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## **CHILDREN, YOUNG PEOPLE & EDUCATION SCRUTINY PANEL**

**Monday, 30th October, 2023 at 7.00 pm in the Conference Room,  
Civic Centre, Silver Street, Enfield, EN1 3XA**

### **Membership:**

Councillors: Maria Alexandrou (Chair), Andrew Thorp (Vice-Chair), Gunes Akbulut, Mahym Bedekova, Nelly Gyosheva, Doris Jagge, Ahmet Oykenner and Ruby Sampson

### **AGENDA**

**1. WELCOME & APOLOGIES**

**2. MINUTES OF THE PREVIOUS MEETING (Pages 1 - 4)**

To approve the minutes of the meeting held on 23 March 2023.

**3. DECLARATIONS OF INTEREST**

Members of the Committee are invited to identify any disclosable pecuniary, other pecuniary or non-pecuniary interests relevant to the items on the agenda.

**4. SAFEGUARDING CHILDREN'S PARTNERSHIP ANNUAL REPORT  
2022/23 (Pages 5 - 40)**

To receive the report of Sharon Burgess, Head of Safeguarding & Community Services and Chloe Pettigrew, Children's Safeguarding Partnership Manager.

**5. ANNUAL CHILDREN'S STATUTORY COMPLAINTS REPORT (Pages 41 - 56)**

To receive the report of Will Wraxall, Complaints, MEQs & Corporate Functions Manager.

**6. SEND PROVISION UPDATE (Pages 57 - 66)**

To receive the report of Neil Best, Head of Strategic Resourcing & Partnerships and Barbara Thurogood, Head of Special Educational Needs.

**7. WORK PROGRAMME 2023/24 (Pages 67 - 70)**

To note the Children, Young People & Education Scrutiny Panel Work Programme 2023/24.

**8. DATES OF FUTURE MEETINGS**

To note the dates of future meetings as follows:

Monday 18 December 2023

Monday 11 March 2024

Additional Meeting – date to be agreed by the panel

All meetings will commence at 7:00pm and will be held in the Conference Room at the Civic Centre.

## **MINUTES OF THE MEETING OF THE CHILDREN, YOUNG PEOPLE & EDUCATION SCRUTINY PANEL HELD ON THURSDAY, 23RD MARCH, 2023**

**MEMBERS:** Councillors Elif Erbil (Chair), Gunes Akbulut (Vice-Chair), Andrew Thorp, Adrian Grumi, Nelly Gyosheva, Suna Hurman (Deputy Mayor) and Ruby Sampson

**Officers:**

Tony Theodoulou (Executive Director - People), Peter Nathan (Director of Education), Anne Stoker (Director of Children & Family Services), Paul Bishop (Corp Schools Health & Safety Manager), Ivana Price (Head of Young People and Community Safety) , Helen Finnemore (Head of Early Life and Start for Life Programme) and Linda Crawford (Head of Youth Justice)

**Also Attending:** Enfield Youth Council members

### **1. WELCOME & APOLOGIES**

The Chair welcomed everyone to the meeting.

Apologies were received from the following:

Sarah Fryer, (Head of Schools Personnel Service), Cllr Ahmet Oyknar and Cllr Abdul Abdullahi

### **2. DECLARATIONS OF INTEREST**

The following declarations of interest were received:

Cllr Andrew Thorpe declared a non-pecuniary interest in item 5 as his wife is a teacher in the borough.

Cllr Adrian Grumi declared a non-pecuniary interest as a Governor at a school in Enfield.

### **3. MINUTES OF THE PREVIOUS MEETING**

AGREED that the Chair signed the minutes of the meeting held on 10 January 2023 as a true and correct record.

### **4. THE DEVELOPMENT OF FAMILY HUBS AND CHILDREN'S CENTRES**

Ivana Price and Helen Finnemore presented this item highlighting the key points from the report.

## **CHILDREN, YOUNG PEOPLE & EDUCATION SCRUTINY PANEL - 23.3.2023**

In December 2022 Enfield successfully signed up for DFE funding. A proposed programme delivery for family hubs

Following questions from Members Officers explained that the Ponders End Hub will be soft launching in summer. It will be a one stop shop from start for life and youth services. This provides families with the convenience of having one place to go rather than being sent to different centres across the borough. There is also a virtual assistance offer.

Members had queries on the opinions of youth centres regarding their space being used as a hub. To which officers confirmed that the majority of the youth activities are done in the afternoon and evenings, while the children's are done in the morning and day time so the youth services won't be reduced.

Officers clarified that the start for life offer will be translated into other languages. Family support will use translation services and work with local community groups to make them aware of access to the services. There is a communication plan in place which includes outreach, the council website, and other partnerships. Enfield are also recruiting a Family Hub Manager.

Members requested more information on the vision for family hubs and children's centres by March 2025. Officers explained that they envision to have a Family & Youth hub in Ponders End, Craig Park and Enfield Town. The team are currently undergoing a mapping process with property services.

### **5. VIOLENCE TOWARDS TEACHERS**

Peter Nathan and Paul Bishop presented the report highlighting the key points.

Most of the violence reports is towards support staff. Schools carry out risk assessment on the children involved. Enfield has approximately 56,000 children with violence problems, which is relatively low.

Enfield facilitate training for schools and the schools also hold their own training.

The report states that Cllr Andrew Thorp requested information to be included in the report, however this was requested by Cllr Ruby Sampson.

Members asked what can be done to understand more about what violence is happening in schools. Officers explained that they rely on reporting from the schools which needs to improve. A newsletter was recently sent that encouraged schools to report incidents to the council. If a school is run by an academy they report voluntarily. In relation to the numbers going up in the report, this is likely due to the number of reports we receive going up.

## **CHILDREN, YOUNG PEOPLE & EDUCATION SCRUTINY PANEL - 23.3.2023**

Members requested more detail to be included with the data provided in the report. Officers recommended to do this in another year, once there is more robust data as reporting is being encouraged.

Cllr Ruby Sampson commented that the report doesn't reflect the experiences of teachers in Enfield. Officers explained that the Council can only collect the data which the schools provide.

Following a question from Members, officers explained that the main reasons for the serious incidents reported are in relation to children with special educational needs as they can often have triggers.

### **6. YOUTH OFFENDERS - ACTIVITIES TO HELP STOP REOFFENDING, YOUTH CENTRES AND CADETS**

Ivana Price and Linda Crawford presented this item, highlighting the key points from the report.

Members had questions on the youth buses to which officers clarified that there are currently 2 provisions in 3 hotspots. These are driven by the resource of youth workers being on the bus 3 times a week.

Members raised questions on the use of home modelling and early warning systems in youth offending. Officers explained that there is a new initiative turn around project to help identify these young people and can then offer them support. There are already mentoring programmes in schools and a small council youth service mentoring project. An enhanced mentoring project is to be launched in June which secured a £700k grant.

The Chair commented that there are lots of excellent programmes and asked how we are measuring if they are working or not. Officers explained that they are externally funded projects, and the Council are required to provide clear reporting to the funders.

### **7. WORK PROGRAMME**

Noted.

### **8. DATE OF NEXT MEETING**

Noted.

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### London Borough of Enfield

<b>Report Title</b>	Enfield Safeguarding Children's Partnership Annual Report 2022/23
<b>Report to</b>	<i>Children, Young People &amp; Education Scrutiny Panel</i>
<b>Date of Meeting</b>	<i>30th October 2023</i>
<b>Cabinet Member</b>	Cllr Abdullahi
<b>Executive Director / Director</b>	<i>Tony Theodoulou</i>
<b>Report Author</b>	<i>Chloe Pettigrew, Children Safeguarding Partnership Manager <a href="mailto:chloe.pettigrew@enfield.gov.uk">chloe.pettigrew@enfield.gov.uk</a> and Sharon Burgess, Head of Safeguarding and Community Services <a href="mailto:sharon.burgess@enfield.gov.uk">sharon.burgess@enfield.gov.uk</a></i>
<b>Ward(s) affected</b>	
<b>Classification</b>	Part 1 Public
<b>Reason for exemption</b>	<p>By virtue of paragraph(s) marked below with * of Part 1 of Schedule 12A of the Local Government Act 1972:</p> <p>1 Information relating to any individual.</p> <p>2 Information which is likely to reveal the identity of an individual.</p> <p>3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).</p> <p>4 Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.</p> <p>5 Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.</p> <p>6a Information which reveals that the authority proposes to give under any enactment a notice under or by virtue of which requirements are imposed on a</p>

	<p>person.</p> <p>6b Information which reveals that the authority proposes to make an order or direction under any enactment.</p> <p>7 Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.</p>
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## Purpose of Report

1. The report is being presented to the Children Young People & Education Scrutiny Panel to note the Safeguarding Partnership's activity to protect children in 2022-2023. It highlights the positive actions taken by the Partnership to prevent neglect, abuse and exploitation against children and families, includes data to demonstrate the impact of these actions, and states the priorities of the partnership for the 2023-2024 period.

## Recommendations

<ol style="list-style-type: none"> <li>I. To note the Annual Report. Noting the report at Cabinet, Scrutiny and Council enables Enfield Council to demonstrate its commitment to safeguarding children and young people throughout the organisation. The report is a partnership document and as such is agreed at the Safeguarding Children Partnership Executive Group.</li> <li>II. To commend the report to the November Council meeting for noting.</li> </ol>
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## Main Considerations for the Panel

2.
  - **Multi- agency partnership workshops-** Workshops were delivered by partnership managers on Child Protection Medicals, Information Sharing, Strategy Meetings and Early Help which had over 200 practitioners attend in total.
  - **Exploitation Event- Enfield's response** – This partnership event was held to raise awareness of the support available to practitioners local to Enfield with an additional spotlight on how Adultification bias can impact upon a practitioner's response to exploitation. This event had 120 practitioners attend.
  - **Forced Marriage Partnership event-** The Local Child Safeguarding Practice Review (LCSPR) on Nadya was published and a partnership event was held to raise awareness of how to identify concerns for Forced Marriage and how to respond. This event had 80 participants attend.
  - **Andre Local Child Safeguarding Practice Review (LCSPR) published** – Review into the death of Andre, a 17-year-old, has been published - [Learning from reviews | Safeguarding Enfield](#)



- **Multi- agency audits completed** – There were two multi- agency audits completed which identified key areas of good practice to improve upon and areas where learning and development of practitioners should be focussed.
- **Enfield Trauma Informed Practice (ETIPs)**- the Virtual School working in partnership with Educational Psychology Services commissioned training for Children Services, the Early Years' Service, HEART Health and CAMHs team and associated partners to ensure that professionals are using a common approach and language when supporting Enfield's vulnerable children, young people, and families.
- **Safeguarding ambassadors**- the Ambassadors met with the Detective Superintendent of the North Area BCU (Basic Command Unit) three times and discussed their experiences of the police. This led to the Police asking the Ambassadors to create a video outlining their experiences, so that it could be shared more widely across the force. This video will be made in 2023- 2024.

Important areas of work for 2023-24:

- Ensure that our learning and development courses we offer to practitioners is wider, focussing on the strategic priorities of physical abuse, child on child abuse and anti- racist practice.
- Complete LCSPR on a child with additional needs and at risk of significant harm in the community. Implementing all associated actions to improve practice.
- Complete multi- agency audits on Serious Youth Violence, the voice of the child and pre- birth assessments.
- Complete the making of a video on the experience of young people being stop and searched by police and participating in an event to host this.
- Recruitment of an independent chair/ scrutineer.

## Background and Options

3.

- There are statutory duties for publishing an annual Safeguarding Children Partnership report. These duties apply to the Safeguarding Children's Partnership. The duties require specific information to be provided. The specific actions taken to address the requirements are in italics.
- For Safeguarding Children, Working Together requires that the report include: what the Safeguarding Partnership have done as a result of the arrangements, including on child safeguarding practice reviews, and how

effective these arrangements have been in practice (*the arrangements are highlighted in the report, as are the safeguarding practice reviews*).

- The report should also include the ways in which the partners have sought and utilised feedback from children and families to inform their work and influence service provision (*for example Safeguarding Ambassador feedback on police and health intervention*).
- Safeguarding partners should make sure that the report is widely available, and the published safeguarding arrangements should set out where the reports will be published. (*The report will be published on website: [www.safeguardingenfield.org](http://www.safeguardingenfield.org)*).
- A copy of all published reports should be sent to the Child Safeguarding Practice Review Panel and the What Works Centre for Children’s Social Care within seven days of being published.
- The three safeguarding partners should report any updates to the published arrangements in their yearly report and the proposed timescale for implementation (*section on Children’s safeguarding arrangements will cover this when necessary*).
- The What Works Centre for Children’s Social Care and National Panel conducted an analysis on annual reports across the country in 2021 and they stated *yearly reports for partnerships are intended to be shorter, more focused on impact, with more scope for local variation in terms of structure and publication format*.
- The following paragraphs present some of the highlights of the Children’s Safeguarding Enfield Annual Report 2022/23:
  - Across the Partnership, our primary responsibility is to provide a way for the local agencies to work together to safeguard those at risk, and to ensure that the arrangements in place are working effectively.
  - 2022-23 was a year to receive effective scrutiny on the partnership arrangements that are currently in place for Enfield. The scrutiny was to provide helpful feedback to the partnership on areas of good practice, so that this could be built upon whilst also providing helpful challenge on how the partnership arrangements could be improved. The independent organised used to provide the scrutiny was redquadrant, and their report states:
    - “*The Red Quadrant team are able to confirm with confidence and assurance, that the Multi-agency Safeguarding Arrangements for Enfield Safeguarding Children Partnership are compliant with Working Together 2018. The arrangements ensure that children in Enfield are safeguarded and their welfare promoted. The annual report that this forms part of was also scrutinised and can confirm that this is compliant with the requirements of Working Together 2018.*”

- This year we took the opportunity to set strategic priorities for the partnership to consider in all their direct work with children, young people, and families. These priorities helped to set the framework of the targeted areas of concern and where all areas of practice improvement should be focussed.

### **Relevance to Council Plans and Strategies**

4. Thriving children and young people
  - a. The work of the Safeguarding Enfield Partnership meets the Council's priority of "Thriving children and young people".
  - b. The purpose of safeguarding work is to protect children and young people, and families so that they can all thrive in the borough. The Partnership's approach to safeguarding focusses on well-trained staff who can effectively engage and manage the risks that may be present.
  - c. There is an emphasis on improving services for those children, young people and families that require prevention and intervention from safeguarding services across a broad spectrum, from early help to statutory interventions.

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**Report Author:** Sharon Burgess/ Bharat Ayer/ Chloe Pettigrew  
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### **Appendices**

The Childrens Safeguarding Enfield Annual Report for 2022/2023 (formatted).

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Enfield Safeguarding Children's Partnership

# ANNUAL REPORT

## 2022-23



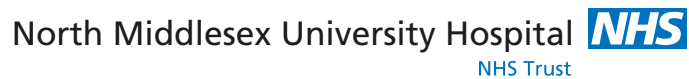
[www.safeguardingenfield.org](http://www.safeguardingenfield.org)





# Safeguarding ENFIELD

Here are some of the organisations working to keep children, young people and adults at risk safe in Enfield.



We all have a role to play to help keep children, young people and adults who may be at risk, safe. If you have concerns, please contact us and we can act to stop abuse.



# Please talk to us

Safeguarding children, young people and adults at risk is everyone's responsibility. As someone who might live, work or study in Enfield you have a role too. If you are worried about someone or yourself, **please talk to us**. You can get help in any of these ways.

If you or the person you are concerned about is under 18 (a child or young person):

- Ring the Children Multi-Agency Safeguarding Hub (MASH) Team on **020 8379 5555**, Monday to Friday 9am-5pm.
- Call the emergency duty team on **020 8379 1000** at night and weekends, and tell them what is happening.
- For people who work with children and young people, please make your referral using the Children Portal:  
**www.enfield.gov.uk/childrenportal**
- You can email at:  
**ChildrensMash@enfield.gov.uk**
- In an emergency – such as when someone is being hurt or shut out of their home – ring the police on **999**. You can also ring **ChildLine** on **0800 1111** or visit the ChildLine website:  
**www.childline.org.uk**

If you don't want to talk to someone you don't know, you can ask an adult that you trust, like a teacher or youth worker or even a friend, to make the phone call for you. When people are working with children they have to follow set procedures, but they will explain to you what they will do and should be able to support you through the process.

## ChildLine

ChildLine have launched the **'For Me'** app – the first app to provide counselling for young people via smartphone and other mobile devices. For more information and to download the app for free, go to:

**www.childline.org.uk/toolbox/for-me**







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# Introduction

**The Enfield Children’s Safeguarding Partnership (ECSP) brings together the three statutory safeguarding partners (the Local Authority, the Police, and the NHS Integrated Care Board) to make sure arrangements are in place to help keep children and young people in Enfield safe.**

Our vision is for an Enfield community where we can all live free from abuse and harm; a place that does not tolerate abuse; where we all work together to stop abuse happening, and where we all know what action to take should abuse or harm take place.

In line with this vision, this year the ECSP has focussed on ensuring that we are encouraging reflection and practice improvement across the partnership. A key part of this work has been to ensure that we are hearing the voice of children and young people to understand their experiences.

The ECSP agreed three strategic priorities as a focus of practice improvement. These are:

- Physical abuse
- Child on child abuse
- Anti-racist practice

These priorities, which can be found in the [business plan](#), have helped to structure the work plan for the year and to provide a focus for frontline practitioners. The priorities were chosen after carefully considering the current landscape and learning from reviews that have been published locally and nationally.

Physical abuse was agreed upon following the review published by the National Child Safeguarding Review panel following the tragic and untimely deaths of Arthur Labinjo-Hughes and Star Hobson. This prompted a multi-agency audit on physical abuse in Enfield to help us identify how the partnership can apply the national recommendations locally.

Child on child abuse was identified as a priority due to the concerns that were raised following the introduction of Everyone’s Invited last year. In addition to this, the Children’s Multi-agency Safeguarding team highlighted concerns linked to referrals being received about harmful sexual behaviour and it was decided that this would be included in the strategic priorities.

Anti-racist practice was identified as a priority due to number of reviews: locally, the [Andre](#) Local Child Safeguarding Practice Review (LCSPR) and the [Nadya](#) LCSPR highlighted concerns relating to cultural competency and intersectionality, all features that sit under anti-racist practice. The partnership was keen to learn lessons from the review completed by City and Hackney on Child Q. In addition to this, the Youth Justice Strategic Management Board (YJSMB) completed a review into their services and found high numbers of disproportionality was evident. As a result, the YJSMB have made disproportionality a strategic priority.

The learning and improvement framework was launched giving a structure to how learning will be embedded into practice which you can find by following the link [here](#).

This year, the ECSP was chaired by the Police which worked well to provide stability and promote an ethos of collaboration. It was decided that moving forward, we would return to having an independent chair/scrutineer to provide an independent lens into our work. We have successfully recruited to the role and they joined the partnership in April 2023.

We hope you find this report informative and if you require the report in any other format, please contact Safeguarding Enfield at [SafeguardingEnfield@enfield.gov.uk](mailto:SafeguardingEnfield@enfield.gov.uk)

**Signed**

**Tony**

**David**

**Stuart**

# Summary of achievements

Here are some of the achievements of the Enfield Safeguarding Children's Partnership over the 2022/23 financial year.

## Multi-agency partnership workshops



Workshops were delivered by partnership managers on Child Protection Medicals, Information Sharing, Strategy Meetings and Early Help which had over 200 practitioners attend in total.

## Multi-agency audits completed



There were two multi-agency audits completed which identified key areas of good practice to improve upon and areas where learning and development of practitioners should be focussed.

## Exploitation Event – Enfield's response



This partnership event was held to raise awareness of the support available to practitioners local to Enfield with an additional spotlight on how Adultification bias can impact upon a practitioner's response to exploitation. This event had 120 practitioners attend.

## Enfield Trauma Informed Practice (ETIPs)



The Virtual School working in partnership with Educational Psychology Services commissioned the training of Children's Services, the Early Years' Service, HEART Health and CAMHS team and associated partners to ensure that professionals are using a common approach and language when supporting Enfield's vulnerable children, young people and families.

## Forced Marriage Partnership Event



The Local Child Safeguarding Practice Review (LCSPR) on Nadya was published and a partnership event was held to raise awareness of how to identify concerns for Forced Marriage and how to respond. This event had 80 participants attend.

## Safeguarding Ambassadors



There have been three opportunities for the ambassadors to meet with the Detective Superintendent of the North Area BCU (Basic Command Unit) to support his understanding of the experience that young people have of the police. This helped him to identify the need for the message to be wider and request for the young people to create a video outlining their experiences and how it made them feel. His plan was to ensure the video was viewed by as many officers as possible to provide insight on how it makes them feel. This video will be made in 2023-2024.

## Andre Local Child Safeguarding Practice Review (LCSPR) published



Review into the death of a 17-year-old published, and can be found on our website: [www.safeguardingenfield.org](http://www.safeguardingenfield.org)

# Progress against our priorities

In this section we present the work that has been done by our partners on the three strategic priorities for the Safeguarding Children Partnership. The priorities are:

- Physical abuse
- Child on child abuse
- Anti-racist practice

Our business plan sets out priorities and what the partnership would like to see improved within the borough. Here is what we would like the partnership to achieve:



## Child-on child abuse

Children and young people are safe from harm from their peers virtually, at school and in the local community.



## Physical abuse

Children and young people to be protected from all forms of physical abuse. Practitioners to understand the priorities in preventing physical abuse and can use their skills to identify, respond and protect against concerns.



## Anti-racist practice

Effective partnership working to ensure that all children and young people in Enfield receive fair and equal protection and services irrespective of their race or cultural heritage.

That all children and young people in Enfield receive the same opportunities to thrive and succeed.



## How have we progressed against our priority of Child on Child abuse?

### The Local Authority

School settings are most impacted when we consider child on child abuse. As a result, the Safeguarding Improvement Advisor (SIA) has developed a robust framework to support school settings across Enfield. Leadership teams were made aware of changes to Keeping Children Safe In Education September 2022 through in-house training which highlighted the changes to how child on child abuse is defined, addressed and responded to within education settings.

There is Designated Safeguarding Lead training arranged termly so that schools can ensure they are meeting their statutory needs. This training was broken down into mainstream and those that work with pupils with Special Education Needs & Disability (SEND) due to the growing number of pupils with Educational Health Care Plans (EHCPs) in mainstream schools. This was also important as there are nuances in working with children with SEND, specifically when considering child on child abuse, and other areas of abuse.

The Designated Safeguarding Lead Network for schools started in 2021-22 and have been embedded in 2022-23 with an increase in sessions to five times a year. These sessions are well attended from schools across the borough and helps to inform on the children's partnership priorities and share learning. For example, the key learning themes from the physical abuse audit, another priority for the partnership, was disseminated at the DSL network meeting, identifying best practice regarding safeguarding.

The Enfield Inclusion Charter was launched in September 2022. This has been promoted throughout the academic year and over 80 settings have signed up to the eight principles and there are currently three champion settings.

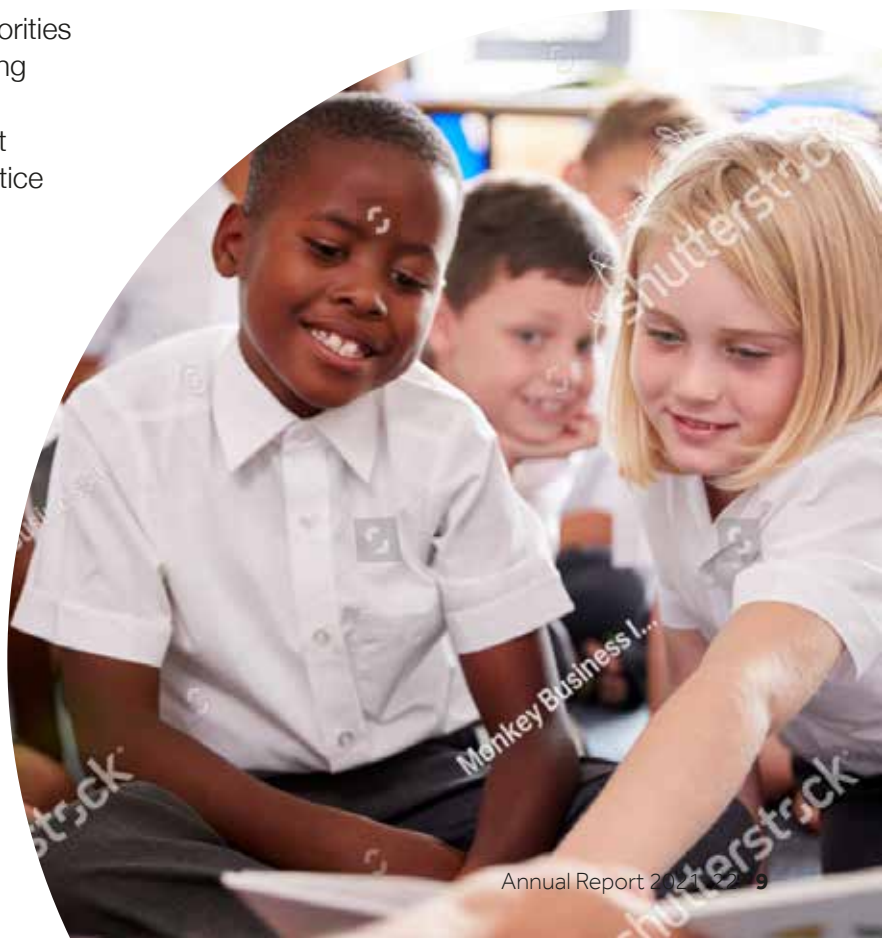
There is also a draft Safer Schools Partnership Weapons Protocol that has been written and is in process of being finalised. The protocol should be live in 23-24 along with a draft Safeguarding Policy for schools.

The Head of Corporate Parenting and Headteacher of the Virtual School invested

in training three members of Virtual School and Social Care staff to deliver the Brooks Sexualised Behaviours Traffic Light Tool to Enfield Schools and Children's Social Care. This is to support staff in using a common approach and language when addressing the sexualised behaviours that children and young people may display.

The Virtual School delivered 14 training sessions, trained 60 members of staff from 54 schools (Primary, Secondary, College, Special Schools and the PRU), 76 Social Workers and staff from Enfield's Behaviour Support Service.

The Head of Corporate Parenting and Virtual School Headteacher in conjunction with the Head of Service for Vulnerable Children went on to develop the 'Enfield Risk Assessment Plan (RAP)' for schools to use in conjunction with the Brooks Traffic Light Tool to assist them with identifying, addressing and risk assessing incidents of sexualised behaviour which may occur in school. In addition to this the Head of Corporate Parenting and Headteacher of the Virtual School funded the training of two Social Workers in 'AIM3 assessment for Adolescents who display HSB' (Harmful, Sexualised Behaviours) resulting in them being approved by AIM to undertake an AIM3 assessment, collect, collate, and analyse evidence of HSB and to develop a profile of the young person's behaviours, a safety plan and appropriate interventions.



## Health

The identification and response to Child Sexual Exploitation is a priority for the all the Safeguarding Children Partnership Boards across NCL (North Central London) and to reflect this, NCL hosted a safeguarding conference on the 10th November 2022 for local Safeguarding professionals which includes an item on Contextual Safeguarding and exploitation survivor.

NCL ICB (Integrated Care Board) works closely with all commissioned providers to monitor standards, performance and to make improvements to services to meet the needs of local people. There are robust Safeguarding Quality Assurance processes in place that demonstrate effective safeguarding practice across the health system to vulnerable CYP who are vulnerable to sexual exploitation.

NCL ICB (Integrated Care Board) Designated Nurses have responded to local and national strategies in tackling serious youth violence for the children and young people at risk of serious violence in NCL. There are strategic and operational meetings in place, where the partnership assessment of the size and nature of the threat of Serious Youth Violence (SYV) and criminal exploitation is discussed. NCL CCG and health providers, including primary care, contribute to these meetings with

the Haringey borough. All provider safeguarding training incorporates serious youth violence and staff are trained on the importance of recognising, responding and timely referral to social care/police of any known incidents of SYV or any assault with a weapon.

The Designated Nurses for Safeguarding Children attend the relevant strategic forums to shape, influence and challenge, and the Named providers leads attend operational meetings for case discussion. The NCL Designated Nurses, as members of the Partnership Vulnerable CYP subgroups and Multi-Agency Child Exploitation (MACE) groups and are able to share health intelligence to inform local strategies.

Enfield has a quarterly General Practitioner (GP) forum for training and discussion, and the ICB also hosts extra webinars that GPs are invited to. Presentation has included discussion on the Adolescent Strategy, learning from review which has focused on exploitation and youth violence.

In the Emergency Departments (ED) across NCL there are Hospital based Youth Violence Projects who work with young people coming to the ED Department who have been the victims of assault (including sexual). The aim of these programmes which are to intervene when young people are at their most vulnerable and disrupt the cycle of violence.

The North Middlesex Hospital hosts the Oasis project for youth workers who specialise in working with young people involved in gangs. The is national accreditation for the aim of the service is to provide an outreach 1:1 service to support victims and their family and work with staff within the ED Department to provide staff training and raise awareness. The youth workers in ED have seen a significant number of referrals to the service for youth violence and has supported local initiatives. They will liaise with social care/Police/specialist teams and are co-located with the safeguarding team and support multiagency working.

The NCL inequalities funded the Serious youth violence project (DOVE) Divert and Oppose Violence in Enfield (DOVE), this is youth-based service to target those vulnerable to gangs.

The NCL ICB commission The Lighthouse which is a facility in North Central London, set up in partnership with organisations in the voluntary and public sector to provide a safe space to support children and



young people, from 0-18, in their recovery from sexual abuse or exploitation. The Lighthouse follows a model known as Child House ('Barnahus') which started in Iceland and has been proven to help reduce children's trauma, gather better evidence from interviews and increase prosecutions for child sexual abuse. The Lighthouse is available to families in Barnet, Camden, Enfield, Haringey and Islington. Referrals can come from parents or carers, schools, social workers, and the police. Young people over 13 years can also refer themselves.

## Police

Safeguarding is everyone's responsibility. The Metropolitan Police Service (MPS) continues to strive to improve the service further and that we are consistently protecting those most at risk. In 2022 the MPS Public Protection Improvement Plan aims to deliver improvement across 13 strands, with child abuse being one of the key strands within the plan.

MPS has since published an updated guidance for all Child Abuse Investigation (CAIT), Referral Desk and Police Conference Liaison Officer (PCLO). This guidance outlines the duty of Police under the Child Abuse Investigation Command. It provides clarity and support on dealing with suspicions or allegations of abuse of children or child and child on abuse, in co-operation with Local Authorities and other appropriate agencies. This development has helped us to progress against the priority of child on child abuse and physical abuse.

All police officers working in CAIT North Area (NA) Basic Command Unit (BCU) have all undergone the Specialist Child Abuse Investigators development program, an accredited training program developed by College of Policing. This course provides our CAIT officers with the skills to identify and assess risk of abuse in child victims and draw out that information in a supporting environment.

Operation Aegis Team, an organisation wide improvement project team to deliver improvement in Public Protection came to North Area BCU and spent 11 weeks to provide bespoke and enhanced support & coaching to all officers. 348 individual & small group support sessions were delivered to 731 officers across the BCU, along with bespoke briefings on risks assessments and investigative strategy to promote practice improvement and development.

Criminal Exploitation and Child Sexual Exploitation concerns are a priority for North Area. As statutory

partner, Police supports partnership working through our teams including CAIT Referral, PCLO, Multi-Agency Safeguarding Hub (MASH) and Child Exploitation Team. Through established governance framework with Enfield Safeguarding Children Partnership, police continues to work closely with partners to develop strategic response to any high risk matters; looked into opportunities around victims, offenders, locations and theme.

## How have we progressed against our priority of physical abuse?

### Local Authority

The Head of Corporate Parenting and Virtual School Headteacher has been a member of the Enfield Trauma Informed Practice (ETIPs) steering group and an ETIPs champion for some time, alongside the Virtual School Educational Psychologist and other Local Authority partners from Education and Health to champion the development of a trauma informed approach across all Enfield's services.

During 2022-23 the Virtual School working in partnership with EPS (Educational Psychology Services) commissioned the training of Social Workers from the Looked After Children's team, Cheviots, CiN (Children in Need) and CP (Child Protection) Social Workers, the Youth Justice Service, the Early Years' Service, HEART Health and CAMHS (Child and Adolescent Mental Health Services) team and associated partners to ensure that professionals are using a common approach and language when supporting Enfield's vulnerable children, young people and families.

The Virtual School has also commissioned the training of foster carers to ensure our carers are delivering care to our most vulnerable young people in a trauma informed way. In addition to this the Head of Corporate Parenting and Headteacher of the Virtual School (in conjunction with Enfield Youth Justice Service) has been working alongside our partners from the Metropolitan Police, Wood Green Custody Suite to develop a trauma informed approach to working with Enfield's vulnerable young people on the occasions when they may have to go into custody.

Moving forwards the Virtual School is training further members of Social Care staff to become ETIPs champions to support, facilitate, develop and embed a trauma informed approach throughout Childrens Services.



## Early help for children and families

### Summary of contacts, referrals with Early Help, including episodes and number of Early Help Assessments and impact

In 2022/23, Early Help services have received 3,299 contacts, requesting Early Help assistance. This is a significant increase by 56% from previous year 2021/22.

The sources of contacts made to Early Help shows a great variety of professional agencies who are aware of Early Help support with Education (i.e. schools) being the biggest source of referrals, followed by Health and Police, see graph 1.

Out of these contacts to Early Help, there were 613 referrals accepted, concerning 1,019 children and 1,274 parents/carers, see table 1. During the last financial year, Early Help completed 620 Early Help Assessments. Note the assessment number is higher than referrals since it includes assessments that came as a referral prior to the start of the financial year.

**Table 1**

	Families	Adults	Children
<b>Contacts</b>	3,299	4,162	5,088
<b>Referrals</b>	613	1,019	1,274
<b>Episodes</b>	1,256	1,945	2,481
<b>Assessments</b>	620	1,020	1,252

There has been a 28% increase in the number of referrals (613 in 22/23 compared to 479 in 21/22) compared to a 53% increase in the number of contacts.

During the financial year of 2022/23, we worked with 1,256 families (that had an opened episode). This is a 39.7% increase over the previous year, where we worked with 899 families.

The number of new episodes started within the year rose significantly in 2022/23 compared with the 2021/22. There were 1,041 new episodes in 2022/23, compared with 697 in 2021/22, which is an increase in 49.4%.

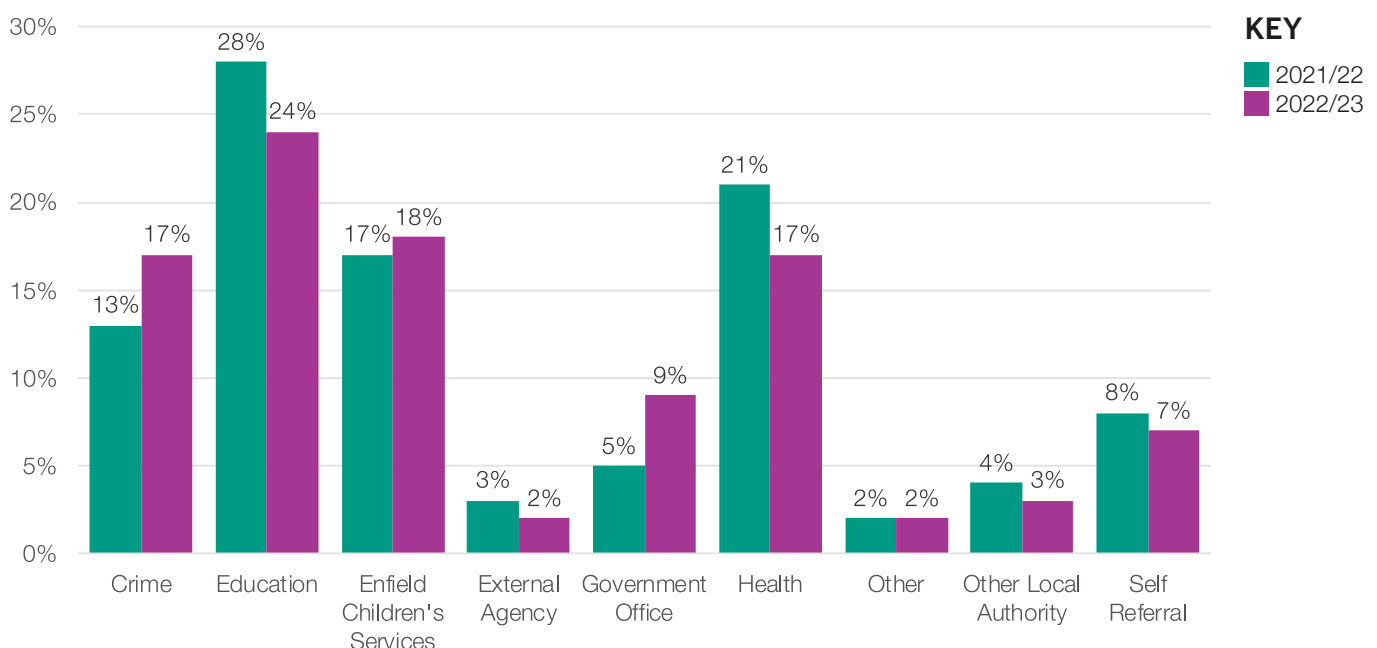
The number of episodes which closed during the previous increased by 29.8% in 2022/23 compared to 2021/22. In 2022/23 there were 936-episode closures, compared with 721 in the previous year.

### IMPACT

#### Low re-referrals – highlighting that Early Help interventions are effective

In 2022/23 there were 613 referrals, of these referrals, 37 have had a previous referral within 12 months. This equates to a 5.9% referral rate, which is lower than in the previous year (2021/22 – 7.9% re-referral).

**Graph 1: Contact by source**





## Effective step down from Social Care to Early Help – enabling further support to families within social care that are ready for the end of involvement of social care but may need some further support to sustain positive outcomes.

There were 273 Step Downs to Early Help in 2022/23 compared to 190 in 2021/22, which equates to a 43.7% increase.

## Effective step up from Early Help to Social Care

In 2022/23, there were 99 Early Help episodes, which were stepped up to Children's Social Care. This represents 8% of all Early Help episodes during the year. This is a reduction compared to 2021/22, where there were 94 episodes, which were stepped up, representing 10% of all Early Help episodes in that year. The low level of step-up highlights that Early Help provides an effective Early Help to families that prevents escalation of their needs into social care.

## Families can swiftly get help

This is attributed to the introduction of our practice standards that focus on timely decision making and case allocation of accepted referrals:

- Out of 3,299 contacts, 3,178 had a decision made within two working days. Therefore, the performance is 96%.
- Out of the 1,256 Early Help accepted referrals, 1,169 were given a timely allocation (target is 5 days). Therefore, the performance is 93%.

## Summary of Start for Life support for families

We have continued to focus on providing the 'best start for life' through our commissioned Children Centre provision that was delivered from five primary schools' sights. The Total number of Children who have accessed a service at least once is 3,811.

We have secured the DfE funding (just over £4 million) to develop our Family Hubs and Start for Life services and have agreed a clear transformation programme of work with the DfE that we will implement in the next two years.

### IMPACT

Parents are encouraged using the Family Star tool to think about where they are on their journey of change and, in collaboration with their family support worker, are supported to identify themselves as either:



- Stuck (lowest score)
- Accepting help
- Trying
- Finding what works
- Providing effective parenting (highest score)

Comparison of a service user's lowest and highest star readings over time provides evidence of how much improvement has been made and in what areas. There are 10 areas for possible improvement.

## Summary of targeted support and projects provided by Early Help

### DWP Employment Advisor

DWP advisor is collocated within Early Help and supports vulnerable parents/carers to access benefits and helps them to get into employment, education or training.

### IMPACT

- 117 adults worked with
- 16 adults gained employment

### Solace Women's Aid (IDVA)

Early Help commissions a dedicated IDVA that is collocated with Early Help, providing support to survivors and victims of domestic violence and abuse. The IDVA works alongside of Early Help workers and undertakes CADDA Dash Risk Assessments, safety planning and provides a personalised support to victims, including exit planning, re-settlement and access to Health services, Housing, and Immigration.

### IMPACT

- 65 adults worked with



### Operation Engage

The project was set up in 2017 and is funded by the Violence Reduction Unit (VRU) to prevent offending and reduce serious youth violence. The Project is jointly delivered by Enfield, Haringey Councils and Metropolitan Police. The project aims to work with all under 18's detained in a police custody within Enfield and Haringey. It engages detained children in the 'reachable and teachable' moment in the custody suite and provides them and their families with a follow through support into the community to meet their needs and reduce risk to further risky behaviour that may lead to offending.

#### IMPACT

- 725 young people arrested
- 364 lived in Enfield
- 165 lived in Haringey
- 196 lived elsewhere

Positive interventions include:

- Needs assessment completed for all young people and families
- Employment/Training referrals for NEET young people
- Travel support for those referred to employment/training opportunities
- Trauma informed exploitation parenting workshops

- 26 young people engaged in sports-based activities within the community
- 22 families engaged in therapy/counselling services
- 30 young people engaged in creative provisions which include music, art, and drama
- 12 parents engaged in further training/employment support
- 187 mentoring sessions were delivered by the Engage practitioners.

### Project Dove

Developed in response to public health needs assessment of serious youth violence in Enfield. Serious youth violence is a public health problem. It is a major cause of ill health and is strongly related to inequalities. The project delivers a preventative work with children and young people from the age of 9-18 who are at risk of youth violence, exploitation, and or criminal/gang activity. The project uses the social prescribing model when working with children and their families.

#### IMPACT

- 47 families supported by the project that included 52 young people who presented with risk factors to serious violence
- 13 young people who were involved in anti-social/offending behaviour have not re-offended since engaging with the project.
- 3 young people were supported with court appearances and given community sentences due to their positive engagement on the project.
- 8 families engaged positively with substance misuse service.
- 10 families engaged with parenting programme

### Turnaround project

This project is funded by the Youth Justice Board and delivered jointly with Enfield Youth Justice Service. The project was launched in December 2022. Key aim of the project is to identify children at the cusp of offending and divert them from further involvement in offending through early intervention support. Children targeted by this project are those who were given Community Resolution, NFA from Police or Court.

#### IMPACT

- The project supported 21 children that met the criteria for the programme since December 2022.

## Parenting programmes

Early Help have delivered the following parenting programmes:

- **ESCAPE** – aimed for parents with children aged 10-18. It provides support for parents to better manage their children's challenging behaviour, helps them to understand child development, set boundaries and build positive relationship with their children and preventing family conflict.

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- **Inspiring Change** – aimed for parents with children 0-18 years old. This programme enables parents to have conversations with other parents to learn from each other and gain skills to improve their parenting.

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- **Embracing Families' Lives** – aimed for parents with children aged 10-18. It provides parents with an opportunity to share experiences and gain confidence in their abilities to meet the on-going challenges of parenting in an ever-changing community. Advice, information, strategies, and resources are shared helping parents to feel better equipped, more confident, and inspired to support their child/young person as they develop and grow.

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- **Being a Parent (part of Empowering Parents, Empowering Communities)** – aimed for parents with children 2-4 years old. It focuses on being a good parent through play and spending time with child, understanding child's behaviour, developing discipline strategies, listening, communication and coping with stress.

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- **First Time Parents** – aimed for new parents with a baby aged 2 to 4 months, the course covers parents' well-being, early communication, infant feeding and sleeping and is a wonderful opportunity to meet local parents.

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- **Reducing Parental Conflict** – helping parents to be mindful about the impact of parental conflict on their children's well-being and development, it is aimed at conflict below the threshold of domestic abuse.

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## Virtual Reality workshops for parents

Virtual Reality (VR) allows the user to experience the impact of trauma, abuse, and neglect through the eyes of the child. This is a clinically led, behaviour change tool designed to enhance the adults' understanding of a child's emotions, trauma, and potential triggers to improve the care, support, and guidance they provide.

## Early Help Directory

We have developed an Early Help Digital brochure that captures all services and interventions that are available for families to access. Key aim is to help families and our partner agencies, including third sector, to better navigate within local service offer.

## Start for Life Offer

We have published [Start for Life](#) offer as part of our Family Hubs transformation programme. Our published offer helps families to navigate within the range of services available to provide their children best start for life, such as infant feeding, health visiting, maternity service, parent infant relationship support and parental mental health support.

## Pilot Housing Project

Key aim of the project was to provide a wraparound support to vulnerable families accommodated in temporary accommodation and help the to move into a stable accommodation. This project has been jointly delivered by Enfield Council Housing and Early Help. Following data analysis, we have identified families with multiple siblings and children known to Youth Justice and Social Care for engagement with the project. This resulted in identifying and engaging 15 families that met the criteria.

## Supporting Families programme

(Previously the Troubled Families programme) focuses on providing help to vulnerable families with multiple and complex problems to prevent them from escalating into crises. A keyworker works with all members of the family to build a relationship and effect positive change. The programme also drives early help system transformation locally and nationally to ensure that every area has joined-up, efficient services, is able to identify families in need, provides the right support at the right time and tracks outcomes in the long term.



## Health

The NCL ICB as part of its safeguarding assurance processes seeks assurance that providers are discharging their duties to safeguard and promote welfare of children which includes multi-agency working, early intervention and the team around the child approach.

Safeguarding children and young people is core to all NCL ICB staff practice irrespective of role. Within the ICB, the designated function has an integral role in all parts of the NCL ICB commissioning cycle. The designated role works with both children's and adult commissioners in the ICB from procurement to quality assurance to support the commissioning of appropriate services that support children and adults at risk of abuse or neglect.

Since 2020 the Designated Doctor has provided training to Local Authority frontline social workers and senior manager on Child Protection Medical Examinations. The Designated Doctor has delivered a series of multiagency sessions on physical abuse to frontline social workers, schools, police and across the health economy. There are ongoing case reviews and joint systems of working with the local authority to improve the service provision.

The Designated nurse for safeguarding children, facilitated a workshop for frontline practitioners across the partnership on Physical Abuse. This was

following the National Panel review into the cases of Star Hobson and Arthur Labinjo-Hughes, it has been identified that practitioners would benefit from an awareness session on bruising in children and young people.

The Designated Doctor and Nurse contributed to the multi-agency physical abuse audit, sharing the learning summary and a 7-minute briefing to support practice development. The tools provided can support whole team meetings, forums, briefings, or supervision. In addition, the Named GP and Designated Nurse facilitate quarterly Lead GP forums which include an update on practice learning from the physical abuse audit and recommendations from local/national reviews.

The designated professionals for safeguarding children have a health system wide role and actively engage with public health commissioners. For example, providing advice and support regarding service delivery and challenging service delivery as required any by providing input to the joint prevention strategies addressing physical abuse. Using a systematic approach currently the ICB using guidance, evidence and best practice are working on a bruising protocol for the borough. A task and finish group has also been set up to complete this work.

The health economy receives mandatory training which highlights and identifies all forms of abuse, and a 7-minute Physical abuse briefing was cascaded, along with the ESCP professional curiosity practitioners guide alongside key updates of learning from CSPR's from both Local and National learning.

The Local hospital Trust (North Middlesex Hospital) is seen as an area of good practice with the development and implementation of its Female Genital Mutilation (FGM) policy, risk assessment tool, FGM clinic (The Iris clinic) and a specialist Midwife for FGM to support the clinic. Additionally, they have been an early adopter of the FGM CPIS alerting system ensuring valuable information is shared at an early stage.

## Police

Much of the work that has been progressed against physical abuse has been outlined in the section on child on child abuse as there are many overlaps relating to the CAIT team and system improvement. Physical abuse and the response to physical abuse is a concern for Police which remains a priority.



North Area (NA) Basic Command Unit (BCU) have supported practice development to wider agencies on the information sharing workshop, taking a lead on developing the presentation and delivery to partners which was received very well. Engagement in practice development is essential to improve the outcomes for children, young people, and their families therefore an investment into it has been essential.

What we know from practice is that information sharing has its challenges across many areas of abuse, including physical abuse therefore it was essential to contribute to this piece of practice development.

## How have we progressed against our priority of Anti racist Practice?

### Local Authority

Tackling over-representation of children within Youth Justice Service has been one of our key strategic priorities in 2022-23. We have introduced the use of RRI (Relative Rate of Index) when reporting on disproportionality to the Board.

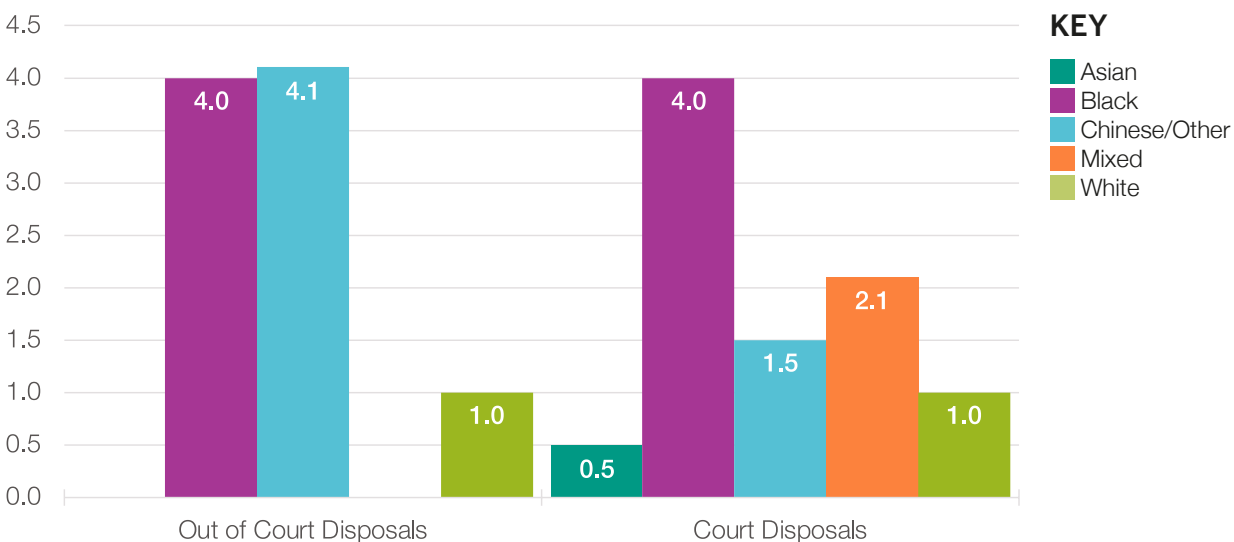
The RRI represents the proportion of each ethnic minority group, relative to the proportion of White children. Each group is divided in its own ethnic population to calculate the rate. This figure is then divided by the White population rate to provide an RRI score. An RRI of 2.0 indicates that this group have twice the likelihood of an outcome than the

White children. An RRI of 1.0 means they have the same likelihood as White offending children, and an RRI of 0.50 means half the likelihood compared to the White population.

Overall, we continue to see those Black children significantly over-represented (4.0 times as likely than their White counterparts) within Youth Justice Service across both pre and court disposals, see graph 2. Interestingly, we see that Chinese/Other children are 4.1 over-represented in Out of Court disposals, however, this reduces to 1.5 times likely in court disposals.

In 2022-23, the Board reviewed a wide range of data available within and outside of the Youth Justice Service that informed our focus of work. The Board has adopted the following disproportionality pledge and started a partnership action plan alongside of the disproportionality work that the service has done.

**Graph 2: Quarter 4 2022-23**



## OUR PLEDGE

**Enfield Youth Justice Service Management Board recognises the existence and negative impact of disproportionality upon the lives of children and young people. As a multi-agency partnership and as individual agencies, we commit to working hard to challenge disproportionality and improve outcomes for the children and young people who are over-represented within the youth justice system in Enfield.**

### **In 2022-23, the partnership has achieved the following:**

- improved our understanding of disproportionality through reviewing available data to inform our focus of work;
- board members participated in two spotlight sessions on disproportionality that informed our focus of action;
- provided training on adultification and disproportionality in assessment via Safeguarding Enfield Partnership;
- continued to focus on preventing school exclusions through investment in the Nexus Project, delivering impactful and culturally sensitive interventions to children at risk of being excluded; and
- trained all custody teams in Wood Green Police custody in using a trauma informed approach;
- implemented a presumption in youth custody of legal advice for all child detainees, instead of young people being given a choice, resulting often in a decline because of not making an informed decision and due to lack of trust in the system; and
- supported development of new leaflets and booklet, led by the Police, and aimed at arrested young people coming into police custody to help them understand their options, rights, and the process within police custody;

### **The service has invested in the following areas of work that helped us to drive our commitment to prevent disproportionality:**

- embedding trauma informed practice into all work;
- scrutinising over-representation within the Youth Scrutiny panel for Out of Court;
- providing interpreters where language is a barrier for children or their parents to engage with the service;
- systematic work with court to divert children from court where appropriate and track the impact;
- commissioning and resourcing appropriate interventions, such as No Knives and Better Lives, Youth Guardian, Youth Worker, Education Psychologist, Speech and Language Therapist, Clinical Psychologist, a dedicated Re-settlement worker and ETE Coordinator;
- improving joined up working with Gypsy and Travellers through working with Bright Futures;
- working closely with the Engage team in Wood Green custody to ensure that children are provided with support in the reachable and teachable moment, being supported in a culturally sensitive and trauma informed way; and
- training all our staff in anti-discriminatory practice and equality and diversity.

### **In 2023-24, we will:**

- seek to understand the lived experience of young people in the youth justice system to inform our strategic planning and operational delivery;
- use data from a range of sources across partnership to identify where, and if possible, why, disproportionality occurs to inform our focus of intervention across partnership work;
- look for best practice to inform our interventions; and
- develop the partnership plan of action to focus our work; and regularly review our progress against the actions and hold ourselves as a partnership to an account for our actions.



## Health

NCL ICB is the statutory NHS body responsible for planning and allocating resources to meet the four core purposes of the ICS, namely:

- to improve outcomes in population health and healthcare
- to tackle inequalities in outcomes, experience and access to health services
- to enhance productivity and value for money
- to help the NHS support broader social and economic development.

Actions in response to ESCP priority need to be contextualised within the wider strategic priority and work of the ICB and ICS in addressing inequality.

The ICB and Designated Safeguarding Professionals have a system leadership role to support the aim of the disproportionality and inequality task and finish group to create systems and processes to mitigate against the disproportionality and inequality impacting ethnic groups within health and the wider multi-agency partnership. Within the ICB there is work in progress for the Safeguarding Team to work collaboratively with ICB colleagues in the Enfield Borough Partnership to gain greater understanding of the context, and the organisational and system response, to inequality through the safeguarding lens. This has involved engagement of the wider ICB team, including Children Commissioning and Enfield Borough Partnership in the ESCP disproportionality task and finish group.

A key focus of the ICB Safeguarding team has been to ensure that the ICB has continued to deliver its statutory safeguarding functions, in the midst of, and emerging from, the Covid-19 pandemic and the widely documented disproportionate impact on our most vulnerable residents. This has been in the context of pre-existing inequalities, which Covid-19 has both further exposed and amplified.

It has been identified that there is a need for a greater understanding of data both within health and the wider multi-agency system to inform the work and actions in response to anti racist practice.

Health inequalities is a key priority for the Integrated Care System (ICS) and for each of the borough partnerships. An inequalities investment fund was created for NCL to support the development of innovative and collaborative approaches to delivering



high impact and measurable changes in inequalities, targeting our most deprived communities.

Based on local inequalities and population health data, the Enfield Integrated Care Board drove the development of a range of projects fostering collaboration between partner organisations. Below are some of the project commissioned in Enfield focusing on deprivation as key driver behind health inequalities.

## Police

College of Policing developed the Police Race Action Plan with the National Police Chiefs' Council to address the significantly lower levels of trust and confidence among some Black people and the race disparities affecting Black people. It sets out the ambition of police chiefs in England and Wales to build an anti-racist police service and address race disparities affecting Black people working within or interacting with policing. Work is currently ongoing within the MPS to develop the London Race Action Plan.

# Protect people at risk

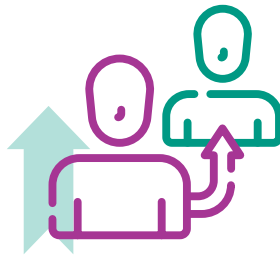
One of the main tasks for the Safeguarding Partnership is to make sure we have excellent responses to concerns. We do this through having clear policies, good training, looking at our data and audits. Here we present information on our key response areas, highlight our training, and present some high-level data.

## Safeguarding Children

Enfield's total population at 2021 was estimated to be 333,869. There are 89,500 children and young people aged under 20 in Enfield, representing 29% of the total population. This is proportionately more than London and England averages. There are 57,147 pupils in the Enfield Borough as of Spring 2021 Census data.



**330,000 residents**  
7th largest by population  
27% (89,455) of population  
aged 0-19



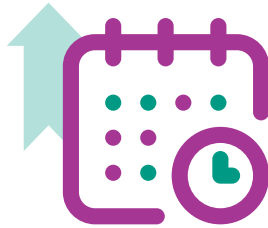
**273 referrals stepped  
down to Early Help**  
An increase from 190 last year



**22,250  
MASH contacts in 2022/23**  
A decrease from 22,788



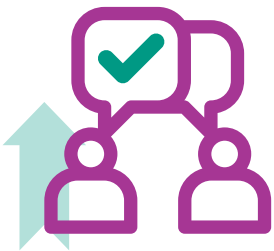
**2,079  
child protection  
investigations started (S.47s)**  
A decrease from 2,289 last year



**78.7%  
C&F assessments completed  
within 45 working days**  
An increase from 71.9% last  
year. In the month of March  
2023, it was 90.1%



**321  
children subject to a  
child protection plan**  
A decrease from 333 last year



**680  
children with a  
child in need plan  
(allocated to a SW)**  
An increase from 627  
last year



**419  
children looked after**  
An increase from 396  
last year



**305  
care leavers  
aged 18+**  
Same as last year



**42  
new allegations  
meeting LADO threshold**  
A decrease from 53



## What does our data tell us?

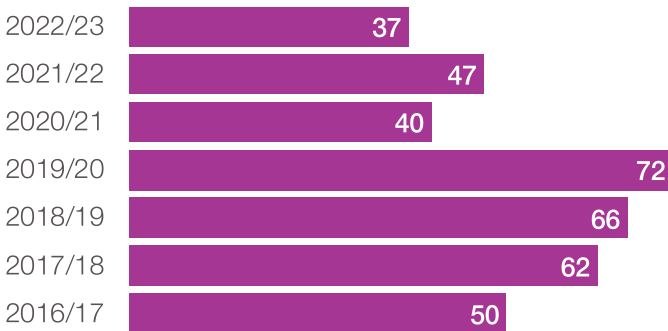
There has been an increase in the number of children accessing the services listed above. As a partnership, we acknowledge that the current climate for living conditions within the country are particularly difficult with a cost of living crisis being a real difficulty for many families across our borough. These additional pressures have impacted upon the lives of children within our borough with an increase of referrals on families where maternal mental health, physical abuse and domestic abuse.

Whilst there has been an increase in numbers of children represented, this should not be categorised as a negative. We understand that the number of children in Enfield is growing which should be reflected in the data we receive. In addition to this, multi-agency participation and support in identifying areas of risk and concern has enhanced, allowing for the necessary agencies to respond. However, it should be noted that the increase in contacts across all services has placed additional pressure upon resources across the partnership.



## Local Authority Designated Officer (LADO) activity

### Referrals



The total number of new allegations between 1st April 2022 and the 31st March 2023, which met the threshold for formal LADO involvement was 37. A further five cases were initially thought to meet the threshold for formal LADO involvement but did not proceed to an Allegations against Staff and Volunteers (ASV) meeting. The LADO was also involved in a small number of cases which met the threshold and attended meetings held by the lead LADO from another local authority.

The number of allegations which met the threshold for formal LADO involvement had been increasing – 72 for 2019/2020. The increase was gradual, indicating a growing awareness of the role of the

LADO. The decline in allegations for 2020/2021 is thought to be due to the COVID affect and specifically the partial closures to schools and early years. However, the steady number of referrals in the last three years may be due to a consistent understanding of the LADO threshold of harm. Potential referrers are asked to discuss the allegation prior to making a formal referral, and in that way, referrals are more likely to lead to an ASV meeting.

A crucial part of the LADO role, in addition to managing allegations, is also to offer consultations to agencies on managing low and medium level concerns, where the threshold for an ASV meeting has not been met. Some of these cases may refer to conduct issues for staff in all settings and standard of care issues for foster carers.

In addition, several cases involve incidents whereby school staff needed to use reasonable force to prevent harm to other children, staff, or damage to property (under section 93 of the Education and Inspection Act 2006). It is important to note that in cases where the need for reasonable force is not clear, an ASV Meeting may be held to consider the circumstances and the protocols in place. In 2022/2023, there were 251 recorded consultations compared to 191 consultations during 2021/2022.

The rise may be due to an awareness of consulting with the LADO to check and consult. It should also be added that a consultation may require several discussions and consideration as to whether the threshold for an ASV meeting has been met.

## Training and events

### Partnership event

A learning event was held to acknowledge National Exploitation Day. The event was well attended by 120 practitioners and it focussed on Enfield's response to exploitation, with presentations from Operation Engage, Childrens Services Adolescent Safeguarding Team, Police and Health. There was also a keynote speaker on Adultification bias which helped to support practitioners to understand the features of Adultification and how this plays a role within frontline practice.

Practitioners engaged very well in this event, and there was evidence of active participation from members within the chat function. The keynote speech also introduced the principles of intersectionality and how this along with adultification can marginalise young people, leaving them more vulnerable to different types of exploitation.

The event allowed for practitioners to share how supported they feel as a partnership to manager concerns about adultification within their own practice which highlighted a gap in learning across the partnership. This was identified as a key area

of learning, therefore full training on adultification bias will be offered to practitioners to support their development.

### Back to basic workshops

Following the physical abuse multi-agency audit, workshops were delivered by practitioners for 1.5 hours to give practitioners support in identifying and responding to risk.

Workshops were delivered on Child Protection Medicals x 4, Information Sharing, Early Help and how to attend and participate in strategy meetings. These workshops had attendance from partners across the partnership and were very well attended, with over 200 practitioners attending all workshops.

As a result, it is planned for these workshops to remain a feature of the partnership training offer. The feedback we have received is that the workshops are delivered by practitioners, for practitioners which gives a different lens on what part of the training is shared. It has also given an opportunity to practitioners to attend bite sized sessions, reducing the time taken out of practitioners diaries to attend training.

### Multi-agency training data

Analysis of attendance at our multi-agency training will be improved and is an area of focus for the partnership in 2023-2024. It is has been acknowledged that attendance could be improved from partner agencies which will be considered for 2023-2024.

Training Courses	Education	CAMHS/EPS	Children's Services	Health/BEHMHT	Third sector	Probation	Police	Foster Carer	Total
Forced Marriage and Honour Based Violence	12	4	54	32	10		1		113
Managing Allegations Against Staff and Volunteers	10		2	6	5				23
Substance Misuse and Hidden Harm	7		7	9		2		1	26
Influence of Conspiracy Theories	3		5	3					11
Missing Children	10	1	5	4				1	21
Prevent	10	1		5	1				17

# Learn from experience

Here, we discuss the various tools that the Enfield Safeguarding Partnership uses to understand where things might have been or are going wrong and learn lessons.

Outcomes and findings from all our reviews are used to promote a culture of continuous learning and improvement across the partner agencies. The processes here are required by law, either the Care Act for adults safeguarding, or Working Together for children's safeguarding.

## Serious Incident Notifications

When a serious incident takes place the Safeguarding Children Partnership makes a referral to the National Panel and undertakes a Rapid Review. The aim of the Rapid Review is to learn any lessons quickly, and to help decide if a Local or National Child Safeguarding Practice Review is needed.

One notification was made to the National Panel during this reporting period and was on a young person who has significant additional needs. The National Panel agreed that a Local Child Safeguarding Practice Review (LCSPR) should be completed, of which will be published in 2023-2024.

## Local Safeguarding Practice Reviews (LCSPRs)

There were two LCSPR's published this year.

### Andre

The first one was on a young person named Andre for the purposes of the report. Andre was well-liked by those who met him professionally. He was described as having "a presence": there was something about him". He was also described as "a pleasure to work with", "polite and never rude". Andre was mixed-heritage, from two diverse ethnic backgrounds. He was said to have been proud of his ethnicity. He was described as a "real family man" by one practitioner and very protective of his sibling.

At the time of his death, Andre was subject to a Child Protection Plan and to a Youth Referral Order (YRO) with Intensive Supervision and Surveillance



(ISS). The Rapid Review was necessitated as Andre had been stabbed to death in a park where he should not have been due to an exclusion requirement as part of the Youth Referral Order.

The report on Andre gave recommendations to improve learning and development across the partnership which is being managed by the Practice Improvement activity group.

### Nadya

The second LCSPR published was on Nadya which was commissioned due to Nadya's removal from the UK when aged 13 and forced by her parents to 'marry' around the time of her fourteenth birthday, a man aged 27, who later the same day as that ceremony went on to rape and physically abuse her.

Nadya moved with her family to live in the UK early in 2017 and had been known to multi-agency child protection services since November 2019 when concerns were investigated that she had been 'promised' in marriage to an 18-year-old male when she was then aged just 13 years. The circumstances around these enquiries were reviewed in this report.

Her subsequent forced marriage to a different older male, led to Nadya being placed in foster care in November 2020 and the making of a Forced Marriage Protection Order and later a Care Order.



The report on Nadya gave recommendations to improve learning and development across the partnership which is being managed by the Practice Improvement activity group.

A partnership event was held on the 23rd February 2023 highlighting how Forced Marriage concerns can be identified and managed by practitioners. It was well attended with 80 participants, engaged in the learning and discussion about how to improve awareness.

## The National Panel

The national panel commissioned a national review to make sense of how and why a significant number of children with disabilities and complex needs came to suffer very serious abuse and neglect whilst living in three privately provided residential settings in the Doncaster area misrecognised and hidden from public sight. Phase 2 of this report was published for consideration by Partners. ([Safeguarding children with disabilities and complex health needs in residential settings – Phase 2 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk))

When this was brought to the attention of The Partnership, it was agreed that a review into how children of Enfield may have been treated when they lived within the settings identified. The review found that when the young people identified lived within those settings, they are unlikely to have suffered significant abuse, whilst acknowledging that the true impact upon these young people is unknown.

As a result, Enfield Childrens Services have joined a working group across North Central London in partnership with Health to review services who deliver care of this level to help assure partners that children and young people are safe.

Following the LCSPR that was published on Nadya, a learning event was held support practitioners in sharing good practice. This event was attended by 80 representatives from across the partnership and encouraged reflection of practice and understanding of the risks children and young people experience when being forced into marriage.

## Child Death Overview Panel

The Child Death Review (CDR) Partners (NCL ICB and the 5 Local Authority areas for North Central London (NCL) continue to embed the child death review statutory guidance across NCL. The CDR Partners continue to work closely to ensure each child death in North Central London is thoroughly reviewed and each family is allocated an identified keyworker.

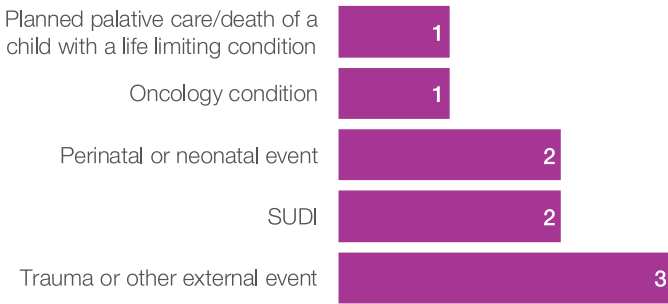
The NCL Lead Nurse for Child Death is linked with each of the 5 Safeguarding Children Partnerships. In Enfield, the Lead Nurse is a member of the Practice Improvement Group where case discussions following a child death can happen in a timely manner. This allows early case discussion to influence Partnership learning and audit. In exception cases, where the Joint Agency Response highlighted the need for a more in-depth review of a case, the PI group has convened an extraordinary meeting to review a child death separately.

In 2022-23, NCL CDOP received 95 notifications of child deaths through the eCDOP system. Of these cases, 20 were for Enfield children. Of the notifications received for Enfield, 10 were for unexpected deaths.

Working Together defines an unexpected death when the death of a child was not anticipated as a significant possibility 24 hours before the death. The Child Death process requires the CDR partners to convene a multi-agency Joint Agency Response meeting for each unexpected death.



**Reason for notification for each JAR**



\*please note numbers less than 5 should be redacted prior to publication

Immediate safeguarding steps were taken where appropriate in relation to deaths occurring outside of the hospital setting. Further learning included the ongoing need to raise awareness on the impact of knife crime and water safety.

**Learning from Child Death Review Meetings (CDRM)**

In 2022-23, there were 4\* CDRMs held in Enfield. Two of cases were assessed as modifiable with the other 2 noted to have contributory factors leading to the child death. The contributory factors noted were in relation to screening and access to resources. In one case, early screening in country of birth may have led to better management of an underlying cardiac condition whereas the second case refers to the screening for a genetic condition when a child presents with complex multisystem problems.

One of the cases considered as modifiable has identified learning for both Trusts involved in the acute management of children who require transfer to a specialist hospital. A factor considered in the second modifiable case was in relation to vaccination programmes and uptake of vaccines in younger children to increase likelihood of herd immunity.





# Improve services

**A number of processes are in place to help improve the quality of services within Enfield. This is an important part of managing safeguarding risks. Some of these processes are national, for example, OFSTED inspections, and others are local, for example, our Safeguarding Ambassadors. They all have a role to play in making sure our services and safeguarding responses meet local people's needs.**

## Scrutiny of the partnership

Scrutiny of the Children's Partnership is legislated as being essential within Working Together 2018. As a result, Enfield Children's Safeguarding Partnership employed an external independent scrutiny company, Red Quadrant, to provide assurance of the partnership arrangements in Enfield. Below, you can read a summary of the findings from the report provided by the lead reviewers from Red Quadrant.

### **Enfield Safeguarding Children Partnership – How effective are the Multi-Agency Safeguarding Arrangements?**

To provide independence and external oversight to the Enfield Safeguarding Children Partnership (ESCP) arrangements, the Partnership agreed to have a review of the partnership arrangements undertaken by Independent scrutineers. ESCP commissioned independent scrutiny to take place in the form of a visit from a team of three scrutineers with a background in each of the statutory partner's disciplines from Red Quadrant. The use of Red Quadrant and the scrutiny team approach is an innovative step to examine and scrutinise the new partnership arrangements. The Independent scrutineers terms of reference are those set out in Working Together 2018; to evaluate the extent to which the arrangements are delivering against their purpose, which is to support and enable local organisations and agencies to work together to safeguard children and promote their welfare. This review also covered to what extent the safeguarding partners, with other local organisations and agencies, have developed processes to effectively manage and fulfil these responsibilities. The scrutineers also commented on the extent to which the lead representative from each of the three safeguarding partners plays

an active role and whether all three safeguarding partners have equal and joint responsibility for local safeguarding arrangements. Further to this the goals set out for the independent scrutineers were to comprehensively review the activities of the ESCP, to ensure statutory duties are being met and to identify areas for further development.

The Red Quadrant team are able to confirm with confidence and assurance, that the Multi-agency Safeguarding Arrangements for Enfield Safeguarding Children Partnership are compliant with Working Together 2018. The arrangements ensure that children in Enfield are safeguarded and their welfare promoted. The annual report that this forms part of was also scrutinised and can confirm that this is compliant with the requirements of Working Together 2018.

There appears to have been a smooth transition to the new arrangements, embedding these and engaging partners through the new structure, putting in place good foundations. All three of the statutory partners are totally engaged in a shared vision and workplan including providing support and commitment throughout all the groups and subgroups. Subgroups were well attended with the right representation at the right level. All three of the statutory partners are committed to the shared vision and workplan, including providing support and commitment throughout all the groups and subgroups. There is good sharing of information at the strategic level and in links with other partners. Children and young people are given the opportunity to have their voices heard, and their views are listened to. There is an individual willingness to work to effective inter-agency communication – despite the challenges of the pandemic, diminishing resources and ever-changing landscapes across the Partnership. The threshold document was being updated and needs embedding.

The review recognised that there were some areas for consideration to further strengthen these arrangements, ones that had already been recognised and identified by the ESCP including sustainability over budget contributions, working across other partnerships and borough boundaries, and greater engagement of service users and frontline staff. The partnership will be able to build on a history of strong collaborative arrangements

at a strategic level, but it is acknowledged that there is more to do to ensure that this is embedded throughout all agencies with safeguarding responsibilities and at every level of organisations through to frontline staff. The review recommended that there are mechanisms in place to ensure that senior leadership are kept informed and held to account for safeguarding children in Enfield through the Partnership arrangements. It also suggested that the quality assurance mechanisms are strengthened by adopting and implementing fully the Learning Improvement framework, especially focusing on multi-agency audits. There is a need to be a mechanism in place to ensure that the learning and the recommendations from CSPRs and practice reviews have been fully implemented, embedded and impacted on practice. It also recognised that the multi-agency training programme needed to evidence impact on improvements to safeguarding practice in Enfield. The review recognised that an annual review was not sufficient and additional scrutiny would be beneficial for the partnership. As a result of this immediate plans were put in place to recruit an independent chair/scrutineer.

**Authors: Nicky Pace, Russell Waite, Nicky Brownjohn – RedQuadrant**

## Safeguarding Ambassadors

The Safeguarding Ambassadors are a group of Enfield young people who are working with the Safeguarding Childrens Partnership to improve practice. They are part of Enfield Youth Service's Young Leaders programme and have been trained specifically on safeguarding and how to work with the partners.

We are now working with our second cohort of Safeguarding Ambassadors, with members of the first cohort assisting in the training.

This year the ambassadors have taken part in a range of meetings with partners. They have had the opportunity to meet with Detective Superintendent Seb Adjei-Addoh on two occasions. Through these meetings, the ambassadors were able to express the common view of Police from young people. They talked of their lack of faith in the police due to being stopped and searched throughout their years for unjustified reasons. They talked of not feeling safe to call the Police, even in their moments of feeling unsafe in the community or in their home. Following this meeting, Detective Superintendent Seb

arranged for the ambassadors to attend the local police station and meet some officers. Detective Superintendent Seb Adjei-Addoh wanted to attempt to break down the evident barriers he saw.

Detective Superintendent Seb Adjei-Addoh also asked the young people if they could make a video that he would provide to staff on the impact of stop and search on them. This video will be completed next year and will be used in the police as a training programme.

The ambassadors have also met with Designate Nurse, ICB Chantel Palmer and Designate nurse for children at North Middlesex University Hospital to share their experiences of Health services. The ambassadors helpfully gave colleagues the insight into how children access services and why it can be difficult for them to ask for help. Acknowledging that their different cultural backgrounds can sometimes impact upon how and if they access services.

## Multi-agency audits

The first audit that was completed was on physical abuse and was seeking to assure the partnership that there were robust procedures in place that were meeting the needs of children and young people who were open to children's services due to experiencing physical abuse currently or previously. The outcomes from this audit were variable and could not assure the partnership that procedures were in place. Physical abuse has become a priority for the partnership to rectify this and training needs were identified. A need for multi-agency child protection training was highlighted as an area of need to improve practice. Learning outcomes from the report were shared with partners and can be found via the link

The second audit was completed on MASH and Domestic Abuse pathways. It sought to reassure the partnership that step up and step downs of cases where domestic abuse was present was good enough. This audit showed better outcomes and was able to assure the partnership that good practice is happening within Enfield in this area. Learning outcomes from this audit can be read via the link [here](#).

An audit on serious youth violence started in the year 2022-2023, however, was not completed. This audit will be reported on in next years annual report.

## Checking safeguarding arrangements

### Checking partners are fulfilling their duties under the Children Act 2004 and Working Together 2018 (Section 11)

The Safeguarding Children Partnership organisations in relation to their duties under Sec 11 Children Act 2004 and Working Together 2018 are required to undertake a regular assessment of the effectiveness of their arrangements to safeguard children and young people at a strategic level.

Enfield Safeguarding Partnership asked partners to complete their section 11 report with a specific focus on physical abuse and Early Help in line with the focus of JTAI inspections.

All organisations returned very well produced reports and there were two support panel meetings held for organisations where the multi-agency panel felt there would be a need for additional support to address key areas. Both organisations reported the process to be a critical friend, highlighting what needed to be done to improve service delivery in a supportive manner.

### S175/157 for educational establishments

This self-evaluation was completed by Schools (Specialist Inclusive Learning Centres, Free Schools, Academies, Community, Voluntary Aided and Independent), Pupil Referral Units and Further Education Colleges to monitor their compliance with Sections 157 & 175 of the Education Act 2002. The Education (Independent School Standards) Regulations 2014, the Non-Maintained Special Schools (England) Regulations 2015, and the Education and Training (Welfare of Children) Act 2021.

This self-evaluation was supported by the Education Team who facilitated roll out of the survey and monitoring reporting. The feedback from this survey was positive. There was evidence shown from settings in Enfield that they are compliant with safeguarding policies and procedures that are expected of them to ensure that children and young people in Enfield are safe.

Participation from all settings in this survey would have been ideal, and this is an area for improvement. In future, consultation with settings will be sought to identify times of the year when collection of this survey is likely to be most convenient for them. We will also seek to raise alerts with settings before to expect the surveys through emails to Headteachers and within the DSL network meetings.

## Referral pathway for Serious Incident Notifications (SINs)

It was agreed at Executive level that the responsibility for deciding whether a notification should be made to the National Panel should be held by all three partners. This is a significant change to how this was previously managed as previously this was a unilateral decision by the Local Authority.

The change to the referral pathway has been implemented following national guidance published by the National Panel, outlining what good practice looks like. As a result, a referral pathway has been created in line with the Executive team and all partners are aware that if there is an incident where significant harm has been caused to a child, a referral should be made to the safeguarding partnership where a SIN consideration meeting will be held. At this meeting it will be decided by a majority of two partners whether a notification should be made to the panel.

## Our annual spend

	Children cost
<b>Salaries:</b>	
All salary costs	£162,000
<b>Other costs:</b>	
Reviews	£10,500
Training	£2,500
Multi-agency audits	£14,000
Other (design, team, etc.)	£2,000
<b>Total costs</b>	<b>£191,000</b>

## Our contributions from partner agencies

Contributions	Amount
ICB	£50,600
BEHMHT	£3,000
NMUH	£3,000
Police*	£5,000
Probation	£3,300
Local authority	£128,600
<b>Total costs</b>	<b>£193,500</b>

\*With seconded role of Met Police Practitioner for two days per week.



# Key priorities for 2023-24

Ensure that our learning and development offer to practitioners is wider, focussing on the strategic priorities of physical abuse, child on child abuse and anti-racist practice.

Complete the making of a video on the experience of young people being stop and searched by police and participating in an event to host this.

Complete LCSPR on a child with additional needs and at risk of significant harm in the community. Implementing all associated actions to improve practice.

Recruitment of an independent chair/scrutineer.

Complete multi-agency audits on Serious Youth Violence, the voice of the child and pre-birth assessments.



**Website**

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



**Facebook**

Safeguarding Enfield



**Telephone**

020 8379 2270 or 020 8379 2578



**Twitter**

#SafeguardingEnfield



## London Borough of Enfield

<b>Report Title</b>	Annual Children's Statutory Complaints Report
<b>Report to</b>	Children, Young People and Education Scrutiny Panel
<b>Date of Meeting</b>	30 <sup>th</sup> October 2023
<b>Cabinet Member</b>	Cllr Abdul Abdullahi
<b>Executive Director / Director</b>	Tony Theodoulou – Executive Director, People Anne Stoker – Director of Children's Services
<b>Report Author</b>	Will Wraxall – Complaints, MEQs and Corporate Functions Manager
<b>Ward(s) affected</b>	All wards
<b>Classification</b>	Part 1

### Purpose of Report

1. This report presents the annual report on Children's Statutory Complaints, as the Council is required to publish each year. The report provides insight into complaints received and upheld, identified themes in complaints, performance in responding promptly to complaints, and the actions proposed to improve experience for children and their families going forward.

### Main Considerations for the Panel

2. During 2022/23, Enfield Council received a total of 29 Stage 1 Children's Social Care statutory complaints. This is a decrease in volume of 9 complaints compared to the previous year. There were two stage 2 investigations, and one stage 3 panel held.
3. Statutory complaint processes cover the care aspects of Children's Services, for which the complaints process which the Council must operate is laid out within legislation. It does not cover other aspects of Children's work outside the process of assessing and providing care, and it does not cover Education or Special Educational provision.

4. 17% of complaints were fully upheld, and 44% were partially upheld. The most common upheld element was staff conduct, with 5 upheld incidences. The addition of upheld statistics is a new aspect of the report facilitated by new complaint management software.
5. 73% of stage one complaints were responded to within the statutory timescale. This is below the Council's target of 95%. The late responses were due to cases being particularly complex and requiring additional time to investigate, and sometimes due to absence or leave of key officers relevant to the complaint investigation. Additionally, services have on many occasions reached out to customers to arrange meetings to discuss issues before providing a formal response. This can occasionally make responses late, however, the early evidence suggests that this approach can promote more mutually accepted resolutions, and reduce the number of complaint escalations.
6. Key learning themes were identified as:
  - a. Explaining processes effectively to customers;
  - b. Delays in stage 2 escalations;
  - c. Quality of response; and
  - d. Turnover of social workers for individual families

Actions are proposed in the report to address these areas and improve experience for families, with the aim to further reduce incoming complaints in future.

## **Background and Options**

7. The Council is required to publish its annual report on statutory complaints. The report provides the Council with the opportunity to reflect on complaints that have been received, and how these can help the Council to identify ways in which the experience of children and families can be further improved and a better quality of service delivered. The actions proposed in the report are designed to address particular areas which the Council has identified as trends in complaints.

## **Relevance to Council Plans and Strategies**

8. The Complaints report aids in improving the service delivered to families and children through the social care provision operated by the Council. It assists in assuring that the Council's services do not merely meet statutory requirements, but are delivered in a person-centred manner, with effective, quality care and resolutions for families.

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**Report Author:** Will Wraxall  
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**Appendices**

Appendix A – Annual Children’s Statutory Complaints Report

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# Enfield Council

## Children's Social Care Annual Statutory Complaints Report 2022 - 2023

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**Author:** Will Wraxall, Complaints & Access to Information Service Manager

**Date:** July 2023

***Draft format – not for publication***



## **Executive Summary**

### Introduction

Between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023, Enfield Council supported 419 looked after children and 305 care leavers.

### Findings

During that period, the organisation received 29 Stage 1 complaints for Children's Social Care. Two of which were investigated at Stage 2. One Stage 3 panel took place. Five Ombudsman referrals were made during this period; none of these were investigated by the Ombudsman.

The complaint volumes decreased from previous years, the 21-22 volume having been 44 stage 1 complaints. Looked After Children and Child Protection Services received the highest volume of Stage 1 complaints. Response timeframe performance requires further improvement, particularly relating to Stage 2 and above escalations, of which none of the responses were provided on time.

Complaints were primarily regarding service quality such as the handling of assessments and disagreeing with outcomes, and general case handling concerns.

### Learning & Improvements

In terms of learning, there were delays when monitoring progress and handling escalations from first to second stages resulting in significant response delays. There were also opportunities to improve response quality and case recording.

This learning has informed improvement actions which are now underway. These actions are designed to improve response timeframes and case handling quality as well as reduce service and complaint procedure related delays.

## 1. Introduction

The purpose of this report is to provide an overview of complaints made about Enfield Council's Children's Social Care services during 2022/23 under the statutory complaints process as required by law. The report provides information about all statutory complaints made during the 12-month period between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023.

## 2. Overview of the Children's Complaints Procedure

The Children's Act 1989 Representation Procedure (England) Regulations 2006 requires all local authorities to maintain a formal complaint handling process for children's social care. This 3-stage process is designed to ensure concerns raised by children, young people, their parents or carers are resolved swiftly, and learning informs future service provision.

### 2.1 What is a complaint?

It is helpful to be clear on what constitutes a complaint. The guidance "Getting the best from Complaints" produced by the Department for Education and Skills provides advice to local authorities on implementing the Children's Act 1989 complaints procedure for children and young people. It defines a complaint as follows:

*"A complaint may be generally defined as an expression of dissatisfaction or disquiet in relation to an individual child or young person, which requires a response"*

### 2.2 Who can make a complaint?

Section 26(3) and section 24D of the Children's Act 1989, and section 3(1) of the Adoption and Children's Act 2002 requires local authorities to consider complaints made by:

- Any child or young person (or their parent or someone who has parental responsibility for them) who is being looked after by the local authority or is not looked after by them but is in need
- Any local authority foster carer (including those caring for children placed through independent fostering agencies)
- Children leaving care
- Special guardians
- A child or young person (or parent) to whom a Special Guardianship order is in force
- Any person who has applied for an assessment under section 14F (3) or (4)
- Any child or young person who may be adopted, their parents and guardians
- Persons wishing to adopt a child

- Any other person whom arrangements for the provision of adoption services extend
- Adopted persons, their parents, natural parents and former guardians
- Such other person as the local authority considers has sufficient interest in the child or young person's welfare to warrant their representation being considered by them.

### 2.3 The Complaints Process

**Stage 1 – Local Resolution:** This is the most important stage of the process. Our aim is to resolve as many complaints as possible through quality and timely responses, reducing the need for further stages. Service managers provide a written response to complainants within 10 working days. This can be extended to 20 working days if the complaint involves complex matters, or to allow for appointing an advocate where a vulnerable person is involved.

**Stage 2 – Independent Investigation:** When the complainant is dissatisfied with the Stage 1 response, they can request a Stage 2 investigation. The investigation is conducted by an external investigating officer with an independent person who oversees the fairness and transparency of the investigation process. The findings from the investigation and any recommendations are set out in a report which is then adjudicated by the Director of Children's Services. The timescales for responding to a complaint at stage 2 is 25 working days, with an extension of up to 65 working days for complex complaints.

**Stage 3 – Independent Review Panel:** This is the concluding stage of the Council's complaints procedure when the complainant remains dissatisfied with the responses at Stages 1 & 2. The Council is required to establish an independent Complaints Review Panel. The hearing should take place within 30 working days of the request and is made up of three people, all independent to the local authority. The complainant has the opportunity to present their case to the panel alongside the Council. The Chair of the Panel communicates the panel's decision to the complainant and Director of Children's Services within five working days of the panel hearing and the Director must respond to the complainant within 15 working days.

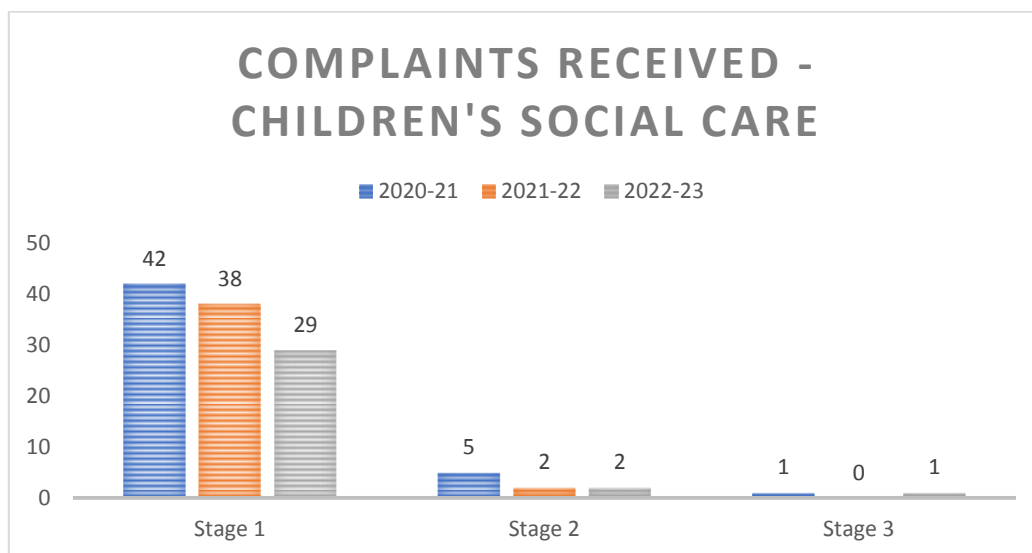
**Local Government and Social Care Ombudsman:** If the complainant is not satisfied with the outcome of the Independent Review Panel, they have the right to take their complaint to the Local Government and Social Care Ombudsman (LGSCO). The LGSCO is an independent organisation empowered to review or investigate where it appears that the Council's own investigations have not resolved the complaint or have not been handled appropriately. Complainants can refer their complaints to the LGSCO at any time, although the Ombudsman normally refers the complaint back to the Council if it has not been considered under the staged process outlined above.

### 3. Complaints

To put some context to the volume of complaints received in 2022/23, Children's Social Care received 22,250 MASH (multi agency safeguarding hub) contacts and completed 5175 Child & Family Assessments. As of 31 March 2022, the Council had 680 supported children in need and 321 children were subject of a child protection plan. There were 419 looked after children and the Council had 305 care leavers aged between 18-25 in receipt of services.

#### 3.1 Overview

During 2022/23, Enfield Council received a total of 29 Stage 1 Children's Social Care statutory complaints. This is almost a 10% decrease in volume compared to the previous year.



There were three Stage 2 escalation requests; two of which proceeded to investigation. Including the existing Stage 2 requests from 2020/21 where investigations were ongoing, there were five Stage 2 requests reviewed in total, and four investigated.

There was one Stage 3 complaint held during this period.

The large number of complaints resolved at Stage 1 reflects the time and effort put in at this stage to address the complaint without the need for escalation to Stage 2. The emphasis of the complaints process is to reach a resolution. Efforts made to resolve complaints at Stage 1 focus on ensuring the complainant understands the response they have received and what outcome can be realistically achieved.

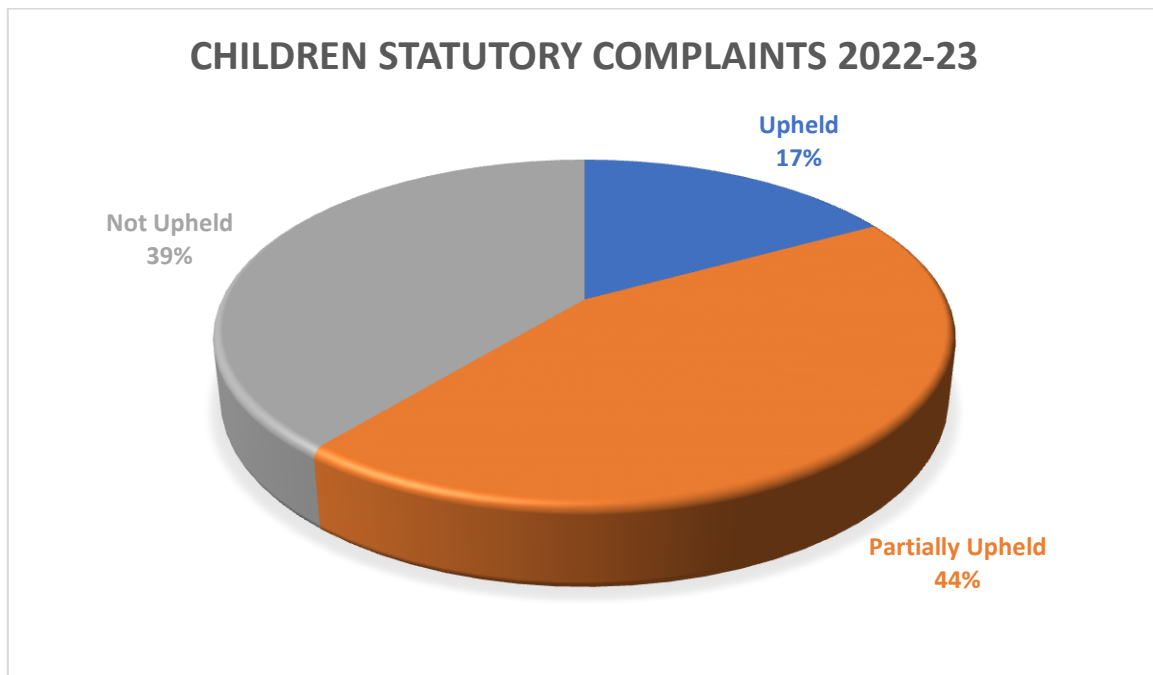


The trend in decreasing complaints overall also represents the result of increased focus on avoiding complaints by maintaining excellent service at the first point of service contact and engagement.

### 3.2 Outcome of Complaints and theme learning

Following investigation of complaints, the Council classifies its complaint responses as either upheld, partially upheld, or not upheld.

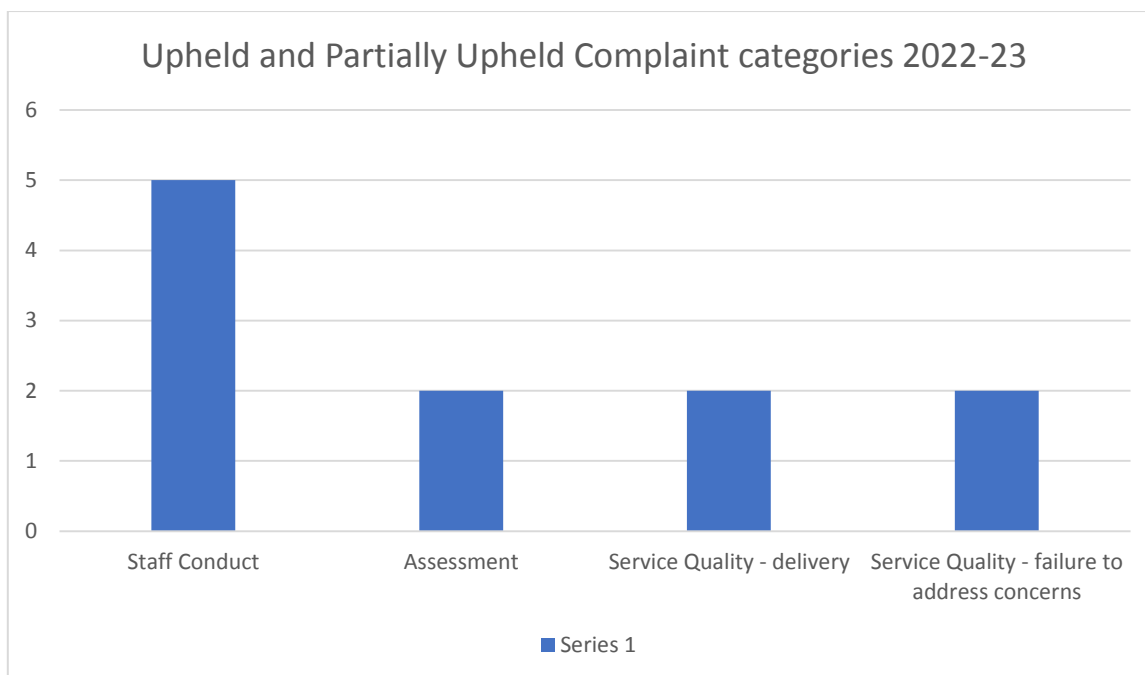
The breakdown of Children's statutory complaints was as follows:



It is, therefore, observable that 61% of complaints had at least some aspects upheld. The Council considers it essential not only to rectify those instances, but to ensure the Council identifies any themes and trends to ensure future issues do not arise for other customers, in accordance with the Council's values of continuous improvement.

The ability to monitor the level of upheld complaints is a function of new case software introduced within the year, and thus comparison to previous years is not included.

The theme behind the upheld complaints is set out below. The actions the Council intends to take to enhance organisational performance in these areas is set out in section 4.



### 3.5 Complaints Response Timescales

Out of the 29 Stage 1 complaints, 79% (23) were responded to on time. This is a substantial improvement over the previous year's figure of 66%, although the Council seeks to improve still further.

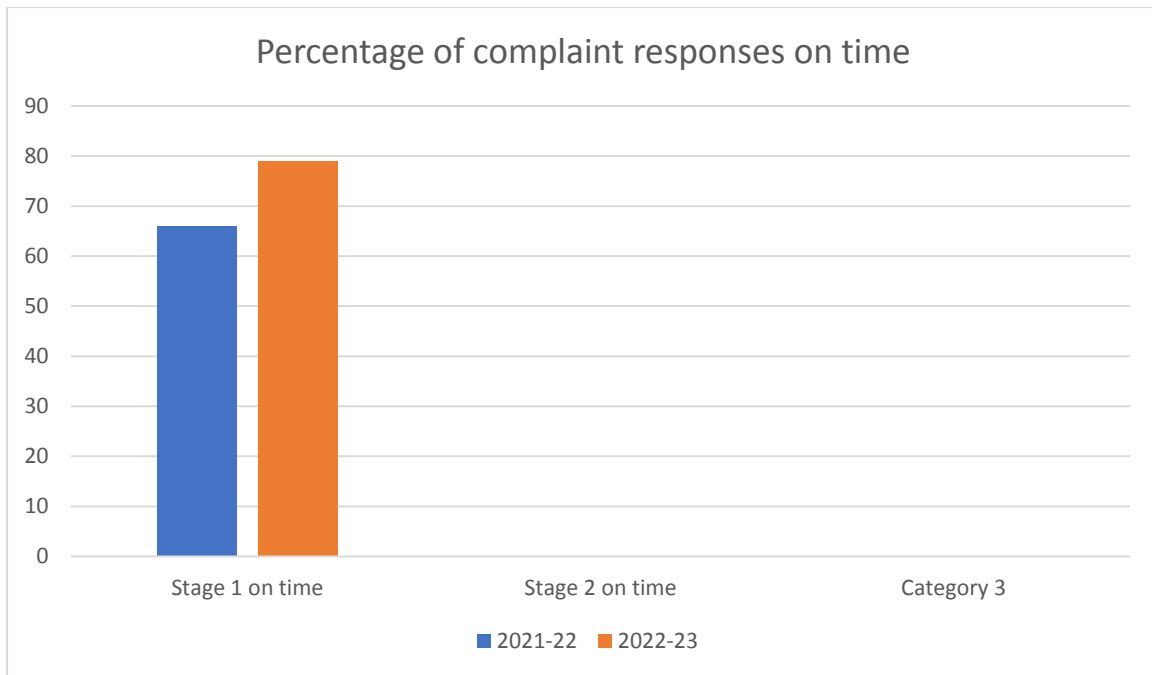
For Stage 2, no responses were provided on time nor in line with the response timeframe targets. This was due to resource issues in both the central complaints handling team and service area, as well as challenges securing external investigators due to lack of availability. Additionally, investigations were impacted by key staff subject to the complaint having left the Council. This was also an issue in the previous year.

The stage 3 panel that took place was originally scheduled within the statutory timeframe, but had to be rearranged due to late unavailability of key participants. The panel took place 3 – 4 weeks after the statutory deadline.

Actions proposed in the previous year's report to improve timeliness of responses, were as follows:

*“Improvements are being made to the internal handling process, resourcing, progress reporting & oversight and implementation of a new case management system to support timely responses in the future. These improvements will be in place by December 2022.”*

The improvements were implemented, along with greater resilience within the central complaints team, and these have resulted in the stage 1 response improvements.



### 3.6 Ombudsman Complaints

There were five statutory complaints escalated to the Local Government and Social Care Ombudsman in 2022/23. However, the Ombudsman did not investigate any of these complaints. As such, there were no recommended actions for the Council and there is no timeline performance data, as the Council was not required to respond to any requests.

## 4. Learning & Actions

### 4.1 Learning

**Explaining processes effectively to customers:** many of the complaints regarding staff conduct concerned the manner in which the purpose of Council processes, including assessment and investigations, were explained to customers, in particular more sensitive areas of questioning which the Council may be required to undertake, but which are highly emotive for parents.

**Delays in considering and investigating Stage 2 escalations:** there have continued to be delays in reviewing and investigation of Stage 2 complaints due to resource challenges in the centralised complaints team and lack of available external investigators. The Council has improved the resource allocated to statutory complaints, and has done work to expand its list of prospective investigators; on two

recent investigations, investigators have been appointed more promptly than previously.

**Quality of response:** there were instances where the quality of response could be improved. Some responses were lengthy and while they addressed all the points of the complaint, they were not entirely clear at first which points were being upheld or not upheld. Some responses included substantive detail which may not have been required to answer the core issue of the complaint.

**Turnover of social workers for children and families:** many complaints noted turnover of social workers, and considered this to have affected the quality of the care to the child and the ease of experience for parents in getting their child's needs met. This is within the context of a national social worker shortage across local government.

## 4.2 Improvement Actions

### **Reducing Stage 2 Delays:**

- The Complaints team will expand training and skills in handling statutory complaints for additional officers to further improve resilience and available resource.
- The Council has expanded its list of available external investigators, allowing more prompt appointment of investigators.
- Required information will be escalated to senior officers promptly to ensure access to appropriate information for investigators.

### **Improving Response Quality:**

- Quarterly reports to senior management take place, where learning and quality issues can be addressed. We have run training sessions on responses in the year, and the Complaints team will arrange further training in the coming year.

### **Communications with customers:**

- We will disseminate through team managers, feedback to social workers to emphasise the importance of assuring that all parents are clearly aware of why the authority follows particular processes or approaches, and why these assist in ensuring the child receives the best possible support.

### **Turnover of social workers for children and families:**

- While it must be noted that this is within the context of national recruitment issues facing local government, the Council fully realises the important role that social worker relationships with families plays in ensuring a sense of stability and reliability in support. We will re-emphasise this to officers and



work to ensure that turnover for individual children and families is minimised as much as possible.

## 5. Compliments

During 2021-2022, 23 compliments were logged centrally. This is lower than the previous year but remains above 2020-21. The below graph provides the latest 4 year trend.



Managers are encouraged to log the compliments they receive as learnings are derived from positive feedback as well as negative.

A significant majority of compliments logged during 2022/23 were regarding staff members and the remainder regarding the service received.

Below are some examples of compliments received:

*“I know that you may feel that you are just doing your job, but you have made a massive impact in our household with your approach in your support for X. I cannot thank you enough.”*

*“I just wanted to let you know how much I appreciate you & everything you’ve done. For all the support & help you’ve given not only to me but to my mum as well. I’ve previously had social workers and never gotten along with them but from the first day you became my social worker you’ve done nothing but better my situation.”*

*“I thought I would share some feedback on the partnership from X after my meeting with her yesterday. We met to do some prep for red quadrant, and she stated that across the 5 boroughs that she works in, she believes Enfield’s Partnership to work cohesively together. She stated that the team have been friendly in welcoming her and working together which she observes within the Exec meetings. She also stated that we are child focussed and that the partnership tend to always attend meetings willing to share information and provide solutions to barriers.”*

*“I would like to say that I am very pleased with the Service that I have received and is continuing to receive from the strengthening Families Team (SFT) Enfield Youth Justice Service. X to whom is my family Coach and a very proficient advocate is extraordinarily helpful, the service that she offers is excellent. I have never met anyone like her, she is the most understanding, kind, compassionate, helpful and caring person any one could ever meet.”*

*“X was saying how much she appreciates the way her social worker managed to arrange family respite for the children. She is really enjoying having one child at a time. I had a sense this gesture has really made a big difference to X who is a very nurturing foster carer.*

## **6. Conclusion**

During 2022/23, stage 1 complaint volumes have reduced, and no Ombudsman investigations were made during this period. In terms of response time performance, stage 1 times have significantly improved, and improvements to stage 2 escalations are now underway.

Staff conduct and service quality are the primary reason for stage 1 complaints. However, praise for social workers also featured heavily in compliments received during the year. This indicates the importance of the worker to the family, and Enfield remains committed to an approach which builds effective relationships between the authority’s social workers and families and children receiving support.

This year’s complaints learning demonstrates the need to improve response and record quality?? in addition to reducing delays at later stages of the complaints process. In terms of overall process management, actions are underway to strengthen the oversight, monitoring and handling of complaints moving from first to second and third stages to reduce referral delays and improve response times and resolutions for supported children and their families.



### London Borough of Enfield

<b>Report Title</b>	<b>SEND PROVISION UPDATE</b>
<b>Report to</b>	Children, Young People & Education Scrutiny Panel
<b>Date of Meeting</b>	30 <sup>th</sup> October 2023
<b>Cabinet Member</b>	Cllr Abdul Abdullahi
<b>Executive Director / Director</b>	Executive Director - Tony Theodoulou Director – Peter Nathan
<b>Report Author</b>	Neil Best Head of Strategic Resourcing & Partnerships <a href="mailto:Neil.g.best@enfield.gov.uk">Neil.g.best@enfield.gov.uk</a> 0203 1321435  Barbara Thurogood Head of Special Educational Needs <a href="mailto:Barbara.thurogood@enfield.gov.uk">Barbara.thurogood@enfield.gov.uk</a> 0203 1321523
<b>Ward(s) affected</b>	All
<b>Key Decision Number</b>	Non Key
<b>Classification</b>	Part 1 Public
<b>Reason for exemption</b>	None

#### Purpose of Report

1. To provide an update on special educational need placements, current pressures and activities to increase the number of places within Enfield and to reduce out of borough expenditure.
2. Provide details of current and projected demand for SEND places, current provision both in-borough and out-of-borough and the related costs to the Council.
3. To set out proposals for the introduction of large scale SEND provision.

## Recommendations

To note progress on increasing and enhancing SEN Provision in line with the council SEND Strategy and School's Capital Programme 2023-2025.

## Background and Options

### Proposed SEN Projects within the Schools Capital Programme

4. The Schools Capital Programme approved by Cabinet in April 2023 agreed to prioritise increasing Special Educational Needs provision as 1 of 4 strategic objectives as part of an overarching Delivery Plan. The projects outline below were approved as part of that plan.
5. **Fern House School** – The construction of the new school building that provides 72 places for Social, Emotional and Mental Health (SEMH) was completed in March and the school became operational in May.
6. **Winchmore Secondary School** – Works commenced on 25<sup>th</sup> September to construct a new sixth form block with an additional SEN unit which is planned for completion in late 2024. This will provide 20 places for pupils with complex learning needs as well as 150 post-16 places for mainstream pupils currently being taught in temporary provision at Broomfield School. The discovery of Reinforced Autoclaved Aeriated Concrete (RAAC) in a changing room and staff office area within the sports hall has resulted in these areas being taken out of use. The school have taken measures to ensure that they can continue to deliver the curriculum by utilising other spaces. Officers are working with the DfE to undertake a full structural survey, confirm funding arrangements and plan for remedial works which it is hoped will be delivered in the 2024 summer break to minimise disruption to staff and pupils and also ensure works on the new sixth form block are not affected.
7. **Swan Annexe** – Works have been underway for the last 3 months to remodel the building in Ponders End to provide 100 places for pupils with complex learning needs which will be completed for September 2024.
8. **Oaktree School** - Detailed design options have been agreed and initial survey work is now underway to facilitate remodelling and expansion of the school to provide an additional 33 places for SEMH pupils to be completed for September 025.

### DFE SEND WAVE – Portcullis Lodge

9. In addition to these projects the ESRP Service has been successful in an application to the DfE to establish a new school for primary autistic pupils with complex needs. The site identified for the circa 100 place school is at Portcullis Lodge.
10. The work undertaken by officers prior to submission of the application confirmed that the potential development could accommodate a gross internal floor area of 2,600m<sup>2</sup> over two storeys.

11. The DfE will be responsible for design and construction of the new school building which is subject to further development work. Officers are supporting this process and the Council will be expected to fund early site preparation works (abnormals). The cost of these works is currently being estimated.
12. The process of selecting an academy trust to run the new school is being managed by the DfE. All new schools are established through the presumption process and classified as free schools. The DfE have now shortlisted 6 Academy Trusts who will be interviewed before the end of the calendar year (the Director of Education will be part of the interview panel). The Council has clarified to the DfE that the borough is seeking a Trust with experience of working with autistic children with complex needs.
13. The DfE have indicated that the Secretary of State will announce the successful academy trust in January 2024. Following a statutory consultation period pre-start work will begin between the Trust and the DfE to develop proposals for the new school which is hoped will be completed in 2026.

### **Prospective Projects**

#### Addison House

14. A second application to the DfE SEND Wave for provision at Addison House in Southgate was unsuccessful. Prior to the announcement of the Wave the ESRP Service had been reviewing the potential of the site for SEND provision. However, funding any works through allocated DfE grant funding was not possible given commitments within the agreed Schools Capital Programme.
15. The option of the Council funding this development directly through borrowing has also been deemed unaffordable given the Council's financial position and other priorities.
16. A review of the Capital Programme is now underway to ascertain whether funds can now be made available to bring forward a project at Addison House.
17. The Council's decision to dispose of vacant caretaker properties and reinvest funds from the capital receipts (KD5373) will also provide additional funds for SEND provision. Three of the five houses proposed for sale this financial year have already been sold and it is likely that ESRP will now be able to bring forward the sale of more than the proposed 5 (of 11) houses following a change to the DfE's processes for disposal.
18. As well as investing capital funds from disposals in large scale provision ESRP are establishing a grant fund that will be available to all academic institutions wishing to establish ARPs and Units that are able to accommodate significant numbers of Enfield learners.
19. The revised School Capital Programme is to be presented to Cabinet in December.

### **SEN Service Update**

20. The number of children with Education Health and Care Plans has been increasing nationally since the commencement of the 2014 reforms. This is partially due to the extension of the age group from 18-25. The



vagueness of the legislation that supports the assessment of need which in 98% of the time results in the issuing of an Education, Health and Care Plan.

21. Each year, the DfE run a comparative return of data, which is known as SEN 2. This exercise enables local authorities to review local SEN data and measure their performance against national and statistical neighbours. This return allows scrutiny of strategic and operational practices.

**In the academic year 2022/23 the SEN2 National data is as follows:**

<b>2022: Published SEN2 National data</b>	<b>National</b>	<b>Enfield</b>
Number of EHCPs	473,255 (9.9 % growth since 2021)	3,931 (11.84 % growth since 2021) <b>(1.94% above national)</b>
The number of new EHCP's	62,180 (3% growth since 2021)	570 (-10.7% since 2021) <b>(13.7% below national)</b>
EHCP Completions (Timeliness with 20-week deadline)	59.9%	Enfield 69.9% <b>(10% above national)</b>
<b>2023: Published SEN2 National data</b>	<b>National</b>	<b>Enfield</b>
Number of EHCPs	517,049 (9% growth since 2022)	4,566 (16.16% growth since 2022)
The number of new EHCP's	66,706 (7% growth since 2022)	577 (1.3% growth since 2022) <b>(5.7% below national)</b>
EHCP Completions (Timeliness with 20-week deadline)	49.1%	90.7% <b>(41.6% above national)</b>

22. Continuing to develop SEN provision remains a priority and this is achieved by increasing Additional Resourced Bases and Designated Units and pursuing the principles and objectives of our Inclusion Charter and SEND Strategy.
23. Enfield SEN Service currently commissions 886 places outside of its own borough which is 20% of the EHCP population. This percentage has not changed since the previous year. Of these commissioned places 540 school aged pupils (pre-16). 301 pupils are in post-16 provision with the remaining 45 children in other provision (inc. Alternative Provision, hospital, registered early years settings, etc.).
24. The average cost to the Council for a pupil with an ECHP is circa £14,000. Costs will vary dependent on the level of need. Comparatively, an out-of-borough placement is circa £25.5k pa compared to £11.52k for a place in-

borough. Independent special schools cost on average £60,000. In addition, average transport costs are more than twice as expensive for out-of-borough pupils at circa £15.18k versus £7.4k. The estimated total cost to the Council's HNB for the 540 pupils in core provision (nursery and pre-16) is circa £12M.

25. The Table below sets out the nursery and school provision commissioned by SEN services for school aged children.

Out of borough School Type	Number of Pupils
Independent	18
Independent Special	111
Mainstream	248
Mainstream Free School	18
Mainstream School: Academy	49
Maintained Special	77
Non-Maintained Special	19
Independent	18
<b>Grand Total</b>	<b>540</b>

**Table 1: Number of children and young people educated out of borough**

26. Children educated out of borough risk estrangement from their communities and suffer the consequence of longer travel journeys to schools, (this is challenging for some of our more complex children). It also increases travel assistance costs which puts significant pressure on council general funds.
27. Currently the SEN Service through establishing new ARPS and Designated Units has provided education in borough for children and young people whose parents would like them to attend a mainstream setting, be valued and visible in their communities and encouraged to thrive.
28. To date the SEN service have established the following provision in Enfield since 2022

School Name	Designated Unit Type	Number of Pupils	Year Groups	Start Date
Debohun	Autism & Complex Needs	30	Reception to year 6	September 2021
Brimsdawn	ASD & Complex needs	10	KS2 (age 7-11)	June 22
Lavender	ASD & Complex	10	Early Years and KS1	September 2022
Houndsfield	ASD & Complex	12	KS1	September 23
Fleecefield	ASD &	16	KS1	September

	Complex			23 8 and then 8 in October
<b>Total Places Created</b>		<b>80</b>		

**Table 2: Designated Units in Enfield**

School Name	Designated Unit Type	Number of Children	Year Groups	Start Date
<b>Primary ARPs</b>				
Eldon	Autism & Complex needs	10	Early Years	January 2023
Firs Farm	Autism & Complex Needs	8	Early Years and KS1	September 2021
Highfield	Autism & Complex Needs	8	KS1 & KS2	September 22
Raynham	Autism & Complex	8	KS2	April 2022
Oakthorpe	Autism & Complex Needs	8	KS1	September 23
<b>Secondary ARPS</b>				
Chace Community	Autism & Complex Needs	12	KS3,4&5	September 2022
ST Anne's	Autism	16	KS3&4	September 2022
St Ignatius	SLRB (DLD)	8	KS3&4	September 2022
<b>Total Places Created</b>		<b>78</b>		

**Table 3: Additional Resourced Provision in Enfield**

29. The additional places created by the SEN Service has not yet required any capital funding and has increased capacity based on place led funding from the High Needs Block at a cost of:

£1,258,920 for Additional Resourced Bases  
£899,500 for Designated Units

30. The commissioning of these additional places ensures that the needs of children/young people with SEND are being met, they can be part of their local communities and do not have long travel journeys to out of borough schools. The financial impact has been that the High Needs Block has seen a saving of approximately £7,321,580 per annum (£60,000, the average cost of independent provision).
31. The SEN service are in discussions with the following settings to increase provision over the academic years 22/23 and 23/24
- Enfield Grammar
  - Bishops Stopford
  - Fleecefield – (further expansion)
  - Houndsfield – (Further expansion)
  - St Ignatius

32. Enfield already held 153 places in existing SEN additional resource provision, this new provision of 158 places gives a total of additionally resource provision of 311 places. This number of places is almost equivalent to providing two new special schools.
33. The SEN service is concerned that the lack of Secondary places will become challenging within the next three years if the Education service is not able to increase this provision.
34. Enfield SEN are currently seeking 149 places for children and young people who require specialist support. 122 of these places are required for primary pupils and 28 places for Secondary pupils.

### **DFE Delivering Better Value Programme (DBV)**

35. The Department for Education (DfE), in collaboration with Newton Europe and the Chartered Institute of Public Finance and Accountancy (CIPFA), is working to deliver the Delivering Better Value Programme to 55 local areas. The 55 Local Authorities have opted to participate in the initiative and are being supported to identify the highest impact changes that can be made to improve outcomes for children and young people with SEND, and to optimise the use of finances.
36. Participation in the programme enables local authorities to apply for a £1m grant to deliver innovative programmes to support children and young people and to optimise their financial position.
37. Enfield have been successful in their application to the DFE and have been awarded the grant to deliver to six strands.

#### Review the Early Years offer

38. The introduction of a new SEN support pathway for early years SEND children will mean that EHCPs will no longer be necessary for needs to be met. This change will result in children receiving more timely and appropriate support. It is expected that by 2024/25, the number of Early Years EHCPs will decrease by 5-10%.
39. Support education settings at primary, secondary and post 16 to support the delivery of the EHCP.
40. The SEN Service will support education settings to ensure best value is being achieved through EHCPs. SEND specialist staff will visit setting to support the implementation of specialist provision and to help ensure that needs are met and outcomes are achieved.

#### Review of Speech and Language offer to improve pathways.

41. The pathway will be expanded to allow children to access Speech and Language Therapy without an EHCP, and it is anticipated that this

expansion will significantly reduce the number of EHCPs that will need to be issued. This change will not only decrease the number of EHCPs required but also ensure that support can be provided more promptly.

42. It is envisaged that the offer from EASA will be expanded. The service has thus far demonstrated significant impact, which includes:
  - The percentage of pupils who reached the expected level of 32 out of 40 in the phonics test was 80.4%, above the national average of 78%, but slightly below the London average of 81.1%. This puts LBE in the fortieth centile for phonics outcomes.
  - 72% of schools with full ECASS input have phonics scores that are higher than the London phonic scores, compared to 36% of schools without ECASS input.
  - 90% of these children and young people continue to be supported at SEN support and have required no further signposting to external services outside of ECASS.
43. Enfield wide Transition strategy to improve support to children moving to their next phases.
44. With a focus on proactive transition planning and interventions, we aim to minimise the necessity of EHCPs during transition periods. This not only streamlines the administrative burden but also allows us to target resources more efficiently.
45. Explore Artificial Intelligence (AI)/ Assisted Technology (AT) opportunities and Software Applications to support children and young people to progress and develop focused activity and independent skills.
46. There are numerous efficiency savings that will be explored with industry experts, and it is hoped that AI/AT will be able to provide personalised learning experiences differentiated to each learner's needs. This reduces the need for one-on-one teacher or teaching assistant interventions, as learners can receive customised support through technology.
47. To implement a hybrid, offer of support between adult and children's social care and with post 16 educational settings.
48. A hybrid offer will be created which incorporates pre-entry education, independent living skills and adult social care support. This will mean that Young People will access appropriate support through education and care.

### **Change Programme Partnership**

49. The Change Programme Partnership is a new government initiative which is a response to the SEND Green Paper. This plan follows extensive engagement with around 6,000 consultation responses and 175 events, ensuring the new reforms take into account the views of children, young



people, parents and carers. The plan sets out a clear roadmap to transform the SEND and AP system and make it sustainable over the long term. Thirty-one local authorities have been selected by ministers to pilot key SEND reforms through a £70 million “change programme”.

50. Barnet Local Authority will be the lead supported by Enfield, Camden and Islington.
51. The programme in the first instance will review, a national EHCP, a Data dashboard, a Schools list, to support parents to make informed decisions on where they want their child or young person to attend. A local area Improvement Plan will be developed and statutory SEN panels and SEND Boards will be the same across all boroughs to ensure consistency in decision making.
52. There will be a new alternative provision approach, which will see a three stranded model of targeted support, time-limited placements and transitional placements which will be supported by a task force manager with 7 support workers including, Mental Health Therapist, Educational Psychologist, Speech and Language Therapist, Social worker or family support worker, post 16 transition coach, Youth Worker and Youth Justice Worker.

### **Preferred Option and Reasons For Preferred Option**

53. Plans within the School Capital Programme and through the provision planned at Portcullis House will provide significant additional SEN places in the Borough. However, these construction projects require significant work to develop new and expand existing spaces for teaching and learning. The work of the SEN Service with local schools to establish ARPs and Designated Units has created a considerable number of places to help address demand over the past year. The introduction of a Capital Grant Fund will further support this work by enabling schools that require adaptations to create even more provision.
54. Approval of the revised Schools Capital Programme by Cabinet will ensure that prospective capital schemes, facilitation work for Portcullis Lodge and the SEND Grant Fund will significantly contribute to further increasing the number of SEN places in the borough.
55. The Delivering Better Value programme will see the implementation of 6 new strands of support to strengthen the SEND support intervention offer. The planned outcome of the interventions is to make sure children, young people and families get support from the right place and at the right time without requiring a statutory assessment. By providing earlier intervention this will reduce the number of individuals waiting for statutory services.
56. The Change Programme Partnership aims to provide a consistent approach in meeting children’s nationally. Currently there are regional variations in the decision-making process for allocating support.

### **Relevance to Council Plans and Strategies**

### **Good homes in well-connected neighbourhoods**

57. This project will contribute to the Council's strategies and programmes for supporting communities through the delivery of education services to the benefit of the community.

### **Safe, Healthy and Confident communities**

58. The Borough needs to ensure appropriate infrastructure is in place to allow the growth of the population. Increasing the capacity of special schools to provide high quality education within the borough to meet demand directly delivers essential services to protect and support vulnerable residents. This provision will aim to inspire and empower young people to reach their full potential.

### **An Economy that works for everyone**

59. The provision of good quality schools and buildings helps to ensure a stable strong community enhancing skills and connecting local people to opportunities.

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#### **Appendices**

None

#### **Background Papers**

The following documents have been relied on in the preparation of this report:

**KD5373 Strategy for the disposal and use of Site Manager Houses**  
**KD5525 Schools Capital Programme - Strategic Delivery Plan 2023-24**  
**SEND Partnership Strategy 2023-2027**  
**Enfield Inclusion Charter**

**CHILDREN, YOUNG PEOPLE & EDUCATION SCRUTINY PANEL WORK PROGRAMME 2023/24**

Date of meeting	Topic	Lead officer	Lead Members	Executive Director/ Director	Reason for proposal	Other committee/ Cabinet/Council approvals?
5 <sup>TH</sup> JULY 2023	Work Planning					
30 <sup>TH</sup> OCT	Annual Safeguarding Report	Bharat Ayer Sharon Burgess	Cllr Abdullahi	Tony Theodoulou	The Annual Report is brought to this Panel for discussion	Cabinet October Council November
	Annual Complaints Report	Laura Martin Will Wraxall	Cllr Abdullahi	Tony Theodoulou Anne Stoker	Requested by the Panel to come to the first meeting of the municipal year	
	SEND Provision	Barbara Thurogood Neil Best	Cllr Abdullahi	Peter Nathan/Tony Theodoulou	To update the panel on the work that is taking place to increase the provision of SEND places in the borough	Moved from the TBC meeting at the request of the Chair to replace the Family Hubs/HAF item and agreed by Peter Nathan
	Family Hubs and HAF (what's on offer, funding etc)	Helen Finnemore Sharon Davies Ivana Price	Cllr Abdullahi	Tony Theodoulou Anne Stoker Peter Nathan	The panel have requested an indepth review on this item	Moved to March 2024 meeting at the request of Ivana Price (agreed by Chair 12/9/23)

<b>18<sup>TH</sup> DEC</b>	Child Exploitation (sexual and criminal) and missing children	Angela Bent Paul Wright John Lawrence-Jones	Cllr Abdullahi	Tony Theodoulou Anne Stoker	The panel have requested an indepth review on this item	
	Progress update on the roll-out of free school meals in primary schools	Peter Nathan	Cllr Abdullahi	Tony Theodoulou Peter Nathan	The panel have requested that this item be re-visited following the report that was presented to the panel on 27/9/22	
<b>11<sup>TH</sup> MAR</b>	Violence towards staff in schools (panel wish hear from a teacher and receive updated data)	Peter Nathan	Cllr Abdullahi	Tony Theodoulou Peter Nathan	The panel have requested that this item be re-visited as it was felt that the report presented at the Panel's meeting on 23/3/23 was inadequate and did not include enough relevant information and data	
	Family Hubs and HAF (what's on offer, funding etc)	Helen Finnemore Sharon Davies Ivana Price	Cllr Abdullahi	Tony Theodoulou Anne Stoker Peter Nathan	The panel have requested an indepth review on this item	Moved from October 23 meeting at the request of Ivana Price (agreed by Chair 12/9/23)
<b>Date tbc</b>	Falling School Rolls	Neil Best Keith Rowley Ian Hewison	Cllr Abdullahi	Tony Theodoulou/Peter Nathan	The panel have requested an indepth review on this item (to include financial impact to the school, logistical impact of not having full	

					classes) (SEND-to inform the panel of the work which has been done and is being carried out to increase the provision of SEND places in the borough)	
	SEND Provision	Neil Best Barbara Thurogood	Cllr Abdullahi	Tony Theodoulou/Peter Nathan	<del>To inform the panel of the work which has been done and is being carried out to increase the provision of SEND places in the borough</del>	Moved to Sept 2023 meeting at the request of the Chair to replace the Family Hub/HAF item that has moved to March 24. Agreed by Peter Nathan



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