



**STANDING COMMITTEE
OF
TYNWALD COURT
OFFICIAL REPORT**

**RECORTYS OIKOIL
BING VEAYN TINVAAL**

**PROCEEDINGS
DAALTYN**

**SOCIAL AFFAIRS
POLICY REVIEW COMMITTEE**

Child Abuse

HANSARD

Douglas, Thursday, 22nd March 2018

PP2018/0058

SAPRC-CA, No. 2/2017-18

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Members Present:

Chairman: Mr D C Cretney MLC
Ms J M Edge MHK

Clerk:

Mr J D C King

Assistant Clerk:

Ms S Kenny

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Standing Committee of Tynwald on Social Affairs Policy Review

Child Abuse

*The Committee sat in public at 3.00 p.m.
in the Legislative Council Chamber,
Legislative Buildings, Douglas*

[MR CRETNEY *in the Chair*]

Procedural

The Chairman (Mr Cretney): Welcome to this public meeting of the Social Affairs Policy Review Committee, which is a Standing Committee of Tynwald. I am David Cretney MLC and I chair this Committee. With me is Julie Edge MHK. The third member of the Committee is Martyn Perkins MHK; he is not taking part in this inquiry for reasons which I explained to Tynwald in
5 December.

Could we all ensure our mobile phones are off or on silent so that we do not have any interruptions. For the purposes of *Hansard* I will be ensuring that we do not have two people speaking at once.

The Social Affairs Policy Review Committee is one of four Standing Committees of Tynwald
10 Court which scrutinise different areas of Government. We have three Departments to cover: the Department of Home Affairs, the Department of Education, Sport and Culture and the Department of Health and Social Care.

It was resolved on 18th July 2017: 'That Tynwald notes with concern reports of historical child
15 abuse at the former Knottfield Children's Home, which closed in 1983, and refers the matter to the Social Affairs Policy Review Committee to report by December 2017; and further instructs the Committee to investigate the adequacy of current procedures to protect from abuse children in care (looked after children) in the Isle of Man and to report in March 2018.'

The first part of this Inquiry has been suspended for reasons which I explained in the
statement to Tynwald in December.

20 Today, we are concerned with the second part and we are sitting in public to hear evidence from the witnesses who will introduce themselves in a moment. You are all very welcome.

We have before us a submission which was sent to us in October by the Department of Health and Social Care and which has been published on our website; also a submission from Mr Burnett and a submission from the Voices in Participation Council. Thank you for your
25 evidence.

EVIDENCE OF

**Mr Paul Burnett, Independent Safeguarding Chair;
Dr Malcolm Couch, Chief Executive, and Ms Debbie Brayshaw, Children and Families Division,
Department of Health and Social Care;
and Miss Hayley Daugherty and Miss Chloe Edwards, Voices in Participation Council**

Q47. The Chairman: So, if we could go round the table and each state your name and job title, and give us a brief outline of your professional background as it relates to the topic under discussion today, please?

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Mr Burnett: Good afternoon, Chairman, my name is Paul Burnett, I am the independent Chair of the Safeguarding Children Board and Safeguarding Adult Partnership for the Isle of Man. I have been in that post for four years and today is my last day.

35

My background is, professionally, I began my career as a teacher and then went into local authority work and became Director of Education in the London Borough of Greenwich, and then Director of Children's Services in that Borough; and then latterly Director of Children's Services in Northamptonshire until 2011 when I started chairing Safeguarding Boards. I have chaired Safeguarding Boards in four local authority areas in England.

40

The Chairman: Right, thank you.

Dr Couch: Malcolm Couch, I am the Chief Executive of the Department of Health and Social Care.

45

The Chairman: Thank you.

50

Ms Brayshaw: I am Debbie Brayshaw, I am Director of Children and Families Service. I am a qualified social worker by profession for 31 years in different roles across different authorities in the UK, and have responsibility for the Children's Homes Estate that we are going to be talking about.

The Chairman: Thank you.

55

Miss Daugherty: My name is Hayley Daugherty, I am a part of Voices in Participation steering group.

Miss Edwards: I am Chloe Edwards and I am also part of the Voices in Participation steering group.

60

Q48. The Chairman: Okay, thank you very much, everybody.

The first point we always ask is would you like to make any opening statement, or will we just go straight into our questions? Alright, that is fine, thank you.

Mr Burnett, we understand that your tenure, as you have said a couple of minutes ago, as Independent Safeguarding Chair is coming to an end, so thank you for your work.

65

(Mr Burnett: Thank you.) What are the arrangements for handing over to your successor?

70

Mr Burnett: My successor, Glenys Johnston, has been appointed. My last day formally in post is 31st March and Glenys starts on 1st April. Glenys has already been over to the Island in February to start her induction. I have literally just come off the telephone to her when I came to this meeting starting the handover, so we are planning a seamless transition. There will be no gap in terms of the tenure in the office.

Q49. The Chairman: Okay, thank you.

75 How would you each describe – this is to everybody – the adequacy of current procedures to protect from abuse children in care, looked-after children, in the Isle of Man? Perhaps starting with –

Mr Burnett: I think if I start from a safeguarding perspective, clearly as I said in my submission the Safeguarding Board is essentially a scrutiny body that assesses the fitness for purpose of services in terms of delivering effective safeguarding, and in terms of effective co-ordination of their work. And in direct relevance to the subject matter of your Inquiry, we are of course responsible for monitoring the effectiveness of organisations in securing a safe environment for children and young people – and indeed for adults.

80 So I think the main piece of my evidence is focused around the compliance audit that the board carries out every two years. As I explained, we have eight quality standards that we would expect an organisation to comply with to be an effective safeguarding body. That audit is carried out every two years so that they can first self-assess the extent to which they are meeting that quality standard, and then there is an expectation that that is peer-evaluated and then tested 12 months later through our Quality Assurance Group that looks at progress on any actions that flow from that.

90 If you go back, the last audit we did was in 2016 and we are just about to do the next audit – it will start in May. In the last audit a number of strengths were identified – certainly in Government services and in those third sector organisations that participated – most had safeguarding policies, most had designated leads, most had ensured that their staff had had basic induction in safeguarding which was one of the expectations, and most were engaged in the work of the board and were following policies and procedures.

95 As I explained, though, there were a number of areas which we at that stage identified needed to be improved. I have listed all of those in my submission so I will not go through all of them, but I think in direct relevance to this particular Inquiry is the concerns that were raised at that stage about the consistency in applying safe recruitment processes, and then safe processes as the organisation developed – so things like DBS checks. In Government Departments and in schools and in third sector organisations we found some places where safe recruitment practice was not consistently followed, and in which not all were following DBS check processes, and in very few cases were there DBS renewals. That is not a requirement but it is good practice.

100 So subsequent to that particular audit, we have had an improvement plan in place to address that. We cannot judge at this stage how effective that has been, because obviously the second audit that we carry out in May will test whether those organisations where we have concerns have improved and put things right. I am very happy to ensure that the results of that audit, if they are here before you complete your work, will be shared with you so that you can actually start to see whether there has been improvement from those action plans.

110 **The Chairman:** Thank you, that will be very helpful.

Q50. Ms Edge: Could I just ask one question, just for the record: who is the Quality Assurance Group who is involved in that?

115 **Mr Burnett:** The Quality Assurance Group is one of the sub-committees of the board. It is primarily designated safeguarding leads, from Departments. At the moment it is chaired by Superintendent Pam Trevelyan from the Police, there are representatives on that group from all the key Government Departments, and one third-sector representative. I think I showed you the four-quadrant model that we use for our performance management: the intention is that that group populate those quadrants so the board can test whether data, quality, service user and staff outcomes are improving in terms of our business plan.

125 So in terms of the process I have just described, the compliance audit, it is the Quality Assurance Group that oversees that and they design the audit tool, and we have updated that to reflect some of the things you are looking at in this Inquiry so it will hopefully feed into our intelligence in that respect.

130 **Ms Brayshaw:** I wondered if it might be helpful to know the care arrangements that are available for looked-after children and the numbers of children that we are talking about at the moment? **(The Chairman:** Yes.)

135 I will take the number from the end of February where we have currently got 83 children and young people that are in care, and 'in care' is up to the age of 18. In respect of children that we then continue to support post-18, we have 54 young people that receive continuing support from the aftercare services, which is between 18 and 21. And in the absence of any real structural criteria and other support, we also continue to support 23 young people beyond the age of 21, if they choose to come back for support from us.

140 In terms of regulatory activity, that is in the care arrangements which are in place for children up to the age of 18. Children and Family Services currently commission and contract for the Family Placement Service which manages not only what we call 'mainstream foster carers' that are recruited and approved, they also support family kinship arrangements. So if there is an aunt, an uncle, a grandparent who takes on the care of a child, they go through that approval process and are supported by Family Placements as well. We have a very small number of children that at any given time are in an adoption placement, waiting for confirmation of an adoption order around that.

145 In addition to that, we have contracted children's care homes. The numbers in the submission by Registration and Inspection are slightly inaccurate: we have 11 establishments, nine of which are contracted and run directly by St Christopher's (Isle of Man). Then we have bespoke arrangements with Internal Resource Centre for Children with Disabilities, that is a respite facility, and bespoke placements with Autism Initiatives for a couple of children with very profound autism arrangements. They are all subject to registration and inspection requirements under the Regulations of 2013 and the standards therein. It is a regulatory requirement to comply with the standards, so it is not a choice whether they do or not, and they are minimal standards. From that point of view all facilities currently are operating to a good standard from the inspections that have been undertaken.

155 I would like to give the opportunity for Hayley and Chloe to speak because I think one of the key things in research that indicates how you know children and young people are safe, you can put lots of things in place but actually you have got to enable the voice of the child to be heard. We do not have to give them a voice, they have a voice, but we have to enable them to actually use their voice to tell us that what is happening is appropriate for them.

160 **Q51. The Chairman:** Yes. So, would you like to –

165 **Miss Daugherty:** In our report we spoke to a few of the young people and we really took on board their views as to if they were feeling safe or not feeling safe. We got a few quotes from them ... I do not know where it is now. *(Interjections)*

170 We were asking them whether they felt safe in school, at home, just anywhere. A young person added that there is support available at some schools but that is support to everyone, regardless. Then when we did Looked After Child (LAC) reviews and you got taken out of your lesson for LAC reviews, they did not get the support that they needed to catch up on lessons after being taken out for LAC reviews.

Another young person said it can be hard to feel safe when your social worker changes quite a lot and different members of staff change in residential homes, because it was difficult to build a relationship with them. So if you cannot have a relationship with someone then it is hard to build trust. And then sometimes if they are trying to build a relationship with you, they

175 sometimes feel nosy and you do not want to open up to them because as soon as you open up
to them they are just going to get moved to a different house.

Miss Edwards: Young people were asked about people who they felt were available to
support them and between everyone that we asked there were 22 people who they felt that
180 they could speak to about things if they felt unsafe or anything.

You will see in our notes in our report as well that there are illustrations, and there is one on
page 2. A younger member of the group drew pictures representing people in their lives, and
this one is: 'This picture represented the child's carer, she talked about how she has a family and
is safe, and that she loved living in her placement' – so there it is telling you that young people
185 do feel safe. And if they do ever feel unsafe about anything then there is a whole array of people
who they can go and speak to about it.

Q52. The Chairman: Yes, and I think that image portrays what you say.

Okay, anything else on that?

190

Ms Brayshaw: I think in the contractual arrangements that we have, possibly some of the
monitoring of that may be far more stringent than if the services were just delivered from in-
house. We have quarterly partnership meetings with all of our providers of the services, and we
have a very clear and specific performance framework that they need to demonstrate every
195 three months. I think that is in contrast to some of what Paul was saying, so for example in that
contractual requirement they have to demonstrate every three months that every member of
staff does have an up-to-date DBS check, and that all training and requirements have been met
and complied with. So we would know, in any given period, if that was out of kilter or had not
actually happened.

200

Q53. The Chairman: The situation about social workers relationship-forming and then social
workers moving on has been raised to others before. Are things improving in that regard and are
staff – ?

Ms Brayshaw: Slowly! I think in tracking it over the past few years, when we first looked at
what the position was – and this is probably going back four to five years – the reliance on
agency cover to support permanent staff on the Island was 44%. That is now running at 28%, so
it is slowly coming down.

Within that you do get churn, because people naturally leave and move on, they stop to have
babies, they retire and all of those things. We have put a lot of work into establishing a 'Grow
Your Own' scheme on the Island and we have a partnership with Robert Gordon University in
Aberdeen. That started three years ago.

How successful it has been? We have currently got 10 students at different points in that and
the first two to become qualified will come to fruition in January next year, and thereafter it will
215 be two or three every subsequent year. And it is a 10-year programme, so it is a long-term
succession planning arrangement.

The Chairman: That is good, thank you.

Q54. Ms Edge: Dr Couch has not gone through what he feels the adequacy of the current
procedures is.

Dr Couch: I suppose I should explain my role in all of these things almost like Mr Burnett and
Ms Brayshaw did. The Chief Executive of the Department, as you would imagine, has a range of
225 duties, one of which is that I am a standing member of the Safeguarding Children Board. I take
that duty very seriously indeed and I think since I was appointed I have not missed a single

meeting, as far as I am aware. That means that I am very much part not only of the global monitoring, which Mr Burnett mentioned, of our services and their effectiveness, etc. but it also means that I have got that knowledge from other agencies who take part in the board.

230 So, for example, we have representatives from the third sector, from the Constabulary, from Education and Children, etc. so that means I have a sort of monitoring role. In the Department, obviously I am the senior officer and the accounting officer for *all* of our functions, which means I need to take very seriously things like our corporate parenting role, our various forms of duty of care, the evolution, the development and the introduction of new legislation. And, for
235 example, our Department has led the introduction of the Safeguarding Bill to the legislative process, which of course is now out for Royal Assent and we are expecting that back fairly soon. That will be a very significant landmark I think, in Manx law, where we will make statutory the safeguarding function beyond any doubt. Then we need to make a number of regulations and standards under that, which will have full legal force.

240 Then I suppose another arm of what I do is working very closely indeed with Ms Brayshaw. I suppose to a degree we sometimes co-counsel, and things do come up from time to time where we would be talking about either individual cases, about the work of the Division, about things like staff turnover, staff engagement, etc. So I am there to support all of my colleagues but I think – again you would attest to this – I tend to take a very simple and straightforward line
245 which is that I want to see the best standards in all that we do, a very high level of professionalism, an understanding of the needs of the communities of the Isle of Man and that we are there for them. So it is the whole range of things.

The answer to Ms Edge's question directly is that I think at the moment our standards, our safeguarding environment for looked-after children, are good.

250

Q55. The Chairman: Just in relation to the Safeguarding Bill – I took it through the Legislative Council – one of the things that I was asked about was why it had taken quite as long as it had to get to being formalised in terms of being in law. Any idea?

255 **Dr Couch:** I honestly cannot answer that, Chair.

As you are aware, I have been in role for just over two and a half years now. It has been part of our preparatory legislative work during that period and has now come to fruition. But as you will remember, it was originally recommended in the Commission of Inquiry of 2006.

260 **The Chairman:** Yes, okay.

Q56. The Clerk: Can I just pick up on something that Chloe or Hayley said – it was Hayley I think. You used the number 22 I think – from the people you spoke to there were 22 ... Oh sorry, Chloe. *(Laughter)*

265 Of the people you spoke to, there were 22 people that they felt they could go to. That sounds like a lot of people. Is that for one individual there were 22 routes?

Miss Edwards: No, this is as a whole. It was discussed in a group about who people felt they could talk to, so one person might have said five different people, one person might have said one, one person might have said 15. But overall, 22 people from different sectors were named
270 altogether.

Q57. The Clerk: So 22 people from different sectors, are they people doing jobs like teacher, or whatever – social worker?

275

Miss Edwards: Yes, if you look on here there are the carers, social workers, Children's Rights Champion, CAMHS, doctors, nurses, youth workers, Police – a whole array of different people really.

280 **Q58. The Clerk:** And the people that you were talking to, do they feel that if they mentioned something to one of those 22 people, is there a sense that they would do something about it and they will talk to each other?

285 **Miss Edwards:** I think it depends from person to person and issue to issue, really. I think in some cases it is just as simple as going to whichever one of those people you choose to trust and telling them what is going on in life – you have got a few problems that you just need to talk to someone about and it can be as simple as that, and you just need a little bit of friendly advice. Or it could be that something has happened, you trust to go to the Police about it, and then obviously they are going to need to go to ... Obviously if you are looked after it would be your social worker and whoever is necessary to be involved.

290 So I think it just depends. But I think most if not all of the young people understand that depending on what they tell each different professional, it might have to be passed on to further agencies or it might not have to be, and I think they all understand that to some degree.

Q59. The Clerk: So it is quite a positive message that you are giving.
295 And is the group that you are talking to self-selecting? Did they have to feel positive before you talked to them? How did you choose who you talked to?

Miss Daugherty: We go to Voices in Participation Council which is held on a Sunday of every month, and we ran it over a few Sundays because sometimes we will have as many as 13 young people there and other times we will have very few because of family commitments. We ran it over I think it was about four meetings, and we all asked them ... If we had not asked them already, we would ask them and it did not matter what kind of mood they felt because if they are upset they are still going to tell the truth.

305 **Q60. The Clerk:** And they are all looked-after children? Is that right?

Miss Daugherty: Yes, whether they are in foster care, adoption – (*Interjection*) we have not got any adoption.

310 **Miss Edwards:** Kinship, we have a kinship –

Miss Daugherty: Kinship, or fostering, residential, care leavers – we have a handful of everyone.

315 **Q61. The Clerk:** You make it easy for them to turn up? (**Miss Daugherty:** Sorry?) How do you make it easy for them to turn up?

320 **Miss Daugherty:** It is an open invite, so we tell them where it is and what time and if they want to turn up they can turn up, and if they don't then they don't have to, we don't force them. We put drinks on, some juice, and sometimes we have some sweets and that.

Miss Edwards: We also do ... Kat, our Voices in Participation Officer, if someone or some people cannot make it on the days that she has given, then she can meet with them another time to suit them. So nobody is ever left out, everyone always gets a chance; just sometimes you need to work it around them.

Miss Daugherty: Yes, and for us to get more young people involved, once every six months we will hold an activities day. So an invitation will be sent out to all young people.

330 We have been to Laser Mayhem, we have been to the NSC, we have been to a number of places where we do team-building exercises, and get more young people interested in coming, and that is how we grow our Council.

The Clerk: Thanks very much.

335 **Mr Burnett:** Just speaking on their behalf, I think your participation rate as a proportion of the number of children in care on the Island is significantly higher than I have ever experienced anywhere else in the UK. I do not know whether you are the highest but the proportion is certainly bigger than in any of the four areas that I chaired boards, and that is a positive sign that people are engaging.

340

Q62. The Chairman: Yes, definitely. Do you meet in any particular geographic area, or do you go around the Island?

345 **Miss Daugherty:** Our team-building exercises are all over the Island, but our meetings are held in Douglas. We did – I think it was a poll or something – where we found out where people were located and most people are located in central Douglas, or it is easier for them to –

The Chairman: Bus-wise, and stuff, yes.

350 **Miss Daugherty:** Yes.

Q63. Ms Edge: Can I just follow up on a question where you said, Ms Brayshaw, with regard to the inspections: are they on-the-spot inspections or are they notified that there is an inspection due?

355

Ms Brayshaw: It is a combination. For most of the children's homes they will be unannounced inspections; for fostering and adoption they are planned inspections because of the length of time that they need to be involved, so they do give about two weeks' notice to the service that that is happening. St Christopher's, in addition to the standards which are set down, have their own independent visitor that can just turn up and check as well.

360 I think the other thing that is important in terms of the influence of the young people themselves, they did a very constructive challenge to Registrations and Inspections. The inspectors were regularly turning up when none of the children or young people were there, so they challenged that and agreed with them a different way of working, so that again the inspectors had direct access to the children and young people themselves.

365

Q64. The Chairman: Is it possible for a child in care to be abused today?

370 **Ms Brayshaw:** It is, and I think it would be absolutely wrong to say that could not happen. I think I have said in my submission that there is no equivalent rate as to what the rate of a child that may be abused in care could be, as against the general population.

375 I think very slowly as services have evolved and certainly with all the reports, certainly in the 1980s and 1990s and 2000s about care homes, I think people realise that actually the sorts of work that we do – be it social worker or residential worker – can be a career opportunity for somebody who is intent on harming or wanting to abuse children. That is why regulation, vigilance and everything else is vitally important to keep that to a minimum.

380 We run a procedure that is operated under the auspices of the Safeguarding Board, it is called the Managing Allegations Strategy Meeting (MASM), so that for any individual that works with children if serious allegations are made against them that procedure and that strategy meeting manages all the strands of that.

You can appreciate that if an allegation is made against a professional or a volunteer, then there is a strand relating to their employment, there is a strand relating to whether or not an offence has been committed, and there is a strand related to whether or not they are at risk and should or should not continue to work with children directly.

385 Again, the remedies in respect of that have been significantly strengthened with the Regulation of Care Act and the introduction and expansion of the vetting and barring system to the Isle of Man, that operates in the UK as well. So we do now have the ability to effectively refer to professional bodies and have people deregistered as a professional, whether that be a social worker, a doctor or a teacher.

390

Q65. Ms Edge: Can I just check on that because obviously the Isle of Man, with regard to the General Teaching Council, is not a part of that. How do we check that with regard to disciplinary against teachers, etc?

395 We have a large number coming to the Island to work. Then also with regard to DBS checks, how far do you go? The Isle of Man is only signed up to the UK as a jurisdiction, we do not go beyond that, so how do you check people coming from outside of the jurisdictions?

Ms Brayshaw: That becomes a voluntary arrangement, to do that. And I think if I were to state that if there was anywhere where there was vulnerability, it is around safe recruitment.

400 I think the systems operating at the moment – and I have said this many times to Paul – is that they are there, but they are quite immature at this point in time, and I think our area of vulnerability is safe recruitment across the whole piece.

Q66. Ms Edge: So do you think there are other regulatory bodies that we should be signing up to in the Isle of Man?

Ms Brayshaw: Yes.

Mr Burnett: Yes, I think Debbie is right.

410 There are two levels to this: one is making sure that the safe recruitment processes in the Isle of Man are consistently and robustly applied across all employing service providers, whether they are in Government or outside. Then there is the issue you are referring to, which is how do you ensure you get the information you need to secure that safe recruitment if that person is coming from a jurisdiction where there are not the same legal frameworks in place.

415 There are ways in which you can do that, but you need to sign up to formal protocols to enable that information to be shared.

Ms Brayshaw: Would it be helpful to know the numbers of Managing Allegations Strategy Meetings that we have had? (**The Chairman:** Please do, yes.)

420 A procedure has been operating since 2013, and the procedure that currently operates was agreed in September 2016. So from 2013 up to the start of 2018 we have had 57 managing allegations: 26 have been substantiated, and this is against the criteria that their behaviour poses a risk to children; 17 have been unsubstantiated, which means it can be neither proven *nor* proven, so it is a neutral position; 12 were unfounded; and two were considered to be malicious after investigation.

425 In all of that time we have had eight people who have gone on to be convicted of offences against children, that have been working with children – and that is across all professions and voluntary arrangements as well.

430 **Q67. The Chairman:** In your experience, is that a fair comparison with elsewhere – ?

Ms Brayshaw: I think it is. I think actually we are far better at some of the areas of conviction, where that possibly would not be pursued quite as strictly elsewhere in the UK. And I think that is about the smallest of the jurisdictions, and the discussions that can be had with your partner colleagues.

435

Mr Burnett: I think one of the other positives, just to come in, is also that the source of the MASM referrals is broader here than I am commonly used to. I mean in most of my English boards the significant majority are from schools. Here, the range is much wider, isn't it Debbie? (**Ms Brayshaw:** It is.) I think that is a positive because it suggests that organisations across the partnership understand the MASM procedure.

440

I should say to you in terms of the Inquiry, that we are just in the process of revising the procedure yet again, because one of the areas which I think we need to be more assured about is that employers fully understand their responsibilities and the actions they should take in a managing allegations process. Sometimes I think people have indicated that they are not as familiar with the process as they should be and that can often lead to things not being done quite as they should be. And of course if you do not get a process right, that puts at risk the outcome. So we are just about to revise that element which takes the employer through the process that they need to follow.

445

Ms Brayshaw: If it is helpful, out of those 57, five related to staff working in the children's homes. There was an increased number of nine where it related to foster carers in the care home arrangements.

450

Q68. The Chairman: Dr Couch, you wrote in your October 2017 submission:

The majority of children live safely in foster care or children's homes, but a small minority of carers inflict harm on and abuse the children and young people they are responsible for. An NSPCC impact report in 2014 estimated the occurrence of such harm to be 1 in a hundred children in foster care, and 2-3 per hundred in care homes.

455

You then wrote:

There is no reliable research which would allow comparison with rates of abuse in the population generally.

Could you explain what is meant by that last sentence please?

Dr Couch: I will just go back to the core document, if you forgive me?

460

Ms Brayshaw: Can you say which page of the submission that is, sorry?

The Clerk: This is on the second page, just above the heading Contractual Arrangements.

Ms Brayshaw: Yes, here it is.

465

Dr Couch: Yes, sorry, I understand. What that is saying is that we are talking today with the Committee about looked-after children and that means there is a far higher level of scrutiny and attention to safeguarding, by force of the fact that these children are in different arrangements than there are in the general population. And so those figures I think that we have quoted that the NSPCC has produced, that is because you can have a very careful observation of what goes on for children in some form of care.

470

We do not know accurately in the Isle of Man, or in the UK or anywhere else, how much abuse – whether it be emotional, physical, or sexual – would be going on in the general population. So that is what the reference means.

475 **Ms Brayshaw:** It is. You can make a reference against the rate of children coming into care
and the rate of children that may be subject to a child protection plan, but it is not a reliable
source because it is only of the children that you know about. So in our benchmarking on the Isle
of Man we would anticipate that between five and six children in every thousand children would
480 be needing to come into care at some point in their lives. So if you take that down to hundreds it
is very small, and the rate for children that are the subject of a plan is 4.9 per thousand children.
We actually fare very well benchmarked against UK jurisdictions and local authorities.

The Chairman: Yes, and the point you make, I mean if you look at some of the tragic high-
485 profile situations which have occurred in the UK for example, they sometimes happen in
domestic environments where it seems –

Q69. Ms Edge: Do we not gather data, though, from the likes of our school environment and
obviously the Police, so that we can have some form of benchmark across? When you say you
cannot tell within the general public, there is an element that there are people gathering this
490 data – visits to hospitals, etc.

Dr Couch: Well, we do, and Ms Brayshaw can produce statistics of the alerts that we become
aware of through all of the different safeguarding mechanisms. So as you mention, an alert may
be picked up in a school, that then comes into the system and an appropriate agency will
495 investigate. An alert might go to the Police or it might come directly to Social Services. But to
sound a little bit like Donald Rumsfeld, there are unknown unknowns. We can produce for you
information about the things we know, so that is where somebody has raised an alert and it is
investigated – and we publish those statistics of course too.

We cannot easily know what is going on that does not become a report.
500

Mr Burnett: One of the things we have always done though, to give you some assurances on
the core data – so things like the number of children in need, the number in child protection and
the number in care. The board has always compared the Isle of Man data with the same data in
the four countries of the United Kingdom. One of the reasons I was particularly anxious to do
505 that was because, when I first came to the island four years ago, there were strong perceptions
that the number in child protection and the number in care in the Isle of Man was too great and
too many children were being brought into child protection and into care.

I think historically that had been the case, but if you look at the data in the four years I have
been here the Isle of Man position on those, certainly in child protection and care, has not
510 increased at the same level as it has increased in England, Wales and Northern Ireland. So the
relative position of the Island is significantly better now than it was four years ago.

The only reason I do not mention Scotland is because Scotland changed its thresholds for
child protection, and so they are different to the other parts of the UK and the Isle of Man, and it
looks like they have got fewer people in child protection – but if you go back to the old threshold
515 that is not the case. So it is not a like-for-like comparison there.

I think that benchmark is really critical even though you could argue that context is different,
I believe you have got to have some comparison to enable you to judge yourself whether you
are performing effectively or not. If you were significantly out of kilter with those other averages
you would have to ask questions about why.
520

Q70. Ms Edge: Have they never benchmarked against the other Crown Dependencies though
which seem to be of a similar nature and culture to our Island?

Mr Burnett: We do do that –

525 **Ms Brayshaw:** Yes, I think the issue here is finding out what you do not know. And I think the other thing, coming back to children and young people, is that if something happens to a child or young person the environment within which they are is key to whether they will actually say to somebody, 'This is happening to me now'.

530 So what we do know is that, particularly for sexual abuse, 30% of children that are subject to sexual abuse will not disclose that until they have become adult. So there is a longitudinal issue as well in terms of not feeling safe until they feel they are an adult that they will tell somebody that something has happened to them.

535 It is very difficult because you can only work with those ... The challenge for us is creating those environments to be safe enough that a child or young person can tell straight away (**The Chairman:** Feels confident.) and something can be done about that.

I think you found the bit, didn't you, where some of the children and young people you say had talked about they will tell somebody, knowing 'they are going to tell somebody else and something is going to happen for me'.

540 **Miss Daugherty:** We got a quote from a young person which says:

If it's something big it doesn't matter who you tell, they will always pass it on. Professionals aren't allowed to keep secrets. It's a good thing because you can tell whoever you want and you will still get help.

The Chairman: Yes, good.

545 **Q71. Ms Edge:** So you said we have done comparisons with the smaller jurisdictions, the other Crown Dependencies. How did we perform against them?

Mr Burnett: Well, I meet three times a year with the Chairs from Guernsey and Jersey. Actually, that comparison is quite difficult because I would stress their data is not as robust as ours. Guernsey does not report in the same way, but our rate in comparison to Jersey is lower – the proportion of children in child protection and care is lower.

550 One of the things I should probably mention to you is that my successor is in fact the Chair in Jersey and she will be chairing both, so you will have absolutely perfect access to data from both islands to compare on that front.

555 **Q72. The Chairman:** The Department's Minimum Standards for Children's Homes and Child (Secure) Accommodation were issued in 2015. Have they made a difference?

560 **Ms Brayshaw:** Yes, they have made a difference. They create that regulatory framework that is required and also obviously alongside that is we put these standards in place, and therefore we will monitor and measure that you are meeting those standards. There was nothing comparable prior to that and therefore the disparity between different children's homes could not be measured because there was not anything to measure it against.

565 It would be fair to say that providers, prior to 2014 when we re-tendered under the Regulation of Care Act and the Standards, were that most of the homes were working to best practice requirements anyway, but there was no external measure to say that was happening. So it has made a difference. My understanding is that those Standards and Regulations will be coming up for review in the next two to three years as well.

570 **Q73. The Chairman:** I do not know if you are aware but we had a senior representative of St Christopher's in to speak to us, (**Ms Brayshaw:** Yes.) and in that meeting, for example, the situation of lone working during the evening was raised by Ms Edge. Have you got any comment about what was raised at that time?

575 **Ms Brayshaw:** Yes, obviously the approach to that is in relation to what is considered to be safe care arrangements – what is safe for children and young people, and what is safe for staff in those circumstances as well. So we would not have any of the children’s homes that would have any less than two staff on of a night time.

Every arrangement is subject to continuous risk assessment. So in conjunction with the Department if they felt that there were particular difficulties for any young person in a given home we would agree an arrangement where we have what we call ‘waking night staff’ where staff are there, awake, overnight as well. Obviously the contractual arrangement is agreed on optimum staffing arrangements. I would hope – and I think St Christopher’s did say – that the Department are very open to negotiations where anything additional is required, and then there is an agreement that that would be costed and provided.

585 **Q74. Ms Edge:** So with regard to if you feel there is a need for waking night, do you not think you are putting children at risk that you do have two staff, but one is asleep and there is only one awake? You do not know there is a situation at that time.

So do not think it would be an essential priority to make sure there are always two people there to take that risk away?

590 **Ms Brayshaw:** There are always two people there –

Ms Edge: Yes, but one is asleep.

595 **Ms Brayshaw:** Sometimes two are asleep as well. There is never only one person in the care home.

What happens is you actually require the care home to also demonstrate the other standards that are in place – having respect for privacy and the expectation that you would not go into a child or young person’s room without prior permission or agreement. There would be local arrangements in association between the staff in the home and the children and there would be an agreement of what is acceptable behaviour between the two – not going into a person’s bedroom of an evening would be one of those.

600 I cannot say to you that would never, ever happen and I think there would be risks associated with one member of staff sleeping in, there would be risks associated with one member of staff always being awake, and with two members of staff always being awake. So it is always being risk assessed.

605 The requirement if we have waking night staff is usually that some of the children or young people are not going to be asleep all through the night, so it is about ongoing work with those children and young people through the night time as well. So it is not as if everybody in the building is asleep and one person is walking around awake. I may not have explained that as well as I can but it does fulfil a purpose, but I do appreciate –

610 **Q75. Ms Edge:** It is a high-risk area, isn’t it?

615 **Ms Brayshaw:** It is all a high-risk area and I think the standard that I try to work to and the discussions that I have with all staff is that the trauma and the experiences that the children and young people coming into care have come *from*, then we have to strive to provide better than they have had previously, and the best we can possibly do. Some children get very distressed of a night time and are unable to sleep.

620 **Q76. Ms Edge:** And when you say the local agreements that are in place: are they local for each individual place or is there a standard in best practice?

Ms Brayshaw: No, no, they are local to each individual place and can change depending on who is in the care home.

625 It may be helpful to know that the small homes that we operate have no more than three children or young people in them. The one exception is our assessment unit which has six beds in it and that is where children come in in an emergency and it is appropriate they go into residential care. Very little is known about them so an assessment process is undertaken with them straight away. But three is the norm in the longer-stay children's homes.

630 **Q77. The Chairman:** In the figures you just gave us a little while ago, fortunately you said that there were only two, I think, unfounded allegations in relation to problems –

Ms Brayshaw: Two malicious, yes.

635 **The Chairman:** Yes. Is there anything in place to protect staff from those kinds of situations?

Ms Brayshaw: Yes, the Managing Allegations process protects staff as well as protecting children. Its intention is to get to the bottom of what is happening and usually if a child or young person makes an allegation that turns out to be malicious, it is symptomatic of something else going on for that child or young person, which we equally have a responsibility to consider and look at.

Hayley has just given me a statement, but I do not want to read it for her, I would like to ... Do you want to say it?

645 **Miss Daugherty:** When I went into care I was at the assessment centre for about a month and they had 'waking nights' there. So when I got put into a long-term placement they actually sent the two waking nights to that placement with me and the other young people who got sent, so that made us feel safe and it made us feel comfortable because we knew there was somebody there if we needed them. So I think having waking nights is a good thing, especially if you are being moved to placement at a young age.

Dr Couch: Can I add, Chair? Picking up on your question just now about the framework of standards and best practice, clearly from our perspective the paramount responsibility is to care for the children and young people and to make them safe. But the standards also to an extent are a framework within which people working with those children and young people are also safe. If you are operating to the best standard the whole system is safe for everybody.

Ms Brayshaw: You have to provide safe care, but care safely, and it is both ends of that continuum.

660 **The Chairman:** Alright.

Q78. Ms Edge: Who does that independent audit of the cases? So there were 57: is it just done by the Audit Board – (**Mr Burnett:** What, the MASM?) or do you have anybody coming in completely independent looking at those cases?

Ms Brayshaw: Of the Managing Allegations? (**Ms Edge:** Yes.) Not at the moment. It is managed by the Quality Assurance Unit in Children and Families Division.

670 There is a process which is chaired by the Senior Independent Reviewing Officer who takes responsibility. She does the analysis of the information that comes out of that as well. But again that is a multi-agency process, so if you have a Managing Allegations Strategy Meeting there will be representatives from all relevant partner agencies. So the Police would always be present in terms of whether they are undertaking an investigation, and the employer Department or

675 employing agency or service would also be present as well. Everybody agrees first of all what the process of investigation needs to be and then also comes back and agrees what the outcome of that process is – and it is a multi-agency process that does that.

680 I think the other difficulty is – which again I think coming back to making the point of the impact of the Safeguarding Bill once it becomes an Act – that arrangement at the moment is a best practice procedural arrangement, and what the Safeguarding Bill will do is put that procedure on to a statutory footing. There is no reason why that information should not be forwarded to the Safeguarding Board, and its QA group actually audit and test the veracity of that work. And I think something like that is actually being undertaken at the moment.

685 **Mr Burnett:** Yes. In my English boards we have an annual report on MASM cases. So we do not look at the individual cases as such, but the Independent Reviewing Officer who is responsible for co-ordinating the MASM processes will do an annual report, tell us how many cases there have been, whether they are substantiated or not substantiated, etc. We also know which organisations they have come from and any themes that emerge in that analysis.

690 Certainly I can think in two of my boards across, there are particular themes that will emerge that the board then has a responsibility to start to address. So what I think will happen when we have got a legislative framework here is that the annual report will come to the Safeguarding Board and then any themes that need addressing can be tackled quite robustly. At the moment we have not really got any legal capacity – well, we have not got the legal *vires* really to do that because in a sense people are voluntarily participating in it.

695

Q79. The Chairman: One of the key areas I guess is about leaving care and aftercare. Are you satisfied with the way that is being handled by the various agencies at the moment?

700 **Ms Brayshaw:** I would split that into two. I think again it is an area of work where we commission and contract services for aftercare, again based on best practice. There is no legal *vires*, there is a small statement in the Children and Young Persons Act about providing support. We have currently got departmental agreement to move forward with seeking amendment to the Children and Young Persons Act to introduce greater regulations and support there, and I think that will also come with increased policy requirements around that.

705

I think the children and young people eloquently talk about the difficulties of moving into aftercare. What I would say is – and I hope all of the young people feel that – is that the door of the service is never closed on them; and I think over my time here the eldest person that has come back for support has been 31 and the door was open to that individual.

I think, linked to that, Hayley has just identified something that she would like to share.

710

Q80. The Chairman: Okay.

715 **Miss Daugherty:** Going back to feeling unsafe and things, obviously our whole report was based on evidence from the young people and there was a lot of ... they did not really like CAMHS and other mental health services. So we have got: 'Feeling unsafe is not an unusual reaction to unresolved trauma' – whether that is it being very traumatic when you went into care or something like that – and it can take a long time to work through that.

We got a quote from a young person that says:

CAMHS was very rigid with its process, they give you a diagnosis or just dismiss your fears like your not broken enough for them to help you. This wasn't helpful for me. I saw 19 mental health professionals as an inpatient and outpatient in two years and it didn't help at all. In 2016 I got a wraparound worker, since this I have returned to work, got engaged, can manage my anxiety and depression without medication, have a house and my partner and I are expecting our first child. My mental health problems have gone from extreme and life limiting where I self-harmed and tried to commit suicide to mild, managed and where I am in control. Wraparound worked because

they approach everyone as an individual, you don't need a label of depression or bi-polar or anxiety they just help you to get better in the best way for you.

720 So I think 19 health mental health professionals in two years is a bit extreme, and then it just
takes that one person to approach that other person as an individual instead of going by the
book like CAMHS does, and Crisis, and other services. It is just about taking time instead of just
passing them from pillar to post and I think that is where they feel a little bit unsafe, because
725 they do not know who is going walk into the room next minute if they are speaking to someone
from this service, and then all of a sudden they are speaking to someone from another service –
it will not help with their mental ability, and to feel safe.

Q81. The Chairman: So in terms of that particular example, that is a really positive outcome
eventually –

730

Miss Daugherty: It is of wraparound, yes.

Ms Brayshaw: Would it be helpful to know what wraparound is?

735 **Q82. The Chairman:** Yes. I think we have a rough idea but it would be much more helpful to –

Ms Brayshaw: It is a contracted service, it was a service that was contracted after our
commissioning arrangements in 2014. It was identified that CAMHS is under a lot of pressure
with the number of young people that it is working with, and therefore quite rightly works with
740 those at the top end of that requiring psychiatric support and medication. What we also know
from the research is that the therapeutic requirements of looked-after children, if not met by
CAMHS, can go unnoticed and neglected.

So the wraparound service is a dedicated therapeutic service for looked-after children only.
They have very close working relationships with the CAMHS service as well. Last year the service
745 took part in a Social Care Institute for Excellence Seminar in the UK and was identified as a
service of best practice.

Q83. The Chairman: And in terms of actually moving on into your own home, hopefully, is
that something that is a difficult process or is that – ?

750

Miss Edwards: Yes. (Laughter)

The Chairman: I thought that might be the answer!

755 **Miss Edwards:** I think it is not so much necessarily the moving into your own home thing –
obviously that is scary anyway. I got my first flat out of care when I was 17, but luckily I had a
friend as well and we moved in together. But the issue more for us was the condition of the flat
we moved into and I think it happens – maybe not so much now – but a couple years ago the
760 conditions of the flats and properties that people were moving into was of very minimal
standards.

I have moved – I could not even tell you how many times since I have left care – and I am only
now just in flat that has no damp and no issues, and a decent landlord. That is extremely hard to
find. I think before, the aftercare service was making improvements and things in everything. I
think young people were struggling a lot to get somewhere and to get the support as well. I
765 think people did not realise how bad the living situations were for some people. But I think that
now is improving and it is getting a lot better.

Miss Daugherty: Could I just add to Chloe there?

770 When most young people leave care and go to aftercare, a high percentage of them are on
some form of benefit, whether it be Jobseeker's or Income Support or anything like that. So you
get very minimal money towards a flat, towards wet rent and everything, so you end up living in
conditions that you should not be living in, and you end up getting very sick. In our report we
have got photographs of an actual flat – that person has now moved out into a flat just down the
road ... It is a bit bizarre how one flat can look like that and then three doors down the road it
775 can be that there is absolutely no damp and a really nice place.

But because, like I said, most people are on some form of benefits, they do not have the
money to go and rent a nice place where it is not damp, or get nice furniture – and if you do
have the money to get nice furniture there is no point because it will just get damp in the place.
But there was nothing anyone could do about that.

780 Also, we have got a quote here about, if you cannot keep up with your rent payments there is
nothing there to help you, so it says here:

... if you have nowhere to live then the police will tell you to move on but where are you supposed to go? If you
go to the commissioners they say you have to have lived in one place for 5yrs after your 18 and I was only 18. If
you go to a landlord you need money but benefits won't give you anything if you miss doing a job search but
sometimes that's hard when you have no money to get anywhere and no credit and are depressed. You can only
use the homeless place if you are a man so what do you do?

So that just speaks volumes about how there are not very many, if any, services that can help
a young person who has left care. It obviously does not stand for just young people who have
left care, it is obviously for every young person and maybe even adult across the Island. But I just
785 think that speaks volumes.

Aftercare do help out a lot by trying to find flats that are reasonable rent and not damp, and
they do help out with trying to find furnishings and things like that, but sometimes no matter
how much they help there is just nothing you can do because of money.

790 **Q84. The Chairman:** Anybody in our job as Members of Tynwald, and local authority
members, will recognise the situation you are describing. It is sometimes particularly difficult if
there is a baby involved as well in damp accommodation. So I recognise how difficult that is.

795 **Miss Daugherty:** Yes, in the pictures of the person who lived in that flat, both that person
and their partner have severe, extreme asthma and due to those conditions there were multiple
hospital admissions whilst one of them was pregnant – pneumonia, pleurisy and everything all
caused by the damp in the place. I have spoken to the person who lived there and they said that
they got the landlord round, because it was a private rental, and there was a crack on the
outside wall which was never ... nothing came of it. But those pictures are pictures of flats that
800 are very *mild* damp compared to other conditions that young people have to live in.

Q85. Ms Edge: Can I just ask, Chloe, you said that you moved in with a friend. Did that affect
your benefits or were you able to keep them as two individuals?

805 **Miss Edwards:** No, my friend was actually working part-time at the time, it was over
Christmas. But no, it did not affect –

Q86. Ms Edge: It did not affect you?

810 **Miss Edwards:** No, it did not affect each other's income.

Miss Daugherty: I believe it only affects if you are on benefits and you move in with
somebody. I believe it only affects you then if you are actually in a partnership with them; and if
you are in a partnership and they are working, then you do not get benefits or anything.

815 **Q87. The Chairman:** Okay, and how about the relationship working with the Police? Is that a
good situation?

Ms Brayshaw: My view is that it is. We have quite a lot of dialogue with the Police. As with
820 any professions you have to work hard at maintaining an understanding of roles and
responsibilities, and sometimes there are expectations that cannot be met on both sides. But we
have very regular contact with the Police Protection Unit. Where appropriate, if issues come up
that are relevant to both, then there is a standing arrangement at the moment that I, or senior
managers in my Department, get invited to inspector meetings and we have a dialogue about
any issues that are coming up.

825 **Dr Couch:** Certainly we have no doubt that the Constabulary takes its safeguarding
responsibilities very seriously indeed.

Ms Brayshaw: Yes.

830 **The Chairman:** Yes, and I think when we had the Chief Constable in recently he was saying
that one of the regrets about not having quite such comprehensive service in terms of local
areas, was that the local police officer got to know the young people and was able to work with
them. But then they do not have the luxury of so many personnel at the moment. It is difficult.

835 **Q88. Ms Edge:** Can I just ask with regard to looked-after children's registers that are held –
which is very limited, it is down to one person and perhaps a secretary. If there is absenteeism
or anything within those areas how have you covered that?

840 **Ms Brayshaw:** What register, sorry?

Ms Edge: Looked-after children registers, particularly in Education. There is only one person
allowed to be responsible for that and a secretary that is accountable. But if those two people
are absent, where do we fit? Is that something that is in the remit?

845 **Ms Brayshaw:** I am not understanding the question.

Ms Edge: Well, there is a looked-after children's register in the Education setting which is
obviously partly to do with Children and Family Services as well, and it is documentation that is
850 completed with all of the different Departments, so it is just that continued –

Ms Brayshaw: That arrangement would be Education's own arrangement of how they
manage their contribution to the support of looked-after children, so that would not be dictated
by ourselves or influenced by ourselves. Where that comes from is the requirement that to
855 operate as a corporate parent obviously different Departments and different services and
establishments need to come together. Every looked-after child is at school and therefore we
have to make arrangements with the school as to how the educational arrangements for the
child are going to be undertaken. How the Skills and Education organise themselves to do that is
within their gift.

860 We are currently having discussions, and there is a working group being set up which is
actually going to be consulting with the young people as well about how best to progress those
arrangements. Education is an area where there is a limited amount of performance information
that is coming through, to tell us that looked-after children are getting the right support in the
educational setting that they should be getting.

865 I do not think that answers your question because I am not understanding –

Q89. Ms Edge: No, it just does not sound a very joined-up approach, does it? Because if you have got a looked-after child that you have got a concern about in the Education setting, clearly if there is no joined-up approach to looked-after children and the way it is recorded, monitored and access to that detail, it is going to be very difficult to help a child, isn't it?

870

Ms Brayshaw: Yes, but I am still not understanding what the looked-after register is, because I do not know of a looked-after register, so perhaps I need to explore that.

875

I would not like that to be taken as a suggestion that there is not joined-up working, because I think every child that is in care has a statutory review and everybody that is involved with that child in the corporate parent sense attends that meeting and reports to that meeting. I think some of the young people and children would say they have been very well supported through their schooling, and others would have had different experiences. But there is an open dialogue both with the Department of Education and with individual schools about the requirements for looked-after children.

880

Miss Daugherty: Just going off what Debbie said then about being supported whilst in education, speaking from experience myself, if I needed to speak to anyone about anything like that I felt very supported. It was just when I had to go for a looked-after ePEP, I did not feel very supported because we would get taken out of our lessons, but we were not able to catch up on the work – we were not offered the help. But since then – *(Interjection by the Clerk)* Sorry?

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The Clerk: What is ePEP?

Miss Daugherty: Electronic personal education plan. *(Laughter)*

890

The Chairman: Well done!

Miss Daugherty: But since then, Debbie and a few others made the decision to suspend the ePEP meetings and just hold the meetings at the LAC reviews – looked-after children reviews.

895

Ms Brayshaw: We are revising how to do educational plans for individual looked-after children. The electronic mechanism to do it was not working and it did not suit anybody. *(Interjection by the Chairman)*

900

Mr Burnett: Can I just make a comment in relation to what you were saying? I think one of the areas that we have identified in the board through the health check that we did against the Jersey Inquiry, is that we need greater clarity about how individual Departments contribute to the wider corporate parenting responsibility. I think the way in which I would expect that to be done – and this is my experience across – is that each Department has particular outcome indicators that show how effectively they support children in care.

905

So in an Education context that would be how do they perform at GCSE level in comparison to their peers? Is their attendance as good as their peers? Are they more or less at risk of exclusion? Are more of them being educated other than at school? And I do not mean by that home education, I mean in other provision. In a sense if you get that indicator set right collectively, you have essentially got the whole picture.

910

I am going back a long time but it is similar to the Every Child Matters agenda, where you used to have your indicators for health, your indicators for achievement, and indicators for safeguarding, engagement and economic wellbeing. I think that needs to be more robust so that as a board we would be able to see if children in care were achieving best outcomes across the whole of their lives. That is not to be done collectively, it is a collection of individual actions that need to be in place rather than a generic process.

915

I do not know whether I am fully understanding where you were coming from, but I think if you were saying that is not being collectively collected I would agree with you on that. In the health check we did we felt that there was quite a long way to go towards ensuring that every agency was seeing their corporate parenting role clearly and then implementing that effectively. It should not be just down to Children and Family Services to ensure that happens.

Ms Brayshaw: And the working group that has been set up now is looking to establish exactly that, both at a strategic and an individual level.

Q90. The Chairman: Debbie, you indicated earlier how long you have been committed to working in this area – 30 years, was it, I think you said? (**Ms Brayshaw:** Thirty-one, she said quietly!) (*Laughter*) Thirty-one years.

So would you like to compare how things were then to how things are now?

Ms Brayshaw: I began my career in residential care and at the time I began I worked in a children's home that could cater for up to 12 children aged between nought to 18. I could be the only member of staff on duty at any given time, be that night or day. So regulations in the UK did not subsequently come in and be established until almost the early 2000s in relation to that.

I felt that has given me the best grounding for my work and I think if you do not know how to engage and work with your children and young people that you are with, then actually you can very often miss the point even if you do not know you are missing the point. I would say – and I think I mentioned this this morning – I think I have been very fortuitous in the point that my career has taken.

At the time I became qualified there was a *huge* inquiry going on in the UK in relation to Cleveland; and Cleveland established the basis for law, it put a children's rights base into the Children Act 1989, and it was a seminal change. I think to qualify at that point gave me a very different starting point than perhaps many other people had been in. What I have subsequently seen – and I think the bit that you cannot take away from child protection and child abuse – is that culturally and socially things change and impact on what happens. So there is a greater understanding of sexual abuse now than there ever was.

I think the biggest change, which again began in the late 1980s and through the 1990s, is the innovative work that is now done with perpetrators to actually understand that a perpetrator, a paedophile, has a career and that actually historically it has been naive to think their victim was the only victim, and that normally there are more victims than that.

So I think we have a far more rounded understanding of: if this is what we are seeing and dealing with, what else do we need to think about at the same time? That for me is where everything gets joined up at every level to think about that.

Regulation is not the be-all and end-all, and standards are not the be-all and end-all, because what is written on the paper does not make best practice. I think best practice comes from motivation, it comes from the values that individuals not only held intrinsically to themselves, but can share. I think if that can be demonstrated any way at all in the experience of the Isle of Man – and I know that you possibly have not seen it yet – but the presentation of Flip the Script that the children and young people came up with, I think is one of the most powerful presentations in looking at how children and young people and professionals together can make a far bigger difference than one group or the other group. I think the work we have done on that has been absolutely, really substantial to get us to that point.

The Chairman: Good!

Q91. The Clerk: Can I ask ... It may be well known to everybody in the room, but because we were talking about the beginning of Ms Brayshaw's career, can you just confirm that was in the UK, and when did you move to the Isle of Man?

Ms Brayshaw: I moved to the Isle of Man five years ago.

970

Q92. The Clerk: And so when you started off in the home that you described with a large number of people –

Ms Brayshaw: That was in the UK.

975

Q93. The Clerk: That was in England?

Ms Brayshaw: Yes, it was in England.

980

Q94. The Chairman: Okay. So we are going to look at the previous reports and reviews now. Mr Burnett, in your October 2017 submission, you wrote:

... the SCB is currently engaged in a number of strands of work that are relevant to this inquiry. This includes:

- action in response to a review inspection of children's services, including arrangements for children in care, undertaken by the Scottish Care Inspectorate;
- a review of safeguarding arrangements in the Isle of Man in the light of recommendations within the recent inquiry undertaken in Jersey specifically in relation to residential provision on that island; and
- consideration of issues arising from the Jersey inquiry that relate specifically to issues raised in both the Isle of Man 'Commission of Inquiry into the Care of Young People'...

– which followed the tragic deaths of Samantha Barton and George Green.

What sort of actions are coming out of this work?

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Mr Burnett: In terms of the Scottish Care Inspection there has been a slight shift actually. Initially the Safeguarding Board identified the improvements that they identified needed to take place from a safeguarding perspective, and we built those into our own business plan and then set up means by which we could monitor. The governance of that has changed slightly now with the creation of the Single Action Plan which links to both the Scottish Care Inspectorate inspection and my own Tynwald investigation, and then the Social Affairs and Policy Review Committee's recommendations from their piece of work. So in a sense some of that has shifted although the Safeguarding Board still has responsibility for delivering some of those actions.

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In relation to the Jersey Inquiry what we did was to look at the eight areas of recommendations that had been put forward by the Inquiry there, and test how we would fare against those areas of concern – and when you read it out it sounds very clumsy the way I have written that. But there were a lot of synergies between what the Jersey Inquiry was saying about services and cultures which resonated with what came out of the Inquiry here in 2006.

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The outcome of that health check is very mixed. In four areas we BRAG rated ourselves as green, which means we were satisfied that the arrangements were robust enough to give us assurance that they were effective. Those four were: first of all giving children and young people a voice – and the VIP is a critical part of that but it is not the only part. The other evidence that we brought through there was things like the Youth Survey that we do every year through the Department of Education Sport and Culture; the work of the Children's Rights Officer; and also the Police complaints processes, which have been very highly regarded in terms of their engagement with young people.

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We BRAG rated ourselves green in terms of inspection of services in the sense that there had been inspection and there had been external objective judgement of effectiveness. Although we rated that green we did make the point that that needed to be more regular and more systematised.

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Building a sustainable workforce: we felt we were in a good position because there was very strong evidence, not just in Children and Families but across the piece, that where there were challenges to recruitment appropriate steps had been taken to address that – and Debbie has

already given some evidence of how effective that has been in the Children and Families Directorate.

1015 The final area where we felt we were strong in comparison to the criticism in Jersey was legislation, because of course at the time we did the health check the Safeguarding Bill was coming through. That is likely to get Royal Assent in May and that provides the legal frameworks that were deemed to be lacking in Jersey, and there is no legislation in Jersey or Guernsey for safeguarding.

1020 The areas where we identified concern were: first of all there was a recommendation in the Jersey report that they have a commissioner for children. We did not necessarily suggest that it had to be a commissioner for children but we did feel there needed to be much more clarity of there being an independent person who could have oversight for the interests of children, and actually the Children's Champion role provides the basis for that. But I think our view was that
1025 the role description for that role needs to be reviewed in the light of what the Jersey Inquiry was saying, to ensure that it is truly focused on children's interests and advocacy for children in the political environment – and not about parents or other issues. They are important but the children's lead ought to be focused on children.

The second area where we had concerns was the corporate parenting element, which we
1030 have already talked about, and a feeling that whilst Children's Social Care were very strong in supporting children in care it was not always as clear in other parts of the partnership – and I am not just talking about Government agencies, but across the partnership the clarity of that role for those agencies was not always where it should be. And certainly picking up the point you made that the outcome evidence was certainly not always visible.

1035 The third area that we had a concern about was what was described in the Jersey Inquiry as 'the Jersey way'. In a sense that is about the sort of local culture impacting on the way that people deliver services. So I think we very quickly recognised that there was an 'Isle of Man way' as well, not necessarily the same as the Jersey one but there is a way. There are issues about the culture of the Isle of Man which are not always positive if you are looking at good quality service
1040 delivery.

The final area where we had concerns was about legacy issues. I think we have identified in
our health check – and this is really pertinent to this Inquiry actually – that we have not always
1045 got a repository of historic evidence which is collective and which is properly and robustly kept in the archives, so that if you do get historic abuse you can actually go back to the records of the time and enable yourself to properly investigate whether indeed there was a problem or not. I think we would not be confident that we could do that at the moment, and so we have put forward some recommendations to improve the way in which we retain records, the way we archive records, and how those who need to can access those records should there be any historic allegations.

1050 So that was really the outcome. That has now been to the board and I think the agreement is that will then go to SPCC so that we can look at an action ... In a sense that needs to sit alongside the Single Action Plan now and determine does the Single Action Plan address those four areas of concern. If it does, good; if there are gaps then maybe that Action Plan needs to be extended.

1055 **Dr Couch:** If I could just add one extra rider to that, just to help the Committee?

I think as Mr Burnett was saying, there have been a number of inspections, and some of the
work of Tynwald, etc. – which of course Paul has been involved in – which has created a range of
recommendations. So the Social Policy and Children's Committee – which as the Committee is
aware is a sub-committee of the Council of Ministers – has instructed officers to bring together
1060 all of those recommendations into a single place, and the actions against those recommendations are the Single Action Plan that has just been mentioned. That is now a standing agenda item on that Committee's work, which meets approximately every month – we are meeting tomorrow afternoon, for example – and the Committee will be asking officers for updates.

1065 So through me, in terms of our work in DHSC, my colleagues will feed into the action points for that. That will enable the Minister for Policy and Reform, who chairs that particular Committee, to have the material that he needs from time to time to report back to Tynwald on progress.

1070 **Q95. The Chairman:** I think the point you made about – I will invite you in a minute, Julie – cultural impact in Jersey and the Isle of Man, even in other places in the UK now there is still an element of –

Mr Burnett: Absolutely, yes.

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Dr Couch: And the problem is ... and we do see this in the UK if we think about Rotherham or what has been happening in Telford. It becomes 'groupthink', I suppose in psychological terms, and can enable people either unwillingly or sometimes wilfully to ignore things. And I think you asked a question earlier, nobody can guarantee that abuse will not happen in certain locations. 1080 When it does happen and we become aware of it, we must move assertively, quickly and professionally to deal with it. But you are right, culture can take you down all sorts of strange routes.

The Chairman: Absolutely.

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Mr Burnett: I think just to further illustrate Malcolm's point, if I look at the qualitative evaluation of services whilst I have been Chair – and this resonates with the Scottish Care Inspection – frequently, the quality is not consistent; and the proportion of service delivery that is good or adequate has improved, but there is still a degree that is not where it should be. I think that is what relates to this culture, that there are still practitioners who think the way they have always done it is the right way, and these people are coming in with these bright new ideas about how you can do things differently: 'That is not how it is like in the ...'

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Well, it happens everywhere, it is not just in the Isle of Man. But it is something that we have got to take very seriously, because if you are the child who receives the service from that person you are not going to get the same quality of provision and outcome as if you got one of the 75% who are practising good or better.

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Dr Couch: One example which I am sure will make you smile, is that in the context of the work that we are discussing with the Committee today, *traa dy liooar* is just not appropriate. 1100 *(Laughter)*

Q96. Ms Edge: I am just quite shocked with regard to the records, because obviously I was very aware of the Samantha Barton and George Green case, and one of the major recommendations was keeping records. Have you put any safeguard in place to make sure nothing is destroyed from this point on, because particularly with FOI there was an element that people would become nervous of keeping data?

1105

So has something been done, particularly in Government, to make sure no records are destroyed until this policy comes out?

Ms Brayshaw: I think it is layered. I think to be clear, in respect of what Paul was saying, the Safeguarding Bill will resolve the issue of what is the information that belongs to the Safeguarding Board and should be legitimately archived and kept in that arena, as opposed to what should be kept by Government Departments. And that is important, because ultimately the question is who does that information belong to and where should it sit?

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1115 We have had archiving and record policies in place for *many* years now and so we do not
destroy records. We are very clear that certainly records in relation to children that are looked
after will be archived and kept for 75 years and would not be destroyed.

1120 I think there is that bigger issue of a depository for information that captures those cultural
issues that have happened, and the bigger generic picture. I would hope that the Safeguarding
Board becomes the depository for much of that information.

Mr Burnett: Yes. And to answer your question directly, yes we have now established a
repository for Safeguarding Board information. Everything that has been produced during the
time I have been here is in that repository.

1125 I cannot do everything from prior to when I was here, but that was quite difficult to get hold
of, I have to say, when I first came here.

Q97. The Chairman: Chloe?

1130 **Miss Edwards:** I am very close to someone who was in care, and friends with George and Sam
– obviously before the incident happened – and they tell me a lot about what happened and
everything, and how things were about everything then. This person said to me that they
noticed changes as soon as it happened – jobs were being looked at, who is working where –
and investigations were going on for a long time.

1135 When I tell them things that have changed now and things that are going on now, they say,
'Ah, well, if this was in place then that might not have happened to George and Sam' – which I
think is quite an important thing to think about, when you are thinking about the safety of things
and how much we have improved now in a way that they are comparing it to when they were in
care, 15 to 20 years ago. I think it is important to think about that because it sheds some light on
1140 how far we have come, and even if every single aspect of everything is not perfect it has come a
really long way and I think that is an important thing –

Q98. The Chairman: It is very important, yes.

Mr Burnett, you say in your submission:

The SCB is responsible for formulating, agreeing and ensuring the effectiveness of policies, procedures and
operational frameworks to support the safeguarding and well-being of children. An extensive part of our time is
spent on securing assurance that this is indeed the case most importantly through our quality assurance and
performance management arrangements that we have in place to assure ourselves that children are indeed safe –

1145 What do you actually do, and how do you know if it is working?

1150 **Mr Burnett:** We have the Four Quadrant Quality Assurance Framework. So we have first of all
a dataset which includes some of the key data that we have discussed earlier, such as the
number of children in care, the number of children in child protection, the number of children
accessing Children with Additional Needs Support, etc. and a whole range of quantitative data
that enables you to see prevalence of certain types of abuse. We look at what are the reasons
that people come into child protection: is it neglect, is it physical abuse?

1155 So we have all that that data to inform us, in a sense, to test what the Isle of Man context is
rather than going with a particular issue that might be the matter of the moment. That then
needs to be tested out against qualitative information, so we do a series of audits. Individual
agencies do their own audits of practice, but we do board audits as well to look at the
effectiveness of interagency working. One of the key ones is the compliance audit that I referred
to right at the beginning, which is the bi-annual check on compliance to safeguarding standards.

1160 Then the areas that are less developed are testing what service users and what staff believe
to be the case, because data can tell you one thing, qualitative order can tell you, but unless you
talk to the people who are receiving the services and the people who are providing the services,

and test that they actually think things are working – or not, as the case may be – then you have not got the full picture. You need that 360° appraisal of whether or not we are being effective.

1165 I think in answer to your question about how effective we are: I would say that effectiveness is improving and has consistently improved in the four years that I have been the independent Chair – and I do not put that down to me personally, I put that down to the leaders and the managers and the staff in the services concerned. But I always come back to that statement that it is not consistently the case that everything is improving and there remains a challenge to ensure that you consistently achieve good quality, or better, and that you consistently achieve
1170 good quality outcomes.

We have already seen in this specific arena that you are talking about, in terms of children in care, I think the outcomes are improving and the young people have given evidence of that in a much better way than I can. But there are still things where children in care do not do as well as other children and we need to continue to try and narrow that gap as we move forward and
1175 ensure that the outcomes continue to improve.

I suppose the other thing that we now need to do as a board, is align with the Single Action Plan approach that SPCC are adopting, because in a sense the outcomes from that work will be critical to our future priorities. We need to get from SPCC their assessment of how effective safeguarding aspects of that action plan are so that they can reciprocally challenge us about
1180 whether or not we are doing our job as well as we could, and they may find that the Safeguarding Board could be doing better in certain areas of its work. So we need to develop that reciprocal challenge, if you like, between the board challenging the executive and the commissioners around the quality of their services and their impact on safeguarding, but they similarly need to reciprocally challenge us about whether we are effectively enabling
1185 safeguarding improvement to take place.

The Chairman: Absolutely.

1190 **Q99. The Clerk:** Sorry, when you say ‘the executive and the commissioners’, are you talking about commissioners with a small ‘c’?

Mr Burnett: Yes, sorry, I meant people who commission services, yes.

1195 **The Clerk:** Thanks.

Q100. Ms Edge: I suppose it is one for Dr Couch, really: from a succession planning point of view you have obviously got some very experienced officers involved with all of this and the Safeguarding Board. What you do from a succession point of view across the Department as a whole to make sure that there is going to be a consistent approach?
1200

Dr Couch: I think the first thing is to have the right people in place. I suppose in a way we discussed this earlier when you mentioned the issue with schools. Across DHSC, across the Isle of Man public sector you can have almost single practitioner or small groups of practitioner risks. We have some very skilled, very good people who have a cluster of knowledge around
1205 themselves, so I need to be aware of those in my Department and have a general understanding at least in terms of retirement or other career aspirations when they might move on.

I should be identifying those people who are the next group of people who could potentially be ready to take those roles. I should be investing in training, I should be aware of what people’s skills and knowledge are. I should be requiring people to have certain skills and knowledge for
1210 certain works. I think we have all talked about the issues of the difference between policy and practice, and one of the issues as the Chief Executive is to be aware that it is not good enough to have a bookshelf full of shiny policies – it really is not. In actual fact that is quite easy to do these days because largely you can cut and paste from best practice elsewhere.

1215 I need to know that my colleagues at the coalface, so to speak, are delivering what is
required of those policies, etc. In addition, which is a far wider issue for us in an Island
community, is where we do have gaps how easy is it for us to recruit people – and this can either
be growing our own timber, or from the local population, or bringing people in. You need to
think about the material you use for advertising, you need to think about the actual
remuneration packages, etc. and the sort of things that you give them. So it is an incredibly
1220 broad theme.

I suppose all I can assure you is that it is a key, recurrent and significant part of my work to be
bearing all of those things in mind and I take it very seriously.

Q101. The Chairman: It has got to be a vocation, rather than anything else, hasn't it?

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Ms Brayshaw: That is exactly the conversation we had with your MHK colleagues this
morning. I think that certainly from a social work perspective, whilst it is not badged as a
vocation, it is. I have been discussing with my staff this morning the outcome of the 'Have Your
Say' questionnaire for Government employees, and given the position of a social worker who is
1230 damned if they do and damned if they don't, the outcome for my service was that 92% of my
employees actually feel very committed to the work and the customers that they work with,
which I think in the area of work that they are in, that demonstrates it is a vocation.

I think to build on what Dr Couch has said, and again to bring the young people back into
that, in our arena we have now established quite clearly that children and young people will be
1235 involved in every interview process for workers that are working – and that is within the care
home environment, sometimes within the fostering environment, where that has been enabled
to happen, and certainly within the social work arena as well. And if there is anybody or any
group of people that will tell you what consistency and good looks like, it is the children and
young people themselves.

1240 I would have to say these two in particular have made very astute observations in interviews
that I have been in with them. *(Laughter)* They are my most critical friend and I think I have the
most difficult challenges in being invited to discuss things with the group of young people –
because they at the end of the day experience the services.

Q102. The Chairman: Okay, we are nearly there, you be pleased to hear.

1245 Other than it being placed on a legal footing, will anything else change when the
Safeguarding Bill becomes law? Is there anything else, or is it just a formal legal status? Or will
anything else change?

Mr Burnett: No. There are three key things in the Bill: one is that it will mean that everyone
has a duty to safeguard. So it is not just the board itself becoming a statutory body, there will be
a duty on all people working for children or vulnerable adults to safeguard.

The second is the duty to co-operate with the Safeguarding Board, so that will give much
more strength to our policies and procedures, because if we issue a policy and procedure there
1255 is going to be a duty to co-operate with that and therefore we will have powers to challenge if
they do not.

And I guess the final thing in a sense comes back to the very first thing I said, that it will also
give us a status that will enable us to evaluate compliance with expectation. So the audit that we
currently carry out on a voluntary basis, because there is no statutory framework for that,
1260 essentially will become a statutory process very similar to that which we have had in England for
some time called the Section 11 Audit – section 11 of the Children Act. That will enable us to test
all safeguarding bodies, not just Government agencies, in their compliance in the areas that your
Inquiry has been focusing on.

So I think it empowers the board and it empowers our community to ensure more effective
1265 safeguarding. However, and I have to say this, legislation in itself is not a universal panacea for

improvement. I remember the very first time I spoke in the Isle of Man when I was invited to do a presentation in the Barrool Suite some five years ago, somebody asking me about whether it was important to have equalities legislation. I reflected that we had had it since 1972 in the UK but there were still significant *inequalities* of a variety of types in the way that the UK operated.

1270 So I am not naive enough to think that just by having a piece of legislation the world is suddenly going to be a brighter place. It does come back to that thing about all staff being committed to ensuring they are effective in their safeguarding work, and that they are committed to working collectively with their partner agencies to make that as effective as it can be. So that drive will still have to come, and just because somebody has got a legal duty to do it will not necessarily mean they do it well, and that is going to be the challenge I think.

Q103. The Chairman: And the comments you make about the equality situation again is back to a cultural issue, isn't it? It is all about the change in culture.

1280 **Mr Burnett:** Absolutely.

Dr Couch: I was going to say that it very much follows what Paul has said, that although as I said earlier the Safeguarding Act when it is promulgated in Tynwald is a very key landmark, it is not the be-all and end-all. And I think as Chloe said very eloquently a few minutes ago from people that she knows we can look back on our history and realise that things were very different not that long ago. **(The Chairman:** Absolutely.)

1285 I suppose the theme I would push – and again, Debbie experiences this almost weekly – is that for our services, for the public sector in general in the Isle of Man, there has to be an absolute commitment to continuous improvement. Complacency – we are never going to be *there* because standards will improve, the law will change.

1290 We talked earlier about the cultural drifts and, for example, if you think about the impact of social media on certain types of abuse, the first smartphone was only introduced 11 years ago. Some things can come *very* quickly. So I think as long as we have that commitment that we will always try to be our best, then we have some confidence that we are moving in the right direction.

1295 The challenge then is, as we say, we need to be checking that we are making progress – and that is a different form of not being complacent, isn't it? So you should be aiming to be good, checking that you are good, planning whether you are being good, and then changing again if you have slipped off, and try a different way.

1300 **Q104. The Chairman:** Good intro into my next question! *(Laughter)*

Clause 12 of the Bill proposes that the Safeguarding Board will have to make an annual report to the Department within a timescale prescribed by the Department, and the Department will have to lay that report before Tynwald.

1305 Dr Couch, what sort of timescale is the Department thinking of prescribing?

Mr Burnett: Shall I answer that, because it is my – ?

1310 **Dr Couch:** Yes, it is not our Department.

Mr Burnett: It is me that will do the – **(The Chairman:** Oh, sorry.) well, not me, but it will be my successor.

1315 In actual fact we have reported our annual report for the last two years, so this is nothing new, but it will be a requirement. I think the intention in the legislation is that the annual report – it will be based on a financial year, and the final report would be presented or go into the political system in September. The reason why there is a bit of a delay is because much of the performance data that we collect, the last quarter of that year up to the end of March, is often

not available until maybe four to six weeks later. So that annual report would be presented in September or October of each year.

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Q105. The Chairman: Is that to Tynwald or to the Department?

Mr Burnett: No, to Tynwald.

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Dr Couch: Tynwald. But again, if I can clarify the operational management of the Safeguarding Act when it is an Act will be Cabinet Office. (**The Chairman:** Right, okay, sorry.) With reference to the Department, it will be construed in that way.

Q106. The Clerk: Apologies, I missed that.

1330

But although you are not the Cabinet Office – perhaps Mr Burnett can just confirm – is it the intention that once the report is given to the Department it will come straight to Tynwald at the next available sitting?

Mr Burnett: Yes, absolutely.

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Q107. The Chairman: Mr Burnett, if you were still in post, how would you react to an invitation from this Committee to come and discuss that annual report after it had been laid before Tynwald?

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Mr Burnett: I would welcome it.

Q108. The Chairman: It is back to what you have just been talking about, isn't it?

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Mr Burnett: That is the pattern that I would expect to cross. I present my annual reports to the full Council, and to the other partner agencies such as the CCG and the Police and the Health and Wellbeing Boards, and then I would always have a meeting with the scrutiny panels that were responsible for Children's Services and Adult Services.

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So I think that would be a good pattern, because in a sense you present your annual report to the executive but then you need to step back and start to look at what ... In a sense you are scrutinising the executive in terms of whether they have listened to what the annual report has said, and whether changes are made to the way that Government operates on the back of any areas for improvement that my report would identify. And it is quite appropriate that discussion should take place between my successor and this Committee.

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Q109. The Chairman: Anything else you would like to say?

Ms Brayshaw: I think Chloe and Hayley would like to (**The Chairman:** Good.) conclude with a statement.

1360

Miss Edwards: If you have a look at page 15 of our report under Conclusion, it says:

The Council has, through this evidence, been able to identify effective processes which protect LAC from abuse. What has been identified is that to feel safe and protected it is important to be informed about what should be happening, trust those around you and understand what is in place to keep you safe. The saying 'knowledge is power' was brought up by a young person and it was agreed that if they knew what should be happening they could tell someone if something different happened that shouldn't have. The council agreed that one of their biggest challenges was how care was discussed in other arenas. The council agreed the following statement 'Stigmatisation around care does not improve the service. If MHK's want to improve the service they should speak to the people who use it. The service is safe because if we tell them (children and families) something is wrong then we can work together to change it. The problem we have is when people don't listen and think they know best.'

The Council hopes the Social Affairs Policy Review Committee find their evidence informative to the current investigation in relation to the –

(Ms Brayshaw: Aforementioned.) *(Laughter)*

[*that*] motion, put forward by Mr Baker.

The Chairman: Okay. I think if everybody has had their say, can I start my concluding remarks.

1365 First of all, thanking Hayley and Chloe. To the best of my knowledge there have not been any young people who have come to one of these Scrutiny Committees to have their say. You have done remarkably well, you have been *very* good and very helpful in terms of our consideration.

When I was young, I left home when I was 15 and went into a flat with a friend, so I have got a little bit of an idea about how difficult things can be. So I wish you all the very best for the future, both of you.

1370 To Mr Burnett: thank you very much for your four years of service, it is very important. And as always, to the Department, carry on the good work, it is vital.

That brings to a conclusion our consideration today. Thank you very much.

The Committee adjourned at 5.02 p.m.