



**SAFEGUARDING BOARD**  
**ISLE OF MAN**

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## **Annual Report 2019-2020**



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## Foreword by the Chief Secretary

I am pleased to endorse the Isle of Man Safeguarding Board's Annual Report 2019-2020 which outlines the valuable work the Board has undertaken to safeguard and protect children and adults in the Island.

The Board, under the leadership of the Independent Chair, Glenys Johnston OBE, works to ensure that safeguarding remains 'Everybody's Business' and to that end the Safeguarding Board will continue to make its presence more visible and to maintain the public profile of safeguarding.

The Board works closely, and in conjunction with, the Departments of Health and Social Care, Home Affairs, Education, Sport and Culture, and the Chief Officers of these Departments, the Chief Constable and the Director of Public Health are statutory members of the Board, together with three Independent Members.

This close working relationship, which also includes the Third Sector, enhances the work of the Board and senior members of each of these Departments chair its sub-groups and task and finish groups.

I am pleased with the work that has taken place to ensure these sub-committees meet regularly and report into the Board as it completes its first full year as a statutory body, and I look forward to watching the Board develop as these ties strengthen and the important work of the Board continues over the forthcoming year.

*W. Greenhow*



**Mr Will Greenhow**  
**Chief Secretary**

## Independent Chair's Introduction

This report covers the work of the Safeguarding Board since it became a statutory body in March 2019.

The Annual Report of the Independent Chair of the Safeguarding Board is intended to provide an independent overview of the safeguarding of children and adults in the Isle of Man.

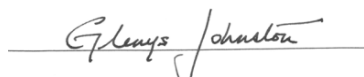
The report outlines both the safeguarding activities of the Board and its partners, that has taken place during what was a very busy year for the Board, as it established itself as a statutory Board and began to identify the scope of its work to safeguard children and adults in the Isle of Man.

We have made good progress in delivering our key priorities, but much remains to be done.

This report is being written during the COVID-19 pandemic, which has necessitated partners focussing their efforts on addressing the situation. They have done so extraordinarily well in terms of supporting and safeguarding children and vulnerable adults in the Isle of Man,

I would like to thank all the organisations, especially their front-line staff, for the hard work they have contributed to keeping children and adults safe from harm in the Isle of Man.

Finally I would like to thank all the members of the Safeguarding Board, the Action and Implementation Panel, the Cabinet Office, the Third Sector and the Safeguarding Board team for their unstinting commitment to the work of the Board and keeping children and adults in the Isle of Man safeguarded and protected.





**Mrs Glenys Johnston OBE**  
**Independent Chair, Safeguarding Board Isle of Man**

## The Isle of Man Context Relevant to Safeguarding

The Isle of Man is situated in the Irish Sea, between England and Northern Ireland, it covers an area of 572 km<sup>2</sup> (221 sq. miles) and, according to the census of 2016, it has a population of 83,314 of which; 19% are between 0-18 years of age; 58.7% are between 19-64 years of age and 15.2% are aged 65 and over.

Most of the population live in small towns, 52.2% of the population (43,432 people) and the remainder in more rural areas; transport is good, enabling people to access all parts of the island.

The population is predominantly of White British racial origin 96%, with 49% being Manx born and a smaller number from South Africa, Australia, and America. In recent years, people from Eastern Europe have moved to the island to work in hospitality and health care services. There is a significant East Asian population, with many care and nursing staff coming from this group, which is also strongly represented in E-Gaming. There is also a growing and active Chinese association, which has over 200 adult members. Additionally, there is a growing sub-Saharan African population and an African society has been formed to cater for the approximately 100 people who have moved to the Isle of Man from this area. E-Gaming has been a key driver in this.

The established church is the Church of England, with residents also following other religious faiths including; Anglican, The Church of Jesus Christ of Latter-day Saints, Roman Catholic, Methodist, Baptist, United Reform, the Religious Society of Friends, Jehovah's Witnesses, Pentecostalism; Judaism, Muslim and; Hinduism, some people record that they have no religious faith.

## The Safeguarding Board

The Safeguarding Board, which covers the safeguarding of both children and vulnerable adults, was established under the Safeguarding Act 2018. The Safeguarding Board (Qualifications and Procedures) Regulations 2018, govern its work and the statutory guidance Safeguarding Together, covers multi-agency practice and some the work of the Board.

The Safeguarding Act 2018 established:

- a statutory duty for those working with children and vulnerable adults to 'consciously consider the need to safeguard children and vulnerable adults' when carrying out their work; and
- a duty for partners to co-operate with each other when carrying out safeguarding functions.

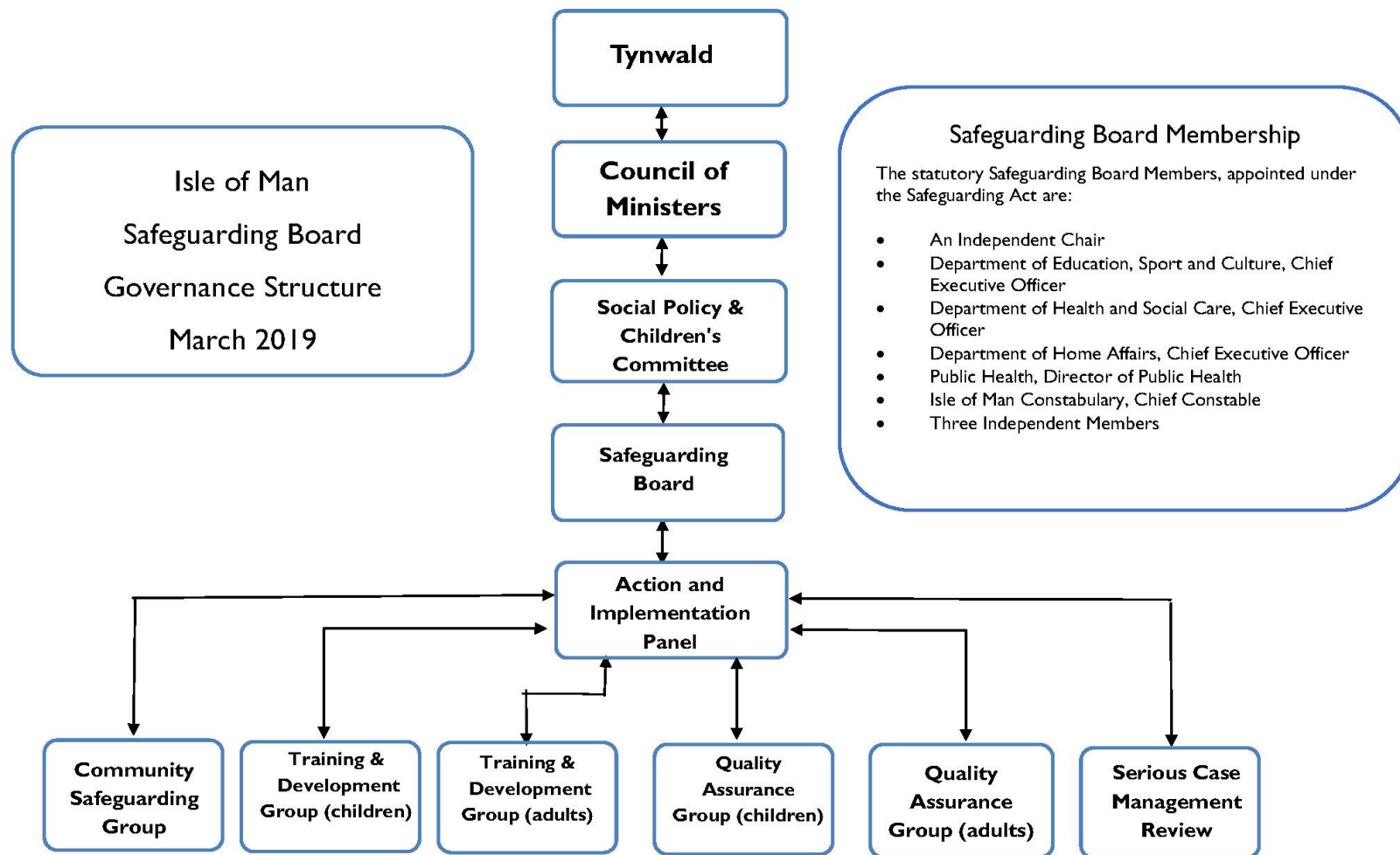
The overarching statutory objectives of the Safeguarding Board, which are clearly linked to the Programme for Government, are to:

- co-ordinate the work done by relevant bodies, for the purpose of safeguarding and promoting the welfare of children and safeguarding and protecting vulnerable adults; and
- ensure the effectiveness of work done by each of those bodies for those purposes.

The statutory members of the Safeguarding Board are an Independent Chair, the Chief Officers of Health and Social Care; Education, Sports and Culture; the Isle of Man Constabulary; Public Health, and Home Affairs and three Independent Members. The Board is resourced and supported by the Cabinet Office.

The work of the Board is supported and delivered by the statutory Action and Implementation Panel, the statutory Serious Case Management Panel and subgroups-see the following structure chart.

## The Structure of the Safeguarding Board



The Board meets quarterly, and attendance has been good:

Attendance of Statutory Board members or their representative at Board Meeting 1st April 2019 to 31st March 2020									
	Chair	DESC	DHA	DHSC	Constabulary	Public Health	Member 1 *	Member 2 *	Member 3 *
Jun-19	√	√	√	√	√	√	√	√	√
Sep-19	√	√	√	√	√	√	√	√	√
Dec-19	√	√	√	√	√	√	X	√	X
Mar-20	Cancelled meeting								
* For information these three members are the independent members as appointed by the Chief Secretary									

## Safeguarding Board Finance

The 2019-20 annual budget of the Safeguarding Board was £308,000, two thirds of which was spent on staffing, including the Independent Chair. Multi-agency training, the Annual Forum and administrative costs made up the remainder.

Serious Case Management Reviews are separately funded by the Treasury, as at the end of the 2019-20 financial year, the budget was underspent, these were paid for from the Board's budget. In 2019-20 the Safeguarding Board completed two reviews, the costs were: Child E £5,516.08 and Family G £14,897.92.

## Organisational Safeguarding Standards Audit

As part of its ensuring effectiveness role, the Safeguarding Board undertakes a two-yearly Organisational Safeguarding Standards Audit. The eight themes are included in the sections below; together with 40 standards, they audit the safeguarding arrangements in the departments represented on the Safeguarding Board and can be used more widely.

The 2018-2019 audit demonstrated that overall performance was good.

This year 2019-2020, we monitored the implementation of the improvements previously identified and again the implementation of these has been good.

### Theme One

Senior management have commitment to the importance of safeguarding and promoting children's and adult's welfare.

- The Isle of Man Constabulary: All policies and standard operation procedures are being reviewed with safeguarding considerations being included. It has now included transferees and support staff in annual appraisals. Work is ongoing.
- Children and Families: All actions completed.
- Education, Sports and Culture: No actions for completion
- Health Services: All policies and pathways are reviewed. There are no outstanding actions for completion.

### Theme Two

Senior Management have a clear statement of the organisation's responsibilities for safeguarding children and adults and this is available for all staff.



- The Isle of Man Constabulary: The continuous improvement inspector is undertaking an audit of learning and this will capture any safeguarding learning. Work is continuing.
- Children and Families: All actions completed.
- Education Sports and Culture: Last year's audit identified two improvements were required.
  - To develop child friendly and age appropriate leaflets on how to make a complaint, progress has been made and will be completed.
  - To review their Service Level Agreements, ensuring that safeguarding is implicit in them, this is in hand and will be completed.
- Health Services: All actions completed. On-going audit process across all specific areas.

### Theme Three

There is clear line of accountability within the organisation for safeguarding and promoting the welfare of children and adults.

- The Isle of Man Constabulary: As roles/posts become vacant within the Constabulary, both for police and support staff, that have a requirement for them to have contact with the vulnerable, including children, the responsibility for safeguarding is now included in their job description or role profile.
- Children and Families: All actions completed.
- Education, Sports and Culture: No actions for completion.
- Health Services: All actions completed.

### Theme Four

Service development takes account of the need to safeguard and promote welfare and is informed, where appropriate, by the views of children, adults, families, and carers.

- The Isle of Man Constabulary: The continuous improvement inspector is addressing this issue across the whole of the Constabulary.
- Children and Families: All actions completed.
- Education, Sports and Culture: There was an improvement action for a staff survey on the Department's methods of communication. This is being progressed.
- Health Services: Communication pathways enable the views of all involved in the process, to inform and shape development.

### Theme Five

Staff training on safeguarding and promoting the welfare of children and adults is appropriate and in line with the Board's training strategy.

- The Isle of Man Constabulary: A review of staff induction and training is underway. It was recognised that Special Constables do not have a specific safeguarding input, this is now included in their training.
  - The use and role of Community Volunteers is being reviewed and specific job descriptions are being written to make best use of them. Safeguarding awareness will be included in this.
- Children and Families: All actions completed.
- Education, Sports and Culture: No actions for completion.

- Health Services: No actions for completion.

### **Theme Six**

Safer recruitment procedures are in place.

- The Isle of Man Constabulary: No actions for completion.
- Children and Families: All actions completed.
- Education, Sports and Culture: All staff have current Disclosure and Barring (DBS) checks and a three-year renewal programme is in place. Training records are being updated to ensure they can be audited against current personnel.
- Health Services: All staff commencing work for Health services have a current DBS check. There is an on-going programme through HR to address employees currently employed.

### **Theme Seven**

There is effective inter-agency working to safeguard and promote the welfare of children and adults.

- The Isle of Man Constabulary: A new IT system has been implemented and the Constabulary is reviewing what is required to enable them to effectively obtain and utilise the data now held.
- Children and Families: All actions completed.
- Education, Sports and Culture: An action to audit attendance at Child Protection Core Groups will be undertaken in 2020.
- Health Services: All actions completed.

### **Theme Eight**

Effective Information Sharing protocols are in place and are implemented.

- The Isle of Man Constabulary: No outstanding actions.
- Children and Families: All actions completed.
- Education, Sports and Culture: Work commenced on data sharing by the data protection officer. Training is not currently mandatory or audited making this difficult to quality assure across the Department. There are two different servers used by the Department, making it difficult to ensure records are accurate and maintained for training purposes. Some progress has been made.
- Health Services: All actions completed.

In early 2021, the audit will be repeated and include a wider range of agencies, including the Third Sector if possible, and a staff survey to gather the views of managers and practitioners.

### **Audit of Primary Care Safeguarding**

In 2019, an audit of Primary Care (GP Practices) was undertaken, led by the Designated Doctor and the Designated Nurse. This was a first such audit and established a base line of performance. It was a valuable piece of work, well supported by GP Practices and has identified the need to repeat the audit with more qualitative information.

## Outcome of Primary Care audit:

- Majority of GP practices on the island engaged in the audit.
- Majority have safeguarding leadership in place.
- Most of them have up to date safeguarding policies and procedures in place, hard copy and electronic, encompassing all aspects including info sharing, training/on-going learning, recruitment, reporting incidents etc.
- All the policies and the procedures shared had a review date.
- Practices work closely with community teams such as health visitors and school nurses for safeguarding work.
- Some practices are keen to undertake internal audits to monitor the quality of their safeguarding work.
- Practices would like standardised safeguarding policies and procedures in relation to record keeping/ storing information etc. that can be used by all practices on the island to ensure consistency.
- Practices would welcome more on-site training and learning opportunities.

## Recommendations

From now on the self-audit tool should be undertaken annually by each practice and should be part of the Local Enhanced Services and the Directed Enhanced Services framework.

- Practices should also consider undertaking safeguarding qualitative audits.
- A named safeguarding GP would further facilitate competencies/training/quality across primary care, developing strong links with the wider safeguarding team and other partners.

## Complaints and Concerns to the Safeguarding Board

The Independent Chair received three concerns and one complaint. The three concerns were sent to the department concerned which satisfactorily concluded them and brief information was sent then to the Independent Chair. The complaint was handled under the Safeguarding Board's Complex Abuse Procedures and a report will be presented to the Action and Implementation Panel in 2020.

## The Safeguarding Forum 2019

As part of its role in promoting the Safeguarding Board and raising awareness of safeguarding, the Board held its Annual Conference, known as the Safeguarding Forum, it was held in June 2019 with 108 delegates from statutory and Third sectors. The theme of the day was 'Working Effectively Together.' The key-note speakers were Sylvia Manson and Lesley Walker, both independent social work consultants, who spoke about best practice in safeguarding adults and children and learning from serious case reviews in England.

Delegates valued the presentations and the opportunity to discuss what works well and what needs to be improved, to safeguard people in the Island.

The evaluations were extremely positive:

- *“The Interactive session with my group I found very useful. Made you think of what changes can be inputted within my work- place, with internal and external colleagues. I feel that we still have a long way to go, especially with the improvements to liaise more with other agencies and how we communicate. A great day and a lot of information was exchanged, meeting new people that we can liaise with in the future.”*
- *“The learning for me was to ensure that I ask children about their experience of living at home and remembering the child is everyone’s responsibility”.*
- *“It promoted my thinking, the themes from the two presentations on Serious Case Management Reviews were very useful. The challenge is overcoming them to avoid them being repeated time and time again. We **must** take action to overcoming that on IOM”*

The afternoon’s round table discussions highlighted the need for clear guidance on information sharing in safeguarding situations and this will be produced in 2020.

## Safeguarding in the Isle of Man

Within the following section are short reports that cover the contributions of partners to safeguarding children and adults.

### Health Safeguarding Services

The Safeguarding Children Team for Health Services consists of strategic leads; a Designated Nurse, a Designated Doctor and the Named Nurse who function at an operational level, and three Safeguarding Leads who are responsible for Mental Health, Community Health and Hospitals which incorporates all Health Services. The work of the team ensures that vulnerable children and their families receive timely assessments and support where required, their work is underpinned by the Safeguarding Board’s Vision and Values for children and vulnerable adults: Respect, Caring, Listening, Professionalism, Fairness & Curiosity.

All the professionals in the team have a wide portfolio which aims to meet the safeguarding requirements of all children, support the needs of staff, hence reducing the risks to children, staff, and the organisation. The means of service delivery includes; supervision; assessment; level two and three training; oversight of Health’s safeguarding plans for children, children in care; children in need of protection; and children with complex needs; policy and pathway formation; audits; governance; risk assessment; self-assessment; research and delivering evidence based practice; peer supervision; revalidation; working in collaboration with multi-agency colleagues; and promoting integration to work seamlessly to improve outcomes for the island’s population. A model of visibility, accessibility, and a recognised presence across all areas within Health Services has been adopted; to date this has been evidenced as successful thorough audit, feedback, and the contribution to Serious Case Management Reviews.

The equivalent roles for adult safeguarding are not yet in place but will be addressed as part of Manx Care.

The future looks optimistic; the statutory Safeguarding Board provides Health Services with opportunities to embrace and replicate relevant good practice that is recognised as evidence based in other jurisdictions.

### **Learning Disability Mortality Review**

After a retrospective review of deaths of people with Learning Disabilities (LD) was completed during 2019-20, an external review of LD services was commissioned in 2020-21, both of which have informed the Learning Disability Strategy.

### **Children and Families Support, Safeguarding, Protection and Care**

Children and Families Services continue to have good arrangements to support children in need of protection, need and care. Developments have included introducing “trauma informed” ways of working across the professional network and developing the corporate parenting agenda. The data provided later in this report, evidence that the number of children on child protection plans has increased whilst those who are looked after has remained stable.

### **Adult Safeguarding**

The Adult Safeguarding Team works alongside partner agencies to make inquiries into safeguarding concerns about vulnerable adults. In 2019-2020 an Interagency Referral Discussion Hub was established. This hub analyses each referral, and together agree what actions are required.

The Adult Safeguarding Team have also introduced a three-monthly review mechanism for service users whose safeguarding has been considered through the adult safeguarding process to ensure that within three of months of their case being closed, they remain safe. This allows the team to understand if the protection planning has been effective and safety has been achieved.

### **The Isle of Man Constabulary**

The Isle of Man remains the safest of all the jurisdictions in the British Isles. Recorded crime for the year 2019-20 was still well below half the level seen in the safest county in England and Wales. To a considerable degree most of the population live their lives free from crime, the fear of crime, or from threats to their personal safety. Nevertheless, the Isle of Man Constabulary’s strategic plan for 2019-2023 has as one of its key objectives the prevention of harm. Activity to meet this objective ranges from the prevention of volume crime, such as theft or burglary, through work to keep roads safe, to safeguarding activity. At a strategic level, the work includes partnership activity intended to help identify and tackle the harm caused by adverse childhood experiences and work to reduce the harm caused by the misuse of substances.

The Constabulary was given an injection of funds during the 2019-20 year to help relaunch neighbourhood policing. A considerable amount of work was undertaken to create new, specialist local teams which were given a broad, but challenging remit, which include identifying those in local communities who are most vulnerable or those who pose the most risk of causing

harm. Officers selected for these new teams were given training to allow them to identify and deal with victims and offenders in a way that supports the ambition of the safeguarding board.

Within its structure, the Constabulary has created a specialist multi-agency public protection unit (MAPPU) which has a wide remit, including the management of dangerous offenders, the provision of support to victims of domestic abuse, the diversion of young people from the criminal justice system and, as its title suggests, working closely with public and voluntary sector partners to improve the safety of vulnerable people. During the year this team undertook some critically important work, including further development of the approach taken to people who are mentally ill; better cooperation with social services in terms of identifying and safeguarding vulnerable adults; work with providers of care facilities for young people in terms of preventing harm from drugs and exploitation; and activity to help improve safeguarding awareness across the Constabulary.

Looking ahead, 2020-21 will be an important and potentially challenging year. The longer-term impacts of the COVID-19 outbreak are not yet fully apparent, but they will likely include harm caused to vulnerable people during lockdown; damage to mental health and complex challenges posed by domestic abuse. The Constabulary will work with partners to try to understand these challenges and create appropriate responses. Three significant pieces of legislation - the Domestic Abuse Bill, the Sexual Offences and Indecent Publications Bill and the Justice Reform Bill - will likely become law in 2020 and each will have significant and far-reaching implications for vulnerable people and for the Constabulary. Work is underway to prepare for this.

There are some safeguarding matters where the Constabulary would welcome further oversight and involvement from the Safeguarding Board. More needs to be done to reinvigorate the domestic abuse strategy; homelessness and access to housing for vulnerable people are likely to become greater and more challenging issues; and more needs to be done to identify problems associated with exploitation, which in some ways is necessarily linked to the need to modernise approaches to dangerous offenders.

## Home Affairs

The different agencies of the Department of Home Affairs contribute and lead in the safeguarding of vulnerable children and adults in several ways. The Isle of Man Constabulary works proactively with other partners to identify risk and keep vulnerable people safe. The joint mental health initiative with the Department of Health and Social Care is particularly effective at supporting early intervention for those with mental health issues.

The Department is currently progressing a Domestic Abuse Bill and a Sexual Offences Bill which will introduce further protection for vulnerable children and adults. We are also working closely with the Department of Health and Social Care on the development of a local Sexual Assault Referral Centre which will give an end to end, local service for adult and child victims of sexual assault.

The Prison and Probation service work to reduce risk with those who perpetrate crime against vulnerable people. This year sees the introduction of a new location-based tagging system which will give greater protection to victims of Domestic Abuse and other crimes. The Prison

and Probation service also work to support the most vulnerable people in the Justice system on their release from prison and in the community.

The Fire Safety team in the Fire and Rescue service continues to prioritise fire safety inspections for vulnerable people, particularly those who are identified as hoarders.

## Education, Sport and Culture

The Department of Education, Sport and Culture adheres to and upholds the understanding that *Safeguarding is Everybody's Business*. Each of our 32 primary and 5 secondary schools has a 'designated safeguarding lead'. This is always a senior member of staff, and most usually the headteacher or deputy headteacher taking the lead responsibility for child protection and safeguarding issues within their own setting their tasks include:

- Ensuring child protection and safeguarding policies are up to date and that all staff know and understand the content of these.
- Ensuring all staff are aware of how to raise safeguarding concerns and their duty to do so.
- Ensuring all staff have up to date training safeguarding training relevant to their role, this includes awareness of the signs and indicators of child abuse.
- Making referrals to statutory protection services when appropriate.
- Monitoring children who are the subject of child protection and/or care plans.
- Maintaining accurate child protection records and ensuring they are kept securely.

All school staff are supported by colleagues at the centre of the department including Directors, School Improvement Advisors, Legal and Administration Officer and the Child Protection and Safeguarding Officer, the latter usually being their first point of contact.

The Child Protection and Safeguarding Officer has provided general and bespoke training to eighteen schools and five services within the department during the year, alongside termly safeguarding updates which all designated safeguarding leads are required to attend. The officer has also offered personal supervision to individual colleagues, training for school governors, supported the designated school leads in their duties outlined above and been a front facing role in a number of specific pieces of safeguarding work across Isle of Man.

The Department has a Safeguarding Action plan and tasks that have been completed include:

- Timetable of face to face training.
- Completed audits and inspection in relation to specific cases.
- Close monitoring of emerging trends and responses given to schools regarding these.
- Roll out of a safeguarding app, Safer Schools offered to all schools and work with the provider to develop the Manx version of this.

Other pieces of work which are ongoing are:

- Developing an accessible complaints system with a need for child friendly information.

- Developing different methods of communication are available to adults and children to ensure effective participation across service user groups.

The Department has appointed an advisor to undertake the duties normally associated with a 'Virtual Headteacher', to lead on the educational provision and outcomes for children who are in care. This person will take up their position in September 2020.

As a result of the COVID-19 situation which developed at the end of the 2019-20 year, most schools closed on 23 March 2020. Teaching for most pupils was transferred to online learning opportunities, but 'hub' schools remained open for our most vulnerable pupils alongside those of key workers. 'Vulnerable' was defined as those children with a child protection plan, those in care and those with the most complex and severe learning difficulty. We have seen an increase in the number of children who are taking up this provision offer as the emergency measures have continued. All children, but especially vulnerable children who have not been attending school have been contacted at least weekly by school and other staff. Where contact has not been achievable with vulnerable children, this has been referred to our colleagues in Children and Families.

Colleagues in our Department have developed a range of guidance to help our schools to support children throughout the emergency measures, for example to help children transition back into the school setting and to support children who are anxious about the virus.

## Public Health

Health outcome indicators currently available from the Directorate of Public Health show that the health and wellbeing of the Isle of Man population is similar to that found in England. The Isle of Man Public Health Outcome Framework can be accessed here:

<https://www.gov.im/healthdata>.

The Director of Public Health publishes an annual report on the health and wellbeing of the population. The reports are available here: <https://www.gov.im/about-the-government/departments/health-and-social-care/public-health-old-hidden/director-of-public-health-annual-report/>.

The Directorate leads the Joint Strategic Needs Assessment programme and many of the topics covered (for example drug and alcohol misuse, domestic abuse) have a safeguarding related element. Completed JSNAs are available here: <https://www.gov.im/about-the-government/departments/health-and-social-care/public-health-old-hidden/needs-assessments-and-strategies/>.

On 1 April 2020, the Public Health Directorate transferred from the Department of Health and Social Care to the Cabinet Office. This move was recommended in Sir Jonathan Michael's review of health and care services and is intended to better enable Public Health to work across government, to address the wider determinants of health and wellbeing.



## **The Child Death Overview Panel**

The deaths of all children resident in the Isle of Man, both expected and unexpected, are currently reviewed by the Isle of Man Child Death Overview Panel to identify any learning. Island child death review arrangements have recently been reviewed in line with the revised arrangements published for England in October 2018. As a result, child death review arrangements are being placed on a statutory footing and a full child death review will be undertaken for each death on island to ensure that local learning is identified and acted upon. It is important to understand that the 'overview reviews' are not, and never have been, intended to be detailed individual case reviews.

The purpose of the overview is to identify mitigatable factors that can be addressed to reduce future risks of child death or (particularly where death was expected) improve services and support available to children and their families. From April 2019, the Isle of Man has been a member of the Merseyside and Isle of Man Child Death Overview Panel. This reflects the realisation that to understand trends and patterns in child mortality and drive improvements in services, a minimum of 60 deaths per year needs to be reviewed by a CDOP. Clearly, with only 4-5 deaths on average per year here, the Isle of Man does not have sufficient deaths to make overview analysis useful at Island level. In addition, a significant proportion of child deaths of Isle of Man resident children occur in Liverpool specialist settings (paediatrics or maternity services) and/or Liverpool services have been involved in their care. Isle of Man paediatric care pathways link into Liverpool.

## **The Work of the Safeguarding Board Sub-groups**

### **The Action and Implementation Panel**

The role of the statutory Action and Implementation Panel, chaired by the Independent Chair of the Safeguarding Board and currently deputised by the Director of Children and Families, is to support and co-ordinate the business of the Safeguarding Board and implement Board's decisions and actions. Since the last report it has:

- Continued to scrutinise the work of the sub-groups.
- Commissioned a multi-agency review of multi-agency into adult safeguarding adults' arrangements and practice in the Isle of Man.
- Tendered for a new Safeguarding Board Website, it is envisaged that the work on the new website will be completed in time for the next Annual Report.
- In February 2020, it was agreed that the AIP would increase its meetings from four to six next year.

### **The Serious Case Management Review Panel**

This statutory Panel of the Safeguarding Board is chaired by the Independent Chair of the Safeguarding Board, its purpose is to; consider whether cases notified to the Independent Chair meet the criteria for a Serious Case Management Review; make alternative arrangements to review cases which do not meet the criteria, but learning is likely; monitor the implementation

of actions plans which are developed following all reviews; ensure that there is a strategic response to themes identified; and monitor the effectiveness of interventions.

The costs of reviews are included above in the Safeguard Board Finance section.

In 2019 a review of an historic case was completed, and the key findings were published and presented to Tynwald members.

The following recommendations were agreed as the best way to address the learning from this review. The Safeguarding Board should:

1. Review their current training on recognising and responding to child sexual abuse and ensure there is clear understanding about the process and conditions for disclosure.
2. Provide clarity on the use of professional meetings as a tool in dealing with difficult and complex cases, highlighting the opportunity they provide for multi-agency reflection.
3. The Board should consider how to seek assurance that multi-agency practice is of a high standard, through enhanced audit and data, provided directly to the Board. In particular, the robustness of Sec 46 investigations and attendance and information sharing at Child Protection Conferences and core groups.
4. Review its training strategy, to ensure that there is sufficient focus on multi-agency training that engenders effective practice between agencies particularly focussing on professional curiosity, effective professional challenge, and reflective supervision.
5. Consider developing a protocol for working with challenging and hard to engage families, which ensures staff remained focussed on the child.
6. Review the Managing Allegations Strategy Meeting and Complex Abuse Procedures in conjunction with the Office of Human Resources and relaunch and promote how and when to apply them.
7. The Constabulary and Children and Families should develop a joint working protocol for child protection inquiries.
8. All agency representatives on the Safeguarding Board should review their single agency training on Child Sexual Abuse, particularly to ensure sufficient focus on the key indicators and the disclosure process.

The Board also completed a review of the arrangements to support adolescents with complex and challenging behaviour and this has led to a task and finish group to progress the recommendations, including, new multi-agency processes.

The outcome of Serious Case Management Review of the multi-agency support given to a vulnerable adult will be reported in next year's report as it will be completed early in the 2020-21 financial year.

## The Children's Quality Assurance Sub-Group and Data

This information is based on data collected in quarter 1, April – June 2019 and quarter 2, July - September 2019. Due to various reasons, including the demands of the COVID-19 pandemic, some agencies were not able to provide data for the two later periods in the year.

During the two periods reported on:

### Referrals to Children and Families (DHSC)

- In both quarters, most referrals to Children and Families were by the Isle of Man Constabulary, parents made the second highest number, followed by Education.
- The number of referrals rose from the first quarter, 186, to 281 in the second quarter.
- In the first quarter, most referrals were for concerns about abuse or neglect. Whilst this was still quite high in the second quarter, there was a significant rise of referrals around a child's disability due to these children being identified (coded) not because more children with complex needs had been abused.

### Children in Care

- There was a steady rise in the number of children becoming cared for, up from 83 in quarter 1 to 93 within quarter 2. However, this was within optimum range and comfortably at the lower end of the target. More females than males were in care and children in the 10-15 years age range were most likely to be cared for. This is a very similar picture to similar jurisdictions.
- The majority of cared for children, 69%, are in foster arrangement. One child was in an off-Island placement. Foster care remains the preferred option for young children coming into care.
- The school attendance for primary aged children in care is broadly in line with the attendance rate of other primary aged children. The school attendance for secondary aged children in care is slightly below that of other secondary pupils by 6.5%
- Children in care are more likely to have been identified as having a special educational need than their peers. Special educational needs describe a child as finding it more difficult to learn in one or more areas than their peers and may range from a mild difficulty to one that is more severe and complex.

### Child Protection Plans

The four areas of abuse that can give rise to a child protection plan are neglect, physical abuse, sexual abuse, and emotional abuse.

- Neglect is the category cited for most child protection plans, 47%-50%, with emotional abuse as the second most cited category, 44%.
- Boys and girls are almost equally as likely to become subject to a child protection plan.
- Children in the age range of 10-15 years of age are most likely to become subject to a child protection plan, showing a similar picture to the age range of children most likely to be in care.

- The number of children subject to a child protection reduced by 17 in the second quarter, from the 131 that were subject to a plan in the first quarter.

### Attendance at the Emergency Department

- The Emergency Department at Nobles Hospital provide information for the second quarter that demonstrated in this period.
- The department identified 31 children and young people as vulnerable.
- Fourteen of these children were considered to be at risk of ‘significant harm’.
- Six of them were suspected to be suffering from either alcohol or drug abuse.
- Most children identified as being vulnerable were between 10 -15 years of age.

### The Adult’s Quality Assurance Subgroup and Data

In the period covered by this report, the Adult’s Quality Assurance Sub-group reviewed and adjusted the adult safeguarding datasets it produces including, breaking down the referrals by postcode, ethnicity and who has made the referral. This dataset continues to be reviewed following suggestions from both the Action and Improvement Panel and the Safeguarding Board.

The sub-group endorsed the decision of the Safeguarding Board to commission an independently led review of multi-agency safeguarding adult’s arrangements in the Isle of Man. The group understands that the recommendations of this review will mean that there will be significant changes to the way that adult safeguarding works and the Adults Quality Assurance sub-group will oversee the changes and report into the Action and Improvement Panel and upwards to the Safeguarding Board.

### Adult safeguarding data

The graph below (figure 1) shows the number of referrals between 2015 and 2020. At the beginning of 2019, the lowest number of referrals were received in the above period whilst the year in total showed a higher number of referrals.

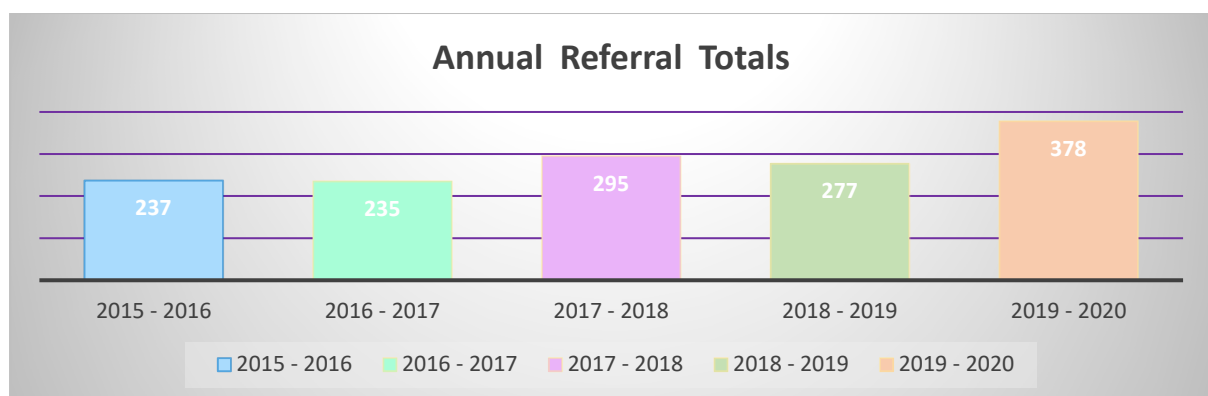


Figure 1

The Safeguarding Team have also established a process to screen and respond to Multi-Agency Referral Forms (MARFs). Within the Interagency Referral Discussion Hub, there is now a

partnership agreement that should three MARFs be received by the Adult Safeguarding Team in a 12-month period, this reaches the safeguarding threshold and will be discussed at the Interagency Referral Discussion Hub.

In 2019-20 the Adult Safeguarding Team provided information and advice on 57 occasions, processed 81 MARFs, and received 240 Adult Concern Referrals. It is important to understand what happens to the referrals received by the Adult Safeguarding Team. Overall, 129 referrals went on to initial inquiry, 11 additional referrals were received for clients who were already open to the team; 100 referrals did not progress, although 33 of these were supported through signposting to alternative services.

Referrals to the Adult Safeguarding Team come from a variety of sources. Figure 2 shows the diverse nature of referrers, bringing into prominence the importance of accessible training for all. The highest number of referrals were received from internal social work services and nursing care referrals.

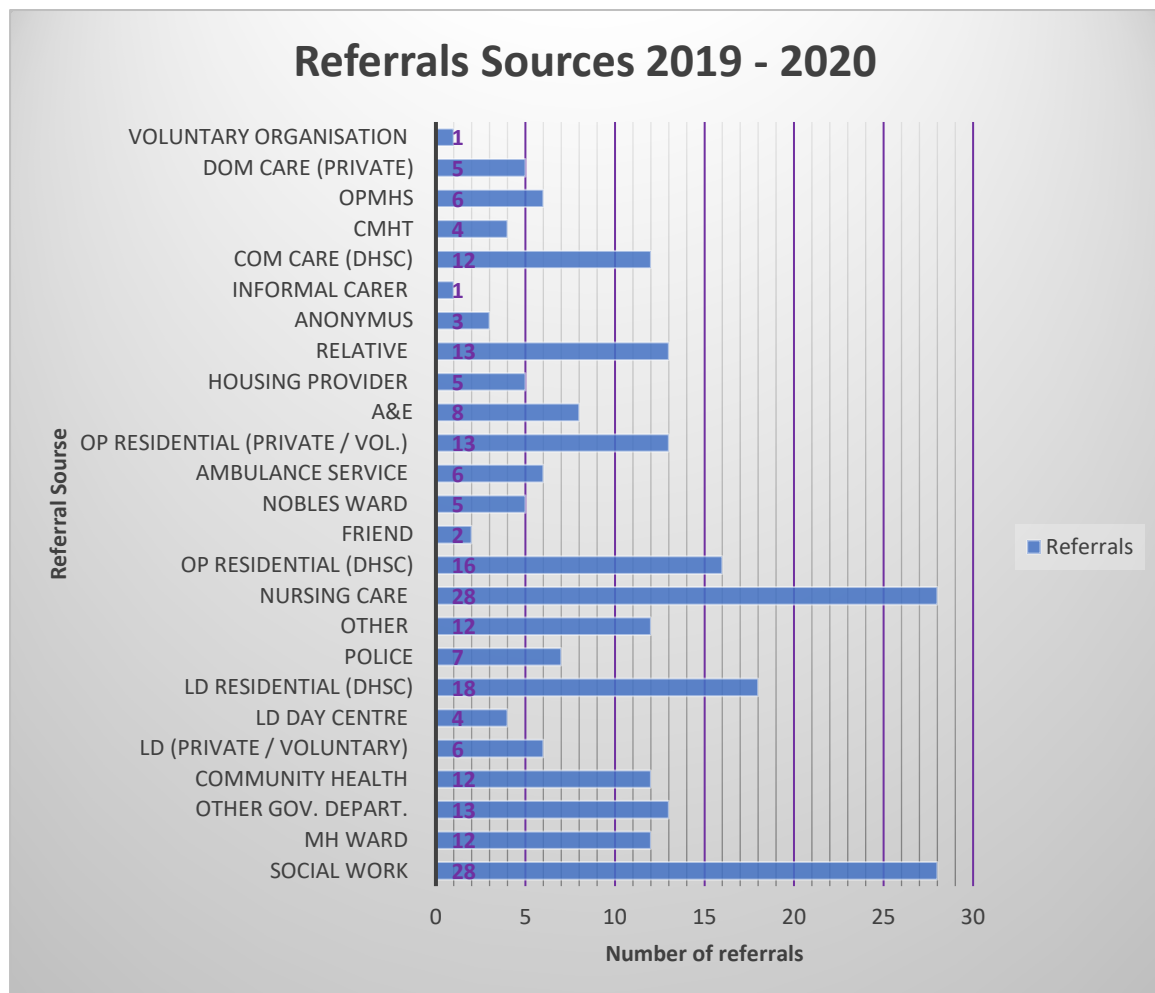


Figure 2

The data on the gender of adults referred to Adult Safeguarding, shows that; women were referred into the services, 37% more than men. Referrals for adults between 76 and 90 years of

age were the highest and 150% higher than referrals for people between 46 and 65 years of age, the second highest age group.

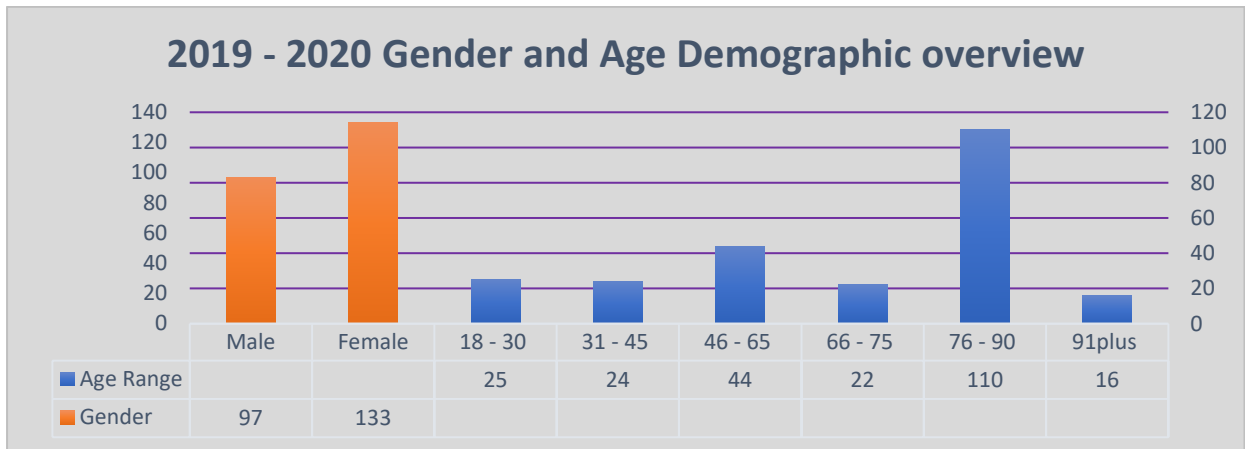
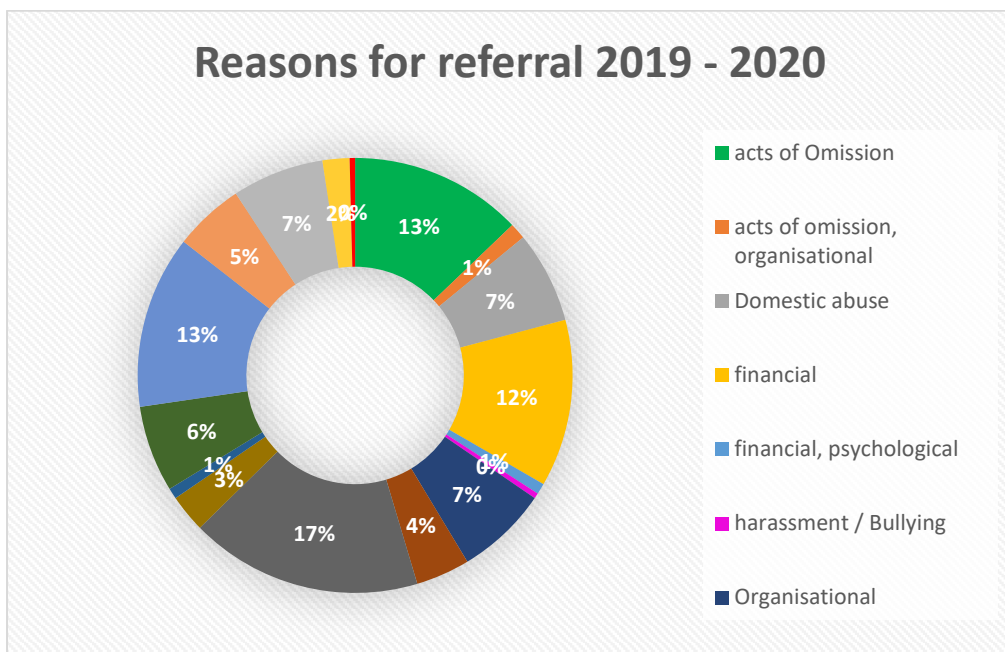


Figure 2 (please note, the above excludes referrals relating to organisations)



## Training and Development Group – Children

The Training and Development Group is a long-standing sub-group of the Safeguarding Board. Its primary function is to deliver an annual programme of multi-agency training for people involved in safeguarding and child protection work.

Training is supported by a Safeguarding Board training co-ordinator, training is delivered by off-island specialists, and a pool of local professionals who give their time and expertise, in addition to their work commitments.

During 2019-2020, the sub-group has overseen the implementation of a new training platform, continued with its workplan and has also:

- Reviewed the training programme and re-prioritised courses to support the Safeguarding Board's priorities, and how often they should be delivered. This will now be an annual process, brought forward in the year to enable better planning. The review demonstrated that the training delivered is well received, of a good standard and has a positive impact on professionals' knowledge, skill and/or understanding.
- Established a request process for external agencies to request training to be delivered to them externally.
- Reviewed the pool of trainers and trained four further pool members on a train the trainer programme. There are two further people wishing to be included in this pool and will be trained in 2020.
- Begun discussions on the use of electronic training in the delivery of courses, this will become more important following the pandemic in March 2020.
- Delivered training to the workforce in the licensing authority and considering how to make this sustainable in the future.
- Established a replacement electronic course booking and learning platform, which has functions and capacity to engage learners in different ways e.g. blended learning, tasks pre and post learning events and serve as a repository for Safeguarding resources
- Reviewed non-attendance at courses which continues to be an issue, the new learning platform will be able to send alerts to line managers to inform them of their staff member's attendance on courses. It will also enable the Safeguarding Board to charge for none-attendance if it is decided to do so, as up before the new platform, it was too unwieldy to apply a charge for non-attendance. This will be revisited if it continues to be an issue.
- Published a competency framework.

### **Children's Multi-agency Safeguarding Training**

Twenty-five training courses have been delivered at levels one to three to 791 people across public, private and third sectors on a wide range of courses that cover significant practice issues -details of the courses on offer can be found at <https://isleofman-safeguarding.itslearning.com/>.

### **Training and Development Group – Adults**

In 2019-20, the sub-group had two new chairs and took the opportunity to agree its terms of reference which include ensuring that the Safeguarding Board provides appropriate training to statutory and non-statutory partners, engages with adults, and communities of interest, to ensure 'the voice' of adults with care and support needs is heard and used to inform the work and improvements of the Safeguarding Board Training sub-group.

In 2019-20, four Adult Protection Level 2 training courses were delivered to 39 attendees. The number of pool trainers had reduced and is being addressed to ensure it is sufficient.

The sub-group also began the development of a new level 1 multi-agency e-learning course which will be widely available across the island. It will be reported on in next year's Annual Report.

### **Community Safeguarding Sub-Group**

The Community Safeguarding Group, chaired by a member of the Third Sector, has continued the programme it commenced in 2018, which focuses on "Safeguarding is Everybody's Business" and in order to do so, advanced communication across all areas of society, raised the profile of safeguarding, developed appropriate campaigns, and built capacity and effectiveness across community-based organisations.

In building capacity and resilience within the Third Sector, and communities for safeguarding it is emphasising the need for high quality training and awareness in both children and adult services. A Compact between these elements will be presented to the SB early in the next financial year. The sub-group is also working with other initiatives on keeping people safe within the community.

Work has commenced on reaching those with safeguarding issues with whom it is difficult to engage, and who in some instances do not wish to engage. The Safeguarding Forum held in April was well attended by Third Sector and community group representatives and discussion with attendees and visiting speakers showed this approach to be appropriate and timely.

The sub-group continues to develop the means of assessing the effectiveness and impact of the Safeguarding Board's policies and procedures across community groups, faith organisations, charities, sports and leisure organisations and the community at large. Evidence that this is being achieved is demonstrated by the open approach which all these areas now have to safeguarding and their responsibilities.

The sub-group was able to help and support various areas of the community on safeguarding during the COVID-19 pandemic.

Sponsorship for a Third Sector/Community Forum on Safeguarding is still in place, but the event had to be postponed, due to the COVID-19 circumstances prevailing in the spring of 2020.

## **The Safeguarding Board's achievements in 2019-2020**

During 2019-20 the following priorities were delivered:

- Established the statutory Safeguarding Board.
- Strengthened the sub-groups and inclusion of adult safeguarding.
- Delivered safeguarding children multi-agency training and designed a new training programme.
- Delivered a successful annual Safeguarding Forum.
- Monitored the improvements from last year's Organisational Safeguarding Standards Audit.
- An audit report on the safeguarding effectiveness of GPs.



- Commissioned a Serious Case Management Review in respect of a vulnerable adult, which will be reported in next year's report.
- Commissioned an independently led review of Multi-agency Safeguarding Adult Arrangements, the outcome of which will be reported in next year's Annual Report.
- Agreed new business priorities and plans for 2020-21.

## **The Safeguarding Board's Business Plan Priorities 2020-2021**

Looking forward to the forthcoming year, the Safeguarding Board's priorities include:

- Reviewing and updating the multi-agency children's and adults safeguarding procedures and guidance, including information sharing guidance.
- Commissioning a new joint Safeguarding Board website, to provide access to training courses, multi-agency procedures and a wide range of safeguarding information for professionals, parents/carers, children, and vulnerable adults.
- Implementing the learning from Serious Case Management Reviews and the review of multi-agency safeguarding adult's arrangements.
- Delivering a comprehensive programme of adult safeguarding training.
- Developing a policy and training on self-neglect by adults.
- Completing and delivering new e-learning level 1 training for children and adults safeguarding.
- Undertaking the Organisational Safeguarding Standards Audit.
- Delivering a comprehensive Communication and Engagement Strategy.
- Developing the inclusion of the views of service users, staff, and service providers, in influencing the planning, delivery and evaluation of safeguarding provision.
- Delivering the annual Safeguarding Forum on 'The Impact of Addiction on Safeguarding Children and Adults'.
- Developing a Learning and Developing Performance Framework.

Progress on achieving these, will be included in the Board's Annual Report 2020-2021.

**End of report**