

Looking at how we keep children and young people safe in Newport

A Joint Inspection of Child Protection Arrangements



December 2019

Hello

Care Inspectorate Wales check and inspect services. We make sure services are doing the right things in the right ways. We can take action if they aren't.

In December 2019 we checked how services in Newport keep children safe.

We checked:

- how services work together to keep children and young people safe
- what they do to tackle abuse and neglect
- how they deal with child exploitation
- what they can do to improve.

Who was involved?

We had help from:

- Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services
- Healthcare Inspectorate Wales
- Her Majesty's Inspectorate of Probation
- Estyn.

We inspected:

- the Police
- Local Authority services – Children's Services, Youth Justice Service, schools and more
- Health Services
- Probation services
- other groups and organisations.

What we did



We visited services.



We looked at evidence.



We checked records.



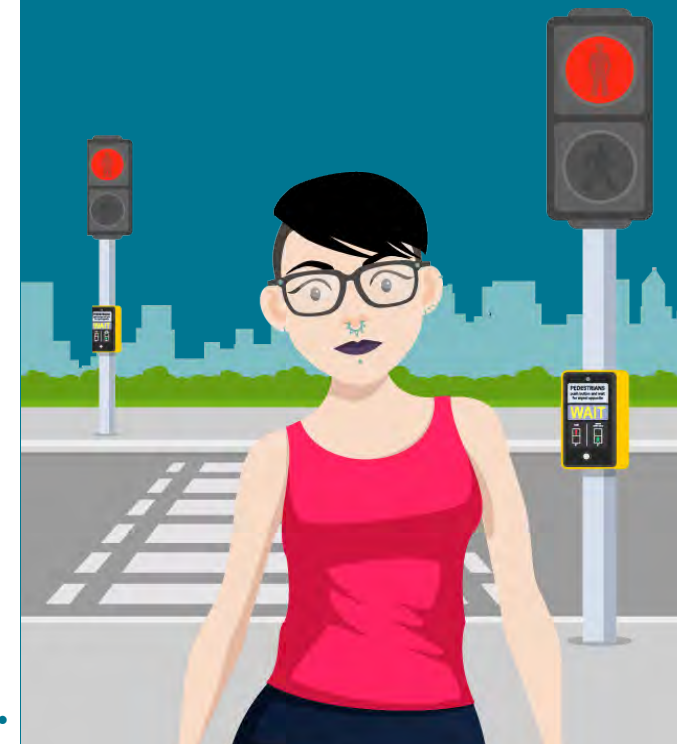
We talked to staff and professionals.



We talked to young people.

This booklet tells you about what we found.

We want all children across Newport to have happy, healthy lives, free from neglect or abuse.



Some of our main findings

There are lots of skilled staff and professionals. They know how to keep children and young people safe and they do a good job.

🕒 **Safeguarding boards**

Safeguarding boards share information and resources to keep people safe. The Regional Safeguarding Board and the Newport Safeguarding Board work well together.

🕒 **The Safeguarding Hub**

Newport has a new Safeguarding hub. It's a place where services can work together. This makes it easier to share information and make decisions. It also helps them support children and their families better.

🕒 **The Police**

The Police work well with local authority services and staff. They have improved how they work with children and young people. They include child protection in their training and work plans.

🕒 **Probation services**

Probation services make sure information is shared with other agencies about adults they are working with who could harm children.

Lots of professionals and staff are working together to protect children by:

- sharing information
- working with schools
- stepping in early to support children and families
- stopping children getting involved with unsafe people or crime
- stopping organised crime gangs connecting to young people
- giving support to children and young people
- letting services and the Police know if a child is at risk
- reporting if they think a child is at risk of domestic abuse or neglect
- supporting young people who go to court
- being involved on different panels, groups and forums.

The **Child Exploitation Assessment Toolkit** helps services spot when a child is at risk of sexual abuse, exploitation or getting involved in crime.



Some of the good points we found

✓ The Police

Keeping children and young people safe is a big priority for police in Newport.

They have put money and resources into:

- having a social worker in their control room to link to social services
- having enough officers to investigate child abuse
- training staff on how to investigate child abuse and other issues
- training 1,100 police officers about Adverse Childhood Experiences (ACEs) like domestic abuse and drug use
- running workshops for 130 officers to improve how they tell services if they find a child at risk
- finding better ways to share information with children's services
- working with Youth Justice services and Youth Offending services teams.

The Police's **Operation Quartz team** investigates when a child is at risk of exploitation. It means children see officers from the same team who know them and their situation well.

✓ Aneurin Bevan University Health Board

The Health Board have put money and resources into:

- having their own safeguarding board
- training staff on how to keep vulnerable children and young people safe
- having information and advice for staff on the intranet systems
- having local safeguarding champions to give staff support
- developing and delivering safeguarding training
- involving children and young people in their work and decisions
- talking to young people about the issues they face and how to keep them safe.



✓ Children's Services

Children's services work hard to keep children safe. They are open about their child protection decisions.

They are:

- learning and finding new solutions to support children
- supporting children and young people in residential care homes
- working with schools
- protecting children and young people who are at risk of exploitation
- working with other groups like the School Exclusion and Exploitation Partners Group.

✓ Schools and education services

Schools and education services have a clear vision for keeping pupils safe.

They are:

- training staff to understand challenging behaviour and why it happens
- training staff on how to report concerns
- involving pupils in planning and decisions through the Learning Well Plan.

**It's everyone's job
to spot dangers and
keep children and
young people safe.**



Being absent from school can put children at risk.



✓ Learning coaches

They support and mentor children and young people to make positive life choices, reduce the risk of harm, and do better in school.

✓ Engagement and Inclusion Team

This team works with schools. They train school staff to support pupils going through difficult situations. This includes when someone dies, anger issues, or domestic abuse at home.

✓ Team around the Bridge

This team supports pupils at the Bridge Pupil Referral Unit. They work to reduce the number of children being absent and being at risk.

✓ Managed Moves Panel

This group supports pupils when they move schools. They have:

- set up new systems for primary schools so they can spot children at risk
- trained school staff to understand and spot the signs of child exploitation.

✓ Post-16 learning

Coleg Gwent and other colleges have programmes to support young people who have been involved in crime, gangs, and serious violence. They support pupils to make better life choices.

✓ The School Exclusion and Exploitation Partnerships Group

This group looks at the link between being excluded and getting involved in crime. They help schools make decisions so pupils aren't excluded.

✔ Youth offending services

These services step in early to support young people to stop issues getting worse. All staff have training, including helping young people involved in human trafficking. Youth Justice staff work well with the Police and go to Safeguarding Hub meetings. They make sure young people get support quickly. Their work has reduced the number of young people who re-offend or go to prison.

✔ Early Intervention Team

This team steps in early and supports families. This can make a real difference and stops situations getting worse.

✔ Families First programme

This programme funds an 'out of hours' outreach. It works to keep young people safe from exploitation or putting themselves at risk. They share what they find and help Police and Social Services make the right decisions.

✔ Child and Adolescent Mental Health Services (CAMHS)

CAMHS staff help to stop young people putting themselves at risk. They follow up with families when young people don't turn up to appointments.

✔ Other organisations

The St Giles Trust, Divert, and Barnardo's run projects to stop children being exploited. They work well with services and the Police.

**Stepping in
early makes a
big difference.**



Real lives

We spent time talking to 7 young people who've had help from these services.

They said they had good relationships with the staff and professionals. Some of them have had the same social worker for a long time and they trusted them.

From the records we found:

Young people were listened to about decisions that affected their lives.

Six out of seven had the right instructions on their records when they went to A&E.

Police information showed the right steps were put in place if they were taken to the police station.

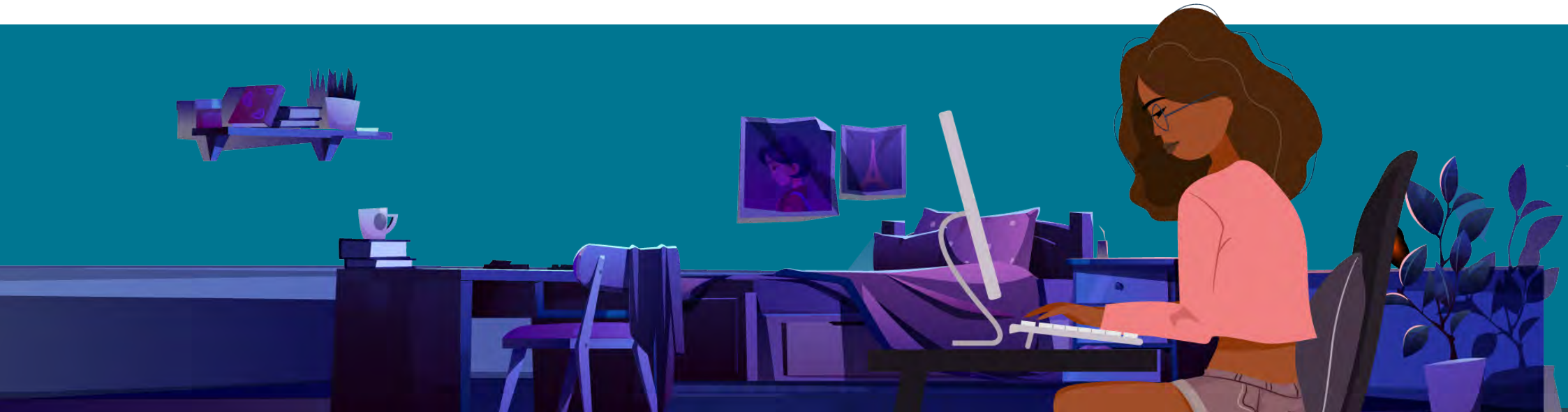
If they were missing from care the Police acted quickly.

Police stepped in to stop adults who could harm young people from being in their area or having contact with them.

Children's Services worked hard to build relationships with the young people and their families.

Doctors and health professionals gave strong support and kept them safe.

Advocacy support was provided when they needed help to be heard.



Making it better for the future

We set out different ways the Police and services can improve how they work to keep children safe.

Some of the ways to improve:

- checking the quality of work
- checking the support children get
- checking officers and staff are making the best decisions
- sending better information and forms to the Safeguarding Hub
- making sure health records are up-to-date
- carrying out better assessments, on time
- talking to and involving children and young people in decisions
- giving children more support in Welsh
- giving feedback about children and young people so people know what's happening
- holding planning meetings on time
- keeping better records of meetings so there's evidence about why decisions happen
- keeping information up-to-date
- sharing information and communicating better across services
- training staff better
- making sure staff are aware of guidance and the rules they need to follow
- giving young people who were moving to Adult Services or leaving care better support.



**Making sure
all services
know when a
child is risk is
important.**

➔ Next steps

We've written a letter to all the services involved. It explains what we found and what they have to do.

They will let us know how they plan to improve their work.

We will inspect services again in the future.

Thanks for reading this.

You can read the full report here:

careinspectorate.wales/joint-inspectorate-review-child-protection-arrangements-jicpa-newport-december-2019

