

Item 7

Designated Education Officer- summary of schools consultation, February 2019	
Comment	Response
Improve communication needed around next steps for the child and contact details of people taking cases forward	Outcome letters go out to all referrers DEO can be contacted for an update on a case including who the allocated Social Worker for the case is
Exemplar referrals to be shared for training purposes	DEO to collate examples of SAFERs (good and bad) to share at safeguarding forums and other relevant meetings
CHub telephone system and time it takes to answer calls	New phone system in place GDPR statement is a legal requirement 36 seconds for the legal statement and options list to be delivered Software in place to tell us how many calls are dropped, how people are waiting etc
Availability for advice after 4.30pm	DEO to confirm with all DSLs process up to and after 5pm (EDT)
Clarity of timescales and CHub triage process	DEO to confirm to DSLs DEO to clarify where the CHub's role starts and ends
Emailing referral outcome decisions to schools	Doable if a secure email address exists
Confusion over the DEO role and remit	Some schools are mixing the role up with other aspects of social care DEO to confirm with DSLs the purpose of the role
Support for schools with completion of paperwork	New SAFER in place – much easier to complete
Concern that CHub asks for schools to gain consent	CHub must have consent for EH and CiN level cases CP cases, consent can be dispensed with however wherever possible parents should always be informed DEO to advise DSLs
DEO to provide feedback why a referral does not meet threshold	DEO does this or SW does this in all cases where school was the referrer
Termly 'supervision' of cases for schools; provide supervision to DSLs	DEO and Head of Service to discuss at management meetings
Training on how to complete a referral (particularly for those that rarely have to do it)	Head of Service and DEO can do this
Feedback on the outcome of referrals where school was not the referrer	CHub does not provide outcome information to anyone other than referrer however DEO can be asked to provide details of who allocated worker is etc
Have a 'check in' meeting where schools who have high numbers of cases can discuss them	Head of Assessment Service to consider

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with a SW	
Opportunity to look at common referral themes and services available to support schools	Head of Service to discuss at management meeting
Lack of communication even though school has shared lots of information with CHub	DEO to feedback where school is the referrer
Joint staff training and support from the DEO	Head of Service to discuss at management meeting
Not getting updated by Social Worker after Strategy meeting agrees a S47	Head of Assessment Service to consider
Support with model safeguarding policies	Discuss at management meeting
Provide 'top tips'	Rough Guides already available
Regular safeguarding training available throughout the year for those new to school staff teams	Programme available throughout the year
Advice for schools around engaging parents to take up early help	Head of EH service to be notified
Provide an annual training opportunity for DSLs	To discuss at management meeting DEO to attend all future DSL meetings
Printed DEO leaflet with who to call and when and what for	Underway – DEO will circulate
Consistency of SW advice; schools feel it can be different from one SW to another	Feedback to SWs by DEO
Some schools concerned that complex cases are sitting in Early Help	Schools to speak to EH team manager direct about individual cases
Confusion over the role of Early Help and how the CHub fits in with this	DEO to share EH team information with all schools
DEO to offer training to non DSL school staff	Schools can access the multi agency training programme; DSL should provide support to their own team
Concern about availability of support out of hours	EDT service is available; DEO to communicate who EDT are and how they operate
DSLs to spend time in the CHub to understand DEO role and how CHub works	Yes – doable; DEO to take forward with those schools that are interested
Termly bulletin or newsletter from DEO	DEO to provide information to Oliver Harness as appropriate as part of the school regular update DEO to draft a new termly bulletin

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Making contact direct with DEO rather than via general Chub line	Schools can call the DEO direct for general advice
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