

Salford
**Safeguarding
Children Partnership**

Serious good outcome review

July 2020

Views and Voice - Young person

What was the outcome:

- Y.P felt supported, had a positive change and relationship with professionals.

Why was it good:

- Y.P was at the centre “ **I felt important**”

What made the difference:

- A good relationship with social worker and CAMHS.
- SW, CAMHS and other agencies doing what they said they would – keeping appointments, signposting etc
- Looking at wider environmental needs – housing!
- Meeting in settings that were comfortable and appropriate to Y.P and when Y.P felt able to engage based on his mood.
- Y.P felt listened to and valued. Y.P invited to all meetings and knew everyone in them, and he was involved in all decisions.
- YP said “**They just got me**” into the process

Views and Voice - Mother

What was the outcome:

- Feeling understood and supported by professionals and happy to see her child interested and responsive to support.
- My mental health improved by this support and was able to come off anti-depressant

Why was it good:

- I was involved in the safety plans and understood who was doing what and what I needed to do.
- Social Worker checking in before visits and rescheduling if not a good time.
- I sat with my son and Social worker to identify other needs impacting on our mental health

What made the difference:

- Social Worker was **'Amazing'**.
- I felt valued and respected.
- I felt that people care about my son

Improvement outcomes

- **The Young person's (YP) mental health** – getting therapy, understanding his needs, no further attempts on his life at times of increased stress
- **Mothers mental health** – stopped antidepressants, being able to ask wider family for support, feeling supported and not judged
- **Young person's ability to talk about and address his needs** – access to therapy, continued relationship with CAMHS, adult mental health plan being created collaboratively, better relationship with family
- **Increased in engagement in positive activities** – Unity Radio/ fishing/ connexions – Making plans for the future

Part of improvement outcome

- Coordinated work with other agencies by YPP coordinator and SW-CAMHS, Early Break, IYSS, Connexion – all involved with the safety plans with YP and Mum.
- Good professional relationship with YP and family
- Flexibility with YP and family and allowing them to take the lead

What made the difference?

“Listen and show you’re listening”

YP felt listened to; he sat with Sam to identify his needs, there were times when he was not available or not in the right mind-set to speak to Sam. On these occasions Sam would book a different time to sit with the YP; he looked at what was going on for him and what his needs were. **“Talk to us, take us seriously”**

“Trust is really important” Sam (social worker) always did what he said he was going to do

“Show that you care” Tay met YP in appropriate environments and responded to his needs . Sam and Tay (CAMHS)“just got me”

The Salford Standards for Listening to Children, Young People and Families.

We asked you what was important when working with services and we have created 'Salford Standards' based on what you said.

We are asking all workers to adopt these standards when working with families.

I will be respectful, honest and reliable with the children, young people, parents and carers I work with.

“ Respect: being treated well. ”

I will listen to what is important to you - your thoughts, feelings and wishes.

“ Listen and show you're listening. ”

I won't ask you what you have already told other workers unless I need to understand more that I can't find out by reading the information that I already have.

“ I feel like a newborn baby having to start again repeating myself... if your worker changes they should know basic information. ”

I will listen to your views, wishes and feelings and make sure that this is central to everything I do.

“ Being heard - listened to ”

I'll check back with you to make sure I have understood what you said.

“ It's good to be listened to, and when they double check, I know they have heard what I said. ”

I will make sure that your views and voice are loud and clear in anything I write

“ Talk to us, take us seriously. ”

I will always introduce myself and explain my purpose in a way that you can understand - I am here to help keep you safe and well and the best you can be.

“ When I met my current worker she was bubbly, hopeful, and approachable and I knew that she was interested in me and my life. ”

I will let you know if what you tell me needs to be shared with anyone else.

“ Trust is really important, when it's broken I won't share stuff with that person again. ”

What you communicate to me will be shown in your records and assessments through direct quotes (what you say) and observations (what I see) and reflect your wishes and feelings.

“ Better understanding through sharing what you already know. ”

Listening to Children, Young People and their Families

- <https://safeguardingchildren.salford.gov.uk/professionals/views-and-voice/>
- <https://safeguardingchildren.salford.gov.uk/professionals/salford-standards-for-listening-to-families/>
- <https://www.mefirst.org.uk/>

Safety Planning

- Based on full understanding of needs, risk and strengths
- Informed by YP and mother
- Discussed and shared at the multi agency meetings
- Reviewed and integrated into the multi agency plan
- Was owned by the YP, mother and multi agency group
- Was dynamic- update following visits and in consultation with above

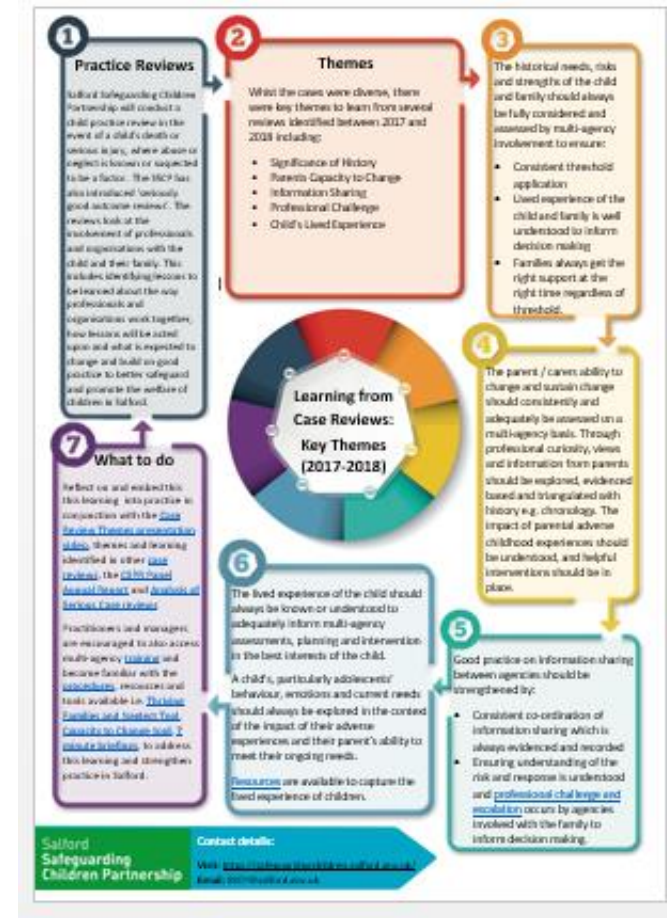
Child's Lived experience

- Build relationship and trust as a foundation for understanding
- What is already known? shared information from professionals provided an informed starting point to build on.
- Young people do not want to repeat their story with each worker – identify who the young person feels most comfortable talking to.
- Young person was seen and heard regularly
- Workers were responsive to his needs – where/ when seen which builds a good space for listening when he was ready to talk
- The team remained focused on the young person and what life was like for him, when considering his mum's needs they always thought about the impact on the young person and what that meant for him.
- Tools to support you to build a picture are available from the SSCP website <https://safeguardingchildren.salford.gov.uk/professionals/views-and-voice/>

What to do now

Reflect on and embed this learning into practice in conjunction with the themes and learning identified in other [case reviews](#), the [CSPR Panel Annual Report](#) and [Analysis of Serious Case reviews](#)

Practitioners and managers are encouraged to also access multi-agency [training](#) and become familiar with the [procedures](#), resources and tools available i.e. [Thriving Families and Neglect Tool](#), [Capacity to Change tool](#), [7 minute briefings](#), [Views and Voice](#) to address this learning and strengthen practice in Salford.



Referral to the Practice Review Subgroup

If you are aware of multi-agency working that has resulted in a seriously good outcome, or you are concerned about the way agencies have worked together with a particular case, you can make a referral to the [practice review](#) sub group.

Download the template from the [toolkit](#)



Useful information

- Salford Safeguarding Children Partnership information <https://safeguardingchildren.salford.gov.uk/>
- Practitioners Forum <https://safeguardingchildren.salford.gov.uk/professionals/practitioner-forum/>
- Policies & Procedures
 - Salford: <https://safeguardingchildren.salford.gov.uk/professionals/policies-and-procedures/>
 - Greater Manchester Safeguarding Children Procedures Manual <http://greatermanchesterscb.proceduresonline.com/>
- Training - [Virtual training programme](#) [e-learning courses](#), [7 minute briefings](#) Learning from [Practice Reviews](#) and [Learning Events](#)
- 7 minute briefings - <https://safeguardingchildren.salford.gov.uk/professionals/multi-agency-training/multi-agency-learning/7-minute-briefings/>
- SSCP Latest news <https://safeguardingchildren.salford.gov.uk/news/>
- NSPCC - CASPAR, latest safeguarding and child protection news via Free weekly e-mail alerts on subscription <https://www.nspcc.org.uk/services-and-resources/research-and-resources/sign-up-to-caspar/>

Salford Safeguarding Children Partnership

Salford Safeguarding Children Partnership,

Sutherland House,
303 Chorley Road,
Swinton,
M27 6AY

Tel: 0161 603 4322

Email: sscp@salford.gov.uk

Web: <https://safeguardingchildren.salford.gov.uk/>

Follow us on Twitter: @salfordscp