

## Appendix 2

### SUMMARY FEEDBACK FROM CONSULTATION

#### 1. Demand and Need

- Clear and definition of thresholds which identify the actions that should be taken
- Consistent application of thresholds and a shared understanding of the decision making process.
- Clear explanation provided where cases are not deemed to meet threshold with the opportunity to offer respectful challenge to referral decisions which is taken professionally and used constructively to lead improvements.
- The needs of children should be paramount in all decision making and not simply the thresholds that policy or practice dictate
- Consistent and tailored provision when children are in need of statutory services
- Support from specialists should be provided when needed, particularly in relation to mental health needs
- Ensure we check children and young people are happy and understand the care they receive.
- Make sure foster carers are doing what they should be
- Opportunity for development of written referrals to be submitted with timescales for feedback and clear outlines of what to expect and when to reduce duplication
- Review of operational and commissioning arrangements to ensure that multi-agency care provision can be delivered

#### 2. Information Sharing

- Clarity regarding information governance and data sharing agreements in place including - Increased and more effective information sharing in relation to children missing from home, Looked After children moving across local authority boundaries.
- Clear direction about the role of none-statutory organisations in providing the best quality safeguarding practice
- Access to information about the VCS organisations available in Tameside which provide wider support.
- Co-location in the Public Service Hub to enable better communication and information sharing
- Development of framework that enables school to communicate alternative provision outside of school commissioned by schools.
- Clear communication of changes to the Public Service Hub and in terminology used.
- Better communication of information regarding changes in social worker is required.

#### 3. Early Intervention and Prevention

- Increased linkages between the Integrated Neighbourhoods service and early help and intervention services to support families to access early help and intervention.
- Opportunity to co-locate early help worker and children's social care staff within Integrated Neighbourhood's service to support early intervention and prevention activity
- Focus should be on that appropriate help and support is available at the earliest opportunity
- Opportunity to co-locate Looked After Children Health teams and Safeguarding Provider Teams in the Public Service Hub to increase effectiveness and reduce duplication.
- Development of referral pathways for mental health services including processes for fast-tracking and transition into health services.

#### 4. Partnership Working

- Greater cooperation when concerns are raised including more open mechanisms to share information without fear of repercussions
- Access to wider training programmes and training sufficient to enable safeguarding staff to make referrals into the Public Service Hub.
- Joined up service deliver to ensure that cases involving both adults and children are not dealt with holistically. Particularly in cases where Domestic Abuse is a factor.
- More consideration of closure of cases when there are concerns articulated that it may be premature to close a case.
- School co-ordinators should always feel listened to, supported and where appropriate sign posted to other agencies.
- Improved levels of mutual respect and levels of professionalism.
- Increase links between partner agencies and provide clearer referral routes to prevent multiple referrals.
- More consistent access of safeguarding training by schools
- Increasing understanding of the role of different agencies and organisations involved.
- Clearer multi-agency arrangements for planning for vulnerable families.