



Report for:	Children and Young People's Scrutiny Panel November 12 2013	Item Number:	
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Title:	CYPS – Multi-Agency Safeguarding Hub (MASH) and First Response Service Information Sharing.
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Report Authorised by:	Marion Wheeler: Assistant Director Children and Families
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Lead Officer:	Chrissy Austin: Acting Head First Response Service Iain Low : Principal Social Worker
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Ward(s) affected: All	Report for Non Key Decision
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1. Describe the issue under consideration

1.1 On 13th March 2013, the High Court found that the London Borough of Haringey acted unlawfully in the decision to undertake an enquiry under section 47 of the Children Act 1989 (“the section 47 enquiry”) and in not seeking the consent of the parents before approaching their child’s GP and school for information.

1.2 A S47 enquiry is carried out where a child is suspected to be suffering, or likely to suffer, significant harm; the local authority is required under s47 of the Children Act 1989 to make enquiries to enable it to decide whether it should take any action to safeguard and promote the welfare of the child.

1.3 Following the decision of the High Court the Director of Children and Young People’s Service instigated a number of activities designed to examine and where necessary, improve on social work practice and procedures including:

- Council Internal Audit Team to audit data, documentation and procedural compliance within the Multi Agency Safeguarding Hub (MASH) in this financial year.



2. Recommendations

Members are asked to note the contents of this report and the agreed action plan.

3. Background information

3.1 The Director of Children's Services in order to reassure Members and to act in a way that is transparent requested from our Internal Audit Team that the Council's Internal Auditors, Deloitte and Touche Public Sector Internal Audit Limited conduct an exercise to provide assurance on data and information compliance, compliance with local and statutory requirements, and records management within the Service.

3.2 The following tests were agreed and carried out:

3.3 Checked whether adequate policies and procedures exist covering the management of child protection referrals and information sharing by the local safeguarding partnership;

3.4 Checked whether policies and procedures reflect current legislative requirements;

3.5 Checked whether council residents have been made aware of information sharing protocols in the borough;

3.6 Checked whether existing policies and procedures are up-to-date and have been communicated to staff; and

3.7 For a sample of 10 cases tested progressing to Section 47 (selecting those relating to a two week period, commencing 11 February 2013) we have undertaken the following:

- a. Checked that the reasons for contact/referral and details of alert are documented on Framework-i¹;
- b. Checked that the Screening Manager has assessed the risk of alert/referral using Red, Amber, Green rating;
- c. Checked that the Screening Manager's decisions on the next steps are recorded on Framework-i;

¹ Framework i is Haringey Children's and Adult's electronic case recording system.



Haringey Council

- d. Checked whether agencies contacted for further information are recorded on Framework-i where MASH gathering information episode is required and that only agencies that have signed the sharing agreement are contacted;
- e. Checked that findings from the MASH gathering information episode had been recorded on the system;
- f. Where initial assessments were required, checked whether consent had been obtained from the family for the assessment to be completed and for contacting and sharing information;
- g. Checked that initial assessments completed had been authorised by the relevant manager;
- h. Checked that the contents of the initial assessment had been shared with parents/carers and the decision had been recorded on the system;
- i. Checked that management decisions for further actions required had been noted on the initial assessment;
- j. Checked whether strategy discussions/meetings had been recorded on the system, including any agencies involved in the discussions/meetings, the reasons for the discussions/meetings, and any decisions made;
- k. Checked that action plans had been recorded on Framework-I where a strategy discussion/meeting took place and dates for subsequent meetings recorded;
- l. Checked that the next steps/outcomes following strategy discussion/meeting had been recorded on the system and that professionals had been involved in the next outcome;
- m. Confirmed that families had been provided with relevant information where a Core Assessment record for Child Protection is required and this had been recorded on Framework-I;
- n. Checked that details and outcome of Section 47 investigations had been recorded;
- o. Confirmed that conclusions and risk analysis from next outcome are recorded; and
- p. Confirmed that the next outcome was authorised by the relevant manager and any further outcomes are recorded.

3.8 The findings from their work have been accepted by the department and are detailed in the action plan for the department.

4. Use of Appendices

Attached is the agreed Action Plan for the department as a result of the work carried out by Council's Internal Auditors, Deloitte and Touche Public Sector Internal Audit Limited.

APPENDIX 1:

Audit Action Plan

Ref.	Recommendation	Management Response	Responsibility	Deadline
1	Once the Service is clear on the outcome of the judgement made by the High Court of Justice, policies and procedures should be reviewed to reflect any policy and procedural improvements required to address issues identified as a result of the case.	<ul style="list-style-type: none">• May 2013: Managers and Social Workers from the First Response Service (including the Screening Team) attended workshops in the initial weeks post the Judgement which focused on the practice implications and operational standards that were required to ensure compliance.• July 2013: The Acting Head of Service: First Response, the Head of Child Care Legal and the Manager of Feedback and Information Governance met and agreed the necessary revisions to MASH related policies and documentation in light of the judgement• July / August 2013, workshops were runs for practitioners and managers for the Screening and First Response Teams to review performance in the light of the judgement and have the opportunity to discuss the implications of the judgement for their	Head of Service First Response Head of Service First Response Head of Service First Response Head of Service First	Completed Completed 30.09.2013 27.09.2013

Ref.	Recommendation	Management Response	Responsibility	Deadline
		<p>practice. A final workshop is being run in Early September.</p> <ul style="list-style-type: none"> The revised documents and policies will be launched with practitioners and managers through a programme of events in September 2013 A number of fields on the Framework-i system have been made mandatory which will ensure practitioners reflect on the information needed – particularly around consent and information sharing, this includes management actions. 	<p>Response</p> <p>Head of Service First Response</p>	<p>Changes now made.</p>
2	<p>Where agencies are contacted for further information, the names of the agencies and dates contacted should be recorded on the Framework-i system.</p>	<ul style="list-style-type: none"> Managers and practitioners have a clear understanding of what recording should look like through our Practice Standards. All Team Managers have been reminded of this requirement through Team Meetings, Service Meetings and in communication from the Head of Service. Standards for recording have been reinforced in Service Meetings, Team Meetings and Supervision. First Response 'Performance Call 	<p>Head of Service – First Response</p> <p>Head of Service First Response</p> <p>Deputy Heads of Service First response</p>	<p>Completed</p> <p>Completed</p> <p>Ongoing within the Service</p>

Ref.	Recommendation	Management Response	Responsibility	Deadline
		<p>Over Meetings' take place in First Response on a weekly basis. Through auditing of cases, Deputy Heads of Service identify cases where standards have not been met and this is fed back to Team Managers and social workers.</p> <ul style="list-style-type: none"> Six weekly auditing of the a number of Child and Family Assessments by the Head of Service and the Principal Social Worker (PSW) will oversee compliance to all areas of consent and timely management oversight of cases. This audit activity will report back into the Quality Assurance Board. 	<p>Head of Service First Response Principal Social Worker</p>	<p>Ongoing 6 weekly</p>
3	<p>A formal reminder should be communicated to case workers and other relevant responsible officers, reinforcing the requirement to complete all relevant screens in Framework-i, where appropriate, as evidence of completion of required tasks. This includes recording details relating to completion of MASH gathering information episodes and completion of the Consent screen (to record whether consent is or is not obtained from parents/carers) where</p>	<ul style="list-style-type: none"> All Team Managers and social workers have been reminded of this requirement through Team Meetings, Service Meetings and in communication from the Head of Service. Framework – E-Learning is completed by all new members of staff, a new requirement will now be added where practitioners sign-off their learning, confirming they are 	<p>Head of Service First Response</p> <p>Head of Service First Response Framework – i Team</p>	<p>Completed</p> <p>30.09.2013</p>

Ref.	Recommendation	Management Response	Responsibility	Deadline
	initial assessments are undertaken.	<p>now 'fit' to use the system this is authorised by their Team Manager.</p> <ul style="list-style-type: none"> All new Managers and practitioners attend a 'Practice Induction' workshop where Haringey's practice standards are introduced and our commitment to best practice, including: case recording and consent. 	Principal Social Worker	30.09.2013
4	Initial assessments should be authorised by a manager independent of the officer completing the assessment and entering the information on the system. This requirement should be communicated to all relevant officers and managers with responsibility for completion of these tasks.	<ul style="list-style-type: none"> The Framework-i workflow has now been adjusted in line with the launch of the Child and Family Assessment, the issue no longer exists. 		Completed
5	Where information from the initial assessment is or is not shared with parent/carers, the relevant details should be documented on the system (This can be implemented in conjunction with the formal reminder referred to in Recommendation 3 above).	<ul style="list-style-type: none"> All Team Managers have been reminded of this requirement through Team Meetings, Service Meetings and in communication from the Head of Service. Six weekly auditing of the a number of Child and Family Assessments by the Head of Service and the Principal Social Worker (PSW) will oversee compliance to all areas of consent and timely management oversight of 	Head of Service – First Response	Completed

Ref.	Recommendation	Management Response	Responsibility	Deadline
		<p>cases. This audit activity will report back into the Quality Assurance Board.</p>		
6	<p>Management decisions for further actions required should be recorded on the system for all cases (This can be implemented in conjunction with the formal reminder referred to in Recommendation 3 above).</p>	<ul style="list-style-type: none"> All Team Managers have been reminded of this requirement through Team Meetings, Service Meetings and in communication from the Head of Service. A number of fields on the Framework-i system have been made mandatory which will ensure practitioners reflect on the information needed – particularly around consent and information sharing, this includes management actions. 	Head of Service – First Response	Completed
7	<p>For cases where further strategy review meetings are not required and information is or is not provided to families, this should be recorded on Framework-i.</p>	<ul style="list-style-type: none"> All Team Managers have been reminded of this requirement through communication from the Head of Service. The Police's Child Abuse and Investigation Team (CAIT) now alert the Head of Service where a strategy meeting has occurred and further feedback post the Initial meeting has not been received The Deputy Head of Service 	Head of Service – First Response	Completed

Ref.	Recommendation	Management Response	Responsibility	Deadline
		<p>undertakes a rolling audit of Initial strategy discussions and will case note where a Review Strategy meeting is not required.</p>		
8	<p>Case workers should be formally reminded to complete all relevant screens in Framework-i, where appropriate, including completion of the Provision of Information screen to record details and information received upon completion of a CARCP (This can be implemented in conjunction with the formal reminder referred to in Recommendation 3 above).</p>	<ul style="list-style-type: none"> All Team Managers have been reminded of this requirement through Team Meetings, Service Meetings and in communication from the Head of Service. 	Head of Service – First Response	Completed
9	<p>Where the contents of assessments are to be provided to parents/carers, details of this should be recorded in Framework-i. This requirement should be communicated to all relevant officers (This can be implemented in conjunction with the formal reminder referred to in Recommendation 3 above).</p>	<ul style="list-style-type: none"> The new Child and Family Assessment includes a mandatory section where the sharing of the assessment (or not) must be recorded on the document itself All Team Managers have been reminded of this requirement through Team Meetings, Service Meetings and in communication from the Head of Service. 	Head of Service – First Response	Completed

