Officer
CSP Community Safety Partnership
CYPEDA: C&YP experiencing domestic abuse
CYPF: Children and Young People's Forum
CYPRISS: Children and Young People's Rights Information and Support Service
CYPSPG: Children and Young People's Strategic Planning Group
DPH: Director of Public Health
DSP: Shetland Data Sharing Partnership
GIRFEC: Getting it Right for Every Child (Scottish Govt approach to timely support for C&YP)
LO: CPC Lead Officer
NHS: NHS Shetland
Police: Northern Constabulary
Procs.: Shetland inter-agency Child Protection Procedures
QA SC: CPC Quality Assurance Sub-Committee
SADAT: Shetland Alcohol and Drugs Action Team
Schools: SIC Education and Social Care Schools service
SDAP: Shetland Domestic Abuse Partnership
SIC: Shetland Islands Council
TICS: Translation, Interpretation and Communication Support
TSC: CPC Training Sub-Committee

Public Information

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Raise awareness of child protection issues within communities, including children and young people (QI 2: Public awareness of the safety and protection of C&YP)	1. Develop CPC website	March 2010	Graduate placement LO with additional support of graduate trainee post	Website in place and it is part of the job remit of the Lead Officer supported by the Administrator to keep it regularly updated.	New – planned in April 2008 to do 2009-11
	2. Publish a twice yearly newsletter as an alternative means of communicating with the public about child protection work and the importance of early referral in securing the best outcomes for children and young people and their families.	March 2010	Officer time - LO LO Funding via SIC Children’s Services for newsletter distribution	QA SC considers and reports to CPC. Attainment of objective evidenced by increase in child protection and Integrated Assessment Framework/GIRFEC referrals from members of the public.	New – Your Voice autumn 2007 indicates a newsletter would be many people’s preferred source of information, after local media, as currently used.

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
To provide good quality information to children, young people, their family and carers, including local services and support available (QI 1.1 C&YP are listened to, understood and respected; QI 3.1. Involving C&YP and their families in key processes)	3. Pilot use of leaflet on child protection investigations for young children approved in April 2009 and develop one for older age group in light of focus group work with drafts	June 2009	WER CSIO supported by LO	Feedback on leaflet in use reported and additional leaflet approved at CPC	New task, arising from work done last year.

Policies, Procedures and Protocols

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them:</p> <p>(QI 3.3 recognising and assessing risks and needs; QI 4.1 policies and procedures; QI 4.4 recruitment and retention of staff)</p>	<p>4. To ensure a robust process for dealing with child abuse allegations against staff is in place which maintains the primacy of action to safeguard C&YP whilst supporting staff against whom allegations are made and avoids the need for repeat interviews, SIC Disciplinary Procedures reviewed to show clear link with CP Procedures.</p>	<p>Sept 2010</p>	<p>WER – officer time</p> <p>SIC Human Resources (Chief Social Work Officer to ensure)</p>	<p>Chief Social Work Officer notifies CPC regarding revised SIC arrangements</p>	<p>April 2003</p> <p>SIC HR dept. to revise to include express cross-reference</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.1. Involving C&YP and their families in key processes; QI 3.3 recognising and assessing risks and needs, QI 4.1 Policies and Procedures)	5. Develop a local protocol for responding to instances of Sudden Unexplained Death in Infancy, based on the good practice guidance issued by the Royal College of Paediatricians	March 2010	WER NHS and police	Protocol in place, staff aware and follow it. Agency leads bring draft to CPC and subsequently advise that it has been adopted and the method of dissemination to staff. Thereafter compliance included in internal audits and reported to CPC.	Agreed at QA SC Sept 2007 for subsequent plans

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.3 assessing risks and needs, QI 4.1 Policies and Procedures)	6. With a view to developing a protocol for responding to young runaways (to link with national guidance, when published) agree terms of ref and membership of short-life working group to consider local response to the needs of young runaways	Sept 2009	WER Officer time	Working group in place and reporting to QA SC Draft to be approved by CPC (probably in 2010-11) and disseminated – and will then require audit	New task building on guidance at app 20-5 of Procs. – see also 'Vulnerable children and young people guidance pack 2003' and on-going national work
	7. Consider how to progress guidelines on protecting children and young people where parents/carers have mental health issues	In period Dec 09 – March 10 with a view to completion in 2010-11	WER Officer time	QA SC reports to CPC how to take forward in 2010-11	New action arising from consideration at CPC of SCR reports elsewhere in UK.

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.2 Information sharing and recording; QI 3.3 assessing risks and needs, QI 4.1 Policies and Procedures)	8. Support Data Sharing Partnership in improving electronic information sharing supported by relevant protocols.	March 2010	WER Agency leads	Report from DSP link-member to CPC	New task identified through Self-Evaluation 2009
	9. Seek to establish local arrangements for all agencies to check with each other when missing families are being sought.	March 2010	WER Head of Schools working with DSP - LO to support on request	Specific local protocol under over-arching Data Sharing Protocol in place and being followed	New task arising from item 11 in CPC Business Plan 2008-9 - identified through CPC as a need in 2006/7
	10 Review operation of protocol on the use of the CPR in A&E and disseminate revised version if necessary	September 2009	WER Chief Social Work Officer/Keeper of Child Protection Register/Caldicott Guardian	Protocol reviewed, amended where necessary and disseminated to all with copies of the Procs.	New task identified in 2009

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Support the community in safeguarding children. (QI 4.1 Policies and Procedures; QI 2.1 Public awareness of the safety and protection of C&YP)	11. Finalise code of conduct when taking groups out of Shetland, and disseminate.	September 2009	WER Head of CS/ Head of Schools/ SIC Sport and Leisure services	Code of Conduct in place and disseminated widely via CP Com. SC.	October 2005

Continuous Improvement - Management Information

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services: (QI 1.3 C&YP are helped by the actions taken in response to concerns; 5.3 Leadership of people and partnerships)	12. Continue to collect statistics on young runaways in 2009-10 to inform planned work on developing a protocol for responding as per item 6 above	March 2010	WER Police CPC rep provides stats to LO for collation for CPC	Stats considered at CPC	Decision to collect another year's stats made April 2009
	13. Consider caseload management to include child protection workload in Children and Families social work and health visiting services	September 2009	WER	H of CS and DPH report to QASC, with any issues arising reported to CPC	New task identified through Self-Evaluation 2009

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services:</p> <p>(QI 1.3 C&YP are helped by the actions taken in response to concerns; 5.3 Leadership of people and partnerships)</p>	<p>14. Monitor operation of new agreement requiring the involvement of health in all CP Strategy Discussions, and consider need for further evaluation of impact.</p>	<p>October 2009</p>	<p>WER LO to seek information from CP Nurse Advisor as well as police and social work for 6-monthly reports to CPC on issues from debriefs</p>	<p>Included in LO reports and need for further evaluation considered by CPC</p>	<p>New action arising from introduction of a new procedure in response to inspections elsewhere.</p>

Continuous Improvement - Quality Assurance

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Embed best practice in safeguarding work: Ensure full involvement of C&YP and their families in child protection case conferences and similar meetings: (QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)	15. Monitor use by practitioners of new suite of explanatory leaflets for C&YP and family members and revise if necessary in light of feedback received	December 2009	WER CSIO supported by LO	Information included in CSIO report to CPC Oct 09 and use of materials reviewed if necessary	New task, building on previous work identified through CPC LO's Report on operation of CPCCfs and subsequent CSIO reports
	16. Develop advocacy/support to assist C&YP in expressing their views at meetings	October 2009	WER SIC Children's Services through commissioned service	Availability reported to CPC; uptake monitored through CSIO reports	New task, arising from Self-Evaluation 2009

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP (QI 5.2: Leadership and direction)	17. Take steps to ensure implementation of recommendations from CP inspection in 2009	2009-10	CPC Chair with CPC LO support presents final version of this Business Plan to CPC for approval, to include relevant CPC actions where not already covered, and agencies report to CPC on specific actions they plan to take to implement.	Incorporated in CPC Business Plan, agencies report to CPC on specific actions taken, and progress reported to Chief Officers through CPDG.	Agreed in principle in April 2008 - to start once inspection report received, when it will be replaced by more specific actions.

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Support single-agency quality assurance of their safeguarding work.</p> <p>(QI 5.4 Leadership of change and improvement)</p>	<p>18. Ensure a robust process is in place within schools service to continue to quality assure schools' child protection work, to include Education Quality Improvement Officers continuing basic CP checks in schools annually including their understanding of Procs., absence management etc.</p>	<p>On-going</p>	<p>WER Head of Schools– report to CPC annually</p>	<p>Process for CP monitoring in schools in Schools QA Strategy and reported to CPC annually</p>	<p>Action to make the checks started April 2006 – revised task to ensure continuity of the work reported to CPC October 2008, and takes into account Self-Evaluation 2009.</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 3.3 Recognising and assessing risks and needs)</p>	<p>19. Increase the number of cases (going to review CPCCf) with high quality comprehensive family assessments on file</p>	<p>October 2009</p>	<p>WER CS (SW)</p>	<p>Information included in CSIO report received by CPC Oct 08 shows percentage increased from less than 25% in year to August 2008 to 50% in year to August 2009</p>	<p>2008-9</p> <p>Arises from LO report on case conference papers, inter-agency case review 2007 and Self-Evaluation 2009.</p> <p>Data collected for 2008-9 showed less than 25% in 2008-9</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency working arrangements</u></p> <p>C&YP get the help they need when they need it</p> <p>(QI 5.2: Leadership and direction)</p>	<p>20. Progress GIRFEC early intervention process with all agencies, including auditing those not referred for CP with regard to appropriate application of thresholds, and ensuring that principles of understanding and listening to children are embedded.</p>	<p>December 2009</p>	<p>WER as provided for the Integrated Assessment Framework/GIRFEC project</p> <p>Police Chief Inspector Head of CS Head of Schools Director of Public Health Authority Reporter</p>	<p>Satisfactory report from GIRFEC Project Manager to CPC</p>	<p>Process of development on-going since April 2003 following CP Co-ords August 2002 Report on operation of Procs recommends 7 and 10</p> <p>Task to support ICYPSPG with Integrated Assessment Framework (IAF) in progress since April 2005 and is now being actively progressed through the IAF/GIRFEC project.</p> <p>New task to reflect CPC core business and Self-Evaluation 2009</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development Ensure adequate staffing levels to maintain services to the most vulnerable C&YP</p> <p>(QI 5.1 Vision, values and aims)</p>	<p>21. Continue to review levels of staffing in children and families social work team and take steps to increase capacity as necessary to meet need.</p>	<p>October 2009</p>	<p>WER to review</p> <p>Head of CS</p>	<p>Head of CS reports to CPC on report to SIC Services Committee and its outcome</p>	<p>Although reviewed in 2008-9 this new task arises from management information showing increased levels of complexity/ need (eg nos of pre-birth conferences with substance misuse issues), need to ensure time for full assessments to be completed as per item 19 above and need to improve capacity for early response to children in need below CP threshold.</p>

Continuous Improvement - Promotion of Good Practice

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>All services and activity are inclusive and nondiscriminatory</p> <p>Ensure full involvement of C&YP and their families in child protection case conferences and similar meetings:</p> <p>(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>22. Promote adequate access to TICS for CP interviews, case conferences, core group meetings, Hearings etc whenever appropriate</p>	<p>March 2010</p>	<p>WER – officer time in providing info, LO time collating</p> <p>All agencies – lead CPC reps provide info. to LO</p>	<p>All agencies provide info on arrangements to LO who reports to CPC. Minutes record identification of gaps and allocation of specific tasks with a view to filling these.</p>	<p>New task proposed in April 2008 for completion 2009-11 to ensure social inclusion and monitor compliance with guidance in 2007 edition of Procs.- need confirmed by Self-Evaluation 2009</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure that safeguarding remains a key priority throughout service development: Ensure staff have access to good quality supervision and support (QI 4.4 recruitment and retention of staff; QI 4.5 Development of staff)	23 . Ensure there is adequate CP Lead Nurse capacity in place and all relevant staff are aware and able to contact this resource as required.	June 2009	WER NHS Nurse Director	DPH reports to CPC on CP Lead Nurse appointment arrangements and quality assurance work indicates staff know who this is and are able to contact her when required.	Part-time appointment made in March 2009 may require reconsideration to ensure adequate capacity
	24. NHS Shetland will formalise SLA with NHS Grampian to cover child protection within development of Managed Clinical Network	December 2009	DPH	SLA in place and reported to CPC	March 2009 recommended by Child Health CP subgroup and carried forward for completion.

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>(QI 5.1 Vision, values and aims; QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>25. Take stock of work within Sexual Health Strategy relating to safeguarding agenda and decide if any further work is required.</p>	<p>December 2009</p>	<p>WER DPH reports to CPC</p>	<p>Reported to CPC</p>	<p>Amended action in 2009 to take forward and ensure effectiveness of work done in 2008-9</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>(QI 5.1 Vision, values and aims; QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>26. Working through SDAP, CPC agencies will consider and develop responses to domestic abuse that result in better outcomes for children and young people'</p>	<p>March 2010</p>	<p>WER</p> <p>SDAP with support from CPC LO on request</p>	<p>Current responses considered and reviewed, with further practice guidance issued where appropriate, and work done reported to CPC.</p> <p>Improved response to domestic abuse leading to better outcomes for C&YP demonstrated in subsequent audit/case review work</p>	<p>April 2003 (CP Co-ords 2002 audit reports) reinforced by Learning Point from case review 2007 'Inter-agency agreement/ protocol on response to domestic abuse incidents would be helpful' Amended task to support SDAP on-going work</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. & Empower C&YP to obtain help when they need it (QI 1.2 C&YP benefit from strategies to minimise harm)	27. Develop strategy to ensure ThinkUKnow training is available to young people in youth settings throughout Shetland	March 2010	WER (Schools service budget) Head of Schools	ThinkUKnow strategy in place.	Building on work of ICT sub-group and Schools/ICT strategy group, and work done in 08-9
	28. Initial preparation work for the new Vetting and Barring checking system	March 2010	WER CPC working with the Adult Protection Committee	LO report to CPC	New task in 2009 building on work done on Disclosure checks in previous plans.

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements.</p> <p>(QI 1.3 C&YP are helped by the actions taken in response to concerns; C&YP's needs are met.)</p>	<p>29. Ensure SIC has procedures in place to ensure appropriate lone-working practice QI 3.3, 4.1</p>	<p>March 2010</p>	<p>WER SIC agencies to liaise and involve Health and Safety forum</p>	<p>Practice guidance in place for relevant SIC staff and reported to CPC</p>	<p>Brought forward from 05-06 plan originally – Revised task 2009 to complete work identified through Framework for Standards matrix QA work as needed to ensure compliance with Standard 2.10</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving <u>services' internal working arrangements.</u> (QI 3.2 Information sharing and recording)	30. Review arrangements for recording, record-keeping and retention, and strengthen where necessary.	March 2010	WER ALL	Lead agency reps report to CPC on actions taken and sign-off when satisfied work is complete.	Similar task brought forward from 07-08 plan for completion, Case review 2008 and other QA work undertaken in 2008-9 confirms need for further action.

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements.practice</p> <p>QI 3.3 Information sharing and recording; QI 3.3 recognising and assessing risks and needs; QI 4.5 Development of staff)</p>	<p>31. Continue review of supervisory arrangements for staff and strengthen where required, to include file review and handovers.</p>	<p>March 2010</p>	<p>WER</p>	<p>Staff/ professionals receive the required level of supervision to undertake 'safe' CP practice – agencies report revised and monitoring arrangements to CPC.</p> <p>Monitored through internal agency audits, inter-agency self-evaluation and inspections.</p>	<p>April 2003 Carried forward for completion and in light of Self-Evaluation 2009</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. (QI 4.5 Development of staff; QI 3.3 Information sharing and recording)	32. Give further consideration through QA SC to ensuring staff awareness of CP relevant internal policies eg regarding recording, storage, supervision, safe-working practices etc and of Shetland inter-agency CP Pros including protocols as issued	March 2010	WER All agencies	Lead agency reps report to CPC on actions taken to progress this	April 2007 – gaps identified earlier see Coords initial audit Reports, task reviewed in the light of Case review work and inspection.
	33. CS (SW) to ensure decisions and reasons recorded on all files (to include but not limited to those made at core groups) – monitored through file review and CSIO reports	Info to be in CSIO report Oct 2009	WER CPC CS (SW) monitors through internal audit and Quality Assurance measures CSIO reports to CPC	CP Plans monitored to ensure C&YP's needs are met; CS (SW) provide copies of all core group minutes for C&YP on the CPR to CSIO. CSIO monitors and reports to CPC annually including outcome of file audits.	Revised task 2009 to take into account issues identified in case reviews and inspection

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements & Ensure the views of children and young people are taken into account when decisions are made that affect them *</p>	<p>34. Promote full involvement of C&YP and their families in child protection case conferences and similar meetings by ensuring they have had the opportunity to go through reports in advance of meetings:</p> <p>*(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>Oct 09 for improvement, March 2010 for target</p>	<p>WER</p> <p>CS (SW)</p> <p>Included in CSIO report to CPC</p>	<p>Proportion of cases where family members are able to go through case conference reports at least the day before a CPCCf increased – from 55% at end of 2009 to 80%, following year and thereafter 95%)</p> <p>Information included in CSIO report to CPC Oct 09 and reviewed again in March 2010</p>	<p>New task arising from inspections elsewhere and local QA work:</p> <p>Co-ords report to CPC on operation of case conferences 2004 and CSIO report to Oct 07 CPC</p> <p>Also see SWIA inspection and report</p> <p>Progressed in 2008-9 and carried forward to 2009-10 plan for further improvement</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements& Ensure the views of children and young people are taken into account when decisions are made that affect them *</p>	<p>35. Ensure views of children and young people are sought, recorded and considered at all CPCCfs</p> <p>*(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>June 2008</p>	<p>WER CSIO/CPC</p>	<p>Full involvement of C&YP and their families in child protection case conferences and similar meetings:</p> <p>Target: 100% of children and young people aged 5+ have their views properly represented at conference.</p> <p>CSIO reports to CPC annually; monitored through case review work and future review work planned if necessary</p>	<p>April 2006 monitored by CSIO as CPCCf Chair .</p> <p>Base line data (78%) obtained for 2008-9 and carried forward to 2009-10 plan for improvement.</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Support the community in safeguarding children (QI 2.1 Public awareness of the safety and protection of C&YP)	37. Widen the remit of the CP Com. SC to include monitoring support for community groups that are seeking to implement the Accord for the Protection of Children in Scottish Sport	March 2010	WER LO to draft in discussion with CP Com SC Chair and bring revised remit to CPC for approval	Remit amended to make express reference and thereafter will continue to be part of CP Com SC's regular work as reported quarterly to CPC	As agreed at CPC Dec 07 – and to reflect work currently undertaken by CP Com SC within more general remit. – to go to 'regular work' once embedded.

Continuous Improvement - Training and Staff Development

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>All staff receive training in child protection appropriate to their needs</p> <p>(QI 4.5 development of staff)</p>	<p>38. Continue to monitor compliance with CPC training strategy to ensure that all staff specified receive the level of training specified – improve uptake where necessary</p>	<p>2009- 12</p> <p>Schools service will by 2012 ensure full uptake by school staff of child protection training.</p>	<p>WER</p> <p>Head of Schools with support from CPC Training Coordinator and TSC</p>	<p>Reports to CPC show decrease in the numbers of staff in each area who should be trained at a certain level but who have not been.</p>	<p>New task - approved in principal 2008 and ongoing via TSC. Audit work undertaken for Schools service in 2008-9 indicates need for training more schools staff and this has been addressed in part but will require a rolling programme to ensure. Outcomes to inform review of Training Strategy (approved for April 2010)</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
All staff receive training in child protection appropriate to their needs Enhance awareness of sexual exploitation issues (QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs; QI 1.2 C&YP benefit from strategies to minimise harm)	39. Roll out learning from workshops on child exploitation through prostitution to HVs and police officers.	March 2010	WER Time commitment by Training Co-ordinator CPC Trainer	Additional targeted sessions delivered to health visitors and police officers	Started April 2007 (Arose from March 2007 workshop and from case debriefs, and need to disseminate further following Learning from Experience day 2008) and delivered to social workers in 2008-9 - extended April 2009
	40. Continue to deliver ThinkUKnow training to staff working with young people.	March 2010	WER Schools Service Head of Schools	Training delivered to staff in a range of agencies to enable them to assist children and young people in inter-net safety	Specific new action arising from item 36 in 08-09 plan. (once embedded, to 'regular work')

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
All staff receive training in child protection appropriate to their needs (QI 4.5 development of staff)	41. Arrange inter-agency training on the new Protocol for working with C&YP who display sexually harmful behaviour	March 2010	Funding to be identified TSC and Training Co-ordinator	Training delivered to a multi-agency group of staff with an expectation that they will disseminate further in their agencies	New – based on item 50 of 2008-9 plan and to support introduction of new protocol.
	42. Deliver inter-agency Learning from Experience Day conference to disseminate good practice - messages from recent significant case reviews and de-briefs, audits and inspection – and ensure good inter-agency attendance.	March 2010	WER TSC and Training Co-ordinator to arrange conference delivery All agencies to ensure good attendance	Attendance figures of all agency delegates reviewed and approved at CPC	Arising from decision last year to await inspection report, and 2008 development of Learning from Experience days – to ensure appropriate attendance and dissemination

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Promote joint working through joint planning, training and monitoring arrangements (QI 5.1 Vision, values and aims; QI 5.2 Leadership and Direction)	43. Develop better means of evaluating the effectiveness of training, to ensure training impacts on staff behaviour, resulting in improved outcomes for C&YP	March 2010	Graduate placement reporting to Training Coordinator and TSC	Proposed processes reported to CPC for decision	New task agreed in principle April 2008 arising from Scottish Govt feedback on CPC AR's 2007-8

Strategic Planning - Communication and Co-operation

There are no tasks specifically relating to this aspect for 2009 -10. Work relevant to this area of responsibility will be progressed under 'regular work' in Appendix 12, and other sections of this Plan.

Strategic Planning - Planning and Connections

Strategic Planning - Planning and Connections					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Promote joint working through joint planning, training and monitoring arrangements (QI 5.1 Vision, values and aims; QI 5.2 Leadership and Direction)	44. Deliver further training to those who need it on protocol for protecting C&YP in families with problem substance use, in order to improve response to CAPSM (Children Affected by Parental Substance Misuse) (QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs; QI 3.2 information sharing and recording).	September 2009	Funding to be identified. SADAT/CPC	Programme delivered to all staff who need it	Following on from initial training and identification of those requiring it in 2008-9 Additional training needs to be arranged in 2009-10 to meet identified need–

Strategic Planning - Planning and Connections					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
Embed effective safeguarding work within all agencies through joint children and young people's services planning. (QI 1.2 C&YP benefit from strategies to minimise harm; QI 3.3 recognising and assessing risks and needs; QI 1.3 C&YP are helped by the actions taken in response to concerns; C&YP's needs are met.)	45. Working through CYPSPG, lead agencies will actively engage in its improvement work, with particular reference to: - More timely comprehensive assessments to promote the better meeting of long-term needs, particularly for LAC - Progressing development of fostering and adoption services - Improving permanence planning - Implementing and monitoring Young Carers' Strategy	March 2010	WER Police Chief Inspector Head of CS Head of Schools Director of Public Health Authority Reporter	Report to CPC from Chair of CYPSPG	Arising from Self-Evaluation 2009
	46. Working through CYPSPG, lead agencies will develop a strategy for reducing the incidence of bullying of C&YP	March 2010	WER Police Chief Inspector Head of CS Head of Schools Director of Public Health Authority Reporter	Incidence of bullying of C&YP reduced	April 2007 Carried forward from previous plans

Strategic Planning - Listening to and Involving Children and Young People and their Families

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin, date specific actions started
<p>Ensure the views of C&YP and their families are taken into account in developing services</p> <p>(QI 4.3 Participation of C&YP, families and other relevant people in policy development)</p>	<p>47. Consider improvements in arrangements for obtaining service user feedback</p>	<p>March 2010</p>	<p>WER All</p>	<p>Considered at QA SC and reported to CPC for consideration of further action</p>	<p>New task arising from work of QA SC and Self-Evaluation 2009</p>