



Bwrdd Diogelu Caerdydd a'r Fro
Cardiff & Vale Safeguarding Board

Development Day Summary Report

17th JANUARY 2025



Mae'r ddogfen hon ar gael yn Gymraeg

This document is available in Welsh

Regional Safeguarding Board Development Day

The RSB development day provided a chance to reflect on the work that has taken place over the past 12 months and an opportunity to listen, engage and learn from all partners to review the Regional Safeguarding

Board priorities for the year, identifying the areas where additional focus from the Board will add value and support practitioners in safeguarding children and adults at risk across the Cardiff and Vale region.

Priorities for 2024/2025

The [Regional Safeguarding Board Annual Plan 2024-2025](#) highlights the Board's priorities for the year.

PRIORITY 1: SAFEGUARDING FUNDAMENTALS

OUTCOME: The Regional Safeguarding Board supports strategic improvement, effective partnerships and workforce development to ensure safeguarding fundamentals are strengthened across the region

PRIORITY 2: EFFECTIVE SAFEGUARDING REVIEWS

OUTCOME: The Regional Safeguarding Board ensures there are effective review processes and review learning is implemented across the partnership.

PRIORITY 3: RESPONDING TO SAFEGUARDING THEMES

OUTCOME: The Regional Safeguarding Board responds effectively to emerging safeguarding themes and supports the coordination of an effective multi-agency response

2024/2025 Progress highlights to date

PRIORITY 1: SAFEGUARDING FUNDAMENTALS



- Governance arrangements continue to strengthen, and a series of frameworks and best practice principles have been developed and published to support the strengthening of safeguarding fundamentals across the board.
- Development of Communication Engagement Principles which consist of 5 core principles that must underpin any engagement work with children, young people and adults.
- Launched a Multi-Agency Training Pilot consisting of 8 sessions delivered remotely and in person.
- Developed an Audit Framework which maps out the process of partners sharing their own audit findings (where relevant), individual and multi-agency audit activity for the year.

PRIORITY 2: EFFECTIVE SAFEGUARDING REVIEWS



- A Case Review Group Implementation Plan was developed with a number of improvements made, including consistent and effective chairing, effective quality assurance of reports, improvement to MAPF process and completion of historic safeguarding reviews.
- Development of a Learning and Improvement Framework which demonstrates how learning will be identified, disseminated and implemented in practice within a multiagency context, in order to improve outcomes for children and adults at risk.
- Development of an SUSR implementation plan



PRIORITY 3: RESPONDING TO SAFEGUARDING THEMES



Child Sexual Abuse

- CSA task and finish group established to review progress against the CSA related learning/recommendations and against the CSA national action plan
- CSA self-assessment snapshot undertaken by NSPCC across the region. Findings and recommended presented to board and task and finish group to drive local response
- Delivery of the exploitation strategy continues to progress and is being monitored by the exploitation task and finish group. Areas of good practice have been highlighted

Domestic Abuse

- DHR Learning themes brought to the RSB for oversight and discussion
- Ongoing review and targeted progression of recommendations are underway
- VAWDASV Strategy has been published and the VAWDASV Implementation Plan Annual Report is to be shared with the Board in early 2025

Capacity and Consent

- Workshops delivered and capacity and consent lunch and learns have been offered to multi-agency audiences
- Awareness raising resources have been developed in partnership with Adult Services and the Health Board
- National work progression to consider a national tool/guidance
- Adult Thresholding Guidance in draft, and MCA and consent to be built in

Discussion on the progress of the Thematic Priorities

Good progress with the NSPCC Snapshot assessment, however it would be good to know what is next and whether there would be a look into historical child sexual abuse

There needs to be more awareness of what services exist for VAWDASV

There should be consistent messaging by all partners of the RSB

One key challenge could be funding for these areas

How do we make sure what is being delivered is fit for purpose and does what it intends to?

How do we build upon our progress in 2025-26?

- Continue the good work on CSA with the CSA working group, develop a regional delivery plan which will align with the National CSA Delivery Plan and work on making resources available, accessible and clear.
- Look at supported accommodation, and vulnerable adults who have complex needs - what impact does housing have on them?
- Link between the RSB website and the Community Safety website
- Updating and improving Board specific documents for multi-agency process, including updating leaflets for families and having them readily available on the website
- Learning from good practice and finding innovative ways to do this
- Building on the work of Mental Capacity and Consent and considering how this is used in services when people are transitioning from child to adult
- Build further on incorporating the views and thoughts of people on the work we do as a Board, including communities and staff
- Prioritise the support for our staff

“It was good spending time, in person, with colleagues.”

Key Learning Themes from Practice Reviews/SUSR

During their presentation Brian Allsopp, Case Review Manager, highlighted the current position in terms of Safeguarding Practice Reviews and SUSRs, and key learnings drawn from them.

Review Referrals during 2024

11 referrals were considered for review
6 will now be considered under the SUSR Process

Completed Reviews

1 CPR was published and
3 MAPFS were agreed at Board*

*Two further MAPF's have been agreed in January 2025

Themes of Learning



Voice of the child/adult at risk



Professional (Concerned) Curiosity



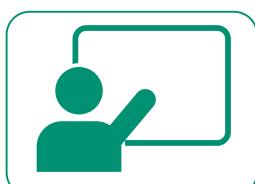
Information Sharing



Supervision



Record Keeping



Training



Discussion of Themes

- When we look at missed opportunities, we need to make sure there is awareness of the circumstances at the time such as Covid-19
- It is important to understand the organisations context, this helps understand why the decision was made and to not look at it in isolation
- When placing learning into themes, we need to make sure we do not minimise the complexity and the content of the original learning



Positive changes identified

- Next steps in terms of progress focus on the SUSR implementation
- The progression of recommendations and actions to completion
- Continued shared learning from reviews
- The increase in the number of trained Chairs/Reviewers and Panel Members to carry out reviews with more training be offered

Key Learning from Domestic Homicide Reviews

Jenny Rogers, OM for Community Safety, presented on key learnings from domestic homicide reviews. These reviews now come under the SUSR process, however these outstanding actions existed prior to the start of the SUSR process.

There has been a total of 10 DHRs which have taken place between 2014 and 2020, with a potential 3 DHRs still to progress. A rapid review of the actions plans has taken place and has identified 60 outstanding actions.

The outstanding actions have been grouped into themes, with the top 4 themes being:

Theme	Number of Actions
Education	11
Policy and Procedure	10
Cultural Differences	10
Training	9

Additional themes were discussed and include.

- Need for raising awareness
- Better sharing of information
- Increased work with schools
- Accuracy of data recording
- Relevant policies and procedures
- Reflect the victim's choice
- Improved engagement victims
- Better utilise research
- Improved sharing of good practice
- Training roll out and improvements



National Learning

Kate Bishop, Strategic Business Manager for the Regional Safeguarding Board, gave an update on National Learning. Learning can be identified in a variety of ways, ensuring we continuously capture, and review learning generated from the streams below, will ensure we have a robust learning model is in place.



Sources of learning includes the following:

- NISB Risk, Response and Review 2023
- CIW Rapid Review of Children Protection Procedures 2023
- National Action Plan to Prevent the Abuse of Older People 2023
- Joint Inspection of Child Protection Arrangements 2019-2024
- Joint Inspection of Child Protection Arrangements Cardiff 2024
- National Delivery Plan for Preventing and Responding to Child Sexual Abuse – DRAFT
- NISB Thematic Review on Adult Practice Reviews – DRAFT

To respond to this learning the Regional Safeguarding Board will

- Complete Improvement Plan and provide formal response to Care Inspectorate Wales
- Develop tracker to monitor progress against all national recommendations
- Continue to monitor and oversee Cardiff JICPA Action plan in Delivery Group
- Continue regional work in relation to CSA and linking in with the development for National Delivery Plan
- Consider actions within WG Older People's Action Plan and work to support where appropriate in 2025
- Continue to support NISB conference and work closely with Manchester Met University on the early finds of the Thematic Review on Adult Practice Reviews across Wales

Listening to the voice of children and adults

During the Development Day we heard from three different perspectives on the importance of listening to the voice of children and adults and how we can ensure this is embedded into the work of the board.

NSPCC – Learning from Case Reviews

Carl Harris, Assistant Director from NSPCC Cymru highlighted how practice reviews regularly highlight key issues relating to the voice of the child.

- children not being seen frequently enough
- too much focus being placed on the needs of the adults
- difficulty understanding and reflecting upon the child's voice.

Learning for improved practice includes

- understanding what the voice of the child is
- gaining appropriate skills and knowledge to be able to understand and reflect on the voice of the child
- building relationships to ensure the child's voice is heard and properly understood.

Carl thoughtfully guided the group through the learning and had some great ways of focusing the group on the importance of seeing circumstances from the child's point of view, considering how their lived experience can often be very different from how we perceive.

“Facilitating the child's voice involves developing relationships and creating environments in which children feel **comfortable** and **confident** sharing their thoughts and experiences.”



Independent Domestic Violence Advocate (IDVA) and Violence Prevention Team (VPT) Service

Nicola Hadley and Vicky Lee from the Violence Prevention Unit presented on the role of the Children and Young Person Independent Domestic Violence Advocate and the Violence Prevention Team at University Hospital of Wales. They demonstrated the importance of listening to the child's voice and ensuring practice is child centred and showcased the benefits of when this is done effectively. With examples of excellent practice and some key data, Nicola and Vicky provided an insightful view on the work that they do.

“Our aim is to provide a PERSON CENTRED APPROACH to patient care. Each patient is assessed and provided with support that fits around their individual needs.”

“Young people need to see and experience the impact their voice has had”

Participation Group, Children’s Services

Matthew Osborne, OM for Children Services, highlighted the importance of children's voices in shaping policies, programmes, and practice within children services. Matt took the group through some of the incredibly important work undertaken by

the participation group in Cardiff, with a poignant example on how a young person had progressed throughout their life and overcome multiple challenges to make some really positive steps for their future. It was a heart-warming account to hear of how far this young person had come and how she goes on to share her story so that her voice and lived experience can be used to shape the learning for future social workers.

Multi Agency Training

The RSB introduced a Multi-Agency Safeguarding Training Pilot 'What Happens Next' in June 2024. The training courses are aimed at professionals under the National Training Standards Group C, from multi-agency, multi-sector audiences across Cardiff and The Vale of Glamorgan. Two training courses are available, one which focuses on Adults at Risk and the other for Children and Young People.

An Implementation Day for a Group B package was held by Social Care Wales in November and work ongoing to consider how it is best to roll this out and track the uptake of this training.



Discussion – Key Points

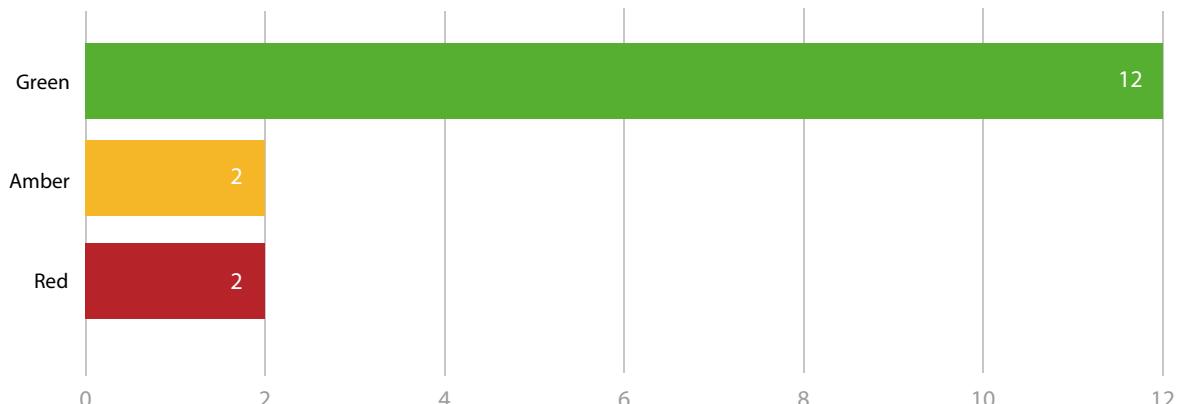
- How do we continue to be able to offer this? Look at other Regional Safeguarding Board, how are they rolling it out.
- Is there any good practice that can be reviewed?
- Group C should be responsible for their own personal development.
- Difficult for organisations who go across England and Wales – such as HMPPS, Police – do they have to do multiple training to suit the needs of differing standards?
- Training need is continuous so there needs to be a rolling calendar to meet demand
- Some organisations deliver training in a high capacity, and it works for them
- Development of an online module or other methods of delivery
- Regional Safeguarding Board need to make it clear who needs to do each training and who sits within each category
- Would be easier to deliver and monitor group B training if there was a e-module option
- The scope of audience for group B is vast and so we need to think carefully and creatively around the expectations of delivering/undertaking this

Analysis of Data

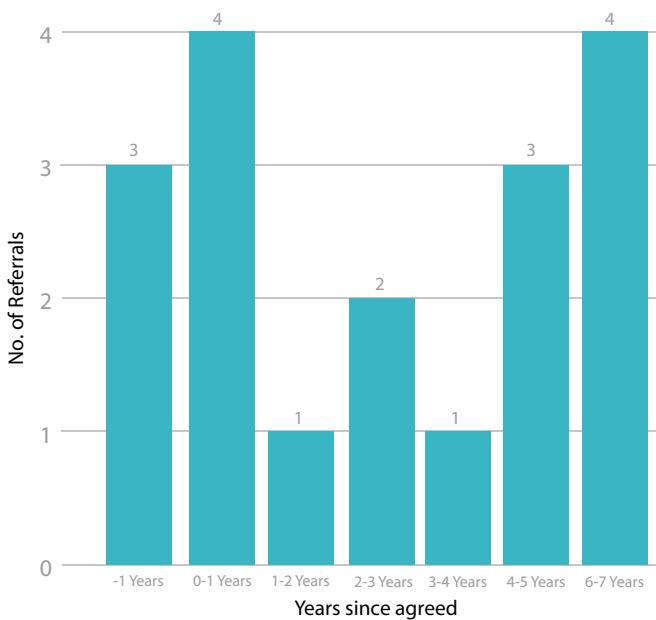
Rebecca Brockway, Policy and Development Manager reviewed the data and self-assessment findings. Significant work has taken place to better understand our data in relation to reviews and the progress in relation to actions generated from review

recommendations. Reductions have been made in the timescales since reviews have been initiated and our Board Self-Assessment highlights the progress that has been made in improving the core function of the board.

'In Progress' Review Progress Analysis



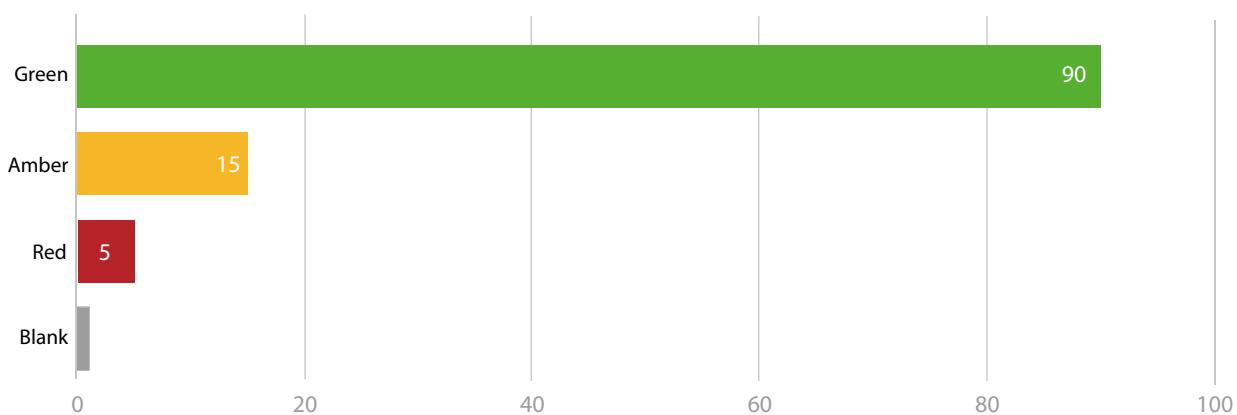
Timescales Since Referral – 'In Progress' Reviews



50% of reviews in progress over 2 years (57% in Jan 24)

38% of reviews in progress over 3 years (47% in Jan 24)

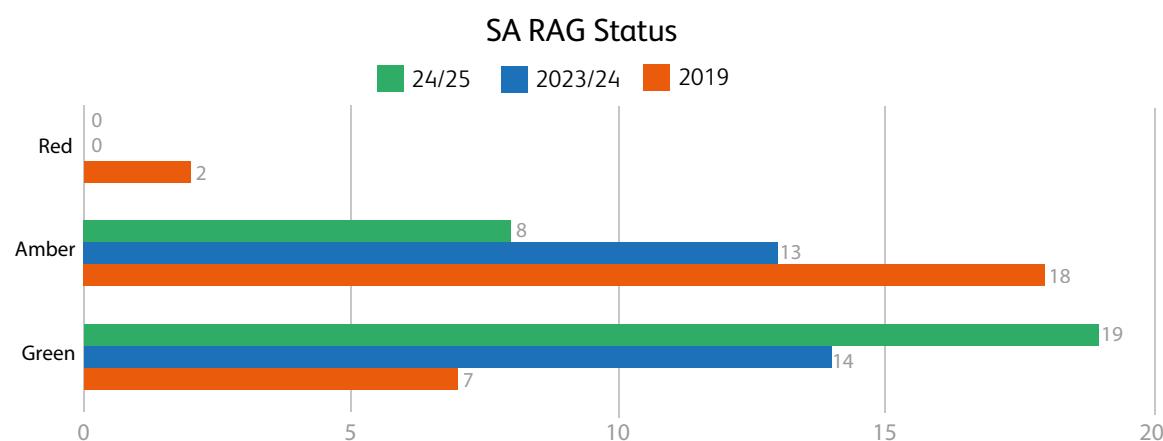
Open Recommendations – RAG



Recommendation Progress

	March 2024	May 2024	Sept 2024	Jan 2025	May 24 - Jan 25 Comparator
Open Actions	38	113	111	111	⬇️
Complete	45 % (17 actions)	14 % (16 actions)	39 % (43 actions)	47 % (52 actions)	⬆️
Incomplete	35 % (21 actions)	85 % (97 actions)	61 % (68 actions)	54 % (59 actions)	⬇️
Green	45 % (17 actions)	15 % (17 actions)	77 % (85 actions)	81 % (90 actions)	⬆️
Amber	47 % (18 actions)	16 % (18 actions)	19 % (21 actions)	14 % (15 actions)	⬇️
Red	11 % (4 Actions)	3 % (4 actions)	3 % (3 actions)	4 % (5 actions)	⬆️

Board Self- Assessment Analysis



Future Planning – Five Domains of Safeguarding Effectiveness

To provide a coherent, accurate and appropriately balanced national picture of safeguarding effectiveness in Wales and a shared national understanding of whole-system strengths, weaknesses, areas for

improvement and development, we are required as a board to respond to the **Five Domains of Safeguarding Effectiveness** and above all, respond to a single fundamental question:

How are we assured that our Multi-agency Safeguarding Processes are effective?

Attendees were asked to consider what we already have in place and what further needs to be considered when responding to the 5 domains.

Safeguarding Process	
What do we have already	What do we need to do
Local Delivery Group	Single view of the child
Corporate Safeguarding Groups	Attendance at safeguarding meetings
Local publicity campaigns	Responsibilities for all professionals in safeguarding processes eg checking core groups
	Voice of people being fed through – opportunity for public to feed in, what are their experiences of processes
	Arrangement for DOLs

Multi-agency activity and data	
What do we have already	What do we need to do
Policy and procedure development and implementation	Performance framework
Continuous Review Model	Learning when things have gone ‘well’
Audit and Q/A	
Board self-assessment progress	
Reviews	



Service User Feedback

What do we have already	What do we need to do
Communication and engagement principles	Initial conversations about what the individual wants the outcome to be and how else we can measure progress
Feedback processes, however, these are different for organisations and different systems	We need to ask how we could get meaningful feedback
	Review whether we are using the right platforms for young people
	Add context and narrative on feedback
	Ensure we are analysing feedback, what are we doing with it?

Workforce information

What do we have already	What do we need to do
Individual recruitment and retention plans	No central training teams within some agencies, all training covered by the individual teams – need to allow for this
Workforce profiles for registered posts	Have vacancy/reports from agencies for staff
Some agencies have a lone voice and single conduct	Review annual workforce survey with safeguarding lead
	Learn from other regions