

SESLIP Quality Assurance Leads Meeting

Friday 10 September 2021 (14:00 – 17:00)

1. Attendees:

Bracknell Forest	Kogie	Perumall
Brighton and Hove	Justin	Grantham
Brighton and Hove	Sharon	Martin
East Sussex	Douglas	Sinclair
Hampshire (Chair)	Stuart	Ashley
Hampshire and IOW	Amanda	Meadows
Kent	Kevin	Kasaven
Portsmouth	Sarah	Alexander
Reading	Fiona	Betts
Slough	Sandra	Davies
Southampton	Jo	Feeney
Surrey	Senay	Nidai
West Berkshire	Nicky	Robertson
West Sussex	Elise	McQueen
Windsor and Maidenhead	Shungu	Chigocha
Wokingham	Liz	McAuley
Wokingham	Rachel	Oakley

2. Apologies:

Medway	Christine	Pitchers
Medway	Rebecca	Cooper
West Sussex	Linda	Steele
Milton Keynes	Sophie	Marshall
Southampton	Stuart	Webb
Surrey	Patricia	Denney
Surrey	Gillian	Halden
West Sussex	Sophie	Carter

1. Introductions & Apologies

Stuart Ashley welcomed all to the meeting.

2. Matters Arising from Last Meeting

There are no outstanding matters from the minutes dated 7 June. See action table at the end of the document.

Request for Audit forms (multi-agency) to be shared. SA requested attendees send in anything they are prepared to share for uploading on website.

Action: All

3. National – Ofsted issues

Stuart Ashley spoke about the new draft JTAI arrangements. There is now a much bigger emphasis on multi-agency safeguarding arrangements and it is important your safeguarding agencies are sighted on this. There are three areas they are focussing on:

- the front door (around thresholds), step up/step down cases and the response of all agencies to vulnerable children.
- Domestic abuse
- Exploited children

Hampshire has been put forward to do a pilot in November and therefore we expect the new framework to commence sometime next year, possibly in April.

Ofsted appear to be interested in commissioned services, e.g. well-being. There is a drive from the DfE to be much clearer about support for vulnerable children accessing school and promoting attendance. Criminal exploitation will be included and the third theme is domestic abuse, specifically around the time when a father has left the marital home.

There was discussion around refuges, women having to leave the home, domestic abuse towards men, modern slavery. These will now all be a multi-agency partnership duty, not just a Local Authority duty. The JTAI will expect to see strategies, individual risk assessments and action plans and for senior managers to be sighted.

Ofsted focussed visits are continuing apace and they want to include every LA by the end of March 2022. SA feels it is better to have a face-to-face inspection. Surrey had a face-to-face monitoring visit on care leavers and agreed it is better when not virtual – it was a smooth process. Surrey have also had an assurance visit.

ILACS are likely to happen as Ofsted are behind due to the pandemic. SA will share the JTAI report shortly.

4. CP Chair's feedback from CP Chairs Sub-group

Sharon Martin, the Chair of the sub-group, reported on the first meeting held on 9 August.

The turnout was good and people welcomed the opportunity to meet. The group will be meeting four times a year and sharing/learning, both in terms of strengths and constraints. We will be looking at data, exploring that and thinking about the learning. There will be an emphasis on national statistics, we had a discussion on Covid and changes in practices taken arising from that, what we want to take forward from that, including a hybrid model of working.

The chairs discussed the differences between how LAs operate with the IROs and CP Chairs roles sometimes being combined and sometimes not. Also discussed was Quality Assurance and the challenge, and how we implement complaints processes. The social care review will be important for discussion as we go forward. We will also be looking at training/development opportunities, equality/diversity, well-being needs, retention of staff and giving consideration to the Child's Voice and participation.

Action: QA Leads to share any good models for Participation and CP conferences going forward.

5. Quality Assurance and performance

The plan for future meetings is to focus on a different topic at each meeting. Stuart Ashley had asked all QA Leads in advance to consider the questions as they related to re-referrals. Questions were:

A. Area of challenge – re-referrals - all LAs to investigate and report back:

- i. Process
- ii. Performance
- iii. What do you understand from this?
- iv. How do you quality assure?

This is an area that Ofsted will focus on.

There was discussion around keeping cases open for years in order to avoid re-referrals, should we be involved in families lives long term? Contributing LAs to the discussion were Windsor & Maidenhead, Slough, Kent, Bracknell Forest, Surrey, East Sussex, Reading and Hampshire. QA Leads spoke about increases in repeat CPPs.

Action: Following the meeting QA Leads have been asked to send their answers, to the questions above on re-referrals and good performance, by email for collation.

Terminology was raised - is it a referral or a contact? It is important to audit re-referrals. If it is a repeat CP Plan LAs should talk to partners as it is multi-agency and this is learning across partnerships. All agreed that risk management is difficult to get right, and it is a tricky balance; repeat plans are not necessarily a bad thing. The route back through MASH can increase re-referrals so high numbers are process driven. Hampshire do an annual thematic of re-referrals and the policy is if case comes back within 3 months it goes back to the same team.

There was discussion around re-referrals as they tend to be for a different reason. Is this around recording and is this around the presenting issue? It is important to understand if we are providing root cause support and intervention. It is important to have a narrative and evidence what you are doing.

Good practice as identified by QA framework

B. Good practice as identified by QA Framework. Questions to be considered could include:

- i. What is it?
- ii. How do you know?
- iii. What makes this an area of good practice for your LA, what did you add to make it good practice?

AM shared Hampshire's process for case file auditing (i), In HCC and IOW, we know our case file auditing process is good as we've received positive feedback from Ofsted (ii), it is qualitative and doesn't dwell on quantitative measures. (iii) we have our SW present for every case file audit, it is a truly reflective process and the SW adds a comment to the report.

QA Leads contributed with their auditing processes including feedback from the child, thematic audits, getting feedback to the front line, reflective supervision, service plans, practice learning weeks to share learning around practice reviews, data analysis to look at safeguarding concerns, reflective and narrative supervision, moderation meetings and benchmarking, top tips briefings, inadequate audits are reaudited 3 months later. The tracking of audit actions was discussed, monthly audit programmes with monthly reaudit of TMs or bi-monthly audits to allow time for moderation.

6. Topic for discussion – Quality Assuring and tracking of PLO work

Kevin Kasaven, Kent and Medway requested other's experiences re consistency in pre-proceedings work and the use of the Legal Service. It is difficult to keep to the timescale of 16 weeks using the data tracker.

District Managers in Hampshire track PLO cases and this is about the child's timescales. It was agreed PLO must be used for the right reasons and it was agreed it is sometimes safer to leave for too long in PLO than risk error of judgement.

Action: Please could LAs share their experiences with Kevin.

7. AOB and information sharing

1) Serious Incident Notifications

Kevin Kasaven asked if QA Leads could provide data on the number of serious incident notifications over the last few years. He thanked Oxford, Medway and Brighton for sharing their data and would be grateful to receive further data. Kent have had a few serious incident notifications around babies, which were not known to us. It is felt there is learning for Health. SA will respond in due course and asked colleagues to share data with Kevin. Some LAs are over referring and some under referring but we have had no feedback on Hampshire yet. The rapid review will

bring out the learning. SA will raise this with the National Panel for the South-East and will share Hampshire and IOW figures. KK to bring back to next meeting.

2) Social Care and SEN audits


QA Leads to consider this subject for future discussion and how the social care element is covered in EHCPs. Envision is used by some authorities, this can be problematic but is useful for annual reviews. From next year SEN will be judgment based. This will be a topic for future discussion.

3) Theme for discussion at next meeting

SH will send an email asking for requests.

Actions from the last sessions – 10 March and 7 June

Matters Arising from last meeting	Douglas Sinclair to share East Sussex protocol developed as part of Care Leavers transitions work	Open
Children Missing Education	Douglas Sinclair will share the East Sussex multi-agency CME audit tool	Open
Added value to the QA system of IRO and CP chairs	Stuart Ashley will share Hampshire's review report once completed	Pending
Added value to the QA system of IRO and CP chairs	Agenda for the next meeting with each authority preparing in advance a brief outline of the QA role of the CP chairs and IROS in their authority. This will support a detailed discussion	Closed
CP Chair Network	The first meeting has taken place and the chair, Sharon Martin, will organise the second meeting. Rota to be agreed for providing admin support for meetings.	Closed
Responding to minister's request for assurance - (serious incident notifications, and concerns over increasing incidents involving babies)	Kent will share the early years development programme	Closed
Virtual QA Thematic Peer Challenge	Thoughts/feedback to be sent to Stuart Ashley	Closed

Framework 2020 21 – QA		
Forward Planning and Agenda  FORWARD%20AGE NDA%20PLANNER%	Stuart plans to do a monthly touch base that will help develop the agenda and plan contributions. This will help colleagues do preparation in advance of the meetings	Closed
Forward Planning and Agenda	Quality of Plans – agenda for June meeting – colleagues to share in advance their work on QA and quality of plans and challenges – this will enable a richer focused discussion at the meeting	Closed