



city & hackney
safeguarding
children board

CHSCB Case Audits

City of London

2016-17

Special Educational Needs and Disabilities (SEND)

The CHSCB multi-agency case auditing has identified numerous examples of positive safeguarding practice being undertaken by the partnership. Lessons have also been identified that have led to tangible improvements.

Systematic auditing allows the CHSCB to deliver one of the best learning opportunities for front-line workers; directly engaging them in a process that reflects upon, assesses and measures the quality of professional practice. The CHSCB operates a consistent and regular 6 monthly multi-agency case file audit process, which is carried out across the City of London and Hackney.

Case 1 (Felix*)

Brief summary of case:

Felix is a secondary aged boy with severe developmental delays. Felix attends a special school and at the time of audit, his Education Health and Care Plan was in draft format.

Strengths:

- When living out of borough, Felix had been out of school and was being home educated. Once identified by City of London, **education was accessed**. The school has noted increased learning since he started.
- A **good package of respite support** is currently in place.
- The audit evidence **good multi-agency working** with 6-8 weekly Team around the Child (TAC) meetings held.
- A **protective factor** was noted in fathers support, advocacy on behalf of Felix and focus on his children's needs.
- Agencies **know the family well** and **take a whole family approach** to their needs.
- The audit evidenced **good communication** between professionals.

Key Messages:

Financial Pressures

This case highlighted the additional financial pressures faced by families in caring for children with disabilities.

Are you aware of the pressures on families e.g. providing additional activities for their children, replacing damaged clothing or possessions?

Are you alert to any additional financial support or bursaries which could be accessed? Do you signpost families to additional support?

Use of Solicitors

This case highlighted the inhibited professional response (due to perceived challenges) when parents use or route communications through solicitors. Parents may use this method when frustrated or perceive a lack of power in their lives.

Do you reassure parents of their power and autonomy over their lives?

Do you reiterate that parents can approach and communicate directly with services without legal representation?

Awareness of Family Responsibilities

This case highlighted that parents, although presenting as positive and engaging, will have a lot of family and personal responsibilities. Professionals should be mindful that the picture a parent or carer portrays may not always be realistic so they should regularly check in with other agencies with regards to how well a family is doing.

This issue also serves as a reminder to all professionals of learning from a local Serious Case Review (Case FC) where the foster carers become seen by professionals as 'experts' and as in Case FC there is potential for those with ulterior motives to conceal information from professionals.

Do you rely on parents or carers to update you on how the family are doing or engaging with services? Do you check this with other agencies?

Think Family

This case highlighted the need to 'Think Family' and think about the impact on parents who provide long term care. Professionals are reminded of the potential impact for children if their parents (and in this case the sole carer) was no longer be able to provide care.

Do you '[Think Family](#)'? Do you know services which can provide support to parents or carers?

Although working with the child, do you consider the needs of parents or carers?

Transition Planning

This case reminded professionals to start planning early for young people who will be transitioning into adult services in future.

Are you alert to young people you work with who will be transitioning into adult services?

Are you speaking to your young people / partner agencies about what their adult life will look like?

Information Sharing

This case reminded professionals of the importance of ensuring information travels with the family to ensure appropriate services are identified and accessible.

Do you share / request information when a family moves in or out of the borough? Find out more about Information Sharing [HERE](#).

Is all relevant information on file so that it can be accessed in future?

Case 2 (Gabriele*)

Brief summary of case:

Gabriele is a primary aged girl who has medical condition disease with a reduced life expectancy.

Strengths:

- The case demonstrated evidence of **good multi-agency work and information sharing**. The partnership agreed that professionals worked well together and meetings were well attended. As the CIN plan was met, the family were stepped down to Early Help.
- There was also evidence of **good liaison and communication** between the local school and the school at Great Ormond Street Hospital with teachers attending each other's sites.
- The audits showed **evidence of a trusting relationship** between the family and professionals.
- The social worker **researched** and understood the disease and made timely referrals to appropriate agencies which had a positive impact for the family.
- **A school place was secured quickly** and the family have benefited from a more normalized life with Gabriele in school. Gabriele is happy and engaging and parents have seen the benefits of being in school such as improved speech and emotional development.
- There was evidence of assessment being undertaken by means of a GP **home visit**.
- The school confirmed that there is a school nurse on site and there are **clear protocols in place** should Gabriele have a health related emergency.

Key Messages:

Communication across the Partnerships

This case highlighted the importance of good communication across the Partnership. It was particularly noted that GPs should be engaged in review meetings and sent a copy of the minutes.

Do you share information as appropriate across the professional network? Find out more about Information Sharing [HERE](#).

Flexible working

The cases highlighted the number of (non-statutory) meetings families may be asked to attend to review progress. Professionals were reminded that flexibility can be applied where appropriate and a discussion on the number and frequency of meetings discussed with partners agencies and the family if things are progressing well.

Are you alert to any families who could benefit from a more flexible approach to meeting frequencies?

If agreed to reduce meetings, are there clear contingencies in place should the situation change?

Supporting Parents

This case highlighted the need to support parents to develop realistic expectations for the future, especially for children or young people with degenerative diseases.

Do you build trusting relationships with the parents or carers you work with?

Do you think ahead to any issues which may present in a degenerative disease and how you can support or prepare parents now?

Are you aware of services available to provide support to parents? Are you [Thinking Family](#)?

Case 3 (Harry*)

Brief summary of case:

Harry is a secondary age boy. His primary school referred him for assessment and he has been diagnosed with special education needs. Harry has received his Education, Health and Care Plan (EHCP).

Strengths:

- The **family are settled** and services offered are appropriate to support Harry. Speech and language therapy arranged through another local authority was seen to be going well.
- His family has engaged well with services and since the EHCP is in place all services have been **well engaged**.
- The audit evidenced the **voice of the child** as Harry was able to voice his opinion that he did not want to attend the same school as his brother. Harry has transitioned to secondary school and is monitored by means of his EHCP.
- Evidence of a **child-centered practice** as Harry (despite language needs) was supported to attend and actively participate in his annual review meeting, presenting a book 'all about me' to those attending.

Key Messages:

Families who live on edge of local authority boundaries

This case highlighted issues around the provision of services especially when families live on the edge of local authority boundaries and receive services outside of the local area.

Are you alert to families who live on the edge of local authority boundaries?

Are you clear on where families will be able to access services?