

# **Missing from Home & Care & Child Sexual Exploitation Analysis**

## **An analysis of the Missing Children & CSE service in Pan Stoke on Trent and Staffordshire Quarter 4 & Annual report January – March 2018**

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Missing from Home & Care & Child Sexual Exploitation Supporting Report Quarter 4 January – March 2018

**Catch22 is a social business, a not for profit business with a social mission.**

**For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities.**

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## **Missing from Home and Care Service Overview:**

The Stoke and Staffordshire CSE Missing from Home and Care Service Protocol reflects the updated National Guidance on Missing Incidents. Catch22 Missing from Home Case Workers receive notifications for all missing incidents for children and young people under the age of 18 years from Staffordshire Police.

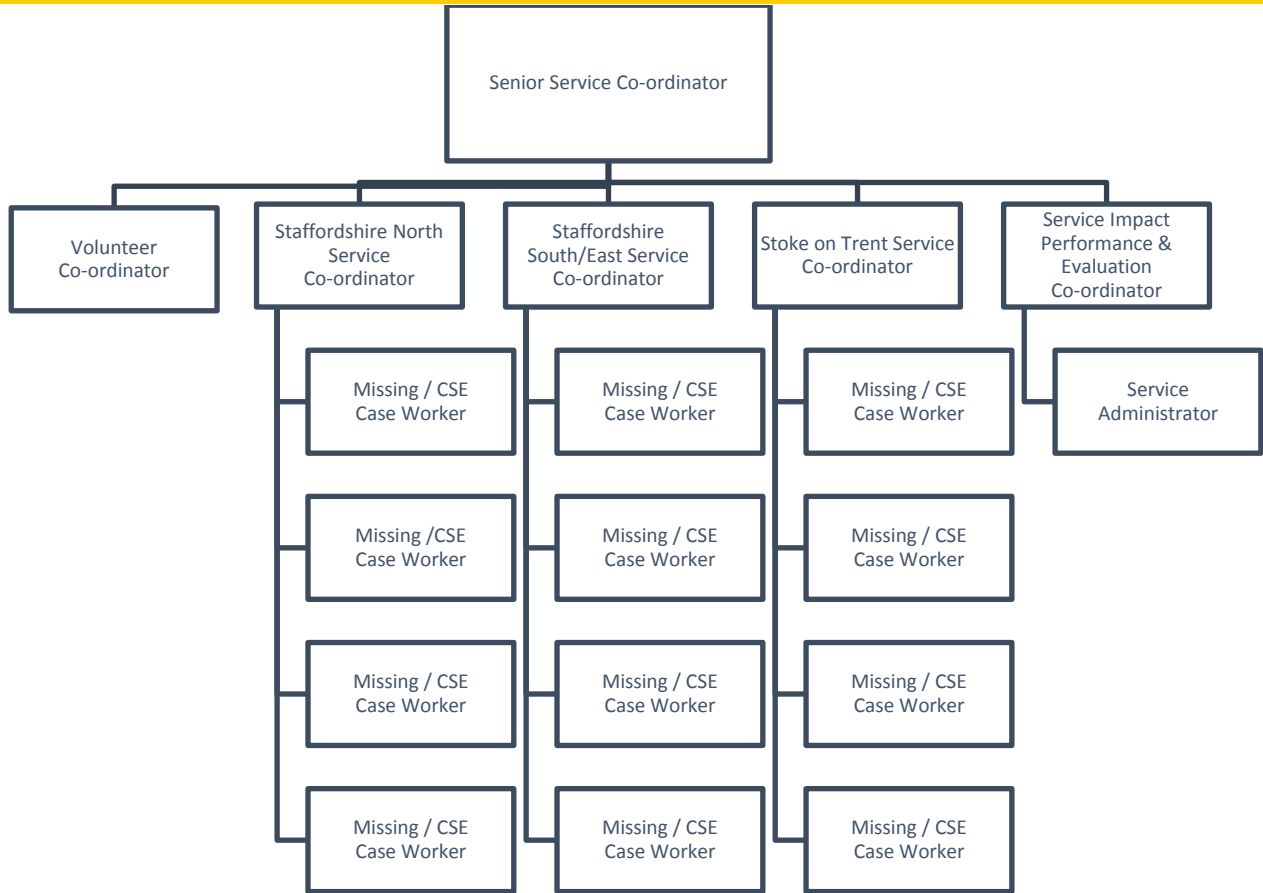
## **Introduction**

The purpose of this report is to provide an overview and comparison of the Pan Stoke and Staffordshire Missing from Home & Care and service, provided by Catch22.

The Staffordshire area has been divided into two reporting areas of North Staffordshire and Staffordshire South/East consisting of 8 districts in total which are split as follows:- North Staffordshire districts are Staffordshire Moorlands, Newcastle Under Lyme and Stafford and the Staffordshire South/East districts are as follows:- South Staffordshire, East Staffordshire, Lichfield, Cannock Chase and Tamworth.

The service has been operational since the 31<sup>st</sup> August 2017, this report will review the service performance during Q.4 making clear comparisons to the previous full quarter and include the service performance year to date.

## **Stoke & Staffordshire team structure**



**1.0 Monthly Data set**

The service submits data to commissioners on a monthly basis. The monthly data is an overview of the total number of children and young people missing each month within the quarter. This data records all the missing notifications reported from Staffordshire Police and the total number of offers made, interviews conducted and the total of individuals seen each month.

**Stoke and Staffordshire Catch22 Missing from Home & Care Monthly Data**

Quarter 4 - 2018

	Jan-18			Feb-18			Mar-18			Total Quarter 4 - 2017/18		
	S North	S.South /East	Stoke	S North	S.South /East	Stoke	S North	S.South /East	Stoke	S North	S.South /East	Stoke
	<b>Missing and Absence Data for the Time Period</b>											
Total Notifications Missing	79	100	79	93	69	67	55	72	99	227	241	245
Total Notifications where a RHI was offered	78	99	79	92	68	62	55	69	99	225	236	240
Total number individuals	42	51	40	57	52	50	37	49	57	136	152	147
Number of individuals who received a Return Interview	34	31	35	53	40	34	32	35	32	119	106	101
<b>% Percentage of Individuals receiving RIF</b>	<b>81%</b>	<b>61%</b>	<b>88%</b>	<b>93%</b>	<b>77%</b>	<b>68%</b>	<b>86%</b>	<b>71%</b>	<b>56%</b>	<b>88%</b>	<b>70%</b>	<b>69%</b>
Total Number of Return Interviews completed	45	38	45	42	31	30	49	59	61	136	128	136
Completed on another RIF	11	12	19	13	8	10	8	3	26	32	23	55
<b>% Percentage of RIFs completed</b>	<b>72%</b>	<b>51%</b>	<b>81%</b>	<b>60%</b>	<b>57%</b>	<b>65%</b>	<b>104%</b>	<b>90%</b>	<b>88%</b>	<b>75%</b>	<b>64%</b>	<b>80%</b>
<b>Time Taken</b>												
Average time taken between receipt of notification to return interview	1	2	3	1	1	2	3	3	3	3	3	3

During quarter 4, Catch22 identified the need to make adjustments to the monthly data during March, this was due to a number of RHI’s data forms being submitted after the closure date for the monthly reporting. The team will continue to complete RHI’S from the previous month.

The service produces the monthly report on the 10<sup>th</sup> of the following month and the quarterly data on the 20<sup>th</sup> of the month following quarter end. Due to the this the expected completion date for case workers to submit all previous months interviews is the 6<sup>th</sup> of the month.

Case workers retain a RHI for a maximum period of 14 days with the emphasis on completing the interviews. This means that Missing incidents that occur during the last week of a month are invariably completed in the following month and this reflects in a discrepancy between the number of completed interviews not relating to the monthly missing incidents. However this is always rectified at the end of each quarter but best practice would be for staff to be allowed the 14 days to attempt to complete the RHI and the monthly raw data recorded from the 15<sup>th</sup> of any given month.

Catch22 would like to highlight the adjustment to March monthly data previously submitted and as a result of this Catch22 submit the following recommendation for consideration to the Local Authority;

Catch22 would like to recommend that;

1. The Submission date for monthly data be extended to the 15<sup>th</sup> day of the following month.
2. Catch22 will provide additional monthly data to meet requirements of commissioners.

Catch22 are also aware of potential differences in how the Local authorities record and report their data and would again highlight that the timing of when the data is collated can have a significant impact. In addition where Catch22 return an interview as being unable to complete the local authority can allocate that interview to a social worker and if successful this can be recorded within local authority data as being completed.

Catch22 would like to recommend that;

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- Discussions are held with both local authorities, Police and Catch22 in order to establish consistency in the collection and reporting of data to increase the accuracy.

**2.0 Annual Overview**

Since September 2017, the service has received a total of 1807 missing notifications from Staffordshire Police, the table below highlights the number received by area.

Missing from Home Performance Overview for Pan Stoke on Trent & Staffordshire Headline Data for 2017/2018

**We have touched the lives of  
907 Young people**

September 2017 – March 2018	Data
Total Missing Incidents from the Police	1807
Total Number of Individuals	907
Total Number of Return Home Interviews completed	1242

September 2017 – March 2018	Data
Staffordshire North	564
Staffordshire South/East	646
Stoke on Trent	597

**3.0 Overview table of the quarter 4 data for the PAN Staffordshire Missing from Home**

	Total Notifications	RHI Offered	Total Individuals	Individuals Received RHI	% Ind seen	RHI Completed	% RHI	Total RHI Completed	% RHI &

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								RIF	RIF
Staffordshire North	227	225	113	88	78%	136	60%	168	75%
Staffordshire South/East	241	236	120	86	72%	128	54%	151	64%
Stoke on Trent	245	240	125	97	78%	136	57%	191	80%
Totals	713	701	358	271	76%	400	57%	510	73%

The table above provides a breakdown of the performance by area for the Staffordshire North, Staffordshire South/East and Stoke in Trent Missing from Home & Care service during quarter 4 2018. A detailed breakdown of the data is reported within this report.

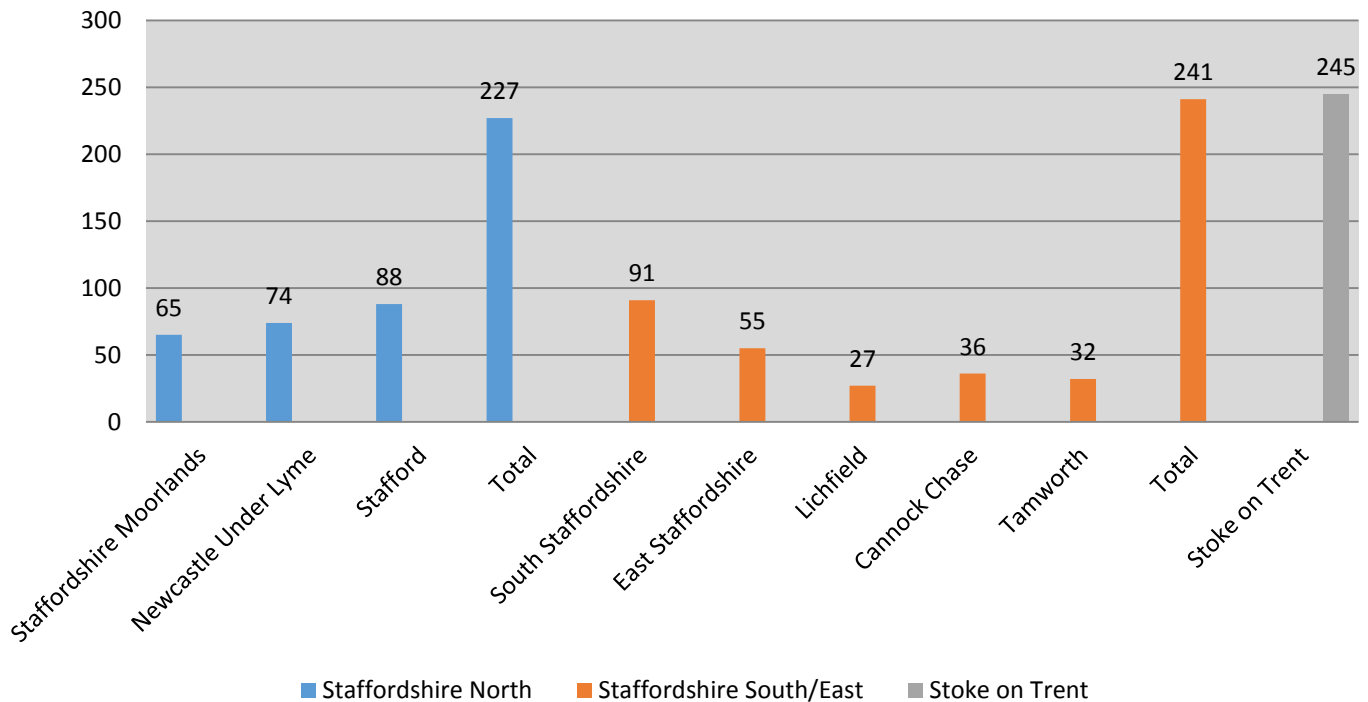
In total there were 400 (57%) return home interviews completed during the quarter in comparison to the previous quarter 3, 2017 where the teams completed 436 (58%) return home interviews. The performance is only slightly lower, and external factors impacting on this include the shorter month of February, bank holiday period, school holidays and the adverse weather conditions for a longer period of time. Overall, when added to the number of return home interviews completed where multiple notifications were received for the repeat missing children and young people the performance remains at 73%.

Both the Staffordshire North and Staffordshire South/East teams completed missing interviews and repeat return interviews has increased when comparing to the performance of the previous quarter.

Stoke on Trent completed less RHI compared to the previous quarter with 136 (57%) completion during Q4 compared to 169 (66%) during Q3.

**4.0 Breakdown of Missing from Home Incidents received**

### Incidents reported by area Q4. 2018



#### Quarter 4 Update and comparison to Q3

During quarter 4, the service received a total of 713 missing incidents, offering 701 return home interviews (RHI’s) and completed a total of 400 (57%) RHI’s. The notifications received were in relation to 358 individual children and young people of which a total of 271 (76%) individual children and young people received a RHI.

When comparing the number of notifications received to the previous quarter (Q3) there was an 8% (59) reduction in the number of missing incidents received across all areas during Q4, however the service had an increase in the number of individuals in Q4 of 1% when compared to Q3.

In Staffordshire South/East the most significant reduction was in the Tamworth district with a 49% reduction in the number of notifications received during Q4 compared to Q3. This can be attributed to a particular individual who in Q3 was responsible for missing incidents due to problems encountered within their care setting but in Q4 these seem to have been addressed. The areas with a small increase were Stafford 5% and Cannock Chase 11%.

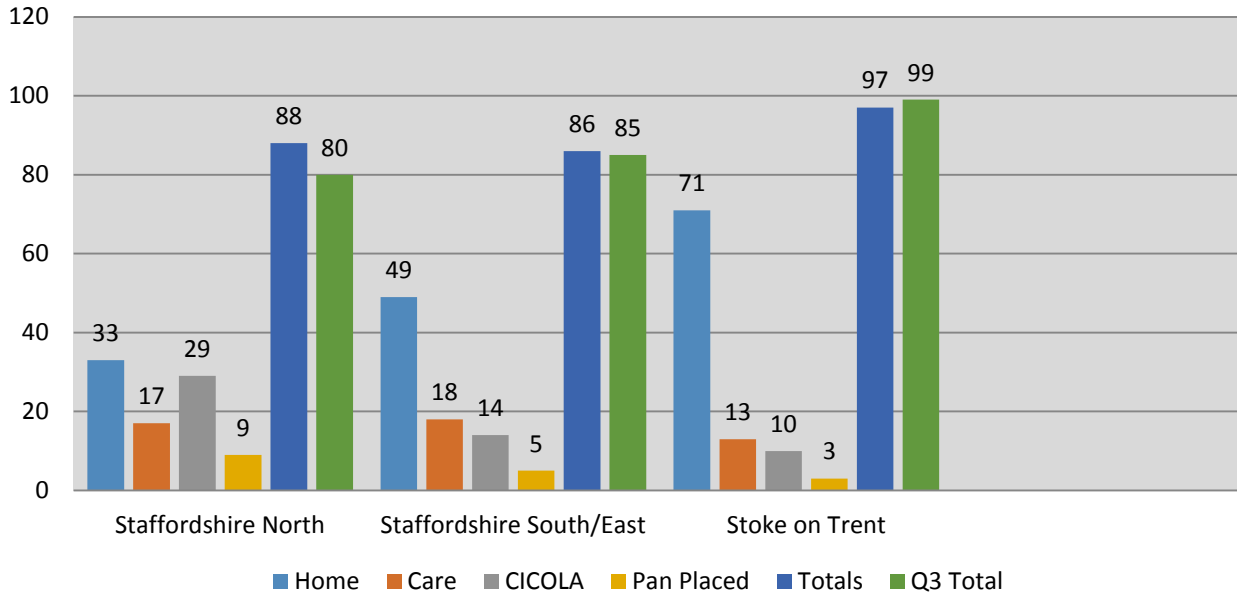
The lowest number of notifications received during the quarter was from Lichfield and the highest number received was from South Staffordshire. As with the previous quarter the South Staffordshire district remains the area with the highest number of notifications, as previously noted this is not unexpected give the large geographical area and the number of care homes located within the district.

There were reductions in incidents from both Staffordshire Moorlands 78 to 65 (17%) East Staffordshire 68 to 55 (19% and Stoke-on-Trent 257 to 245 (5%)

#### 4.1 Individuals with Return Home Interviews Completed

**Total number of individuals who engaged with a return interview Q.4 & Q.3**

**Comparison**



Of the 271 individuals who received a return home interview during quarter 4, 153 (56%) lived at home 48 (18%) lived in care, 53 (20%) were CICOLA and 17 (6%) were pan placed.

- Staffordshire North have the highest proportion of children/young people missing related to CICOLA and Pan Placed.
- Staffordshire South/East have the highest proportion of children/young people reported missing from Care
- Stoke on Trent have the highest proportion of children/young people reported missing from Home.
- Both Staffordshire North and Stoke on Trent had an increase of CICOLA return home interviews.

Of the 713 notifications received during quarter 4, Catch22 completed a total of 400 return home interviews which are broken down geographically across the three areas. Staffordshire North completed 136 (34%), Staffordshire South/East completed 128 (32%) and Stoke on Trent completed 136 (34%).

In comparison to the previous quarter, both Staffordshire North and Staffordshire South/East increased the number of individuals that received a return home interview from a total 165 in quarter 3 to 174 in quarter 4, this equates to a 5% increase.

Staffordshire North and Staffordshire South/East have a larger geographical area to cover and it can take 90 minutes to travel from one side of the local authority to another. This can have two different impacts. In the smaller geographical area of Stoke on Trent, a case worker can sometimes complete between 3 - 5 return home interviews a day depending obviously on the individuals and nature of incidents. Within Staffordshire North and Staffordshire South/East this is significantly reduced, however the service has considered how to maximise the effectiveness of the case workers by allocating specific areas of responsibility supporting the case workers familiarity of those areas and reduce travel times and costs.

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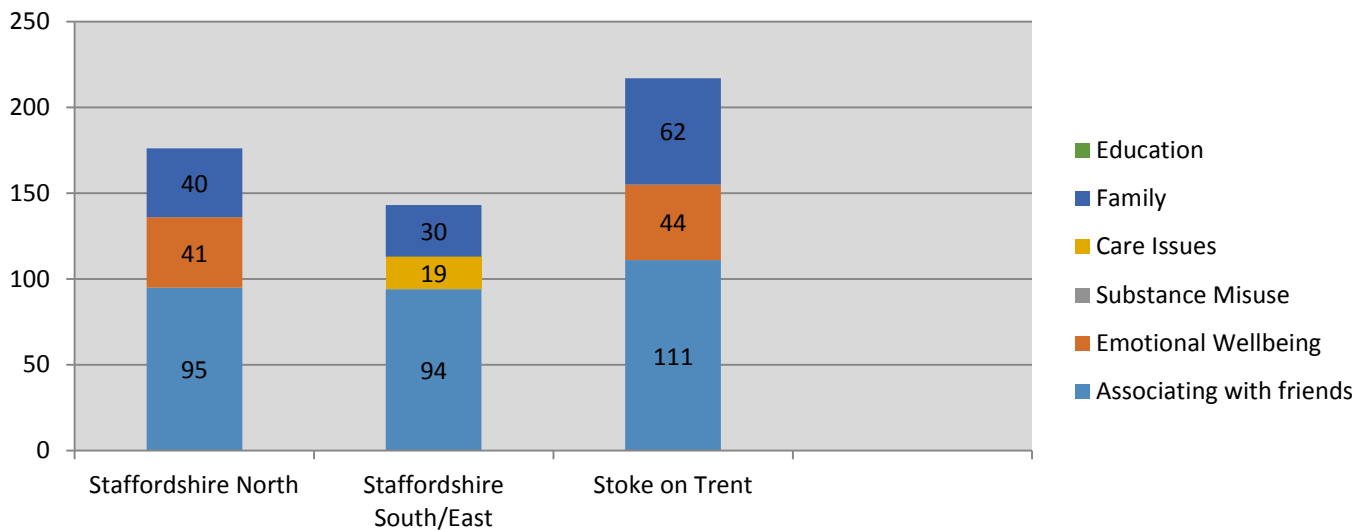
**4.2 Offers made within 24 hours**

In quarter 4, 701 (98%) return home interviews were offered against a total of 713 notifications received into the service. Following receipt of the found notification a total of 404 (58%) were made within 24 hours. Of those not offered within the 24 hour guideline which equates to 297 (42%) the main reason for the offers not being made was the notification being received over the weekend with a total of 215 (72%) across all areas.

This is consistent with the previous quarter figures where notifications received over the weekend equated to 73 % of the reason for the RHI not being offered within 24 hours.

**4.3 Primary reason for missing incidents**

**Primary Reasons for Missing by area Q4. 2018**

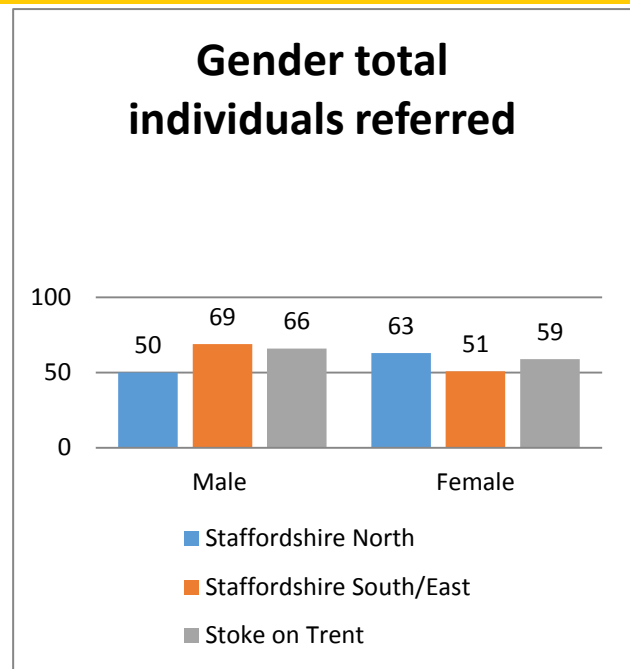
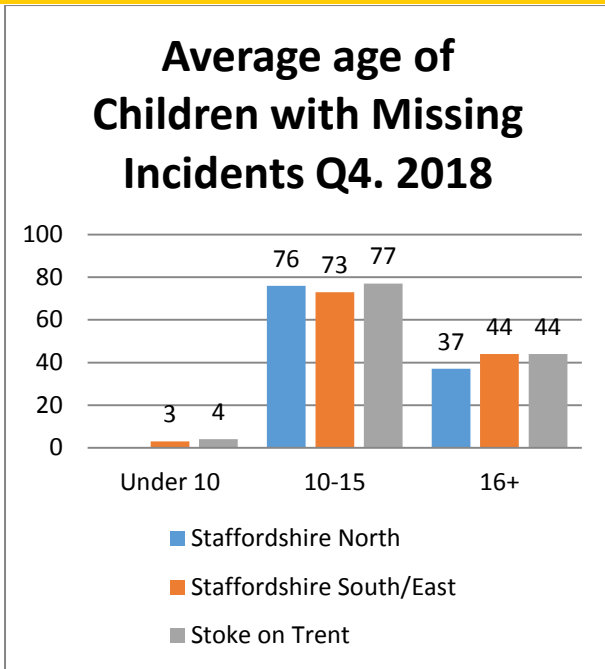


During quarter 4, children/young people across all areas identified associating with friends/peers as the primary reason for the missing incident, this equated to a total of 41% of all the reasons recorded. Whilst this is the same primary reason as that reported during Q3 there has been an increase during Q4.

Emotional wellbeing remains the second primary reason reported as the reason for the missing episode and Family identified as the third highest reason, this is different to the previous quarter where substance misuse was reported as the third highest reason for missing incidents.

Catch22 attended the Stoke-on-Trent and North Staffordshire CAMHS quarterly Safeguarding Training event to present a service delivery model awareness session who go missing and report emotional wellbeing as being the prime factor. The event was described as extremely useful by both Catch22 and CAMHS staff and will assist in the future to address these issues

**5.0 Average age of children and gender split per area**



In total 358 individuals were referred in to the service during quarter 4, the average age of those children/young people was 14.6 years across all areas. This is slightly lower than the average age reported during quarter 3 where it was 15 years.

Of the total referrals received 226 (63%) individuals were aged between 10 and 15 with 125 (35%) aged 16+. In addition the service received a number of referrals for children under 10 which equated to 7 (2%).

Staffordshire South/East received a total of 3 notifications for children under the age of 10, of those children the youngest this quarter was a baby aged 1 month, and 1 child aged 3 and 1 child aged 7. The children were reported missing from South Staffordshire, East Staffordshire and Cannock Chase. Of the 3 young children reported missing 2 were missing with parents one of which resulted in international multi agency working. The third child was found after visiting places of local interest.

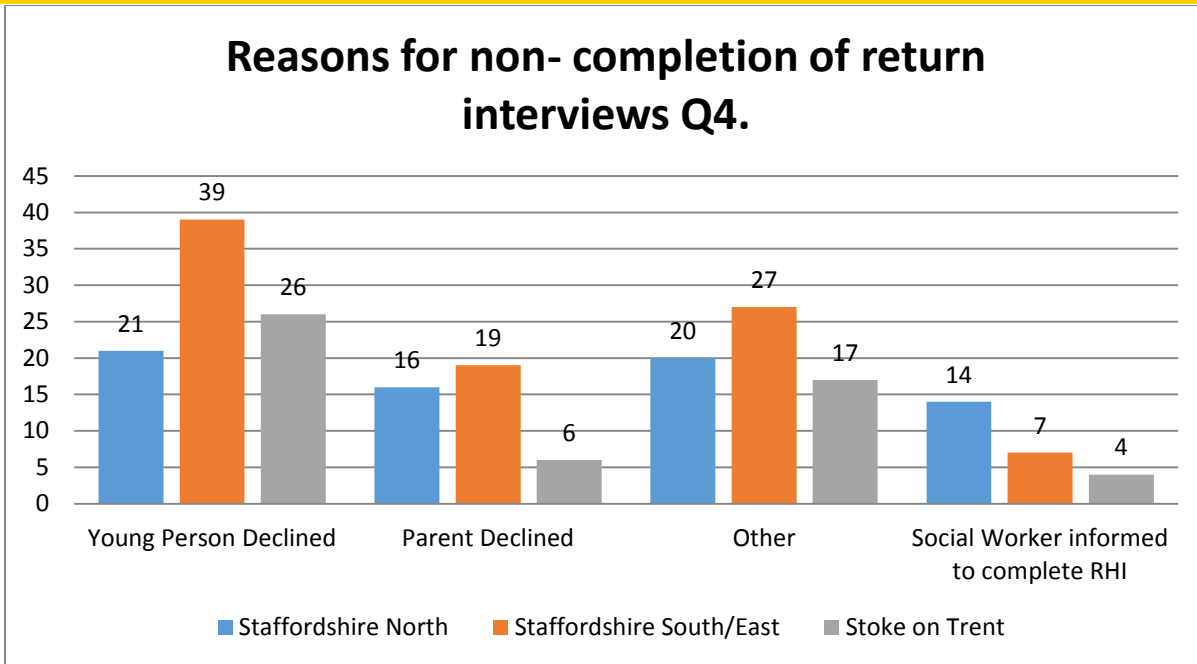
Stoke on Trent received 4 notifications for children under 10, a 1 year old, a 3 year old, 1 child aged 6 and 1 aged 9 years. Of the children under 10, 2 were siblings, the Social Worker was contacted and confirmed return home interviews were not required.

In relation to the gender breakdown this quarter the highest proportion of missing notifications received was for males 185 (52%) and 173 (48%) females. Staffordshire North has seen an increase in the number of females to male ratio this quarter which contributes to the overall increase in the number of females referred.

In relation to the quarter 3 comparison Staffordshire South/East remains exactly the same in the gender split from quarter 3 to quarter 4, Stoke on Trent received more individual notifications during Q4 resulting in an overall increase of the number of males and females when compared to quarter 3.

## 6.0 Overview of Incidents where return home interview not completed

This section explores the reasons behind an offer of an interview being declined



The Return Home Interview is a voluntary conversation that the child undertakes with the Missing from Home or Care case worker. The return interview can be declined by the parent or carer or by the child themselves. All cases of service decline are monitored by Catch22. Catch22 adopt the policy that the parents/carers consent must be obtained for any child under the age of 13 years. For children/young people over 13 years then attempts to contact parents /carers will be made but if this is not deemed to be practicable then the child will be seen at a location of their choice for example within an educational setting. For young people that repeatedly go missing Catch22 continue to endeavour to complete a return interview after each incident.

Of the total missing incidents where an offer was made for a return home interview to be completed 701, a total of 191 (24%) were declined. 25 were referred to a social worker to complete the RHI. Catch22 do not collate data regarding those referrals sent to a social worker.

A breakdown of the service declines is as follows:-

Quarter 4 - Total service declines 191

1. Staffordshire North – 57 (30%) incidents
2. Staffordshire South/East – 85 (44%) incidents
3. Stoke on Trent – 49 (26%) incidents

Quarter 3 - Total service declines 205

1. Staffordshire North – 75 (36.5%) incidents
2. Staffordshire South/East – 100 (49%) incidents
3. Stoke- on-Trent – 30 (14.5%) incidents

Of the total 191 incidents declined;

86 (45%) of incidents were due to children/young people declining the service themselves. The highest number of children/young people declines was in Staffordshire South/East with 39 (45%), this is consistent with quarter 3. Stoke on Trent related to 26 (30%) this is an increase when compared to quarter 3 and Staffordshire North had the lowest number of children/young people declines with 21 (25%) a reduction when compared to quarter 3.

41 (21%) of service declines was due to Parents/Carers, compared to 39% in quarter3. This reduction in parent /carer declines can be attributed to case workers commencing with the interview process without waiting for

parents/carers to consent and interviews taking place at the educational setting. The highest number of parent/carer declines was still related to Staffordshire South /East with 19 (46%). Staffordshire North equated to 16 (39%) and Stoke on Trent 6 (15%) both areas remain consistent with quarter 3.

Following an analysis of the data it has once again been established that the highest proportion of service declines in Staffordshire South/East was attributed to a number of factors including;

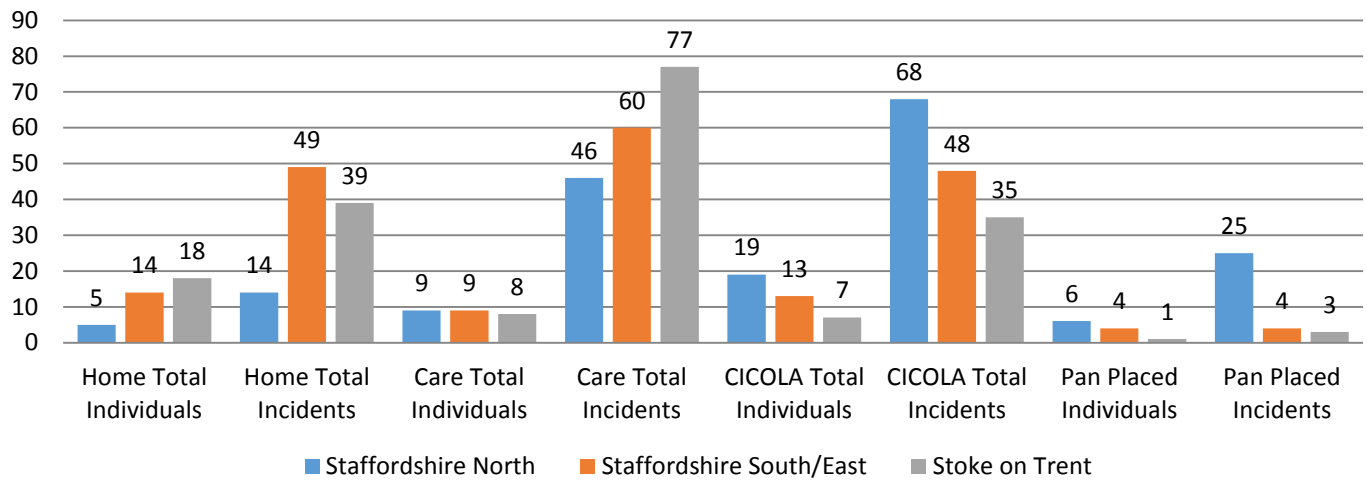
- 32 (38%) of the 85 incident declines relate to children/young people in care of Staffordshire and other Local Authorities where once again the reasons remain consistent with quarter 3. It can be reported that this cohort of children and young people often present challenges to engagement.
- Where a Parent/Carer declines it is often reported that they do not feel that an interview would be beneficial due to the issue that caused the child to run away had been resolved or the missing episode was described as trivial and the duration of the episode was very low. Catch22 monitor all declines and consider Safeguarding as a priority where children suffer repeat missing episodes and the interviews are consistently declined by parents/carers.
- Parents/carers also stated that they believed that the young person would not engage enough to work with the service; some parents felt that their children had overriding mental health issues which might be exacerbated by a return home interview and also another common reason was the feeling that the children/young people had too many professionals involved already.
- 32% were due to other reasons, which included a cohort of children placed within the area by neighbouring local authorities who as part of their missing protocol conduct their own return home interviews, young people being held in custody/moved into a secure placement prior to the interview being completed young people on holiday, young people moved out of area again before the interview can be completed.

The above reasons for other declines are consistent with those provided for Stoke-on -Trent and North Staffordshire.

## 6.1 Total Repeat Individuals and Incidents

The following information and data is based upon the total number of repeat missing individuals and incidents during the quarter. In total there were 468 incidents relating to 113 individuals.

### Total Repeat Individuals and Incidents Q.4



During quarter 4, there were a total of 468 repeat incidents relating to a total of 113 individual children and young people. When comparing this to quarter 3, where the service reported a total of 540 incidents relating to a total of 124 individual children and young people there has been a 72 (13%) reduction.

- Staffordshire South/East had the highest number of repeat incidents with 161 (34%) compared to 213 (40%) during quarter 3.
- Staffordshire North had a total of 153 (33%) compared to quarter 3 where 158 (29%) were reported.
- Stoke on Trent had a total of 154 (33%) compared to 169 (31%) during quarter 3.

Further to this, of the 113 individual children and young people who had repeat missing episodes, 40 (35%) lived in Staffordshire South/East, 39 (35%) in Staffordshire North and 34 (30%) in Stoke on Trent.

Of the total number of repeat incidents the highest number was 77 (16%) for children/ young people in care within Stoke on Trent.

In Staffordshire South/East 40 (35%) repeat missing individual children/young people were responsible for 161 (34%) missing incidents during quarter 4.

Staffordshire North had 19 (17%) individual children/young people, who were CICOLA, responsible for 68 (15%) repeat missing incidents during the quarter.

In total, 39 (35%) children/young people, CICOLA were responsible for 151 (32%) missing incidents during the quarter across all areas.

The children/young people in local authority care across all areas were responsible for 183 (39%) missing incidents from 27 (24%) individual children / young people.

In total 77 (68%) individual children and young people within care including CICOLA were responsible for 366 (78%) missing incidents for the quarter.

This is similar to the figures collated for quarter 3, where 76 (61%), individual children and young people in care or CICOLA were responsible for 395 (73%) missing incidents.

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Catch22 will be undertaking further analysis regarding missing incidents that relate to those children and young people who are CICOLA and this will be reported on in Q1.

## 7.0 Themes & Trends

### Staffordshire North

During quarter 4 it was recognised that there was a significant increase in the number of children and young people who experienced missing incidents where it was identified that 'Emotional Wellbeing' was an increasing contributory factor. To address this, and ensure that support received from appropriate services was consistent, Catch22 attended CAMHS Stoke-On-Trent and Staffordshire North quarterly safeguarding training event. At this event a presentation was delivered to all frontline mental health practitioners regarding the involvement that the service has with children who have been reported missing. Linked to this, the topic of push and pull factors related to missing incidents and emotional wellbeing were explored, as were the responses of the professionals involved and how the crossover of services may be managed to ensure the best possible outcomes for the children and young people whose emotional wellbeing was contributing to missing incidents. Linked to this 'family' was also a contributory factor that was identified to have increased throughout the quarter. Although most of the time this factor is in relation to young people pushing boundaries set by parents resulting in conflict, Catch22 case workers regularly engage closely with Social Care/LST where active involvement is ongoing ensuring that issues within the family are addressed.

### Staffordshire South/East

Offending behaviour has been a factor in relation to missing incidents, resulting in Police intervention. There are however, no links between those young people or the incidents. The frequency of substance misuse being a factor in missing incidents has reduced this quarter. Certain individuals who have previously generated multiple missing incidents have been moved out of the area this quarter or turned 18. This may have had a direct contribution to the reduction in missing incidents received.

### Stoke- on- Trent

During quarter 4, it was identified that all children/young people missing 5 or more times were residing within the care of Stoke on Trent local Authority or were CICOLA.

A trend identified was in relation to young people gravitating towards a local bus station. Although it is already known to be a local hotspot, additional intelligence has been uncovered regarding a security guard allegedly supplying young people with substances to distribute amongst other young people for financial gain. Information regarding this has been shared between partner agencies at the CSE panel and the Youth Violence and Vulnerability Team. The service will continue to monitor this.

### Theme across multiple areas

The service identified children/young people in care of the local authorities have been responsible for a high volume of missing episodes in both the Staffordshire South/East and Stoke on Trent areas of the service. A strong emphasis is placed on case workers to ensure that information gained during the interview process is used to support and influence individual support plans. A recent audit conducted by the local authority shows that this is in fact taking

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place in Staffordshire and Catch22 work closely with care providers whilst acknowledging that this cohort of children present challenges to increase engagement with services.

**8.0 Highlights of performance**

271 (76%) of individual children and young people, where missing notifications were received, were seen.

- Staffordshire North – 78%
- Staffordshire South/East – 72%
- Stoke on Trent - 78%

In total there was an increase in the number of individual children and young people who received a return home interview during quarter 4 when compared to quarter 3.

Staffordshire North increased the number of individuals seen during quarter 4 where 88 individuals received a return home interview compared to quarter 3 where 80 individuals received a return home interview, a 9% increase.

Staffordshire South also increased the number of individuals seen during quarter 4 with 86 receiving a return home interview in comparison to 85 during quarter 3 a 1% increase.

Total completion rates including those with multiple missing incidents completed on another return interview form was 510 (73%) across the contract area.

- Staffordshire North – 75%
- Staffordshire South/East – 64%
- Stoke on Trent – 80%

The total number of return home interview offered this quarter were 701 (98%) from 713 notifications.

- Staffordshire North – 99%
- Staffordshire South/East – 98%
- Stoke on Trent – 98%

**Staffordshire North**

There has been a 4% decrease in the total number of missing notifications in comparison to quarter 3

Of the total number of individuals reported missing during quarter 4 (113), 78% (88) received a return interview.

60% (136) return interviews were completed and these related to 74% (168) missing incidents.

Of the 168 return interview incidents completed, 88% were conducted in line with statutory guidance (72 hour guidelines following receipt of notification).

396 professionals have been liaised with this quarter. This has enabled the Catch22 Service to be promoted, protocols and responses to missing to be reinforced and has strengthened relationships with partner agencies.

Following recommendations from Catch22 regarding risk from RHI being implemented into young people’s care plans, Staffordshire Missing Persons Coordinator conducted an audit. It was highlighted that in 70% of cases, this had occurred.

**Staffordshire South/East**

There has been a 13% decrease in the number of missing notifications received in comparison to quarter 3.

There was a 15% decrease in declines from quarter 3.

In total 128 (54%) return interviews were completed and these related to 151 64% of missing incidents.

Of the total number of individuals reported missing during quarter 4, 86 (72%) received a return interview.

**Stoke on Trent**

There has been a 4.8% decrease in the total number of missing notifications received compared with quarter 3

A total of 240 (98%) of missing incidents during quarter 4 resulted in a return interview being offered

Of the 125 children/young people reported missing during the quarter 78% received a return home interview

In total 136 (57%) return interviews were completed and these related to 191 (80%) missing incidents.

Of the 191 return interview incidents completed, 61% were completed within the 72 hour guidelines

Increase in the understanding of the Catch22 service delivery model however, further promotion is required throughout next quarter

**8.1 Key issues related to performance**

- Incorrect/inaccurate information recorded on found notifications resulting in additional administrative duties and time delays.
- Discrepancies in monthly reporting of data and how data is presented by Local Authority and Catch22
- Children/young people in care of local authority or CICOLA being responsible for high volume of repeat missing episodes. Catch22 staff can experience difficulty in influencing care plans of CICOLA and are not always able to refer CICOLA to local support services due to contractual restrictions such as the Catch22 CSE service.
- Cohort of Children in care also prove more challenging to engage with or to consent to further support.
- Through promotional events it is evident that although familiarity with the Catch22 Service is increasing, partners are still unclear on the service delivery model and local missing from home and care protocol.
- Staff absence. Highlighted in March when case workers from the Stoke team suffered illness together with other case workers taking annual leave. Resulted in a lower completion rate of interviews.

**8.2 Service development**

During quarter 4, it has been highlighted within the service the differences in data reporting on a monthly basis and how this impacted on the last month of the quarter to make the adjustments to the data. In addition to this there is differences in the data produced by the provider and that produced by the Local Authority.

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One of the issues identified was the closing date to produce the report, the provider identified that the missing from home and care case workers will retain the notification for 14 days, which resulted in some being input onto the system after the closing date for reporting.

Following attendance at the Strategic missing overview group Catch22 recommended that the monthly reporting submission date be extended to the 15<sup>th</sup> day of each month to allow for all missing incidents from the previous month to be accounted for.

Catch22 are continually developing the data collection database Halo, this development is to ensure the requirements of the Management Performance Framework are met and the service reports the themes and trends across all the districts within Staffordshire.

Catch22 will continue to attend additional workshops/ training events throughout Staffordshire North and Staffordshire South/East to increase awareness of the service and support service delivery.

Catch22 will continue to review demand in each of the areas of service provision ensuring the staff ratio is effective and supportive across the contract areas.

The service will continue to network with partner agencies to ensure familiarity with the service delivery model.

In agreement with Local authorities the submission date of the monthly reporting will be extended to meet the same closure date of other data collection within the authority.

## **9.0 Management Overview- Missing**

As previously reported, the Stoke-on-Trent and Staffordshire CSE and Missing from Home service is divided into three areas, Staffordshire North, Staffordshire South/East and Stoke-on-Trent. Each area is supported by four caseworkers and a service co-ordinator. During the previous quarter the number of missing incidents were consistent in each of the three areas. However, in quarter 4 there was a significant difference to the missing incidents recorded in Stoke-on-Trent to those occurring in the Staffordshire districts and together with an increase in CSE referrals meant that there was a disproportionate amount of workload placed upon the Stoke on Trent team.

Due to the flexible nature of the service, case workers responsible for Staffordshire districts were able to assist the designated Stoke on Trent team in completing return home interviews. This same practice will be utilised whenever there is an identified need for support in any particular area of the service. A particular issue remains in the Southern and Eastern Districts of Staffordshire, where it is recognised by Catch22 that due to the large geographical areas within Staffordshire the time taken to complete return home interviews is increased due to time spent travelling between appointments. This is monitored and where practicable case workers will arrange to meet children and young people in specific districts on a daily basis.

Whilst having a joint role and responsibility for both CSE and Missing from Home & Care the demand for CSE support can have a significant impact on the requirement to comply with statutory guidance and complete interviews within 72 hours. Two case workers in each team have been nominated to take a primary lead for CSE whilst the remaining two case workers have responsibility for completing the majority of missing incidents. This is to try and ensure that no appointments with children and young people to complete CSE work are cancelled due to the necessity to complete return home interviews. This situation is fluid and very much depends on the number of CSE referrals

received and the levels of risk which dictates the level of support required. The dual role of case workers is being monitored and will be subject of further reporting.

The Catch22 administrator has continued to attend Police stations three times each week for a duration of 90 minutes each visit in order to upload the information from RHIs directly to a child's electronic case file on the Police compact system. A meeting is due to take place between commissioners, Police and Catch22 senior managers during the next quarter to finalise arrangements in relation to this process.

The service co-ordinators continue to audit the content and information contained within the return home interview forms. Some of the case workers have now been employed in this role for six months and Catch 22 management are pleased to report continued progress in the quality of return home interviews and a particular focus of the case workers being able to complete a high number of interviews in all areas of the service.

Moving forward, Catch22 management will also look to increase the amount of service user feedback by utilising the anonymous survey monkey available. Children and Young people have been reluctant to engage with this process to date and Catch22 are exploring ways to encourage increased engagement. Catch22 acknowledge the essential support provided to operational staff on a daily basis by the Police Missing coordinators. The coordinators assist in providing updates to risks, adding, clarifying and correcting information on found notifications the accuracy of which is vital for case workers to complete interviews. Should the availability of the coordinators be reduced in any way Catch22 believe that this would have a detrimental effect on service delivery e.g. not only the ability to actually complete interviews but also have a negative effect on the number of interviews completed within 72 hours.

Catch22 recognise that both local authorities and police prepare reports regarding CYP Missing from Home and Care data and have highlighted certain monthly discrepancies and recommend further work with our partners to establish consistency in the reporting of outcomes and data. Catch22 are confident that continued support from all partners will enable this to be achieved.

## **10.0 Child Sexual Exploitation (CSE) Overview**

The purpose of this report is to provide an overview and comparison of the Pan Stoke and Staffordshire CSE service, provided by Catch22.

The report will analyse performance in the districts within the Staffordshire North and Staffordshire South/East areas and include the performance of the previous quarter.

The report will focus on the highlights of the quarter, and will make recommendations for service improvements based on any issues identified during the quarter.

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Quarter 4 is the second first full quarter of the new CSE service delivered by Catch22. This report will highlight the development of the service comparing the 2 full quarters across the whole service delivery area. In addition the report will review the CSE service delivery in Stoke on Trent and analyse performance in the districts within the Staffordshire North and Staffordshire South/East areas.

Referrals into the Catch22 CSE service are made via the Risk Factor Matrix (RFM), which potential referrers utilise by accessing the Local Safeguarding Board website. Following the receipt of a RFM Catch22 offer:

**Consultation** (one off contact) Advice, Information and guidance provided to the referrer not resulting in an open case. (Inappropriate if child or young person is from an out of area placing authority)

**Bespoke delivery:** A professional or suitable person will be identified as being best placed to provide support after consultation with all parties including the young person themselves. Catch22 will work with that professional and co-deliver part of the planned piece of work for particular cases or directly support the professional to deliver the work themselves.

**Direct work:** flexible, evidence-based, longer term interventions adapted to the needs of each child to reduce risk and help them cope and recover from the impact of CSE. This work would in the majority of cases be provided for those children deemed to be at a medium or high risk of CSE as indicated on the RFM.

**Resource sharing:** Catch22 has a range of resources that can be utilised by other professionals. We will share these, more specifically on low risk cases and ensure that the professional is confident in their use.

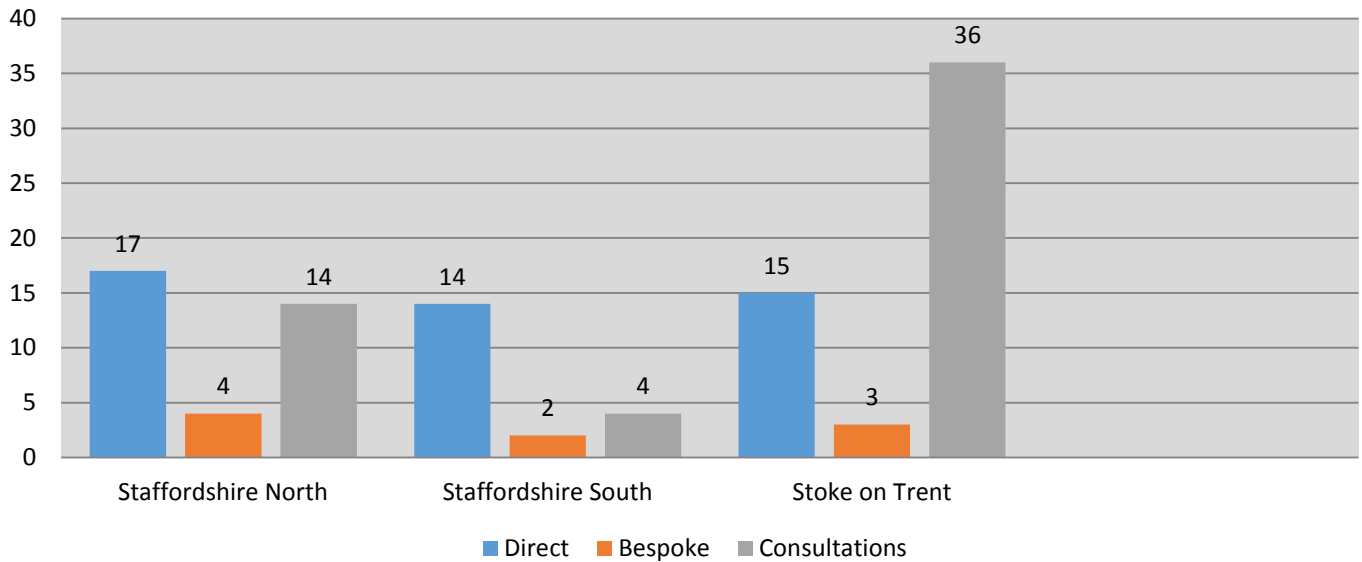
**Group work:** Through mapping themes and trends, Catch22 may determine that group work within certain settings may be required. This would usually be co-delivered with partners.

## 11.0 CSE Referrals

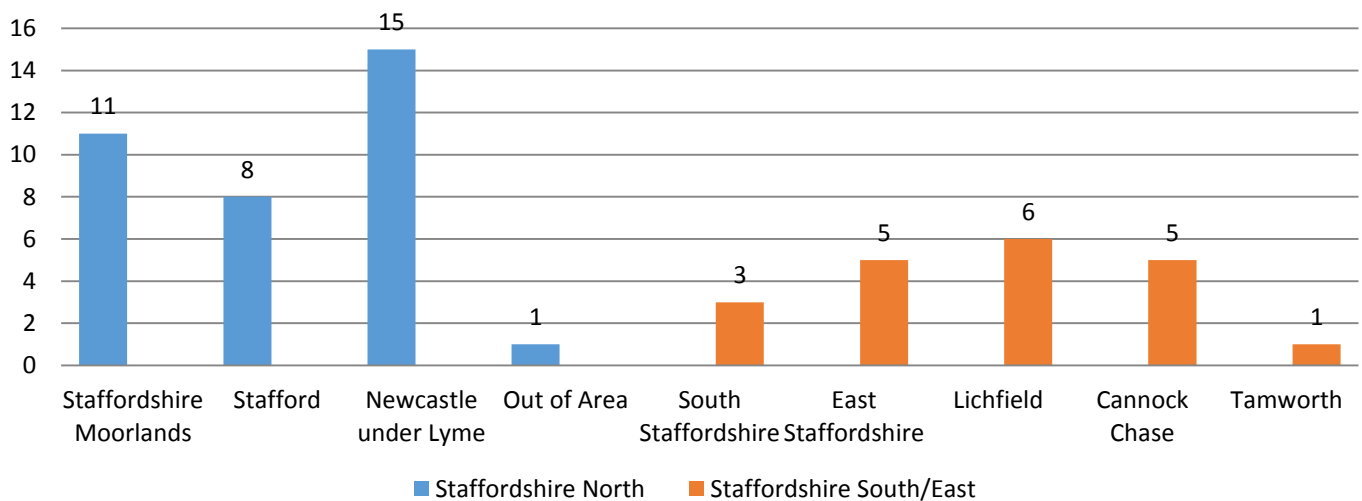
As expected, the number of Risk Factor Matrix (RFM's) received by the service has progressively increased since the service commenced on 1st September 2017. This is potentially due to publicity and promotion of the Catch22 service and also partner agencies and referrers becoming more familiar and confident in using the RFM. Referrals are processed and responded to within 24 hours of receipt (excluding bank holidays and weekends).

### 11.1 Referrals and district breakdown

**Pan Stoke & Staffordshire Referrals for service Qtr 4. 2018**



**Staffordshire North -South & East Referrals by district Qtr. 4 2018**



**12.0 Referrals for Catch22 services**

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The service received a total of 109 RFMs during quarter 4, compared to 83 RFM's received in quarter 3, this is a 24 % increase and Catch22 expect this trend to continue due to increased awareness of the service.

Of the referrals received during quarter 4, 1 referral was deemed as no risk of CSE, 46 (42%) were referred for direct work, 9 (8%) referred for bespoke and 54 (50%) referred for consultations.

Analysis of the referrals received during quarter 4 identified that Stoke on Trent received the highest proportion with a total of 54, this is an increase of 28% when compared to quarter 3.

During the previous quarter it was reported that there were a lack of referrals from three identified education placements within Stoke on Trent. Due to the promotion of the service through attending team meetings within the education settings, referrals have now started to be received and contributed to the increase.

A further factor has been that the Catch22 service and referral pathway has been strongly reinforced by the local CSE panels with clear instruction to referrers to complete RFM's and refer to Catch22. The CSE Social Worker for Stoke on Trent also implemented a detailed action plan, tracking actions from previous panel meetings and checking that when a RFM was requested to be completed it actually was.

The increased number of referrals received in Stoke on Trent has seen a significant rise in the number of referrals resulting in consultations. From the 36 consultations, 15 resulted in Catch22 sharing resources with partners able to provide support, 5 referrals stated that they were sent to Catch22 for information only but of concern was 10 referrals were still at the consultation stage at the time this report was prepared. These referrals were received late in March and enquiries are ongoing to establish what support is required. Enquiries include establishing if the children/young people has provided their consent, awaiting response from referrer following a request for additional information required to carry out an accurate assessment and discussions with referrers regarding the best method of supporting the children/young people.

The number of referrals that resulted in Catch22 providing direct support work was consistent throughout all three service areas.

Both Staffordshire North and Staffordshire South/East had increased referrals during quarter 4 in comparison to quarter 3.

In total Staffordshire North received 35 referrals during Q4, this is an increase of 29% when compared to quarter 3. The most significant increase in the number of referrals received for Staffordshire North was from Newcastle under Lyme with an increase of 54%.

Staffordshire South/East received a total of 20 referrals, this is also a small increase of 5% when compared to quarter 3. A total of 14 of the referrals resulted in direct support from Catch22. A factor for this is the level of risk presented and also Catch22 case workers being identified as either the best option to provide the support or the lack of other people able to do so.

As in the previous quarter, Lichfield has received the most CSE referrals (6), 3 of those referrals were young children all linked to an ongoing Police investigation in relation to CSE which occurred outside of the local authority area

**13.0 Annual data**

A total of 237 CSE referrals have been received into the service since September 2017 to March 2018;

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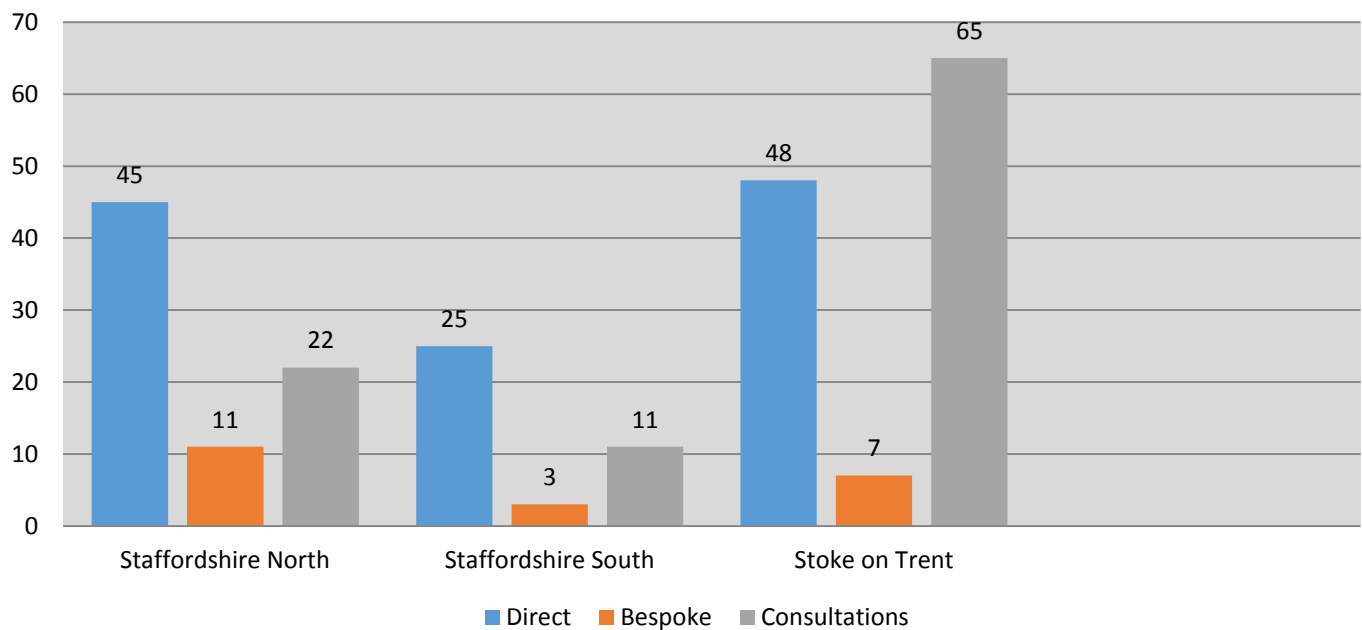


Staffordshire North received - 78

Staffordshire South/East received - 39

Stoke on Trent received – 120

### Pan Stoke & Staffordshire Annual Referrals for service 2017/18



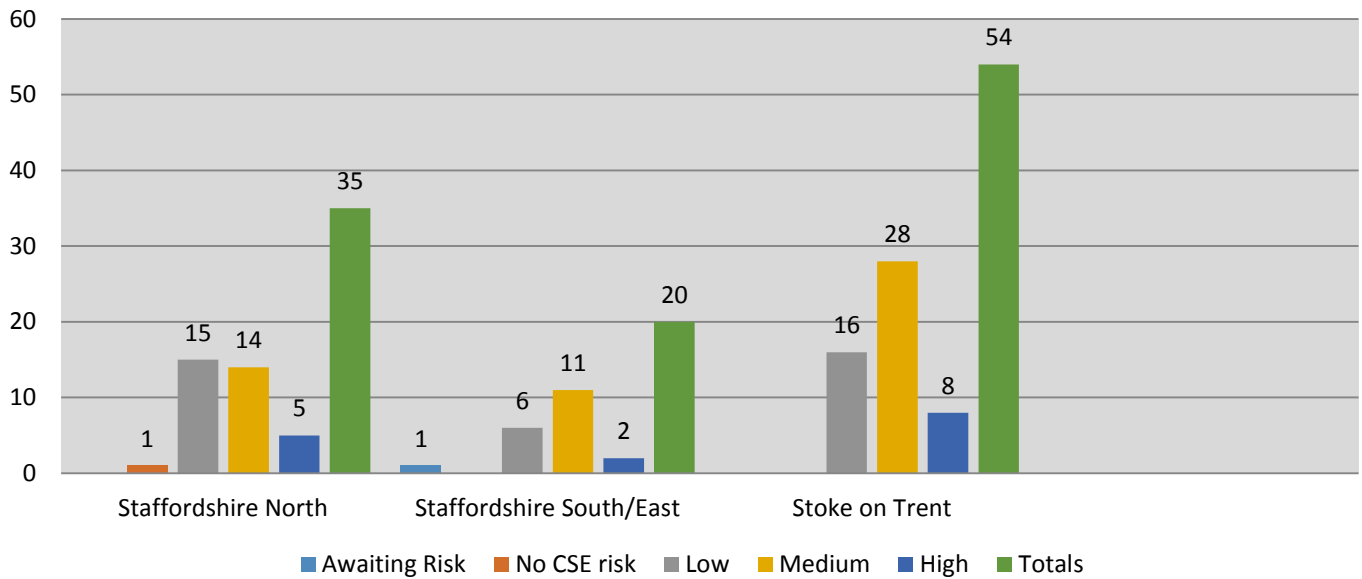
The individual service report cards report the year to date figures, it is important to note that the service commenced in September 2017 and therefore the figures do not represent a full year.

Whilst recognising the increase in referrals in the Staffordshire South/East districts, Catch22 would still suggest that the number of referrals are low and not a true representation of children at risk in these areas. Catch22 are aware of other partner agencies providing CSE support, in particular within South Staffordshire and East Staffordshire districts and have met with these partners to reiterate and promote the use of the RFM and for all partners to adhere to the local safeguarding board policy.

Catch22 also acknowledges that quarter 4 is still only the second quarter that the service has been operational in these areas and are confident that referrals will continue to increase with increased promotion.

#### 14.0 Risk levels of referrals

### Level of risk by area



The number of low risk referrals received during quarter 4 was 37 (34%).

The total number of medium risk referrals received was 53 (49%)

The total number of high risk referrals was 15 (14%). In addition the Staffordshire North service received 1 referral where there was no risk of CSE identified and Staffordshire South/East received a referral where the service is awaiting the risk assessment information from the referrer.

For the 36 referrals listed under Consultation in Stoke-on-Trent 15 were deemed as medium risk, 3 high risk, 16 low risk and 2 not at risk of CSE. The 3 high risk consultations related to one referral who was being supported by a trained CSE worker from the STAR team, one referral related to a young person who was moved out of area and the third referral was from social care but contained very poor and inaccurate information, including wrong names, although the concerns if accurate were correctly assessed as being high.

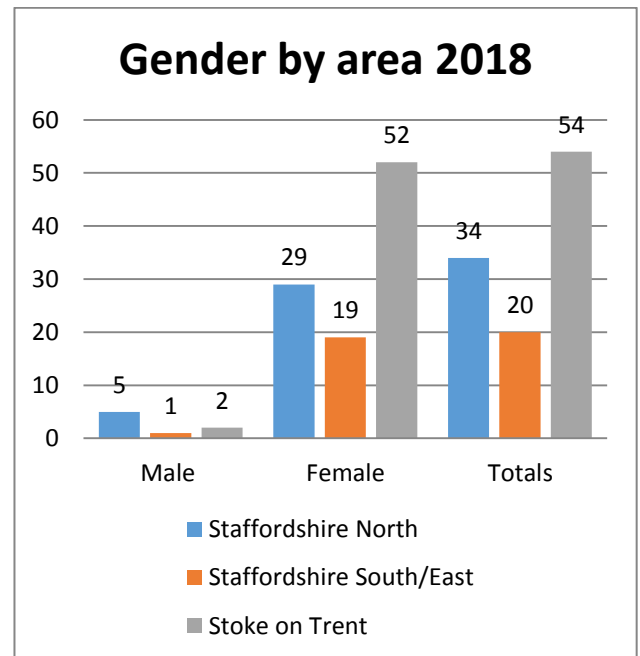
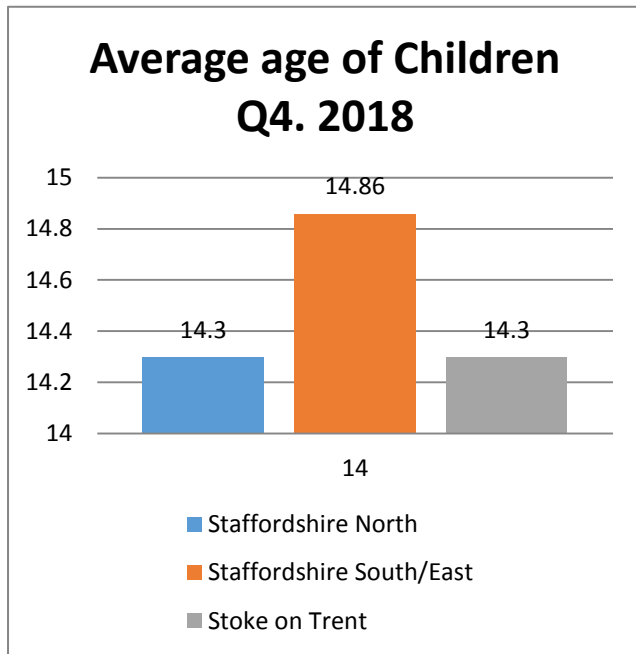
In total 10 of the 36 referrals were still awaiting the outcome of consultations. The risk is recorded by Catch22 as that first outlined in the original RFM. Further work completed may result in the risk being either reduced or indeed increased. This highlights the need for the original RFM to be completed to the required standard.

In North Staffordshire of the 14 consultations, 8 were received for information purposes only and were all low risk and 6 were deemed to be inappropriate due to Children moved out of area or from another placing authority. The risk levels for these 6 referrals were 3 low, 1 medium and 1 high risk.

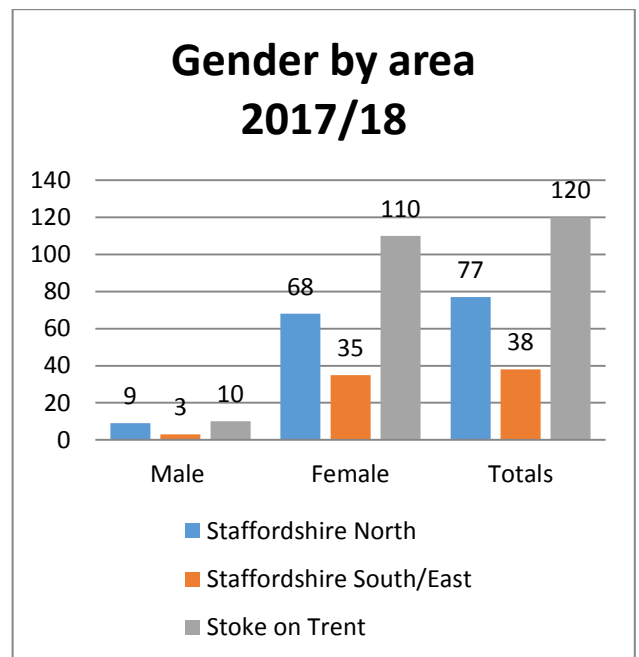
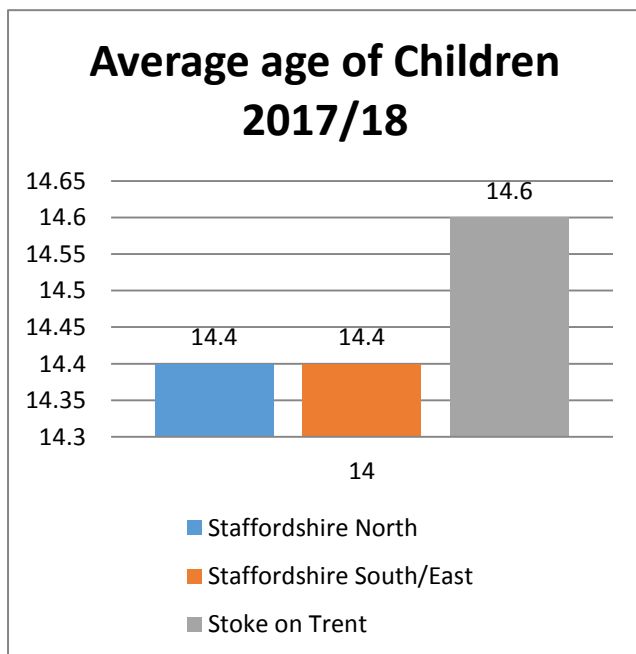
In Staffordshire South/East the risk breakdown of the 20 referrals were as follows: 2 High, 11 Medium, 6 Low and one further referral is awaiting further information. 3 of the 4 consultations were submitted for information

purposes only due to the referrals received from the local support teams being able to provide CSE support without the need for Catch22 to provide assistance or resources.

**15.0 Gender & average age breakdown by area**



**15.1 Annual Age and Gender data**



The average age of all children and young people referred into the service during Q4 Pan Stoke and Staffordshire is 14.48, this is consistent with Q3 where the average age was 14.3.

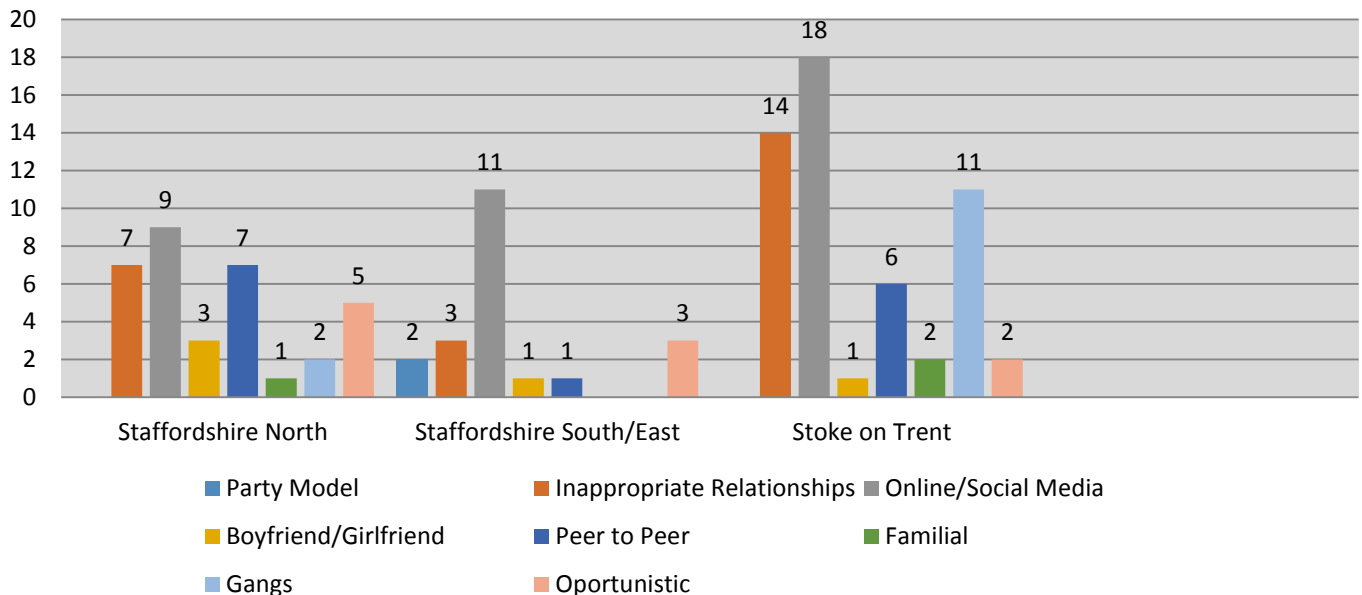
A low risk referral was received from the North Staffordshire area for a 7 year old and Catch22 worked closely with the social worker to create a bespoke internet safety package which was age appropriate

Of a total of 108 referrals received by the service during Q4, 100 (93%) were female and 8 (7%) were male. When compared to the previous quarter where the service received 69 (83%) of referral for females and 14 (17%) males, the number of males reduced significantly in Q4, however each of the areas did receive referrals for males.

Whilst this low number of male referrals is consistent with National figures, Catch22 still believe this to be a under representation. The current work ongoing in the service areas in relation to gangs and the attendance of Catch22 at all youth violence and vulnerability group meeting should assist in raising awareness and a potential increase in male referrals. This will be subject of further monitoring in Q1

**16.0 Models of CSE**

**Models of CSE Qtr 4. 2018**



The Staffordshire North area identified the highest number of CSE models for Peer to Peer across all the areas, with online/social media as the highest need within all the areas. Stoke on Trent also identified a high level of inappropriate relationships and gangs.

The higher number of CSE risk in relation to Gangs in Stoke-on-Trent is consistent with the work currently ongoing in this area by partners who provide more detail and information regarding children/young people associated with other who are suspected to have links with known local gangs and Catch22 case workers are able to confirm such links once work as commenced.

**17.0 Overview CSE Table Quarter 4**

Area	Total Referrals	Direct work	%	Bespoke work	%	Consultations	%
Staffordshire North	35	17	49%	4	11%	14	40%
Staffordshire South/East	20	14	70%	2	10%	4	20%
Stoke on Trent	54	15	28%	3	5%	36	67%
Totals	109	46	42%	9	8%	54	50%

In total 42% of all referrals into the service during Quarter 4 resulted in allocation to a Catch22 case worker to provide direct support.

All three service areas had a consistent number of referrals to Catch22 resulting in direct work.

The higher number of referrals are also reflected in the higher number of consultations in Stoke on Trent and Staffordshire North. As previously stated within this report the RFMs received that require further enquiries to establish what support is required are recorded as consultations.

Those referrals where other professionals are deemed to be able and most suitable to provide support without further support from Catch22 are also recorded as consultations and referrals have been received from a number of experienced professionals who were able to fulfil this. LST workers in the North Staffordshire area who have previously worked with a commissioned service are particularly receptive to this area of service delivery.

Catch22 anticipate that by upskilling local workforce and providing resources then the number of consultations will increase

**18.0 Highlights of performance**

Catch22 and Staffordshire Police participated in a highly successful online campaign during Q4 for CSE Awareness day. This resulted in an increase in queries to the service from partner agencies.

A substantial amount of networking has been done within Staffordshire North during quarter 4. Approximately 468 professionals have been provided with advice, information and guidance by the Catch22 service.

Positive responses from other agencies demonstrating increased understanding and confidence in regards to the service delivery model and resource sharing in line with the relationship approach.

Greater emphasis at CSE panel placed on referring requests for CSE support to the Catch 22 commissioned service, this could equate for the increase in referrals from Social Care.

Staffordshire North reported a 100% of children and young people who completed all relevant CSE sessions, demonstrated a reduction in risk level.

Increased knowledge and confidence among professionals worked with in regards to CSE

### **18.1 Key Issues during quarter 4**

Following events, workshops and presentations facilitated by Catch22 throughout the quarter, it is clear that a high volume of professionals are still unfamiliar with the Catch22 Service, delivery model and referral pathways. It was highlighted that access to the RFM via the LSCB website was not possible, this caused issues as referrers are encouraged to access the documents due to forms being updated. This has since been resolved with searches on the site providing easy and efficient navigation to the relevant documents.

A number of RFM's received into the service during quarter 4 have had insufficient information included resulting in staff spending a considerable amount of time contacting referrers to obtain the necessary information.

Poor quality of RFM's received into the service from social care. Disproportionate amount of staff time spent resolving issues resulting in unnecessary time delay in determination of level of support required.

### **18.2 Service development**

Catch22 to receive training and review current literature/resources regarding appropriate language in relation to exploited children and young people, following NWG publishing guidance around this topic.

Developments regarding the Catch22 statistical data system have continued throughout quarter 4 and are ongoing. When finalised, this will assist with capturing performance outcomes and district breakdowns within reporting.

Promotional/networking opportunities are to continue during the next quarter in the new financial year.

Review the referral pathway to ensure that only cases to be supported by Catch22 are received by the service with the Families First CSE Social Worker receiving all RFMs for case oversight.

Promotional/networking opportunities are to continue during the next quarter in the new financial year.

Weekly allocation meetings in Stoke on Trent between Catch22 and the CSE Social Worker to resolve issues in relation to the quality of referrals and agree level of support

Catch22 will monitor individual caseloads of staff and utilise other area staff where applicable.

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Upon exit from service Catch22 will provide details of all work completed to initial referrer and Social Care where applicable

CSE panel having an action plan making referrers accountable seems to be a factor in increased number of RFM in Stoke on Trent together with increased promotion and RFM workshops

## 19.0 Volunteer Service

*'Emotional support for victims helps limit the distress and trauma individuals feel. Practical support minimises the disruption to people's everyday lives and help them stay in their communities.'* Peter Jones, Director of Social Justice and Rehabilitation, Catch22, from 'The Changing Needs of Victims: and how to support them better' Report, April 2018. This report was circulated nationally to all Police and Crime Commissioners and provided analysis, advice and guidance in relation to victim support with particular reference to children and young people at risk of CSE and Criminal Exploitation

The Catch22 volunteer service enables us to provide some of the emotional and practical support which the above report highlights as crucial to successful outcomes for our service-users. To date, there have been 48 expressions of interest and two 3-day training courses have been held in January and March 2018 respectively for a total of nine volunteers. The majority of volunteers have come via Keele University Students' Union volunteering site. Initially, the volunteer role on offer is peer mentor to children with whom we have worked either through the Missing or CSE Services.

There is an internal referral system in place, and somewhat contrary to initial expectations, the main source of referrals currently is through return home interviews as opposed to step-down from CSE case work. The reason for referrals to date has largely centred around mental health concerns: one child needed support whilst waiting for assessment and provision from CAMHS; one child needed support for gender reassignment; three young people needed support with family relationships (one in foster care, one where there is conflict in the home as parents disapprove of a relationship and one with an excessively controlling step-parent). In two further cases, the peer mentors have been asked to accompany a young person to an appointment which they were nervous about attending (to Savana and The Cobridge Sexual Health Clinic respectively). One of these resulted in the young person asking for further support from the peer mentor, who now sees her on a weekly basis. The final referral is as part of the step-down for a young person who has received intensive support for CSE risks over a number of months.

Volunteers are also being used as independent researchers to conduct one-off, in-depth feedback interviews with young people who have had longer term support. This provides us with detailed, anonymous, impartial feedback to enable us to ensure the voice of the child is central to the development of the service.

Catch22 will be exploring the possibility of extending the range of volunteer opportunities available, including developing support for parents to complement the support for children.

## 20.0 Team Update

The service has a full staff compliment, 12 case workers, with no vacancies or long term absentees

Staff training this quarter has reflected the needs previously identified for further development of our team to include:

- Human trafficking,
- Children and young people with special needs and the
- Mental health support and awareness.

Staff have attended the following training;

- PACT training on Child Trafficking and Modern Slavery
- NWG training on CSE support for Children with Learning Difficulties and Disabilities
- LSCB Single Opportunity Counselling Training
- Outcomes Star training
- RFM workshops offered through the strategic CSE

### **21.0 Management Overview**

Catch22 reported in Quarter3 the suspected under reporting of children and young people at risk of CSE being referred to the service in particular within Staffordshire South/East and in response to this commissioners assisted in identifying partner agencies engaged in providing CSE support in these areas. Catch22 met with those partners in quarter 4 and received a very positive response to work together. Catch22 emphasised the need for partners to complete the RFM in line with Safeguarding Board policy and further explained that it was an essential part of the delivery model that partners engage in the support once the most appropriate person or service is agreed. This was not previously apparent to the partners and it is therefore hoped that this will have a positive effect on the number of referrals received in the future.

Following the first six months of the Stoke on Trent and Staffordshire service being fully operational, two areas of the service have been identified as operating different to Catch22 CSE services in other areas of the U.K. In other schemes all Risk Factor matrix or CSE screening tools are sent to the front door of the local authority e.g. MASH where they are assessed and a form of triage takes place. All referrals are collated at the MASH and any discrepancies, request for further information are made via the MASH. No RFMs are submitted to Catch22 for information purposes only. The Catch22 coordinator then attends a Weekly allocation meeting between the public protections/safeguarding team at the MASH to resolve issues in relation to the quality of referrals and agreed level of support.

Within the Stoke on Tent and Staffordshire model, all RFM are sent to Catch22 and typical examples of poor quality referrals include where no CSE is apparent, no consent from children and young people, insufficient poor quality and incorrect details of persons concerned. Considerable amount of time as been spent by Catch22 coordinators resolving these issues which can cause delays of over two weeks from the time the RFM is received to being able to establish what support if any is required. This has potential for Catch22 to been seen in a negative way when having to constantly challenge referrers. The below example is typical of such a referral:- Young female, regularly using Cannabis, third party information that she had sex with a male who is believed to be part of a gang. The female made off from a taxi after engaging in shoplifting. Discussion held with referrer regarding these issues and request for additional information made. Catch22 were informed by the referrer that the children/young people social worker had more details, so Catch22 requested that this additional information be recorded on an updated RFM

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which is still awaited together with a request to obtain the child’s consent for support. This resulted in a two week delay.

**Recommendation**

Consideration be given to review service delivery model. Two CSE specialist Social workers already in place within both local authorities and could assist with the quality assurance of referrals, reducing the amount of time spent by Catch22 and could have a greater influence with referrals from Social Care in ensuring referrals are both timely but also accurate. Requests for additional information to referrer from the MASH would, Catch22 suggest receive a more timely response than currently experienced by Catch22.

Continued Promotion and networking opportunities to continue throughout next quarter

The second difference is the lack of cooperation of social workers to engage in the bespoke service delivery model. If the child is open to a Social Worker or another agency and has a positive relationship with that service, Catch22 Case workers will support that individual in the delivery of CSE interventions, thus aiding professional development and preventing the child being open to too many services. The Catch22 Case Worker can also be asked to provide a bespoke piece of work that is part of a child’s plan, such as a three week programme raising awareness on Online Safety. If the young person does not engage well with other services or it is felt that a new service is required the Catch22 CSE case worker is able to complete the full Direct Work with that child. As a result of this policy Catch22 case workers have reduced caseloads in respect of direct support work which in turn facilitate their dual role as a return from Home interviewer

There remains a reluctance from social care, in particular in the Stoke on Trent area to adopt this policy. Catch22 understand that previously all referrals would be dealt with by either the Police Prevent Team or the previously commissioned service and the referrer would not be asked to support the child. Social workers have identified that their own caseloads prevent them from providing this support, children and young people reluctant to work with social care for CSE support, other professionals not having additional capacity to provide CSE support in particular when due to close for their service. In all cases where there are no other professionals identified or able to provide support then Catch22 will deliver the support. The management team are aware that should the levels of referrals increase this could result in children awaiting a short time period for support to commence.

**Recommendation**

Catch22 to review this area of service delivery with commissioners during quarter 1 with particular reference to the low risk children/young people previously supported by the Police Prevent team.

Continued promotion by both Catch22 and Local authority social care to promote the service delivery model

Catch22 are aware that there continues to be a lack of knowledge of Catch22’s services in some areas, particularly in Staffordshire South/East. As we have fewer referrals from education than expected and given that education services come into contact with almost all children in Stoke and Staffordshire, we have been proactively seeking opportunities to speak to groups of school leaders, including through the safeguarding meetings for Designated Safeguarding Leads and through the Virtual Schools. To date, this has led to invitations to support the Families First CSE coordinator to deliver some training and promotion of our service delivery model to Staffordshire Schools Designated Safeguarding Leads and to deliver a presentation at the East Staffordshire Inclusion Partnership. Catch22 are mindful that whilst direct delivery of training is not part of our commissioned service, the requirement to

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continue to raise awareness of our service delivery model is essential in ensuring service users are able to access support.

Catch22 continue to receive requests from a variety of organisations but in particular from Education settings asking for CSE awareness sessions for pupils and staff. Catch22 provide targeted support to groups of children/young people identified as being at risk of CSE and are able to upskill professionals/ teaching staff with resources to enable them to deliver such sessions. To date this has not proved to be a popular option but highlights the gap in service provision previously filled by the Police Prevent Team.

Children's Social Care are provided with updates of the support carried out with children/young people during professional meetings such as CIN but it has been noted that the subsequent minutes of these meetings fail to reflect the support provided by Catch22. Upon exit from Catch22 service an updated RFM showing the reduction in risks is sent to the CSE Social Worker. In order to assist Social care in recording accurately what CSE intervention has been carried out with the children/young people, Catch22 will now send a brief summary of the work completed together with the RFM to the referrer so that this can be recorded where applicable within Social care records.

Whilst receiving an increase in referrals into the service it has been noted that the quality of information recorded within the RFM is still not sufficient. This is particularly prevalent in RFMs received from Social Care. Catch22 service coordinators have had to spend a considerable amount of time attempting to contact referrers in order to obtain necessary information, clarify what has been recorded and to establish the level of support required. On occasions this can cause delays from receipt of referral to allocation to a case worker or other professionals of several days. Catch22 will be holding discussions with all relevant parties to suggest that weekly allocation meetings are held and where appropriate the CSE Social Worker can resolve issues related to referrals received from Social Care and other services.

The service coordinators role is also to provide mentoring and supervision of staff whilst also being able to hold a small case load of higher risk/complex cases and the amount of time spent on verifying referrals can impact on the role. The role of the coordinators will be reviewed and any measures to reduce administrative duties will be explored.

The service also recommend that a review of all literature/resources be undertaken, including Catch22 services and to also embrace the guidance published by the NWG regarding appropriate language to use when supporting/teaching CSE.(Appendix 2). Not all Local Authority and Police publicity and marketing resources regarding matters such as victims of crime, youth vulnerability and gangs include details of Catch22 service and how to access the service. It was noted recently that Police literature regarding local Gang involvement/CSE did not mention Catch22 but referred readers to the NSPCC and national helpline this was highlighted and Police have agreed to update their leaflets.

The continued development of Catch22 data analysis system has taken place and it is anticipated that this work will be complete for quarter 1.

**22.0 Complaints** – No complaints received. Comments received via the anonymous survey monkey

### **23.0 Feedback**

Feedback so far has been overwhelmingly positive about the service received. Interestingly-and in stark contrast with the recent report from Jessica Eaton which discusses the traumatisation of children and young people when

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resources depicting sexual abuse are used in support work. - one young person felt she wanted to spend more time discussing her past experiences rather than moving on to understanding grooming models etc. by the second session. This suggests firstly, that she was not 're-traumatised' by relating what had happened, and secondly, that she may have been looking to her Catch22 case worker to provide counselling and psychological support in addition to awareness and education. Catch22 are able to access additional therapeutic support where required if not available from local support services To inform the development of our support plans for children and young people, Catch22 will seek further views from young people in respect of this balance between discussing the past and discussing future strategies.

### **23.1 CASE STUDIES**

Please see attached Appendix 1 which provide examples of case work completed and outcomes achieved

### **24.0 Service Promotion**

The service coordinators and volunteer coordinator have continued actively to seek opportunities and respond to requests to promote the service. We have promoted the service at a number of meetings and events this quarter, including:

- Meeting of DSLs of a group of Better Together schools in Stoke-on-Trent
- Presentation to Staffordshire County Managers and Team Managers meeting
- Presentations at two CSE level 3 training courses
- Promotional Stalls at the ROCU Loudmouth event at Bet365 Stadium and the Voices4Victims Conference, Moat House Hotel, Hanley.
- Staffordshire and Stoke-on-Trent Care Providers' Forum.
- Staffordshire CAMHS staff training event.
- Local Authority Risk Factor Matrix (RFM) workshops x5
- Presentation and two workshops re, CSE/Missing, held at the annual Staffordshire Care Providers Event.
- Paget Social Care team
- Burton-on-Trent Place based approach programme
- Cannock, Rugeley & S. Staffs Care Providers Meeting
- Lichfield & Tamworth School Nurses Team Meeting
- Stafford & Cannock School Nurses Team Meeting
- North Staffs Combined Healthcare Staff training event

The service is represented at and participates in the following meetings and groups:

- CSE/Missing/Domestic Abuse/Hate Crime Working group
- Strategic Overview Board
- Harmful Sexual Behaviour Steering Group
- Youth Violence and Vulnerability Group
- Missing Operational Group
- CSE Outcome Performance Framework Group
- CSE Communications Video Steering Group
- OPCC Safeguarding Communications and Publicity Sub Group
- Together for Childhood Campaign Planning Group, NSPCC project
- The Trusted Relationships Fund initial planning meeting
- Stoke-on-Trent Early Help Steering Group
- Staffordshire Police CSE/ Gangs meetings.

The senior service coordinator and volunteer coordinator have also met with the Staffordshire F.A. to discuss ways in which we can support them to safeguard children and young people in youth football teams across the region. We have provided them with resources and information and suggested further ways in which we might work together.

Catch22 received praise from the CSE Communications Group for our response to the consultation regarding the KnowaboutCSE website and the information about enhancing readability.

We have also drawn attention to the fact that the handout from the Police regarding support for young people involved in urban street gangs and criminal exploitation did not make reference to Catch22 services and contained inappropriate and unhelpful contact details.

In addition to the parent and child versions of the missing leaflet, Catch22 Stoke & Staffordshire developed a CSE leaflet for professionals explaining the services that we offer. However, we have further identified the lack of literature aimed at children/young people themselves and have agreed to work with Catch22 Communications team to produce something to fill this gap.

In the light of the training completed by some case workers on supporting with CYP with learning difficulties, we will review all our leaflets to ensure they are clear, simple and fit for their intended audience.

**25.0 Finance Overview** The finance update provides a breakdown of key spends against the budgeted income for the period. This summary highlights a small underspend of £9,325 for the quarter.

	<b>Quarter 3</b>	<b>Quarter 4</b>
<b>Staff costs</b>	£113,118	£120,798
<b>Programme costs</b>	£17,536	£108
<b>Travel costs</b>	£6,913	£6,663
<b>Office costs</b>	£6,475	£10,014
<b>Other costs (incl mgmt. costs)</b>	£25,419	£24,279
<b>Total expenditure</b>	£169,461	£161,862
<b>Income / budget</b>	£171,187	£171,187
<b>Underspend</b>	£1,726	£9,325

**26.0 Strategic overview**

Catch22 deliver Missing from Home and Child Sexual and Criminal Exploitation Services across different Local Authorities and PCC Commissions nationally, including Pan Merseyside and Pan Cheshire contracts. This experiences enables us to pool our expertise and knowledge and also draw on wider experience of our other Victim Services to enhance our service delivery. The following structures enable a formal sharing of knowledge and best practice between our Stoke and Staffordshire service and wider victim services.

- Weekly management calls chaired by the Assistant Director for Victim Services involving all Senior Service Coordinators for our CSE and MFH services.
- Monthly Management meetings to compare performance data, identify national trends and share best practice and solutions to any issues.
- Support from our Head Office External Affairs Teams to ensure our marketing and communication messages are consistent nationally and reflect our expertise in this area whilst meeting local requirements.
- Oversight from the Assistant Director for Victim Services to enable regular communications and ensure themes are continually shared between teams.

During this quarter The Home Office Vulnerability Projects Team, invited Catch22 to take part in a Consultation on Missing, CSE and CCE amongst Looked after Children (LAC), to provide advice in order to influence reform on current processes where LAC go missing. The Stoke-on-Trent and Staffordshire MFH and CSE team played a lead role and collated and provided detailed responses to seven questions. Highlights to some of the questions asked were as follows:-

**What evidence have you found of targeted exploitation and abuse (e.g. CSE, criminal exploitation including County Lines) of looked after children (LAC) who go missing?**

- Children and young people who might be involved in the most serious abuse, and hence have been moved out of their local area to disrupt the exploitation, are not always easy to identify often one local authority's missing from home service is not commissioned to work with children in the care of another local authority (CICOLA) beyond conducting the return home interview (RHI). Even conducting a RHI for a CICOLA, as per the Staffordshire commissioned service, is extremely rare. At a recent meeting of the English Coalition for Runaway Children, our Staffordshire service was the only one of 13 services represented to be commissioned to do so.

**In your experience, what works well at deterring vulnerable young people from going missing, particularly those prone to repeated missing episodes?**

- **Offering a follow up to the RHI:** RHI and then offering a brief follow-up intervention where appropriate. To date, in one of our services (Stoke and Staffordshire CSE and Missing) none of the children/young people who have received direct work following/follow up intervention have had a repeat missing episode apart from one young person, a previously prolific missing person whose frequency of going missing reduced by 86%. This option of direct work is dependent on the young person's willingness to engage, the level and nature of the risk and the co-operation of the care staff/ carer. Anecdotal evidence to date suggests that the most at-risk individuals are often unwilling to engage in further support
- **A relationship with a role model**
- **Listening to their voices regarding placement,** some have reported being bullied within Residential and foster care placements by carers. Having a consistent plan in place to support contact with family and friends.
- **Making sure young people's views are included within their care plan.**
- **A trusted relationship with a support worker:** relationship building is key, YP will respond better to a non-judgmental support worker using a solution focussed approach. Those going missing from care homes need stronger pull factors in the home to prevent them from going missing - many care homes we have encountered are not strong in this area.

**What systems, structures and working practices enable effective working with at risk LAC who go missing?**

- The time frames in the statutory guidance on children who run away or go missing from home or care suggest a RHI should be completed within 72 hours of the child returning from being missing. Due to its inclusion in statutory guidance, Ofsted are obliged to inspect and make judgements based on the local authority's compliance with this target. Timing is just one part of an effective interview but due to 'measurability' it is often wrongly given primary focus. Our practitioners prioritise conducting a successful interview over slavishly adhering to the time frame, as the 72 hour target can sometimes mean putting undue pressure on a young person to talk before they are ready and inhibit their engagement in the process.
- As a disruption tactic, it is common to move a young person away from risks either to another part of the local authority or to another local authority. Catch22 have no further involvement if a young person leaves the area so we have no data to offer in this regard. However, we do provide RHIs for all children/young people who go missing in Staffordshire. It is apparent from RHI evidence that moving a young person out of their home area means they have less direct and less consistent access to their social worker. Many CICOLAs tell us that they haven't seen or spoken to their social worker for weeks or even months.
- Our data to date also shows that, whilst CICOLAs are no more likely to go missing than other children in care, they are considerably more likely to be missing for long periods.
- In terms of local good practice, Staffordshire Police routinely appoint a PCSO as a SPOC (single point of contact) for care homes in this area. In our experience, Care Home staff appreciate knowing whom to contact if they have queries and concerns

**In your experience, how does the type, location and environment of care placements impact upon children and young people's decision to go missing/make them more or less likely to be exposed to harm?**

- Placing a child outside of their own local authority can generate additional risk. Young people are being placed where there are spaces available with placement providers rather than being placed in an environment which will meet their needs
- Whilst we have only anecdotal and hearsay evidence, it appears that a number of new care homes have been set up without appropriate preparation, thought or staff training. Some of these have marketed themselves as specialist care homes, in particular for CSE, without in reality having any specialist knowledge or trained practitioners.

Following the submission of this information the Home Office held a work shop where one of the outcomes was to do a rapid review of the available evidence around missing LAC and their relative risk of CSE as well as CCE.

The second phase of this project will be a programme of fieldwork, looking at regional variations in response to missing LAC and how the government can better understand and prevent abuse and exploitation while children are away from their care placements.

Catch22 Stoke and Staffordshire MFH and CSE have been invited to attend an intervention mapping workshop in April 2018 jointly held by the Home Office and the Department for Education, the results of which will be subject of further reporting.

**27.0 CSE Awareness Day**

In addition to the above, the two local authorities, Staffordshire Police and other agencies coordinated to share Catch22's national CSE Awareness Day campaign. Our team provided the theme and text, which the Catch22 Communications design team turned into a poster plus a series of social media posts/tweets. These were shared widely on CSE Awareness day itself (Sunday 18<sup>th</sup> March) and again the subsequent day. The following is a quote from Paul Kiggell, Assistant Director:

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*'It was a very successful campaign. We reached huge numbers of people with our educational content. Some headline figures:*

- We reached over 450,000 accounts with our content – primarily through accounts with large reach (commissioners, leaders of local authorities etc.) sharing*
- 22.2k impressions of them just over 18<sup>th</sup> and 19<sup>th</sup> March.*
- Over 1,000 people watched our peer champion's video all the way through – this tweet had 43 retweets, one of our highest of the year*
- Engagement with our Facebook around 5x higher than any other content in 2018*
- A post directing people to our CSE poster hub was shared 56 times on Facebook (our average is usually around 6) – reaching 5,582 people without us having to boost it.*
- Importantly, we drove a lot of people to our website. We had an over 800% increase in page views to our CSE poster hub compared with the previous week. '*

We are hoping that this concerted approach and wide coverage will have had a positive impact, both in raising awareness about CSE and also about Catch22 commissioned services in Stoke and Staffordshire. Immediately afterwards, we received a number of calls and enquiries from people who had seen the social media so anecdotal evidence suggests this is the case.

## **28.0 National Consultations**

Catch22 Stoke-on-Trent and Staffordshire have submitted responses to the NWG consultation regarding their draft 'Parents as Safeguarding Partners Benchmarking Toolkit' and to the NWG CSE Response Unit Survey.

## **29.0 Safer Internet Day**

Catch22 Stoke-on-Trent and Staffordshire provided the text for the national Catch22 poster on the CSE hub on Safer Internet Day and its accompanying social media coverage. The content attracted the greatest activity on the website and social media accounts of the year to that point, now exceeded by the CSE Awareness Day activity.

Catch22 published the below report as a result of data collected between 2016 and 2017 and circulated nationally to Police and Crime Commissioners on the 10<sup>th</sup> April 2018 which the Stoke-on-Trent and Staffordshire team were able to contribute to.





Support services for victims of crime have evolved considerably over the last few years. Provision is now embedded in regions across the country, with Police and Crime Commissioners working hard to ensure support meets local needs.

**30.0 Highlights from the Report:**

Catch22 has a large footprint of victim services across the country. This report sets out what we’ve learned, and our six recommendations for anyone developing a service to support victims. They are:

1. **Consider new methods**– Championing innovation and ideas means that services are able to respond to emerging needs in the communities we serve.
2. **Engage marginalised communities**– practitioners must work with specialist community services to create accessible pathways
3. **Stay informed on emerging areas of crime**- To support victims well, we need to know what types of crime are happening, both in our local areas and nationally. Front-line services are well placed to spot trends as they appear.
4. **Consider young people as victims first**- If we do not do this, children are needlessly and unfairly criminalised. This has a range of implications for the child later in life.
5. **Promote to existing and established support networks**- Our victims’ services offer training to staff across the sector in their local areas- raising awareness of their work and the issues they support people with.
6. **Put victims at the centre of service design**- Involve victims in design of the services and establish advisory groups to consult for ongoing improvement of services.

The report highlights that Catch22 believe all children who are exploited should be treated as victims with a particular focus on Child Sexual Exploitation and Child Criminal Exploitation. Our experience tells us that victims of CCE often display the same or similar characteristics and indicators as those who are victims of CSE, and those who go missing from home. Victims of CSE are often female, while victims of CCE are often male but this is not always the case.

**Signs of CSE/ CCE**

Skipping School  
 Recurrent Sexually Transmitted Infections

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Staying out late or overnight  
Unexplained gifts / New Possessions  
Drugs and Alcohol Misuse  
Secretive Behaviour  
Youth Offending Behaviour  
Inappropriate or Sexualised Behaviour  
Friendship or Relationships with Older Adults  
Significant Changes in Mood or Behaviour  
Excessive Time Spent on Social Media Talking To Friends They Haven't Met  
Changes in Appearance (Clothes, Hygiene etc.)  
Becoming Withdrawn or Isolated  
Poor Mental Health/Self-Harm etc.

The report also highlights the risk of children/young people being victims of Child Criminal Exploitation and states that increasing numbers of gang-involved children and young people are being recruited to travel to areas away from home to sell drugs. In the worst cases this can be a form of child trafficking as young people find themselves in unsafe environments, completely isolated and with no way of contacting anyone for support.

Children who are trafficked, exploited or coerced into committing crimes are victims in need of Safeguarding and support. Though perceptions are altering, these young people are still often criminalised and perceived as having 'made a choice' to take part in illegal activity. There is currently no official definition of what CCE is and little understanding of the scale of the problem. Multi-agency and partnership working across local authorities with a focus on consistent relationships is required to support this group of young victims effectively.

Appendix 1 – Service case studies

Appendix 2 – NWG Report Appropriate language guidance

