



Serious Case Review Action Plan in respect of Case 14

Date commenced 19th June 2009

Red overdue
Green Pending
Black completed

The recommendations have been accepted by the BSCB and agencies will ensure that identified action is implemented by the agreed target date. The BSCB will receive quarterly progress reports from named agencies. BSCB and GOWM will monitor the implementation of recommendations and audit compliance prior to case finalisation.

Recommendation (SMART)	Agreed by Agency Lead	Action Required by Agency	Implementation Lead & Agency	Target date for completion	Summary of Action Taken & Date Received	GOWM. BSCB & Ofsted Monitoring & feedback	QA&A Sub Group. Audit, Progress & Finalisation date
Recommendation 1 Birmingham Safeguarding Children Board should commission work to identify how agencies across Birmingham can increase effective professional communication to improve the safeguarding outcomes for children and young people in compliance with policy and procedure.	Chair Birmingham Safeguarding Children Board	Birmingham Safeguarding Children Board to review its policies and procedures with respect to effective professional communication. Training Steering Sub Group to ensure that module 1 training learning objectives emphasises the importance of effective communication amongst safeguarding professionals.	Chair of Development Policy and Procedures I and Chair of Training Steering Sub Group	1/09/2009	The BSCB Policy and Procedures group have reviewed all sections of core procedures and ensured that effective communication underpins all procedures. The group continue to review each section of guidance with a clear focus on ensuring procedures and guidance is	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009	Consider Evidence for Audit 1) Copy of revised policy 2) Revised training outcomes module 1 Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

					clear and unambiguous regarding professional communication requirements.	8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010	
Recommendation 2 South Birmingham NHS Primary Care Trust should evidence through audit processes that children who are subject to weight and height checks as part of school medicals, have their data fully recorded and plotted on a growth chart in their notes, to provide a complete and readily accessible picture of the child's development.	Chief Executive of South Birmingham NHS PCT	South Birmingham NHS PCT audit processes to provide evidence that School Medical Checks accurately record weight and height to provide a complete and readily accessible picture of the child's development. Audit outcome to be shared with the Birmingham Safeguarding Children Board.	Safeguarding Lead South Birmingham NHS PCT	1/09/ 2009 1/11/ 2009	In 2009, School Health staff, Special School Nurses, Health Visitors and Community Nursery Nurses in South Birmingham Community Health attended best practice workshops in respect of growth measurement and recording in order to standardise the recording of height and weight. A strategy is now in place to ensure training is continued through community practice teachers to ensure new staff receive this training.	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Copy of audit findings. Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from South Birmingham PCT of the Audit outcome to be forwarded to QA&A Sub Group by 11 th May 2010 for finalisation. Outcome of audit scheduled for July 2010 to be reviewed by QA&A Sub Group. On 30 th June 2010 QA&A sub Group requested further progress report on audit action for review at QA&A meeting on 13.07.10 QA&A Sub Group reviewed South

					<p>The new version of the Parent held Child Health Record has been circulated, containing growth measurement charts, which the staff have been trained to use.</p> <p>There will be an audit in early 2010 in order to monitor/review the standard of recording following training.</p> <p>From the action plans developed in relation to the audit results, we are still working to ensure 100% compliance on this issue. New centile charts have been delivered to staff in the last 2 months. Further audit plan for July 2010. Audit results will be</p>		<p>Birmingham PCT Audit Outcome. Action finalised.</p>
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					<p>forwarded to QA&A Sub Group.</p> <p>Further training sessions to those unable to attend before will also be provided on an ongoing basis across all universal children's services.</p> <p>The new record keeping guidelines and associated training will support the standardization of practice in relation to centile charts in active records.</p> <p>Ongoing monitoring of practice and reinforcement to staff continues and will also be monitored through supervision.</p> <p>A DNA audit was completed</p>		
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		School Health Service to evidence that policy is being effectively implemented.			<p>extend the opt out consent procedure for weight and height to include school entry vision and hearing tests.</p> <p>Children's Services Protocol for the Management of Non-Attendance at Health Appointments and No Access, which has now been approved, provides clear guidance for follow-up in relation to refusal of service.</p> <p>Opt out consent proforma for reception age height, weight, eye and hearing tests has been agreed and implemented in HOBtPCT.</p> <p>Pan Birmingham PCT group is currently agreeing pan</p>	<p>30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	
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				<p>Birmingham consent process. Completed.</p> <p>South Birmingham NHS Primary Care Trust – Special School Nursing Service have a standard communication in place, stating that implied consent will be taken after two occasions of failure to respond, unless the parent contacts the practitioner to voice non-consent. A review is currently being conducted around applying this system to mainstream schools. The implementation of this will form part of the organisation's DNA audit programme.</p> <p>Evidence of this audit has now</p>		
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					<p>been provided.</p> <p>Evidence of advice sought from Corporate Affairs in relation to parental consent has now been provided. Completed.</p> <p>Birmingham East & North NHS Primary Care Trust – Birmingham East & North has reviewed the consent process and is utilising the PAS system to record responses to parental consent. PAS system to be used from September 2009. Request for consent will be repeated where there is a nil response.</p> <p>An audit of response rate has been undertaken for</p>		
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					the reception cohort 08/09 and action plan being written to address this. Action Plan will be available from the end of November 2009. Completed.		
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<p>Recommendation 4 Where a school has initial concerns the designated senior person should liaise with schools attended by other siblings to ensure an holistic view of the children and family is obtained.</p>	<p>Strategic Director of Children Young People and Families Directorate</p>	<p>Children Young People and Families Directorate - School Effectiveness to review and re-issue Head Teachers and Designated Senior Persons with guidance on information requirement and process for effective referrals to Children's Social Care.</p> <p>New guidance to be incorporated with DSP training Programme.</p> <p>Post-Implementation Audit of referral to Children's Social Care to evidence effectiveness of new guidance.</p>	<p>Safeguarding Lead – Directorate Director School Effectiveness, Children Young People and Families</p>	<p>31/12/2010</p>	<p>Headteacher and Designated Service Persons guidance is being reviewed and updated to ensure compliance with: information required and processes to be followed to ensure effective referrals to Children's Social Care.</p> <p>The updated/new guidance will be incorporated within the DSP training programme - commencing Autumn term 2010.</p> <p>Processes to enable a full and effective audit of referrals to Children's Social Care will be developed in consultation with Headteachers and DSPs in the Autumn of 2010.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of Audit findings 2) Copy of DSP Training Programme</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10</p> <p>Reviewed by QA&A Sub Group 13.07.2010.</p> <p>Progress report submitted 23rd July 2010,</p> <p>QA&A Sub Group to review 8th November 2010 copy of : 1) New guidance 2) Training evaluation 3) Audit outcome</p>
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<p>Recommendation 5 Birmingham Children's Social Care must review and demonstrate that staff at all levels understand the appropriate use of the common assessment framework and the application of thresholds for significant harm</p>	<p>Strategic Director of Children Young People and Families Directorate</p>	<p>Children Young People and Families Directorate should conduct an audit of the Common Assessment Framework to identify whether application of thresholds for significant harm are being appropriately and consistently applied.</p> <p>The audit findings to be utilised to inform development of the Common Assessment Framework training programme.</p> <p>Identify the percentage and number of Children's Social Care Staff who have successfully completed Common Assessment Framework training at an appropriate level.</p>	<p>Safeguarding Lead for Children's Social Care, Service Director</p>	<p>1/09/2009</p> <p>1/11/2009</p> <p>1/09/2009</p>	<p>An audit of children subject to Common Assessment Framework has recently been completed.</p> <p>The Common Assessment Framework lead manager undertook an audit through a 12 month period May 2009 to February 2010. The findings were used to inform the training for Duty & Assessment Duty Screening staff. Training took place between 16 April to 18th June 2010 and delivered via Learning & Development trainers. A clear threshold criteria document is in place which has been approved by BSCB. All staff have access to the tool which</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of CAF Audit 2) Percentage and number of staff trained.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from Children's Social Care prior to finalisation. Requested 23/4/2010 percentage and number of Children's Social Care staff having completed CAF training to be forwarded to QA&A Sub Group by the 11th May 2010.</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10.</p> <p>7th July 2010, QA&A Sub Group Review. Require further evidence from Children's Social Care . 1) Outcome of training programme</p>
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				<p>underpins the training received. During the same period briefings took place for Duty & Assessment, Social Workers and Team Managers.</p> <p>A threshold Criteria document for Common Assessment Framework is in place Endorsed by BSCB. Further work is currently underway on thresholds as part of the Family Support Strategy. All Referral and Advice Officers have been trained in the use of Common Assessment Framework.</p> <p>A series of 15 individual day Common Assessment Framework training programmes</p>		
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					<p>are now underway and being attended by all duty and assessment staff.</p> <p>In addition, the ongoing twice monthly Common Assessment Framework training will be made available to Children's Social Care staff. Ten places on these courses have been identified for duty and assessment staff.</p>		
<p>Recommendation 6 Birmingham Children's Social Care and West Midlands Police should review multi agency procedures to ensure that 'Police Safe & Well Checks' are not used in place of existing safeguarding policies and procedures.</p>	<p>Chief Constable West Midlands Police and Strategic Director of Children Young People and Families Directorate</p>	<p>Children Young People and Families Directorate should lead a joint review and issue practice guidance on the use of 'Police Safe & Well Checks'</p> <p>The revised guidance to be effectively disseminated to all relevant staff.</p> <p>Police Public Protection Unit Managers and Social Care Operations</p>	<p>Safeguarding Lead for West Midlands Police and Children's Social Care, Service Director</p>	<p>1/11/2009</p> <p>1/11/2009</p>	<p>West Midlands Police - force policy is currently being revised and is due to be launched in April 2010. The revised policy contains direction in respect of ensuring that 'Police Safe & Well Checks' are not used in</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of revised guidance disseminated to staff 2) Outcome of Dip sampling process</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from West Midlands Police and Children's Social</p>

		managers to undertake Dip Sample of cases to ascertain that policy is being effectively implemented.		<p>place of existing safeguarding policies and procedures (pg 42).</p> <p>An email has been sent to all child abuse investigators and managers making them aware of this recommendation and action, reinforcing the need for Public Protection managers to ascertain that policy in respect of police safe and well checks is being effectively implemented.</p> <p>Additionally, all managers were reminded of their responsibility to monitor the use / misuse of police safe and well checks during their audit / dip sample of cases undertaken. This is an</p>	<p>of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Care. Outcome of first phase of dip sampling process to be forwarded to QA&A Sub Group by the 11th May 2010 for review and finalisation. Requested 23/4/2010</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Completed</p>
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				<p>ongoing process. In December 2009 managers were asked to confirm their compliance with the case audit / dip sampling process. Managers have confirmed that across the Birmingham area, there is compliance with this process.</p> <p>Completed</p> <p>Children's Social Care This practice no longer happens. Managers and staff have been informed across Children's Social Care offices. There is regular auditing of Initial Assessments across the City and this demonstrates that there is no evidence that "safe and well checks" are requested by Social Care</p>		
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					staff. 189 audits have been completed to date. Completed.		
Recommendation 7 Birmingham Children's Social Care must review and revise their referral and advice screening process to ensure that safe decisions are made based on risk and where the referrer expresses dissatisfaction this is passed to the Line Manager for resolution.	Strategic Director of Children Young People and Families Directorate	Children's Social Care must review and revise the advice and referral process to ensure that safe decisions are made based on risk. Audit findings to be shared with BSCB.	Safeguarding Lead for Children's Social Care, Service Director	1/09/2009	Changes have been made to the Referral & Advice screening Process including the expectations of managers to oversee the sign off referrals. This revised system was examined during the Unannounced OFSTED Inspection during November 2009. Price Waterhouse Coopers also reviewed this new system and associated thresholds and produced a report which validated the changes. It has been made clear to staff that any referrer that expresses dissatisfaction	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Copy of revised guidance 2) Outcome of Audit Case Reviews Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from Children's Social Care copy of audit findings to be provided to QA&A Sub Group by the 11 th May 2010 for finalisation. Requested 23/4/2010 On 30 th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Completed

					with the proposed response must be brought to the attention of the duty manager. This is recorded on the A25 contact & referral form. A general audit of these forms is undertaken on a regular basis to ensure standards are complied with. Completed		
<p>Recommendation 8 Birmingham Children's Social Care should review the assessment process in the Duty & Referral Service to determine robust management oversight at each stage of the process and ensure robust quality assurance measures are in place which are specific to the 'Framework for the Assessment of Children in Need and their Families.'</p>	Strategic Director of Children Young People and Families Directorate	<p>Children's Social Care Quality and Practice Standards Group should take account of the findings from unannounced OFSTED Inspection to develop a robust audit program that complement existing audits aimed at improving quality and consistency of the assessment process.</p> <p>The findings from the first phase of the new audit program to be reported to the BSCB.</p>	Safeguarding Lead for Children's Social Care, Service Director	31/10/2010	<p>The Duty & Referral Service has been reviewed independently by Price Waterhouse Cooper (PWC) and actions taken to improve the process of assessments; which was further validated by the unannounced OFSTED inspection in November 2009.</p> <p>A new Quality</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further</p>	<p>Consider Evidence for Audit 1) Copy of audit findings</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from Children's Social Care to provide QA&A Sub Group copy of audit findings by the 9th November 2010 for finalisation.</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A</p>

					and Practice Standards Group has been created within Children's Social Care which will determine a coordinated audit program to build on existing audits and will also identify further actions to improve assessments. The findings will be reported to the BSCB. Pending.	meetings are planned for; 23/07/2010 21/9/2010	meeting on 13.07.10 QA&A Sub Group 13.07.2010 review – CSC need to continue to develop robust quality assurance system, progress report by 31.10.2010.
Recommendation 9 Birmingham Safeguarding Children Board should commission multi agency guidance and training to equip staff in all agencies to work effectively with aggressive and highly resistant parents and carers.	Chair Birmingham Safeguarding Children Board	Training Steering Group to review Core Multi-Agency Child Protection training programme to ensure key learning from this case is included in existing Child Protection Modules. Training Steering Sub-Group to incorporate learning objective within training evaluation report.	Chair Training Steering Sub-Group and Chair of Development Policy and Procedures	1/12/2009 1/12/2009	The Learning from Serious Case Reviews is incorporated within all core multi-agency child protection modules, including the module four drugs and alcohol related programme. Cases 1 to 9 are currently being utilised by training providers. The lessons and learning from Case 14 will be	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010	Consider Evidence for Audit 1) Training Evaluation Report Agency action reviewed by QA&A Sub Group. Key learning from Serious Case Review incorporated in core child protection modular training. BSCB agreed on the 26.04.10 to commission further specific training on effective working with aggressive and resistant parents and

		Training Steering Group to commission specific training module on effective working with aggressive and highly resistant parents and carers.		31/10/2010	incorporated within all future training programmes once the document is in the public domain. Training Steering Group have commissioned a specific training module on effective working with aggressive and highly resistant parents and carers. Ongoing.	11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010	carers. QA&A Sub Group to review evaluation of first phase of training. On 30 th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10. QA&A Sub Group 13.07.2010 review Training Steering Group, progress report by 31.10.2010.
Recommendation 10 Birmingham Children's Social Care should conduct an evaluation survey to quantify Children's Social Care staff's understanding of the role and responsibility of the Education Otherwise Service following the recent awareness campaign.	Strategic Director of Children Young People and Families Directorate	Children's Social Care should conduct an evaluation survey to quantify children's social care staff understanding of the role and responsibility of the Education Otherwise Service following the recent awareness campaign Findings from survey to be presented to the BSCB.	Safeguarding Lead for Children's Social Care, Service Director	31/07/2010	An audit of all the children educated other than at school was undertaken soon after the sad death of child 14; and risk factors were assessed. This resulted in one case having intervention. Procedures have been updated in relation to Education	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009	Consider Evidence for Audit 1) Copy of survey findings Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from Children's Social Care to provide QA&A Sub Group copy of survey findings by the 14 th September 2010 for finalisation. Requested 23/4/2010

				<p>Otherwise. Information available on the Council Website in relation to the legal parameters of Education</p> <p>Otherwise. Education</p> <p>Otherwise. Manager gave a detailed presentation on the role of the staff involved in this service to Social Care Managers. This presentation was cascaded to individual teams and staff were required to take note of this information.</p> <p>Integrated Services Assistant Director conducted an evaluation survey following the death of the child. Specific guidance has been drawn up between Social Care and Elective Home</p>	<p>19/8/2009</p> <p>8/2/2010</p> <p>11/05/2010</p> <p>Further meetings are planned for;</p> <p>23/07/2010</p> <p>21/9/2010</p>	<p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10.</p> <p>Reviewed by QA&A Sub Group 13.07.2010. Children's Social Care to produce outcome of survey prior to finalisation. Pending.</p>
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					Education Service for joint working practices which has been issued July 2010. Completed		
Recommendation 11 Birmingham Children's Social Care should review and evidence that mechanisms are put in place to ensure that use of the complaints process by parents or significant adults does not adversely affect the actions of staff when pursuing safeguarding matters, or the welfare of children.	Strategic Director of Children Young People and Families Directorate	Children Young People and Families Directorate to provide evidence that where a complaint has been made that there is a system for management oversight to ensure that the complaints process does not adversely impact on the delivery of social care for children. Provide BSCB with an overview of the quality assurance processes to measure the impact and outcome of complaints system.	Safeguarding Lead for Children's Social Care, Service Director	1/09/2009 1/09/2009	All complaints are managed via Representations and Complaints procedure. All Managers ensure complaints process does not interfere with the completion of assessments. Where a complaint arises which threatens the process of assessments operation Managers make a decision to escalate process to Sec 47(Children Act 1989) or seek legal advice. The customer Relation Service which receives complaints from public will not proceed with the complaint	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Copy of complaints system overview report Agency action reviewed by QA&A Sub Group. Action completed. Finalised

					whilst social care staff undertake their assessments. Completed.		
Recommendation 12 Birmingham Children's Social Care to review supervisory expectations and standards, ensuring management and decision making processes contain sufficient rigour when managing risk	Strategic Director of Children Young People and Families Directorate	Children's Social Care should review model for staff supervision to ensure that it is sufficiently robust to adequately assess the rigour of safeguarding practice delivered. Ensure Personal Development Review process focuses on the impact of supervision in delivery of safe practice. Children's Social Care should undertake an audit, to evidence that managers are both supporting staff and challenging any lack of professional curiosity, or action, to ensure delivery of safe practice. Audit findings to be shared with BSCB.	Safeguarding Lead for Children's Social Care, Service Director	1/09/2009 1/12/2009	A City-wide supervision policy is in force and this was updated in September 2009 to include a revised contract specification. Supervision is included in the Children's Social Care staff's Personal Development Review process. An audit tool was established and implemented; and this has two key parts:- a scheduling element and a mechanism for sampling the quality of supervision. A comprehensive training	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Copy of revised guidance 2) Outcome of Supervision Audit Agency action reviewed by QA&A Sub Group. Further evidence of action undertaken required from Children's Social Care to provide QA&A Sub Group with findings from first monthly audit programme by the 11 th May 2010 for finalisation. Requested 23/4/2010 On 30 th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Completed

					programme for all Care Management staff was completed by October 2009. This included detailed practice standard guidance and expectations for staff and managers. A further detailed training programme is currently underway for all front-line staff in the Duty & Assessment Service. This includes a major focus on Risk Assessment and analysis. Completed.		
Recommendation 13 Education Otherwise should evidence to Birmingham Safeguarding Children Board changes to the recording and assessment process, demonstrating delivery of safe and effective services that contribute to meeting the safeguarding needs of children and young	Strategic Director of Children Young People and Families Directorate	Education Otherwise should provide evidence of changes to recording and assessment process designed to safeguard children. Education Otherwise Service to provide a report on the effectiveness of the service of safeguarding children.	Safeguarding Lead for Education Otherwise Service.	1/09/2009 09/07/2010	The Education Otherwise Service Team have provided detailed evidence to the Head of Safeguarding on the revised procedures and recording systems established in the light of this	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review	Consider Evidence for Audit 1) Copy of Education Otherwise Report Agency action reviewed by QA&A Sub Group. Action Completed. On 7 th July 2010 the Strategic Lead for Education Otherwise gave a presentation

<p>people across Birmingham</p>				<p>case. The Education Otherwise have improved systems to enhance service delivery of the Education Otherwise Service, and will ensure lateral checks are undertaken with children's services, that the frequency of Education Otherwise officers contact with families (normally on a six monthly basis) must not be considered as an effective monitoring of children's safety and wellbeing. Recommendations of the Badman report may strengthen the role of Education Otherwise Service officers, but the level of regular contact by teachers with children in schools will not</p>	<p>progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>to the BSCB detailing changes to the Education Otherwise service with specific focus on the effectiveness of arrangements to safeguard children.</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Completed</p>
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				<p>be possible through the Education Otherwise Service arrangements.</p> <p>9th July 2010 Strategic Lead for Education Otherwise attended the BSCB and gave overview of changes to the Education Otherwise service with specific focus on the effectiveness of arrangements to safeguard children.</p> <p>The Education Social Work Service have reviewed the guidance concerning children educated at home. The Review Action Plan, revised Guidance and associated referral, recording, assessment and</p>		
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					<p>tracking documents were presented to BSCB on 9th July. Other than minor amendments that documentation is ready for implementation. The revised process will be cross-referenced with the Safeguarding Procedures.</p> <p>The finalised new guidance will be disseminated to all ESWs and schools and will be presented to the Children's Social Care Operations Managers/Team Managers study day in September 2010.</p> <p>Completed.</p>		
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<p>Recommendation 14 The Strategic Director of Children's Services should communicate to the DCSF Secretary of State, the current safeguarding inconsistencies within legislation surrounding children who are educated from home, emphasising that the parents right to home educate does not outweigh the rights of the child.</p>	<p>Strategic Director of Children Young People and Families Directorate</p>	<p>Strategic Director of Children Young People and Families Directorate to write to Secretary of State at Department for Children Schools and Families with regard to the inadequacy of current legislation to safeguard children who are educated otherwise.</p>	<p>Strategic Director of Children Young People and Families Directorate</p>	<p>1/07/2009</p>	<p>The Children Young People and Families Directorate contributed to the Badman Review providing a detailed submission as part of the consultation phase of the review.</p> <p>In September 2009 the Strategic Director of Children Young People and Families Directorate personally wrote to the DSCF Secretary of State. Completed.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit 1) Review DCSF response following publication of Badman Review.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>
<p>Recommendation 15 Heart of Birmingham Teaching Primary Care Trust should review and satisfy themselves that all GP's are aware of their professional responsibilities to communicate safeguarding concerns that arise as part of their interaction with</p>	<p>Chief Executive of Heart of Birmingham Teaching Primary Care Trust</p>	<p>Heart of Birmingham Teaching Primary Care Trust to incorporate within GP Safeguarding Training Events a Core Module on key lessons from Serious Case Reviews.</p> <p>Heart of Birmingham Teaching Primary Care Trust to Identify the</p>	<p>Safeguarding Lead Heart of Birmingham Teaching Primary Care Trust</p>	<p>1/08/2009</p>	<p>Training delivered to GPs at Practice Learning Time (on 17.03.2009). This included case studies based on Serious Case Reviews including Case 14. A report</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's</p>	<p>Consider Evidence for Audit 1) Copy of GP Training Event Evaluation 2) GP attendance data. 3) Participation evaluation data. 4) Course content.</p> <p>Agency action</p>

<p>children and families, in line with existing safeguarding procedures.</p>		<p>number of GP's who require Child Protection Training.</p> <p>Provide a copy of the training evaluation report detailing the outcome of the programme and the number GP's trained.</p>		<p>1/12/2009</p>	<p>based on participation evaluation is available.</p> <p>An ongoing programme has been agreed for delivery at Practice Learning Time events for all GPs.</p> <p>Heart of Birmingham Teaching Primary Care Trust safeguarding children training strategy and directory identifies mandatory and essential role training for all health professionals, including GPs. Implementation complete.</p>	<p>Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>reviewed by QA&A Sub Group. Actins completed.</p> <p>Finalised</p>
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<p>Recommendation 16 Birmingham Safeguarding Children Board expects all agencies that have completed an IMR to implement any internal recommendations and to take action where management or practice has fallen below expected standards of professional behaviour.</p>	<p>Chief Executive and Chief Officers from all Agencies Completing IMR's</p>	<p>Safeguarding Lead to provide written confirmation that recommendations have been full implemented within identified agreed timescale.</p> <p>Safeguarding Lead to provide written confirmation that where management or practice has fallen below expected standards of professional behaviour appropriate Management action has been under undertaken.</p>	<p>Safeguarding Lead</p> <p>Children, Young People & Families – Education Welfare Service</p> <p>Children, Young People & Families – Schools</p> <p>Children, Young People & Families – Portage Service</p> <p>Children, Young People & Families Psychologist Service</p> <p>Children, Young People & Families – Early Years & Service Integration</p> <p>South Birmingham NHS PCT – Community Health</p> <p>Children, Young People & Families – SENAS</p>	<p>1/09/2009</p> <p>1/10/2010</p>	<p>The 13 Agencies made recommendations within their IMRs. The BSCB has written to all agencies seeking report on progress.</p> <p>All Agencies have provided confirmation that all recommendations have been fully implemented or evidence that significant progress has been made for target dates for finalisation.</p> <p>Appendix C provides a detail breakdown of each Agencies recommendation s and action taken.</p> <p>The below Agencies have provided confirmation that action has been taken where management or practice has fallen below</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Agency Reports confirming implementation of IMR recommendations</p> <p>BSCB requested progress report from Children's Social Care, 03/02/2010</p> <p>Response received 05/02/2010</p> <p>Further progress report requested by QA&A sub group 11/05/2010</p> <p>Agencies responses reviewed by QA&A Sub Group.</p> <p>All agencies required to provide confirmation of that where management or practice has fallen below expected standards action has been undertaken to QA&A 14th September 2010.</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for</p>
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			<p>West Midlands Police</p> <p>Heart of Birmingham Teaching Primary Care Trust –GP</p> <p>Heart of Birmingham Teaching Primary Care Trust – Health Visitors</p> <p>Birmingham & Solihull Mental Health Foundation Trust</p> <p>Birmingham Children’s Social Care</p>	<p>expected standards of professional behaviour:</p> <ul style="list-style-type: none"> * West Midlands Police * Education Welfare Service * Education Psychology * Portage Service * BSMHFT <p>Responses are still awaited from the following agencies:</p> <ul style="list-style-type: none"> ▪ HOB PCT – GP ▪ HOB PCT – Health Visitor ▪ Birmingham Children’s Social Care ▪ South Birmingham PCT – Community Health ▪ CYPF - Schools ▪ CYPF – Early Years and Service Integration ▪ CYPF ▪ SENAS 		<p>review at QA&A meeting on 13.07.10</p>
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<p>Recommendation 17 Heart of Birmingham Teaching Primary Care Trust and South Birmingham NHS Primary Care Trust, Birmingham Children's Social Care and Education Otherwise agencies should provide evidence to demonstrate an effective response to missed or failed appointments.</p>	<p>Chief Executives HOB t PCT and South PCT, Strategic Director Children Young People & Families</p>	<p>Each agency to carry out self Audit of missed or failed appointments to evidence compliance.</p> <p>Audit findings to be presented to Quality Assurance Sub-Group</p>	<p>Safeguarding Lead for Heart of Birmingham Teaching Primary Care Trust, South Birmingham NHS Primary Care Trust, Safeguarding Lead for CYP&F and Children Young People and Families Directorate</p>	<p>1/12/2009</p>	<p>Heart of Birmingham NHS Primary Care Trust – An audit of Children's Services response to DNAs was undertaken in October and the results were collated and analysed on 05/11/09. The results have been shared with all relevant managers, and will provide a baseline to measure compliance with Children's Services Protocol for the Management of Non-Attendance at Health Appointments and No Access, which has now been approved and disseminated to service managers. Completed.</p> <p>South Birmingham</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010 Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit 1) Copy of audit findings</p> <p>PCT action reviewed by QA&A Sub Group. Action Completed.</p> <p>Further evidence of action undertaken required from Children's Social Care to QA&A Sub Group by the 11th May 2010 for finalisation. Requested 23/4/2010</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Completed</p>
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					<p>NHS Primary Care Trust – have a pre-existing DNA policy which was amended in December 2009. All level one and two safeguarding training links the relevance of DNA to safeguarding concerns. Opportunities to work in partnership with parents to improve attendance are contently being reviewed.</p> <p>Evidence of a self-audit of this process has been received. A comprehensive discussion has been held regarding DNAs at Child Development Centres. Further audits are now planned to ensure that implementation of the outcomes has been</p>		
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					<p>successful. Completed.</p> <p>Birmingham Children's Social Care Director Children's Social Care provided written confirmation actions completed on 5th February 2010.</p> <p>Children's Social Care have Practice Standards in place which require staff to record a missed appointment and on home visits to leave a clear message requesting further contact. In the event that this does not happen then further attempts are made within a 7 day period, thereafter the Initial Assessment continues. Compliance with this is monitored through the</p>		
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					Initial Assessment audit process. Completed.		
<p>Recommendation 18 The Children's Trust in conjunction with the Birmingham Safeguarding Children Board should initiate an education campaign with supporting literature, to build public trust and confidence in ways to effectively safeguard and protect other people's children</p>	<p>Chair of the Children and Young People Board</p>	<p>The Children's Trust in conjunction with the Birmingham Safeguarding Children Board should develop and launch a public awareness campaign, to inform and engage communities in safeguarding children. The aim is to build public trust and confidence in ways to effectively safeguard and protect other people's children.</p> <p>Children, Young People & Families Directorate to appoint Project Lead and establish a task and finish group with representation from the Birmingham Safeguarding Children Board to develop and implement public awareness campaign.</p> <p>Campaign evaluation report to be shared with the Children's Trust and Birmingham Safeguarding Children Board.</p>	<p>Chair of the Children and Young People Board</p>	<p>31/12/2010</p>	<p>Chair of BSCB to present overview of findings for SCR to Children's Trust. This Recommendation referred to the Children's Trust meeting 16th July 2010.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010 11/05/2010</p> <p>Further meetings are planned for; 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit 1) Campaign Evaluation Report</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 09.11.2010 Pending.</p>

Implementation of IMR Recommendations in respect of Case 14
Date commenced 19th June 2009

Red overdue
Green Pending
Black completed

The below recommendations have been ratified by the Strategic Lead for each agency, who will be responsible for ensuring they are fully implemented by the agreed target date. The BSCB will receive quarterly progress reports from named agencies. BSCB and GOWM will monitor the implementation of recommendations and audit compliance prior to case finalisation.

Recommendation (SMART)	Action Required by Agency	Implementation Lead for Agency	Target Date for Completion	Summary of Action Taken & Date Received	GOWM Ofsted Monitoring & Feedback	QA&A Audit, Progress & Finalisation date of IMR Recommendations
Birmingham & Solihull Mental Health Foundation Trust						
Recommendation One Review and improve Birmingham & Solihull Mental Health NHS Foundation Trust systems for the storage, archiving and subsequent retrieval of care records, including those records transferred from the former Trusts	Urgent review of care record management arrangements across Birmingham & Solihull Mental Health NHS Foundation Trust	Birmingham & Solihull Mental Health NHS Foundation Trust Care Records Manager	01.09.09	Issues logged in the Birmingham & Solihull Mental Health NHS Foundation Trust Risk Register & highlighted in the Assurance Framework - remedial action monitored every quarter via the Risk Management	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are	Consider Evidence for Audit 1) Copy of care management guidance. Agency action reviewed by QA&A Sub Group. Action

				<p>Committee and Trust Board until action completed</p> <p>Care record archive and retrieval arrangements revised and improved across all Birmingham & Solihull Mental Health NHS Foundation Trust sites</p> <p>Revised Care records Management Policy agreed at Trust Clinical Governance Committee on 1st September 2009 Action completed</p>	<p>held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Completed.</p> <p>Finalised</p>
<p>Recommendation Two Take account of the learning identified from the Individual Management Review for all Birmingham & Solihull Mental Health NHS Foundation Trust clinical staff</p>	<p>Enhance the child safeguarding training content</p>	<p>Birmingham & Solihull Mental Health NHS Foundation Trust Child Safeguarding Lead Nurse</p>	<p>Immediate</p>	<p>Action completed</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of training programme.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>Request evidence QA&A sub-group 13/07/2010 outcome of safeguarding</p>

					evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	training prior to finalisation
Recommendation 3 Seek further information on the loss of contact between North Birmingham Mental Health Trust and patient's General Practitioner	Request copy records from patient's General Practitioner	Birmingham & Solihull Mental Health NHS Foundation Trust Child Safeguarding Lead Nurse	Immediate	This recommendation relates to the patient being seen by the former North Birmingham Mental Health Trust, following a merger in April 2003 and at the time of the Individual Management Review, the patient's mental health record could not be located. On reviewing this recommendation and in light of the significant action taken by Birmingham & Solihull Mental Health NHS Foundation Trust in relation to ensuring the systems for storage, archiving and retrieval of care records are in	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further	Consider Evidence for Audit 1) Review outcome. Agency action reviewed by QA&A Sub Group. Birmingham & Solihull Mental Health NHS Foundation Trust have provided a rationale for why this recommendation is no longer achievable. Finalised

				place, this course of action will not aid any further learning. Finalised.	meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Early Years Service						
Recommendation One The Early Years Community Project to keep more detailed records of children's progress	The setting is registered with OFSTED and bound to follow the Early Years Foundation Stage Framework so are obliged to ensure this is in place	Early Years Community Project Leader	31.12.09	Early Years – Safeguarding Officer - has visited the setting to ensure this process is now in place, further visits will be made by the settings development worker The setting now keeps much more detailed records of the children that access the service	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Record keeping guidance. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

<p>Recommendation Two The Early Years Community project to keep relevant (updated) details of any one authorised to drop off or collect children from the setting.</p>	<p>New templates need to be used by the setting requesting all relevant information</p>	<p>Early Years Community Project Leader</p>	<p>31.12.09</p>	<p>Early Years – Safeguarding Officer - visited for the second time in November 2009 this action had been implemented. The development worker will ensure through an audit process that this action continues to be met.</p> <p>Record keeping is now more consistent and details of all persons who collect children are now kept on record, along with their telephone numbers and relationship with the child.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children’s Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit 1) New guidance.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>
<p>Recommendation Three The Early Years Community project to implement a telephone log to formally record all conversations made and received.</p>	<p>A telephone recording book is to be used in future</p>	<p>Early Years Community Project Leader</p>	<p>31.12.09</p>	<p>This has been evidenced on two occasions by Early Years – Safeguarding Officer -, and will be monitored further by the settings development</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p>	<p>Consider Evidence for Audit 1) New guidance.</p> <p>Agency action reviewed by QA&A</p>

				<p>worker.</p> <p>The telephone log is kept consistently and all calls made and received are recorded.</p> <p>The managers have attended 2-day safeguarding training and also attended various safeguarding briefings.</p>	<p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	<p>Sub Group. Action Completed.</p> <p>Finalised</p>
Education Psychology Service						
<p>Recommendation One Education Psychologists to ensure that where any information is recorded in School Files on named pupils for whom there is a Case File they should transfer the information to that case file as soon as practicable.</p>	<p>1. Reminder to be issued to all Education Psychologist's. 2. Education Psychology Service Information for Staff file to be amended. 3. Guidance included in Induction Pack</p>	<p>Acting Chief Educational Psychologist</p>	<p>1. Immediately 2. 31.07.09 3. 31.07.09</p>	<p>1. Reminder issued 17th June 2008. Follow-up reminder issued 17th October 2008. 2. Staff File amended 29th July 2008 3. Induction Pack amended 29th July 2008</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM</p>	<p>Consider Evidence for Audit</p> <p>1) New guidance.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>

					Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Education Welfare Service						
Recommendation One Duty Social Workers to continue to send out information re Education Otherwise to parents and to give telephone advice but that referrals should be passed immediately to the school Education Social Worker for investigation, action and they will refer, without delay, to the Education Otherwise team.	Revise guidance to Duty Social Worker's	Principal Officer, Education Welfare Service	01.09.08	1. Verbal guidance given July 2008 re specific progression of Education Otherwise cases on duty. 2. Revised duty management guidance "The Management & Allocation of Duty Helpline" published & adopted October 2008. This document deals with the progression, monitoring & prioritisation of all duty cases 3. Education Otherwise	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree	Consider Evidence for Audit 1) New guidance. Agency action reviewed by QA&A Sub Group. Further evidence required to be provided to QA&A Sub Group by the 11 th May 2010. QA&A subgroup to review revised guidance prior to finalisation

				case requirements for Education Welfare Service area staff written and circulated to Education Welfare Service management team for adoption in December 2008. This Guidance reiterates and expands upon verbal guidance previously given regarding the management of Education Otherwise duty cases and also covers cases referred by schools.	evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	09/07/2010
Recommendation Two Education Otherwise referral form to be revised to ensure information is clearly and appropriately recorded including adequate information to safeguard children is passed to the Education Otherwise team	Revise form	Principal Officer, Education Welfare Service	31.10.08	Referral Form revised and agreed with Head of Service November 2008. New guidance distributed in December 2008.	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of	Consider Evidence for Audit 1) New guidance. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

					compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
<p>Recommendation Three All Education Welfare Service records to be kept in individual files for each child. IMPULSE record system to be checked to ensure record keeping capability meets required standards. Education Welfare Service record keeping system to be reviewed and amended as appropriate to ensure all aspects of intervention are recorded clearly and appropriately.</p>	<p>Review Education Welfare Service Record keeping systems, processes and procedures. Implement any amendments.</p>	<p>Joint Acting Head of Service</p>	<p>29.02.09</p>	<p>1.IMPULSE records on individual pupil basis. Majority of workers now keeping case records on IMPULSE and remainder are receiving training. 2. Education Welfare Service Referral and Assessment forms revised pre Feb 2009 3. Case recording content reviewed, revised guidance issued and training delivered via Education Welfare Service Network Delivery Team Meetings in February 2008.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010</p>	<p>Consider Evidence for Audit 1) Record keeping guidance. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised</p>

					Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Four That opportunities be sought for Education Welfare Service and Children's Social Care to gain insight into each others work and promote effective joint working	Establish working group with Children's Social Care managers to devise a plan and programme of training, development. Improve liaison with Children's Social Care managers	Assistant Director – Safeguarding / Assistant Director – Integrated Youth Support	31.03.09	Merging of the previously separate safeguarding managements groups in Social Care and Education brought together managers from all children's services from January 2009. Social Care became key members of schools Designated Senior Person Networks and Schools Safeguarding Group from January 2009 Nominated Operations Manager to identify need and opportunities e.g. mutual inclusion in Induction programmes, presentations at team meetings, attendance at agency training re relevant issues etc. Briefing to Social Care	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Work programme and training programme. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

				Managers on role of Elective Home Education Team Feb 2010. Further meeting between Acting Head of EWS and OM March 2010 to build programme of joint activity.		
<p>Recommendation Five Education Otherwise Team Procedures to be reviewed and revised to ensure rigour in assessment, lateral checks be made and liaison with Children's Social Care happens as a matter of course and contact to be made with children and young people in every event</p> <p>Team working within Education Otherwise team to be promoted.</p>	<p>Revise procedures. Liaise with Children's Social Care to agree future processes for discussion of Education Otherwise cases.</p> <p>Supervision and PDR</p>	Assistant Director – Integrated Youth Support	<p>Partial revision in place. Full review to be implemented by February 2009.</p>	<p>Procedures revised and published October 2008. Guidance for parents revised and published November 2008. Job Description and Personal Specification for Education Otherwise Advisors revised November 2008.</p> <p>Team personnel changes in September 2008 and April 2009. Briefing meeting with area Education Welfare Service teams on revised procedures and joint working. Engagement with Education Otherwise groups developed April 2009.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for; 11/5/2010</p>	<p>Consider Evidence for Audit</p> <p>1) New procedure.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>

					23/07/2010 21/9/2010	
Recommendation Six Lobbying for legislative change	Education Welfare Service Strategic Leadership Team	Assistant Director – Integrated Youth Support	Ongoing	Every opportunity has been taken to engage with, contribute to and influence legislative change to ensure that children Electively Home Educated are safeguarded and their right to a suitable education protected. This includes direct contact with Badman author of the Badman Report into Elective Home Education, raising issues and concerns with the DCSF and Regional Advisors. Changes sought are that there are: Clearer obligations on parents in respect of evidencing the education they are providing A clear definition of what constitutes an efficient, full time, suitable, education Local Authority to have right of entry to homes and access to children A Registration system	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Agency action reviewed by QA&A Sub Group. Action Completed. Children, Young People & Families Directorate provided a detailed submission to the Badman enquiry. Finalised

				and requirement A structured process which includes the right to monitor		
Schools						
Recommendation One All schools effectively keep records, Including information regarding parental engagement.	Provide and update Local Authority school record keeping guidelines in consultation with schools and appropriate agencies.	Principal Officer, Education Welfare Service	Interim guidance issued 2008. Final guidance 30.04.2010	Interim guidance issued to schools in June 2008. Formal consultation with schools and professional associations commenced May 2008. Updated final guidance completed and now ready for issue in May 2010. 2 nd June 2010, copy of Birmingham Pupil record keeping and management guidance forwarded to BSCB confirming guidance issued to schools.	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Copy of guidance 2) Evidence of audit of compliance. Agency action reviewed by QA&A Sub Group concerns expressed over the delay in the implementation. Schools to evidence compliance with new guidance and a progress report to be provided to QA&A Sub Group by the 11 th May 2010. On 30 th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Completed

						Reviewed by QA&A subgroup 13/07/2010. Guidance Reviewed.
<p>Recommendation Two Schools should be reassured that it is appropriate to exercise their professional curiosity, encouraged to make lateral checks and provided with opportunities to share relevant information.</p>	<p>Feedback to be provided for all schools and settings within Children, Young People and Families regarding the findings and recommendations in this IMR</p>	<p>Head of School Effectiveness</p>	<p>30.04.10</p>	<p>Letter from Strategic Director detailing the agreed recommendations from this IMR was sent to Head Teachers and Designated Senior Persons within all schools and settings by 02/06/2010.</p> <p>Circulated to schools in June 2010</p> <p>Completed</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of letter issued to schools.</p> <p>Agency action reviewed by QA&A Sub Group concerns expressed over the delay in the implementation progress report to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>On 30th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10</p> <p>Reviewed by QA&A subgroup 13/07/2010. Letter reviewed and finalised.</p>
<p>Recommendation Three</p>	<p>Schools to be</p>	<p>Assistant Director</p>	<p>31.05.2010</p>	<p>Letter of guidance for</p>	<p>BSCB provide</p>	<p>Consider Evidence</p>

Schools and children services awareness and understanding of elective home education (Educating Otherwise) procedures and requirements to be raised.	provided with copies of the educating otherwise/elective home education guidance and procedures. Content regarding elective home education to be included in child protection training for schools.	– Integrated Youth Support Assistant Director - Safeguarding	31.05.2010	Head Teachers action in cases of Elective Home Education sent to all schools and settings by May 11 th 2010. Letter included reference to the full LA Guidance on EHE and provided access to this guidance through e-briefing on Birmingham Grid For Learning. Recommendation to be referred to Health Education Unit responsible for all schools child protection training. Content to be included in all training from May 2010 Guidance circulated in May 2010	GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	for Audit 1) Copy of Education Otherwise Guidance and Procedures. 2) Evaluation of Child Protection Training delivered to schools. Agency action reviewed by QA&A Sub Group concerns expressed over the delay in the implementation progress report to be provided to QA&A Sub Group by the 11 th May 2010. On 30 th June 2010 QA&A sub Group requested further progress report for review at QA&A meeting on 13.07.10 Reviewed by QA&A subgroup 13/07/2010. Completed
Heart of Birmingham Teaching Primary Care Trust - GP						
Recommendation One Avoid abbreviations if possible but where used there should be a key	Clinicians and General Practitioners practice staff to be	Named General practitioner for	31.08.08	Implementation complete.	BSCB provide GOWM with a weekly	Consider Evidence for Audit 1) Dissemination

to these abbreviations	advised on the use of abbreviations by letter.	Child Protection		Heart of Birmingham Teaching Primary Care Trust's named General Practitioner for Safeguarding Children communicated this requirement to all General Practitioners on 28 th July 2008. All practitioners were provided with guidance from the Royal College – General Practitioners to support implementation	progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	process 2) Information provided to GP's. Agency action reviewed by QA&A Sub Group. Completed Finalised.
Recommendation Two Have a system in place to record alerts for abuse indicators on parents' and children's notes with a system for cross referencing (if possible) If possible, clinical system should allow all family members to be linked enabling easier identification	Clinicians and practice staff to be provided with guidance on the appropriate national safeguarding alert read codes to be used.	Named General Practitioners for Child Protection	30.09.08	Implementation complete Heart of Birmingham Teaching Primary Care Trust's named General Practitioner for Safeguarding Children communicated this requirement to all	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are	Consider Evidence for Audit 1) Record Audit. 2) GP contract Review Agency action reviewed by QA&A Sub Group. Further evidence required of

<p>of at risk family members.</p>				<p>General Practitioners on 28th July 2008.</p> <p>All practitioners were provided with guidance from the Royal College – General Practitioners to support implementation</p> <p>Completed</p>	<p>held with GOWM Children’s Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>the audit outcome to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>Details response received 2nd July 2010. QA&A sub group to review and finalise at the meeting on 13th July 2010.</p> <p>Reviewed by QA&A subgroup 13/07/2010. Finalised</p>
<p>Recommendation Three Avoid hand written records if possible but if practices use paper records then these need to be detailed.</p>	<p>Clinicians and General Practitioner practice staff that are still using hand written records to be advised on the need to write comprehensive contemporaneous records by letter</p> <p>Performance management to identify and support General Practitioners practices still using</p>	<p>Named General Practitioner for Child Protection</p>	<p>31.08.08 31.12.08</p>	<p>Implementation complete</p> <p>Heart of Birmingham Teaching Primary Care Trust’s named General Practitioner for Safeguarding Children communicated this requirement to all General Practitioners on 28th July 2008.</p> <p>All practices were provided with guidance from the Royal College – General Practitioners</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children’s Advisor and BSCB to review progress and agree</p>	<p>Consider Evidence for Audit</p> <ol style="list-style-type: none"> 1) Record Audit. 2) Clarification of how GPs still utilising handwritten recording systems. Timetable for change over to electronic record system. 3) GP contract Review 4) List of GP practices <p>Agency action reviewed by QA&A</p>

	hand written records to use electronic records.			<p>to support implementation. Evidence of process for dissemination.</p> <p>Performance management to identify and support General Practitioners practices still using hand written records to use electronic records.</p> <p>The HOG IT team have confirmed that all GP's use electronic record systems.</p>	<p>evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Sub Group. Progress report to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>Details response received 2nd July 2010. QA&A sub group to review and finalise at the meeting on 13th July 2010.</p> <p>Reviewed by QA&A subgroup 13/07/2010. Finalised</p>
<p>Recommendation Four All staff to be aware of requirement to refer to Social services and Health Visitor with any allegation of or suspected abuse</p>	<p>General Practitioner practices to be provided with a copy of Birmingham NHS safeguarding children & Young People policy and procedures and contact numbers of who to contact for advice and support about safeguarding concerns.</p>	<p>Named General Practitioner for Child Protection</p>	<p>30.09.08</p>	<p>Completed. The named GP for child protection has written to all practices on 28/07/08 advising of this recommendation and action. Letter contains links to Birmingham NHS Child Protection procedures and Child Protection Contacts. 16/07/08 Manager of Performance management confirmed that compliance with</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and</p>	<p>Consider Evidence for Audit 1) Copy of guidance.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence required to be provided to QA&A Sub Group by the 11th May 2010</p> <p>Details response received 2nd July 2010. QA&A sub group to review and</p>

				<p>IMR recommendations will be addressed in annual GP audit and review processes.</p> <p>July 2010 Evidence of referrals made to social care following feedback meeting with GP. Internal training provided to GP.</p> <p>GP practice has lead for safeguarding. There are weekly practice meetings to discuss concerns.</p> <p>GP facilitated implementation of alert system for safeguarding.</p>	<p>agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>finalise at the meeting on 13th July 2010.</p> <p>Reviewed by QA&A subgroup 13/07/2010. Evidence of compliance to be reviewed prior to finalisation</p> <p>23rd July 2010 documentary evidence provided.</p> <p>Finalised</p>
<p>Recommendation Five Failed hospital appointments should be recorded on clinical system to enable clinician to advice patient/parent at the next consultation.</p> <p>General Practitioner practice should have a system in place to inform the health visitor of failed appointments and any correspondence received from secondary about issues parenting.</p>	<p>Clinicians and General Practitioner practice staff to be advised on the recording of failed appointments and the action to be taken by letter.</p>	<p>Named General Practitioner for Child Protection</p>	<p>31.08.08</p>	<p>Named General Practitioner for Safeguarding Children communicated this requirement to all General practitioners on 28th July 2008.</p> <p>All practices were provided with guidance from the Royal College – General Practitioners to support</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's</p>	<p>Consider Evidence for Audit</p> <p>1) Outcome of record keeping audit to clarify compliance with recommendation.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence required of the audit outcome to</p>

				<p>implementation evidence of process for dissemination.</p> <p>Implementation complete</p>	<p>Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>be provided to QA&A Sub Group by the 11th May 2010.</p> <p>Reviewed by QA&A subgroup 13/07/2010. Finalised</p>
Heart of Birmingham Teaching Primary Care Trust - HV						
<p>Recommendation One Health Visitors to reinforce to parents/guardians of a new baby at the primary visit the importance and relevance of the Personal Child Health Record for their child. If parents and guardians are informed about how the record will be used and its usefulness, this will encourage the safe keeping of the document.</p>	<p>To inform Health Visitors to discuss the importance of safe keeping of the Personal Child Health Record, the need for parents to bring the record with them to every contact with a professional and to have it available for use within the home.</p> <p>This should be added to the Primary Care Trust Child Health</p>	<p>Safeguarding Children and Young People Team</p>	<p>30.09.08</p>	<p>Implementation complete.</p> <p>All Health Visiting Team Leaders were informed of the requirement for this recommendation to be implemented by all Health Visiting Teams on 23rd September 2008.</p> <p>This requirement has been incorporated within Pan Birmingham Record Keeping Guidelines which are</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree</p>	<p>Consider Evidence for Audit</p> <p>1) Relevant section of record keeping guidance. 2) Confirmation draft policy implemented.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>QA&A subgroup to</p>

	Promotion and Health Education Policy.			awaiting final ratification by Pan Birmingham NHS. Finalised	evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 21/9/2010	review a copy of the Pan Birmingham Record Keeping Guidelines by 13/07/2010 23 rd July 2010 documentary evidence provided. Finalised
Recommendation Two To ensure that all Health Visitors and School Nurses receive Active Intervention Record Keeping Training and that this is updated no fewer than at three yearly intervals	The Audit of Health Visitor and School Nurse service compliance to attend Active Intervention Record Keeping Training.	Safeguarding Children and Young People Team	30.09.08	Implementation complete. A rolling programme of Active Intervention Training is in place. As at June 2009 more than 80% of Health Visiting / School nursing staff were up to date. Staff with training outstanding have been booked on to the next scheduled training session in June. 24 (61%) of Health Visitors are recorded to be up to date with DV training. Additional training has been commissioned.	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are	Consider Evidence for Audit 1) Review DCSF response following publication of Badman Review. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

				All staff involved with this family who remain in the service are up to date with this training.	planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Three For the Primary Care Trust to have a minimum standard response that can be applied by practitioners when children do not attend appointments that are relevant to their health and wellbeing.	The development of a Did Not Attend (DNA) policy that can be applied in response, when children do not attend appointments whether they are scheduled or unscheduled.	Safeguarding Children and Young People Team	31.12.08	Implementation complete. Since November 2009 Children's Services' staff have been required to implement a detailed protocol for the Management of Non-Attendance of Health Appointments and 'No Access'. An audit of Children's Services response to DNA's was undertaken in October and the results were collated and analysed on 5 th November 2009. The results have been shared with all relevant managers and will provide a baseline to measure compliance with the 'Management of Non-Attendance Protocol'. Finalised	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Confirmation of DNA policy implemented. 2) Evidence of effectiveness of DNA policy. Agency action reviewed by QA&A Sub Group. Further evidence to be provided to QA&A Sub Group by the 11 th May 2010. QA&A subgroup to review DNA audit outcome prior to finalisation 13.07.2010 23 rd July 2010 documentary evidence provided. Finalised
Recommendation Four	To establish a	Safeguarding	To	Implementation	BSCB provide	Consider Evidence

<p>The Primary Care Trust to review the process for obtaining parental consent for children to receive a school health service, and what follow up action would be required to explore the reasons for parents withdrawing their children from this service.</p>	<p>working group to explore the issues, develop an understanding and identify solutions that would enable children to have equity of opportunity to receive a school health service. It may also be relevant to encourage the working group's membership to include the remaining two Birmingham Primary Care Trusts.</p>	<p>Children and Young People Team</p>	<p>commence 01.09.08</p>	<p>complete.</p> <p>As required by the recommendation consent processes were reviewed by a Heart of Birmingham Working group and a final report with recommendations was presented to the Safeguarding Children and Young People group in August 2009. This has resulted in the implementation of the protocol for managing Non Attendance of health Appointments and No Access. An Opt Out consent proforma for hearing, vision and weight checks for school age children is awaiting final ratification.</p> <p>Learning will be shared with Birmingham East & North and South Primary Care Trust's.</p> <p>Opt out consent policy agreed for Hobt PCT</p>	<p>GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	<p>for Audit</p> <p>1) Outcome of working group.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>QA&A subgroup reviewed 13/07/2010 Finalised.</p>
<p>Portage Service</p>						

<p>Recommendation One Ensure all team members continue to work holistically and provide detailed evidence in all records how their assessment of need and planned intervention with each child and family fully reflects this.</p> <p>(ECM Outcomes: Stay Safe, Be Healthy, Enjoy and Achieve)</p>	<p>Review Safeguarding Policies for both the Portage Service and the Learning Support team and update for the newly integrated Early Support Service, incorporating recent Children's Centre guidance</p> <p>Establish supervision arrangements for the newly integrated Early Support Service and continue to monitor home visit data via supervision to identify emerging patterns of 'no answer' visits</p>	<p>Team Co-ordinators</p>	<p>31.07.08</p> <p>31.12.08</p> <p>31.03.09</p>	<p>July 2008: Policy completed</p> <p>November 2008: Service Day INSET</p> <ol style="list-style-type: none"> 1. Safeguarding policy 2. Supervision framework for Early Support Service <p>March 2009: Supervision arrangements in place for the newly integrated Early Support Service evidenced by 1:1 rotas and supervision notes</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for; 11/5/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of Safeguarding Policy.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>
<p>Recommendation Two Continue the implementation of service plan objectives to develop integrated working through Team Around the Child and Team Around Schools approaches</p>	<p>Ensure all team members have CAF and Early Support training.</p> <p>Support, develop and challenge individual</p>	<p>Team Co-ordinators</p>	<p>31.07.09</p>	<p>March 2009: Service INSET: Working in Partnership using Early Support module (delivered by ES trainers)</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p>	<p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>

<p>(ECM outcomes Stay Safe, Be Healthy, Enjoy and Achieve)</p>	<p>and team practice on an ongoing basis, monitored through supervision, PDR, Continuous Professional Development .</p>			<p>Common Assessment Framework training in place</p> <p>July 2009: PDR and Continuous Professionals Development arrangements in place in accordance with Birmingham City Council Excellence in People Management</p>	<p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	
<p>Recommendation Three To reduce waiting times for support and improve transition processes for children and their parents/carers</p> <p>(ECM outcomes: Stay Safe, Be Healthy, Enjoy and Achieve, Make a positive contribution)</p>	<p>Continue to use reporting lines to Senior managers re capacity/waiting times for children and families and ensure these are addressed through objectives in Service Development Plan.</p> <p>Use demand/needs analysis to provide evidence of capacity</p>	<p>Team Co-ordinators with Leadership team</p>	<p>31.03.10</p>	<p>Demand/needs analysis completed for referrals in academic year 2008-9. To continue on an ongoing basis for subsequent years.</p> <p>Service Development Plan in place for 2008-2010</p> <p>Referral and caseload data presented at Early</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and</p>	<p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>

	<p>issues and inform developments within Early Support Service</p> <p>Develop frameworks of support to ensure fair and flexible service delivery to children and families according to need</p>			<p>Support Service Advisory Group on a termly basis and at Children's Centres Leadership Team.</p> <p>Frameworks of support introduced to caseload management and monitored through supervision</p> <p>February 2010 – recruitment to Children's Centre funded Early Support Worker post</p>	<p>BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	
Special Educational Needs Assessment Service						
<p>Recommendation One</p> <p>New procedure for escalation of cases to Assistant Education Officer within 6 weeks where parents not co-operating with school placement</p>	<p>Internal Procedure to be agreed at staff meeting</p>	<p>Assistant Education Officer</p>	<p>30.06.08</p>	<p>Agreed June 2008 and included in revised Education Otherwise procedure</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and</p>	<p>Consider Evidence for Audit</p> <p>1) Education Otherwise procedure.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>

					agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Two New procedure for responding to requests for Education Otherwise than at school for children with statements in liaison with Education Otherwise colleagues	Guidance including timescales, multi-agency meetings and liaison with legal services, to be issued to all staff	Assistant Education Officer	31.12.08	Guidance Issued December 2008 and procedure to be further updated in April 2010	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010	Consider Evidence for Audit 1) Guidance Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

					Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Three New SENAS Child Protection policy	Policy written and issued to staff	Assistant Education Officer	31.12.08	Issued October 08	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Copy of SENAS Child Protection Policy. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

<p>Recommendation Four Delivery of Safeguarding Training</p>	<p>Training for all staff 2 day training for designated persons Head of Service attends Serious Case Review Training</p>	<p>Assistant Education Officer</p>	<p>31.03.09</p>	<p>Delivered December 08 Delivered January 09 Attended October 08</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit 1) Training evaluation. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised</p>
<p>Recommendation Five SENAS representation on Safeguarding Children, Education Sub-Group</p>	<p>SENAS representation</p>	<p>Assistant Education Officer</p>	<p>31.12.08</p>	<p>Represented since December 2008</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p>	<p>Agency action reviewed by QA&A Sub Group. Action Completed. Finalised</p>

					Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Six Termly meetings with Education Otherwise to review current cases and operation of procedures	Meetings to be arranged	Assistant Education Officer	31.05.10	To commence in May 2010	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and	Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

					BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Children's Social Care						
Recommendation One Review and amend the current policy and procedures for the management of domestic abuse referrals	The current review of the Domestic Abuse Referrals to including the learning from this Serious Case Review. Joint screening process to be introduced	Assistant Director - Safeguarding Head of Service Operations Manager	31.10.08	Domestic Abuse Review undertaken in partnership with West Midlands Police and Health has been completed. Birmingham using the new screening tool for Domestic Abuse referrals. Joint screening with West Midlands Police and Health now taking place for 392's across the city. New Policy & Procedure in place	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;	Consider Evidence for Audit 1) Joint Screening guidance. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

				Report by Consultant Practitioner December 2009	30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Two Action not being undertaken in relation to an anonymous referral when it has been identified that a child may have been harmed	Review current guidelines for the management of referrals and amend if required Disseminate lesson and amendments to all front line staff	Head of Service Procedures Writer	30.09.08	Procedures have been reviewed and amended to include specifically the issue of anonymous referrals. Information disseminated to all front line staff.	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for;	Consider Evidence for Audit 1) Copy of guidance. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

					11/5/2010 23/07/2010 21/9/2010	
Recommendation Three Staff to be reminded of undertaking an assessment of all children when a referral of concern is received.	Memo to all frontline staff	Head Of Service - Duty and Assessment Head of Service - Care Management	31.07.08	A practice standard is in place and this is being incorporated within procedures. It requires individual assessments to be undertaken with siblings or half siblings within the family. The Team Manager's decision making sign off process for the Initial Assessment ensures compliance with this requirement. Finalised	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Consider Evidence for Audit 1) Audit of compliance of assessment process. Agency action reviewed by QA&A Sub Group. Further evidence to be provided to QA&A by the 11 th May 2010 for finalisation. QA&A subgroup 13.07.2010 reviewed a copy of memorandum. Finalised
Recommendation Four To review current practice of the requesting West Midlands Police to	All Screening and Duty and Assessment team	Head Of Service - Duty and Assessment	31.07.08	This practice no longer happens. Managers and staff have been	BSCB provide GOWM with a weekly	Agency action reviewed by QA&A Sub Group. Action

undertake “safe and well checks”	managers to review use of safe and well checks To ascertain the extent of use with West Midlands Police To cease practice	Operations Manager Screening and Duty and Assessment		informed across Children’s Social Care offices. There is regular auditing of Initial Assessments across the City and this demonstrates that there is no evidence that safe and well checks are requested by Social Care staff. 189 audits have been completed to date. West Midlands Police have also agreed to inform the Assistant Director, Safeguarding of any circumstances of contravention to this directive.	progress report on current Serious Case Reviews Regular meetings are held with GOWM Children’s Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	Completed. Finalised
Recommendation Five Review processes in screening and duty and assessment to ascertain whether there are any capacity or compliance issues, and if they are fit for purpose	Commission Independent review of all screening and duty assessment systems across the city Action recommendations	Strategic Director Social care Director	30.06.08	Independent reviews of Duty Screening and assessment thresholds which included Duty Screening systems have been undertaken by Independent Consultants in Autumn 2008 and the Safeguarding Service in	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are	Consider Evidence for Audit 1) Price Waterhouse Cooper’s findings. Agency action reviewed by QA&A Sub Group. Action Completed.

				<p>December 2008. Further review was completed by Price Waterhouse Cooper in Spring of 2009.</p> <p>Integrated Children's System team including external providers OLM with Duty & Assessment staff and chaired by the interim Assistant Director undertook a review of Duty & Assessment systems, recommendations for changes implemented. Further refinement has been put in place following the Rapid Improvement workshops completed with relevant Managers</p> <p>There was a further Duty Review Report by Consultant Practitioner December 2009</p>	<p>held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	Finalised
<p>Recommendation Six Review current practice and understanding of ascertaining parental consent in screening and duty assessment processes</p>	<p>Review current practice through sampling of cases Amend policy and procedure where appropriate Disseminate findings</p>	<p>Head of Service - Duty and Assessment Operations Manager Screening and</p>	31.07.08	<p>Practice guidance to staff provided for parents refusal of consent to Initial Assessment and escalation process to S47 in place.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p>	<p>Consider Evidence for Audit 1) Copy of practice guidance. Agency action</p>

		Duty and Assessment		Policy & procedure amendment	Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	reviewed by QA&A Sub Group. Action Completed. Finalised
Recommendation Seven Review of the roles and responsibilities of Social Workers from Specialist Services and Social workers from Education Welfare Service	Ensure staff understanding of respective roles. Commission review of the respective roles and responsibilities across the city Action recommendations	Service Directors for social care and Inclusion Services	30.09.08	An audit of all the children educated other than at school was undertaken soon after the sad death of child 14; and risk factors were assessed. This resulted in one case having intervention. Procedures have been updated in relation to Education Otherwise. Information available on	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and	Consider Evidence for Audit 1) Outcome of review of roles and responsibilities Specialist Services and Education Welfare Services. Agency action reviewed by QA&A Sub Group. Further evidence of compliance with the

				<p>the Council Website in relation to the legal parameters of Education Otherwise.</p> <p>The Assistant Director Integrated Youth Support and the Education Otherwise Manager gave a detailed presentation on the role of the staff involved in this service to Social Care managers on the 5th February 2010. This presentation was cascaded to individual teams and staff were required to take note of this information.</p> <p>Work is nearing completion on re-defining the respective roles of Social Care and Education Welfare Service staff in assessing children. New guidance will be issued during May 2010.</p> <p>An evaluation to assess the awareness amongst</p>	<p>BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>recommendation to be provided to QA&A Sub Group by the 11th May 2010.</p> <p>QA&A subgroup reviewed on 13/07/2010 Finalised</p>
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				Children's Social Care staff of the role of the Education Otherwise Service will be undertaken by the end of June 2010 and this follows the awareness raising activity already completed. The findings from this action will be reported to the Board.		
Recommendation Eight Review the performance issues of all staff involved.	Review to be undertaken in conjunction with Human Resources	Service Director Children's Social Care	30.09.2008	Children's Social Care has a system for close oversight of implementation of IMR recommendations and regular reporting on this is undertaken to the Board. Decisions regarding any action taken in response to individual staff, whose practice has fallen below expected standards, are made on a case by case basis and within the City Council's procedures. In addition, where appropriate, the General Social Care Council will be informed of potential action that could be taken, and	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010	Consider Evidence for Audit 1) Evidence of staff performance addressed Agency action reviewed by QA&A Sub Group. Further evidence of compliance with the recommendation to be provided to QA&A Sub Group by the 11 th May 2010. QA&A Subgroup 13/07/2010 reviewed. Confirmation action completed.

				<p>action that is taken, against particular staff who are social work qualified.</p> <p>Disciplinary action has been undertaken for those staff whose performance fell below the required standard.</p> <p>Completed</p>	<p>Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	
<p>Recommendation Nine Review of recording process on CareFirst for all staff including all managers Team Managers and above</p>	<p>Review current procedure Review capability of Carefirst6 Amend procedure where appropriate and disseminate</p>	<p>Head of Service & Operational Managers</p> <p>Assistant Head of Safeguarding</p>	<p>31.10.08</p>	<p>Carefirst6 is compliant with Integrated Children's Service. Staff have been trained re recording on the system. System now has the facility for all managers to input where appropriate on the case notes.</p> <p>Integrated Children's System Team confirmed on 11th March 2010 that standard is in place</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are</p>	<p>Consider Evidence for Audit 1) Copy of procedure.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>

					planned for; 11/5/2010 23/07/2010 21/9/2010	
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South Birmingham Primary Care Trust						
<p>Recommendation One Special School Nursing, Community Paediatricians and Therapy Services to access level 2 safeguarding children Training which includes Framework for the Assessment of Children in Need and their Families guidance which consider all 3 domains of a child's wellbeing and needs.</p>	<p>Re-Issue explicit guidance for accessing Level Two Training to all Children's Directorate staff. Circulate Framework for the Assessment of Children in Need and their Families guidance to all staff groups in The Children & Young People & Families Division</p>	<p>Lead Nurse Safeguarding Children in conjunction with the Heads of Service in the Children and Families Division</p>	<p>31.01.09</p>	<p>Level 2 training is mandatory for all Children Directorate staff. The Primary Care Trust level 2 training syllabus reflects the use of the FACIN. The trust training data base monitors all training and staff attendance, and a report of the same is submitted to the corporate leads for safeguarding. Monthly assurance is given to indicate that Level 2 training is being delivered in accordance with the strategy, and percentage of staff trained is reported on a yearly basis. Individual staff appraisals are used to ensure compliance with appropriate levels of training. This is further monitored via supervision.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit 1) Copy of new guidance.</p> <p>Agency action reviewed by QA&A Sub Group. Action Completed.</p> <p>Finalised</p>
<p>Recommendation Two The Children & Families Division within South Birmingham NHS</p>	<p>DNA policy made available to all staff via heads of service</p>	<p>Lead Nurse Safeguarding Children in</p>	<p>31.01.09</p>	<p>The Children & Families Division has a DNA Policy.</p>	<p>BSCB provide GOWM with a weekly</p>	<p>Consider Evidence for Audit 1) Copy of DNA</p>

<p>Primary Care Trust should access the DNA (Did not Attend) procedure and ensure that their service wherever possible ascertains reasons for continually defaulted or sporadically attended appointments, and shares the information with all professionals involved.</p>	<p>and available on trust intranet</p> <p>Special School Nursing Service, Child Development Centre services (including community paediatricians) and Therapy Services within the Children and Families Division South Birmingham NHS Primary Care Trust should make use of the chronology sheet (attached) to record significant events and family changes. E.g. Defaulted appointments across all services when information received. Copies of sheets already in use in other services are attached and should be either used as they are or developed to be more service specific.</p>	<p>conjunction with the Heads of Service in the Children and Families Division</p>		<p>The introduction of the chronology sheet into school health active intervention records requires staff to record on the chronology sheet when that child has failed to attend an appointment and address that issue as part of their assessment, care planning and liaison. Active records include records for children requiring an enhanced service because of additional needs, cause for concern and child protection care plans.</p> <p>Non-attendance is followed up initially by a letter and then dependant on needs assessment further communication and contact to facilitate the child receiving the health care required</p> <p>All level one and two safeguarding training links the relevance of DNA to safeguarding</p>	<p>progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2010 23/7/2010 19/8/2010 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	<p>Policy.</p> <p>Agency action reviewed by QA&A Sub Group. Further evidence of compliance with the recommendation to be provided to QA&A Sub Group by the 14th September 2010.</p>
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				<p>concerns in particular neglect, and discusses the role of the whole teams including admin personnel in playing their part to flag up concerns and recognise pictures of non-engagement.</p> <p>An audit of Special School Nurse records has been completed and the results were shared with the team leaders. This audit included the recording of failed appointments and use of the chronology sheet.</p> <p>Further audit of non-attendance follow up is planned for July 2010 with front line teams. The results will be reported into the Quality and Assurance sub-group.</p>		
<p>Recommendation Three All records for children receiving a service from South Birmingham NHS Primary Care Trust specialist services for children (Special School Nursing Service, Community</p>	<p>Copies of sheets already in use in other services are attached and should be either used as they are or developed</p>	<p>Lead Nurse Safeguarding Children in conjunction with the Heads of Service in the</p>	<p>31.01.09</p>	<p>Special school nurses have in 2009 commenced using separate nursing files that match the Active Intervention Records</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case</p>	<p>Consider Evidence for Audit 1) Copy of record keeping guidance</p>

<p>Paediatricians, Child Development Centres, Therapy Services) should include</p> <p>a) A Multi –agency involvement sheet to highlight all professionals involved and should be kept up to date and provide contact details.</p> <p>b) A Family Profile sheet to ensure that the child is seen as part of his/her family and not as an individual in isolation.</p>	<p>to be more service specific</p>	<p>Children and Families Division</p>		<p>utilised by health visitors and school nurses. An audit is presently being carried out to assess the new process and training.</p> <p>Registration sheets are now available in all records for the Child Development Centre.</p> <p>Work will continue in order to standardise of family profile sheets and multi-agency information sheets across all of the specialist services in order to align with the standards employed by Universal Services.</p> <p>Audit Programme in respect of recommendations 2 and 3 will be reported to QA&A by September 2010.</p>	<p>Reviews</p> <p>Regular meetings are held with GOWM Children’s Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	<p>Agency action reviewed by QA&A Sub Group. Further evidence of compliance with recommendation required to QA&A by the 14th September 2010.</p>
<p>Recommendation Four Special School Nursing Service, Child Development Centres, Community Paediatricians and Therapy Services should consider utilising the Common Assessment</p>	<p>Common Assessment Framework Training to be made available to these groups of staff within the</p>	<p>Lead Nurse Safeguarding Children in conjunction with the Heads of Service in the</p>	<p>31.01.09</p>	<p>Common Assessment Framework training is available to all practitioners within South Birmingham NHS Primary Care Trust and</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case</p>	<p>Consider Evidence for Audit</p> <p>1) Further evidence of CAF training undertaken by Community</p>

<p>Framework process to improve assessment and information sharing for children with complex needs that may not be met within the established special education statement process.</p>	<p>Children & Families Division South Birmingham NHS Primary Care Trust</p> <p>Heads of Service to identify staff for training</p> <p>Common Assessment Framework updates to be circulated by Common Assessment Framework lead</p>	<p>Children and Families Division en</p>	<p>01.07.2010</p>	<p>attendance is monitored through appraisals and supervision.</p> <p>There is presently a PAN Birmingham pilot study in partnership with the Common Assessment Framework team looking at incorporating the use of the Common Assessment Framework more widely in the standard processes of the Children's Universal Services.</p> <p>All heads of service are required to provide assurance that require Common Assessment Framework training have completed a recognised update.</p>	<p>Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	<p>Paediatrician and therapy services. The number and percentage of staff trained.</p> <p>Agency action reviewed by QA&A Sub Group. Progress report to be provided to QA&A Sub Group by the 14th September 2010 for finalisation.</p>
<p>Recommendation Five South Birmingham NHS Primary Care Trust should evidence through audit processes that children who are subject to weight and height checks as part of school medicals, have their data fully recorded and plotted on a growth chart in their</p>	<p>South Birmingham NHS Primary Care audit processes to provide evidence that School Medical Checks accurately record weight and height to provide a</p>	<p>Lead Nurse Safeguarding Children</p>	<p>31.01.09</p>	<p>As of November 2009 The School Health staff in South Birmingham Community Health attended workshops with in respect of best practice regarding growth measurement</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p>	<p>Consider Evidence for Audit</p> <p>1) Audit outcome.</p> <p>Agency action reviewed by QA&A Sub Group. Further</p>

<p>notes, to provide a complete and readily accessible picture of the child's development</p>	<p>complete and readily accessible picture of the child's development.</p> <p>Audit outcome to be shared with BSCB.</p>			<p>and recording in order to standardise the recording of height and weight. Special school nurses attended in July 2009.</p> <p>Ongoing training is available for new starters and staff who were unable to access previous sessions.</p> <p>The new version of the Parent held Child Health Record (red book) has just been circulated and all new babies and child contacts will be issued with the new version. It contains new growth measurement charts which the staff have been trained to use and also contains instruction on how these should be completed.</p> <p>The newly issued centile charts according to the World Health Organisation guidelines have been made available for use in all</p>	<p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>evidence required with target date for completion of Audit. Progress report to be provided to QA&A Sub Group by the 14th September 2010 for finalisation.</p>
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				universal services nursing records. Initial Audit completed. Further audit will be completed in July 2010 to demonstrate compliance with 100% standard and to monitor / review the standards of recording following training.		
West Midlands Police						
Recommendation One Review of force training currently provided to probationary officers, Police Community Support Officer's and new police employees with responsibility for call taking / incident handling.	Training review	Detective Inspector – Public Protection Unit	31.12.08	Review completed, training revised. December 2008	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009	Consider Evidence for Audit 1) Copy of training programme. Agency action reviewed by QA&A Sub Group. Action Completed. Finalised

					23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010	
Recommendation Two West Midlands Police to make accessible to all police officers and police staff basic child protection recognition and referral training. Training to include wider safeguarding responsibilities under section 10 and 11 of the Children's Act 2004, additionally single and multi agency responsibilities.	Training package to be developed and delivered	Detective Inspector – Public Protection Unit	31.12.08	Training time approved, training package developed, training programme for all staff commenced December 2009 As of 15 th June 2010, 6559 frontline staff had received the mandatory training, with approximately 3000 staff still requiring training. The deadline date for completion is September 2010. In September phase three training commences, which builds upon the initial child safeguarding training and through the medium of a case study, gives all staff an awareness of lessons learnt from recent serious case reviews	BSCB provide GOWM with a weekly progress report on current Serious Case Reviews Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010	Consider Evidence for Audit 1) Update on role out of training programme. Number and percentage of staff trained together with target date for completion. Agency action reviewed by QA&A Sub Group. Progress report to be provided to QA&A Sub Group by the 11 th May 2010 for finalisation QA&A subgroup 13/07/2010 reviewed outcome of training Finalised

				(covering past 3 years) across the whole of the West Midlands Police area.	23/07/2010 21/9/2010	
<p>Recommendation Three A detailed three tier audit process is being developed for Public Protection Units, which will be rolled out from September 2008. The audits will involve detailed examination of investigations including adherence to force policy.</p>	Audit process completed	Detective Inspector – Public Protection Unit	31.12.08	<p>Audit process completed</p> <p>Copy of three tier audit process received by BSCB and results analysis paper have been added to the folder for reference.</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance;</p> <p>30/1/2009 23/7/2009 19/8/2009 8/2/2010</p> <p>Further meetings are planned for;</p> <p>11/5/2010 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Copy of audit process.</p> <p>Agency action reviewed by QA&A Sub Group. Progress report to be provided to QA&A Sub Group by the 11th May 2010 for finalisation</p> <p>QA&A subgroup 13/07/2010 reviewed audit outcome. Finalised</p>

<p>Recommendation Four Develop audit process to include dip sampling of frontline staff responses to child safeguarding issues, when dealing with incidents which are not overtly child protection/child safeguarding matters. Testing the effectiveness of training (recommendations 1 and 2).</p>	<p>Develop and deliver revised audit process</p>	<p>Detective Inspector – Public Protection Unit</p>	<p>30.09.10</p>	<p>Public Protection HQ Staff are in the process of developing the revised audit process, to include dip sampling of frontline staff responses to child safeguarding issues, when dealing with incidents which are not overtly child protection/child safeguarding matters. The aim is that the audit will test the effectiveness of the mandatory training provided to officers.</p> <p>Pending</p>	<p>BSCB provide GOWM with a weekly progress report on current Serious Case Reviews</p> <p>Regular meetings are held with GOWM Children's Advisor and BSCB to review progress and agree evidence of compliance; 30/1/2009 23/7/2009 19/8/2009 8/2/2010 Further meetings are planned for; 11/5/2010 23/07/2010 21/9/2010</p>	<p>Consider Evidence for Audit</p> <p>1) Outcome of first phase of dip sampling process.</p> <p>Agency action reviewed by QA&A Sub Group. Progress report to be provided to QA&A Sub Group by the 9th November 2010 for finalisation</p>
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