



Norfolk Safeguarding  
Children Partnership

# WELCOME

## TO THE 2020-21 CHILDREN & YOUNG PEOPLE'S ANNUAL REPORT FOR THE NORFOLK SAFEGUARDING CHILDREN PARTNERSHIP

### ABOUT US

Members of the Norfolk's In Care Council produced this report because we have real understanding of safeguarding, and can help the partners find solutions and improve their practice.

There are some key principles we would like you to think about while you read this report. We want to feel:



As we are all looked after children, we chose not to use our photographs because we don't want people to identify us as vulnerable. We are strong and resilient and there is so much more to us than one label can summarise. We have asked the illustrator to represent us as icons that best represent us as individuals so we can put our stamp on this report. We hope you enjoy reading it and can learn from it.



# GOVERNANCE: HOW DOES THE NSCP WORK?

Arrangements to keep us safe are the responsibility of the Local Authority (Children's Services), Police and Health. Health is massive so it is represented by the commissioners, that means the people who decide how to spend the money on health services. It is important that they are named as the responsible officers. We have included the photos of Norfolk's strategic leaders so we can put faces to the names. It is really important to us that leaders are available and approachable.



Sara Tough



Tom McCabe



Melanie Craig



Rebecca Hulme



Nick Davison



Paul Sanford



These named partners work with a lot of other people to safeguard children, e.g. teachers, nursery nurses and housing officers to name a few. The voluntary sector is also really important not only for providing places to go and fun activities, but also for additional support when we need it.



## KEY MESSAGES

### Our key messages for leadership:

“ Children and young people need to feel loved and cared for (where possible, pets can help!) ”

“ We need to know there are people who can help if something goes wrong in our lives. ”

“ Adults need to listen! If you are asking us questions because you are curious about our experience, that is fine so long as you don't make us just keep repeating ourselves.

Show that you care about what we have to say and are willing to do something about it. Adults need to pay attention and believe it when children are telling them they are having a hard time. Sometimes they might not have the words. ”

“ Communication is so important and if people are making changes that affect us we need to understand what they are and why decisions have been made. It is really important that children know who they can talk to, who to trust and how to contact the people who will help keep them safe, ”

“ We need to know we can trust the people that work with us. It is hard if people keep changing jobs, particularly social workers, because we need stability. ”





The NSCP also works with other partnership boards who are focused on community safety, adults and health & wellbeing. There is a 'sister' board called the Children and Young People's Strategic Alliance (CYPSA). The CYPSA has developed a FLOURISH framework. FLOURISH not only means to grow well, but each letter stands for something that makes the lives of children, young people and their families better. This includes: Family and Friends; Learning; Opportunities; Understood; Resilience; Individual; Safe and Secure; and Healthy. So far, the CYPSA have agreed the logo but they are doing more work on branding. The 'S' in FLOURISH is shared between the NSCP and the CYPSA and the two partnerships are working together on things like understanding data, developing the workforce, communication and involving people like us to shape services.



The responsible partners rely on lots of working groups to help make things better and this includes Local Safeguarding Children Groups. Growing up in Norfolk can feel different depending on where you live, so it's important that partners in localities work together to provide support to keep children safe and helps us to know what is available in our local communities.



# COVID!... STRANGE TIMES!

Let's face it: it has been a tough year for everybody. The NSCP started thinking about recovery even before the first lockdown ended and we still don't really know what that looks like. We are all going to have to figure out what 'normal' means in the future. This means that it is more important than ever to work together and share our worries and concerns as well as our hopes and ambitions.

The NSCP worked hard to help us get through Covid. For example there were a few communication campaigns this year, including:

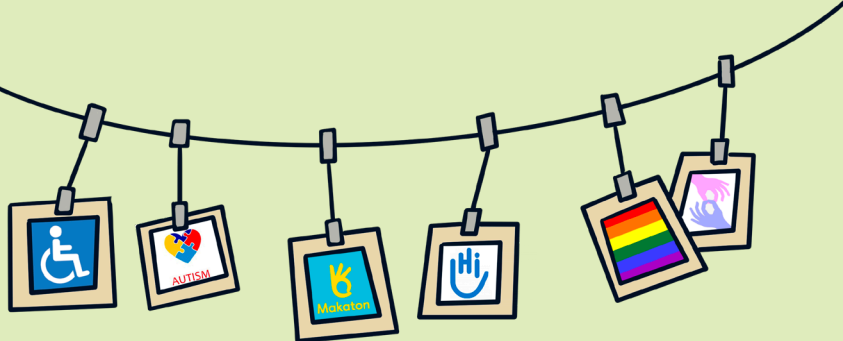
"See Something, Hear Something, Say Something", "We're Still Here", "We've Got This", "Young Heroes" and "Stay Safe Online".



We really liked the positive messages because there was such a lot of bad news and we needed something to keep us going.

We also got a lot of help with messages about going back to school. This helped and we noticed that the schools gradually got better as they learned how to teach and look after us online. Some of us had parents and carers who were key workers and going to school made us feel special as well as proud of our carers who were helping others during Covid.





HOW ARE  
YOU?



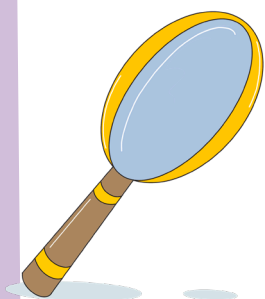
Schools and other partners also got better about talking about mental health as many people felt anxious as we have never lived through a pandemic before. We know if you don't talk about how you're feeling when things are tough, those feelings can slowly eat away at you.

The NSCP is also really committed to understanding trauma and building resilience. To us, trauma means getting stuck in a bad head space and needing help to understand and accept scary experiences so we can start to feel safe and get over it. Resilience is about never giving up, on yourself or other people. It requires determination, ambition, staying hopeful and wanting the best for yourself. We can only make positive change if we are resilient and this is true for the adults who work with us. We need adults to be confident so they can get things done for us.

It is also really important to be kind and, wherever possible, to have fun. For example, if a social worker is kind and fun, then we can feel more open with them.



# INDEPENDENT SCRUTINY: TAKING A CLOSER LOOK



Independent scrutiny means that the NSCP can check how well the partnership is doing to keep children safe. Scrutiny is a tool to help people to improve as it is a way to understand what the problems are.

Norfolk is lucky because the NSCP invests a lot in scrutiny and we have three independent people working to look at safeguarding and tell us what is good and bad. These three people are Chris Robson, Sian Griffiths and Natasha Rennolds and they keep an eye on different parts of the system. They are independent because they do not work directly for any of the partners so they can be fair and, if necessary, critical. They can also help to explain why things aren't going well and suggest solutions. This year they took a closer look at teenagers who suffered from neglect, training and some important processes to review individual cases where children have got seriously hurt.



Chris  
Robson

## Independent Scrutiny Team



Sian Griffiths



Natasha  
Rennolds

Audit is another way of checking on how well partners are working together and this year the partners audited some cases on different types of child abuse as well as a survey with professionals on how they were managing with the new ways of working through Covid. The In Care Council gets surveyed a lot and sometimes this can be boring, particularly if we keep getting asked the same questions, but we know it is good to be asked, and even better if people do something with the answers! When you talk to us, there must be value in doing so. We also need to be reassured that you see each child as an individual as we won't all have had the same experiences.





Nobody like surprises (unless it is a party or a present!) so it is important for all partners to know themselves. They do this through a safeguarding self-assessment called Section 11. This helps all partners feel safe with scrutiny as they can accept criticism better if they already know that they have things to work on. It also helps to understand different professionals' perspectives, by standing in another person's shoes. In Section 11 the NSCP asked partners to think about specific things like how they prioritise specific safeguarding problems and how they understand trauma and resilience.



Scrutiny for the NSCP also happens through inspection and peer review. This year, Children's Services had a peer review where people who do the same job in other parts of the country came and had a look at Norfolk. They thought Children's Services were doing a pretty good job overall, but they need to do more about neglect, particularly when the problems aren't going away and the family's life isn't getting any better.



“ We can also contribute to scrutiny as there are children in Norfolk who have been trained as young inspectors. Ask us and we can help. This also helps us to understand what good looks like and is great for our own personal development as we learn new skills. ”

# WHAT ARE THE NSCP PRIORITIES?

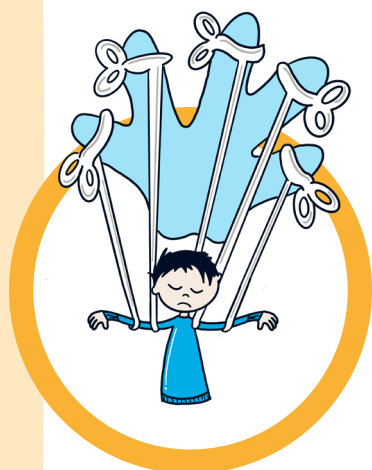
A priority is when something is important and we know we need to work on this first. The NSCP has three priorities and have written strategies, or plans, to make this work happen. The priorities were chosen because there are regular problems in certain areas and the partners know that they have to learn and improve. The priorities are:



**1. PROTECTING BABIES:** some babies in Norfolk have been hurt recently and we are worried about them because they are small, they cannot defend themselves and can't say in words what is happening to them. The NSCP is working on understanding what life is like for all babies and their parents/carers/families, particularly when they are stressed because of Covid restrictions.

**2. NEGLECT:** this is when children and young people don't get attention and/or the things they need like food, warmth, love, health care and so on. Most parents or carers try to provide these things most of the time but if they don't, life can be scary for children as they don't feel safe. The NSCP is working on building up family networks for these children and understanding why some carers aren't good at making the changes needed to make the family home safe and secure.





**3. EXPLOITATION:** we know that some young people are taken advantage of and manipulated by people who want to use them for their own self benefit. This is called being exploited and mostly happens to teenagers who are looking for love outside of the family home. It can take many different forms and for different things such as drugs, sex or radicalisation and young people can end up in a situation where they are made to do something they don't want to.

It is important to know the signs and for young people to be aware of feelings of being used or unsafe. The NSCP is working on raising awareness as well as early help and keeping children who have been exploited safe in the future.

“ We think these are the right priorities and that young people could help in promoting the issues as well as finding the solutions. We go back to the points about communication and trust so we always know who to talk to if we are facing these issues or see them happening to someone we care about. ”



# RAPID REVIEWS AND SAFEGUARDING PRACTICE REVIEWS



Sometimes individual children might be seriously harmed, or even die, and there are concerns about the way partners worked together. When this happens there is a Rapid Review, which is when all the partners have to report on what they did to help the child before they were hurt. This needs to be done quickly – in 15 working days – and helps the NSCP to draw out immediate learning. Sometimes, not all of the questions are answered in

a Rapid Review so the NSCP commissions a Safeguarding Practice Review, which is a more detailed report which is published on the NSCP website.

This review process is a really useful way to learn about why things went wrong and they are used to protect children in similar situations from harm in the future.

Between July 2020 and June 2021, the NSCP:

- Completed 4 Rapid Reviews
- Published 4 Safeguarding Practice Reviews (some of these were called Serious Case Reviews)
- Completed another Safeguarding Practice Review and are waiting to publish it
- Looked at another 6 cases that were worrying

A lot of the learning is being taken forward by the NSCP priority workstreams and the independent scrutiny team continue to follow up on the lessons through their checks. The NSCP Business Unit also makes sure that the learning is highlighted in training and did special online sessions on the published cases focusing on neglect. More detail on how people learnt from reviews is included in the full report.







One of the things we are interested in is how people learn from when things go well. The metaphor we used was thinking about footballers: if you managed a football club and had a young talented player, you wouldn't teach him or her by just showing videos of when players get sent off with a red card. You would also want them to study teamwork, football skills, good communication and what it looks like when you get the ball into the back of the net. Learning from what works well will help build confidence in the safeguarding system.

“ These are positive messages and keep you focused on achieving your goal – in our case, keeping children safe and making sure they are loved and looked after. This helps with building confidence in the safeguarding system. The NSCP is intending to identify a ‘what works well case’ next year to achieve this. ”



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# TRAINING: IT'S ALL IN THE SKILL!

It is important that people working to keep children and young people safe have the right skills so they know how to look after us and support our needs. We will say it again: you need to listen to us, communicate, and focus on building trusting relationships. These principles must be in any training provided.



All the partners have their own training and the NSCP thinks it's important that they have opportunities to train together. This is called multi-agency training and is useful because they can get a better understanding of other people's perspectives, their jobs and how they can work together. They learn from each other and training provides clear messages about the different roles people have, whether they are teachers, social workers, police officers, health professionals or any of the other jobs people have when they come in contact with children.

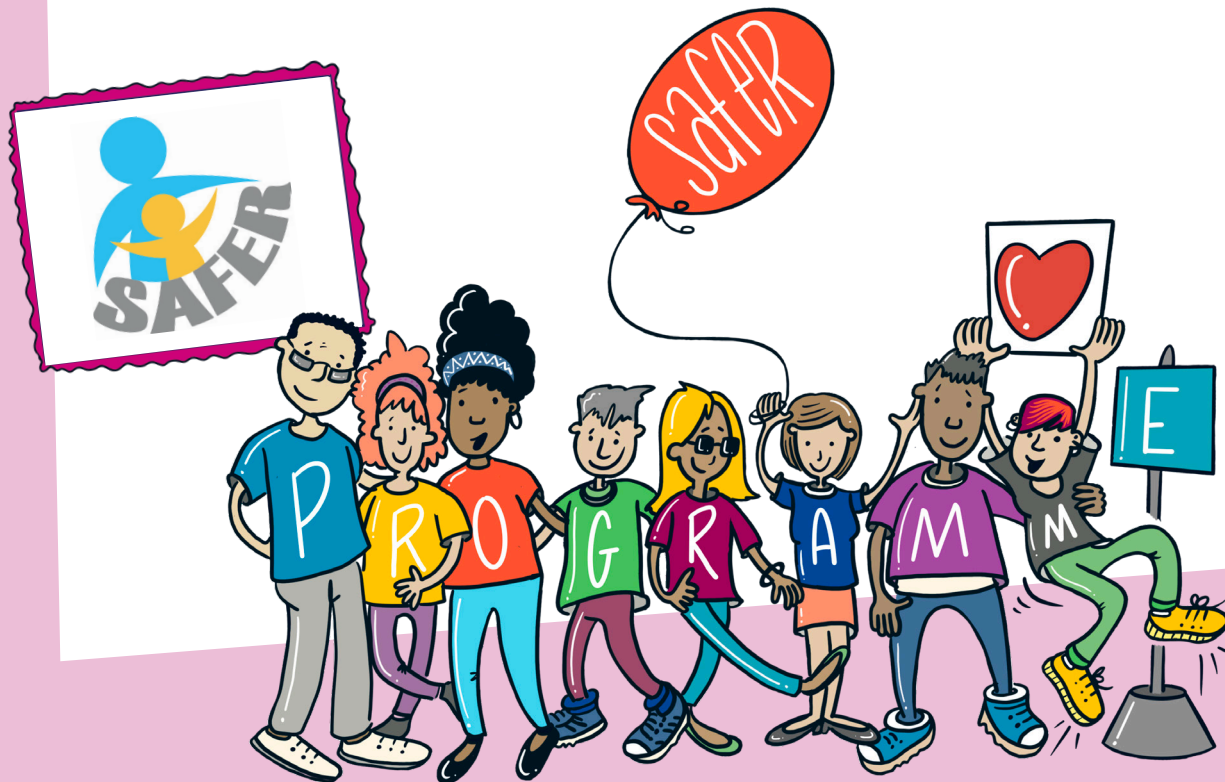
For experienced professionals training keeps their knowledge fresh, and is important for them to understand any changes in law or local procedure. For people new to Norfolk it is a great opportunity to think about what it is like growing up here and how we might do things differently.



In this year, the NSCP provided 66 training courses covering a lot of different topics. 1064 people signed up for training, which was great, particularly during Covid, but 173 people didn't attend even though they booked on. This worried us because they are missing out on learning.

The NSCP also needs to get better at understanding what difference the training made. It is not like the exams we take where you can see how well you did by your grade, but how it changed the way you work with children. We think one way the NSCP could measure impact is by talking to children directly after one of their workers has been on a training course.

The NSCP is pretty special because in addition to the training the Business Unit provides, there is also a Safer programme, which helps the voluntary sector and other partners develop their skills. Safer also helps them make sure their policies and safeguarding guidance is up to date. Safer has 492 members and is looking for more so they can help people from all the smaller organisations get better at keeping children safe.



# IN CONCLUSION

We hope that you have noticed all the great things the NSCP has done this year and that it has achieved a lot. With safeguarding there is always a lot more to be done as children grow up and society changes. We don't know what lies ahead of us, particularly after this last year of Covid, but there are certain things that the NSCP wants to get better at. This includes:

- Continuing to develop a truly trauma informed safeguarding system from leadership to frontline and the communities they serve
- Independently scrutinising the mental health and emotional wellbeing of Norfolk's children and young people
- Evidencing impact and outcome against our priority areas with clear measures, performance intelligence, data and qualitative feedback
- Developing mechanisms for monitoring the impact of training on practice
- Reviewing the Multi-Agency Safeguarding Arrangements
- Working directly with the children, young people and families to ensure that their voices are heard and they contribute directly to strengthening the safeguarding system
- Promoting equality and inclusion and celebrating diversity in Norfolk.

“ We hope that we, the children and young people of Norfolk, are fully involved in supporting the NSCP achieve its future goals. ”





# FURTHER INFO

The full version of the annual report can be found on the NSCP website:

[www.norfolklscb.org](http://www.norfolklscb.org)

There are loads of resources on there for professionals as well as children and families!

If you are worried about a child you can call Norfolk's Children Advice and Duty Service (CADS) or the NSPCC's Childline to help you.

Their phone numbers are:

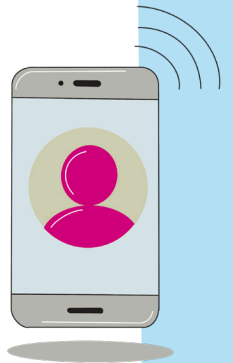
CADS: 0344 800 8020

Childline: 0800 1111

Or you can always phone the NSCP Business Unit on:

01603 223409

and they can signpost you to the best person!



Children's Advice and  
Duty Service (CADS)



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**NSPCC**

