

**Board Nurse Director**

## **Outcome of Her Majesty's Inspectorate of Education (HMIE) Reviews**

### **1. Recommendations**

Board members are asked to note the general summary of two HMIE Joint Inspection of Services to Protect Children and Young People Reports, recognising that inspections are multi-agency. Lessons learned from the inspections are progressed through a comprehensive range of governance structures consisting of:

- Chief Officers Forums
- Board Child Protection Forum
- CH(C)P Child Protection Forums
- Acute/Partnership Child Protection Forums
- Directorate Child Protection Forums

### **2. Introduction**

This paper is a summary of two HMIE Inspection reports specific to:

- East Dunbartonshire
- East Renfrewshire.

Currently Renfrewshire is in the process of being inspected. Inverclyde is due to be inspected in November 2011 and Glasgow City is to be inspected in February 2011. A future inspection date for West Dunbartonshire is awaited.

The Joint Inspection of Children's Services and Inspection of Social Work Services (Scotland) Act 2006, together with associated regulations and code of practice provide the legislation framework for the conduct of joint inspections of the provision of services to children. Inspections are conducted within a published framework of quality indicator, 'How well do we protect children and meet their needs?' (see Appendix 1).

Inspection teams include Associate Assessors who are members of staff from service and agencies providing services to children and young people in other Scottish local authority areas.

### 3. **Background**

In February 2009 the Scottish Government directed HMIe to conduct a further three year programme of Joint Inspections to Protect Children. The first year of that cycle will be complete in 2010. The programme of full inspection is as follows:

North Ayrshire	April/May 2010
East Renfrewshire	May 2010
West Lothian	May/June 2010
South Lanarkshire	August/September 2010
Renfrewshire	September/October 2010
Inverclyde	October/November 2010
North Lanarkshire	November/December 2010
Angus	January 2011
East Lothian	January/February 2011
Glasgow City	February/March 2011
Aberdeen City	March 2011

The programme of follow through inspections is as follows:

Moray	June 2010
Dundee City	November 2010
Fife	February 2011

The final year of the current cycle of inspections in 2011 – 12 will include:

- Argyll and Bute
- Dundee City
- Falkirk
- Fife
- Midlothian
- Moray
- Perth and Kinross
- Scottish Borders
- Shetland Islands
- South Ayrshire
- West Dunbartonshire

The inspections cover the range of services and staff working in each area who have a role to protect children. These include services provided by health, the police, the local authority and the Scottish Children's Reporter Administration (SCRA), as well as those provided by voluntary and independent organisations. As part of the inspection process, inspectors review practice through reading a sample of files held by services who work to protect children living in the area. Some of the children and families in the sample meet and talk to inspectors about the services they had received.

Inspectors visit services that provide help to children and families and meet users of these services. They talk to staff with responsibilities for protecting

children across all the key services; this includes staff with leadership and operational management responsibilities as well as those working directly with children and families.

Inspectors also sample work that is being done in the area to protect children, by attending meetings and reviews.

**4. Summary of lessons learned from the Joint Inspection of services to protect children and young people in East Dunbartonshire Council area (February 2010)**

Particular strengths that made a difference to children and families were identified as:

- Staff communicating well and building trusting relationships with children
- Easy access to a wide range of support
- Staff are alert to the signs that a child may need help
- Effective leadership, giving clear direction to staff in child protection work.

Inspectors commented on medical examination arrangements as follows:

“Paediatricians are available at all times to carry out medical examinations for children. However, they are not always involved in decisions about the need for such examinations... managers are confident that a recent agreement between services will ensure health staff are involved more fully in planning investigations. The wider health needs of vulnerable children can now be fully assessed at a clinic in Glasgow”

Section 1 of this paper outlines the governance structures that are in place to ensure the appropriate action is taken to improve in the following areas:

- Continue to strengthen systems to ensure the health needs of children are met
- Identify, plan for and meet the needs of all children affected by domestic abuse
- Involve health and police fully in all child protection processes.

The evaluations for the East Dunbartonshire council area are as follows:

Children are listened to and respected	Very good
Children are helped to keep safe	Very good
Response to immediate concerns	Good
Meeting needs and reducing long term harm	Good
Self evaluation	Good
Improvements in performance	Good

5. **Summary of lessons learned from the Joint Inspection of services to protect children and young people in East Renfrewshire Council area (September 2010)**

Particular strengths that made a difference to children and families were identified as:

- Children and families benefiting from high quality relationships with staff
- Shared responsibility amongst staff across services for keeping children safe and meeting their needs
- Self evaluation effectively achieving improved outcomes for children
- Outstanding leadership and direction provided by Chief Officers and the Child Protection Committee (CPC)

Inspectors commented on medical examination arrangements as follows:

“The information provided by health staff... is more comprehensive. Staff now need to ensure that they routinely seek a medical opinion at an early stage about all children who may need a medical examination... almost all children at risk have their health needs assessed well. A suitably trained doctor is available at all times to give advice and to carry out medical examinations of children who may have been abused. Older children who may have been sexually abused are seen by specialist doctors in a suitable setting”

Section 1 of this paper outlines the governance structures that are in place to ensure the appropriate action is taken to improve in the following area:

- Further develop ways to measure improved outcomes for children in need of protection.

The evaluations for the East Renfrewshire Council area are as follows:

Children are listened to and respected	Excellent
Children are helped to keep safe	Very good
Response to immediate concerns	Very good
Meeting needs and reducing long term harm	Very good
Self evaluation	Very good
Improvements in performance	Very good

6. **Conclusion**

Both reports indicate that overall services are improving. Each Child Protection Committee has developed an action plan specific to their report which will address the main recommendations and allow for monitoring and measuring progress.

## Appendix 1 Quality Indicators

The following quality indicators are used in the inspection process to evaluate the overall effectiveness of services to protect children and meet their needs.

<b>Key performance outcomes</b>
1.1 Improvements in performance
1.2 Fulfilment of statutory duties
<b>Impact on children and families in need of protection</b>
2.1 Children are listened to, understood and respected
2.2 Children and young people benefit from strategies to minimise harm
2.3 Children and young people are helped by the actions taken in immediate response to concerns
2.4 Children and young people's needs are met
<b>Impact on staff</b>
3.1 Impact on staff
<b>Impact on the community</b>
4.1 Being aware of protecting children
<b>Delivery of services to children and families in need of protection</b>
5.1 Involving children and families in key processes
5.2 Information sharing and recording
5.3 Recognising and assessing risks and needs
5.4 Effectiveness of planning to meet needs
5.5 improvement through self evaluation
<b>Policy development and planning</b>
6.1 Policies and procedures
6.2 Operational management and planning
6.3 Involving children and families in developing policies and services
<b>Management and support of staff</b>
7.1 Staff sufficiency, recruitment and retention
7.2 Staff deployment and teamwork
7.3 Staff training , development and support
<b>Partnership and resources</b>
8.1 Partnership working
8.2 Management of resources
<b>Leadership and direction</b>
9.1 Vision, values and aims
9.2 Leadership and direction
9.3 Developing people and partnerships
9.4 Leadership of improvement and change

This framework uses the following 6 point scale to make clear the evaluations made by inspectors:

Excellent	Outstanding, sector leading
Very Good	Major strengths
Good	Important strengths with areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses