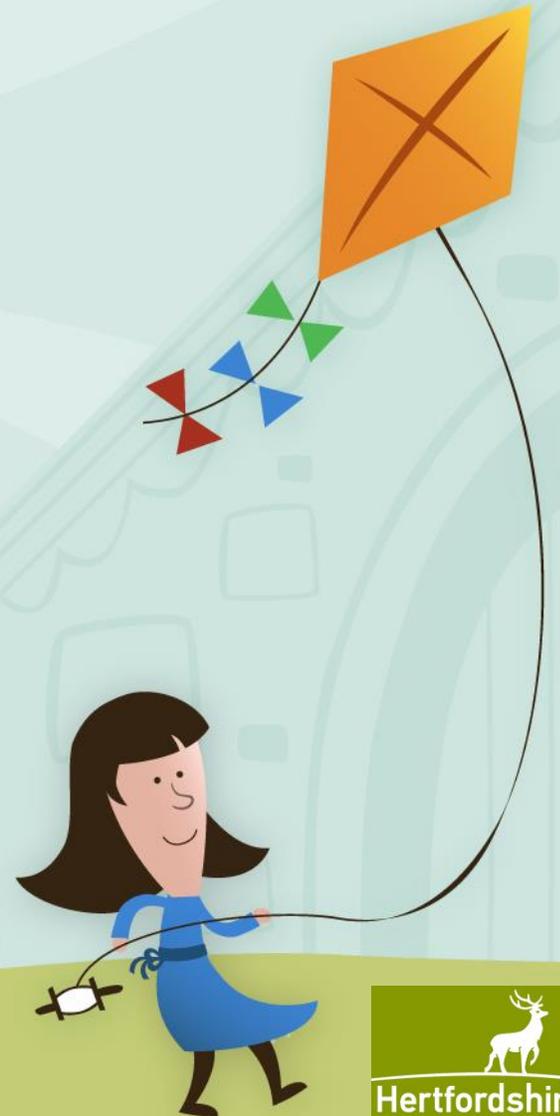


Changing the Culture of Children's Safeguarding

Jenny Coles

Director of Children's Services Hertfordshire



Outline of Family Safeguarding Hertfordshire



Outline

- What is Family Safeguarding?
- How has it shifted our culture?
- What are the outcomes for our children and their families?
- What is our learning?



Key components of Family Safeguarding

- Co-located multi-disciplinary teams
- Motivational Interviewing as unifying practice model
- Intervention & group work programmes for families
- Group Supervision
- ICS Workbook - reducing bureaucracy and analytical multi-disciplinary recording



How have we changed our culture?

Changing our approach to families, so they can change their approach to us

Involving staff and partners in designing everything together

Giving staff confidence that they can use professional judgement and change outcomes

Developing tools to support professional practice and save time on recording

Celebrating our successes and those of our families



Case Study

Angelina

Mum of two, Angelina, who came to the Family Safeguarding team in September 2016 said: “When I came into contact with the Family Safeguarding team, I was scared they would take my children away. But instead, they listened to me and got other experts involved, a domestic abuse worker and mental health worker and together, they helped me a lot. They gave me the opportunity to turn my life around. I didn’t think there was light at the end of the tunnel, but with their support, I was able to transform my life and I saw my children improve as a result. We are happy now and I am a thousand times different to the person I was before social services intervened.”



Outcomes

For families

- -66% reduction in repeat police call outs to domestic abuse incidents
- -53% reductions in emergency hospital admissions for adults
- -50% reduction in child protection plans
- -38% reduction in care proceedings



For staff

- Staff across all disciplines feel more confident and less stressed
- Improved recruitment and retention of staff with 7% vacancies in hard to recruit posts (Sept 2017)
- £2.6m reduction in expenditure for the Local Authority in first year including placements, legal and staffing costs



Our Learning

Investment in embedding practice

- Investing in skills development – this takes time to embed

Whole system change

- Effective leadership needed to drive forward and sustain change and improvement across the whole system

Measuring impact

- Sound working relationships with partners, and ensuring joint agreement of the KPIs to fund the new way of working in the longer term

Persistence

- Persistence in the recruitment of new adult workers, in the communication with all stakeholders, and in keeping our focus on safety and the outcomes



What is next?

- Expanding multi-disciplinary teams-educational and child mental health focus to increase children's resilience and improve life chances
- Working with 4 new authorities through Innovation Grant to expand evidence base of FS-different communities, different challenges
- Working with new evaluation partner to strengthen evidence of what works
- Exploring funding for 8 further LAs to develop FS in their areas

