Professional Capabilities Framework: Neglect
This professional capabilities framework is designed to ensure that all practitioners and managers who come into contact with child young people and their families understand their role and responsibilities to identify neglect at the earliest possible stage. We want to ensure that we have prepared them to recognise neglect, that they know what action to take and are well equipped in terms of knowledge skills to ensure that the issues are addressed as the earliest opportunity.
Capability 1: Identifying and Recognising Neglect

**Aim:** All staff will engage effectively with children and young people and their families to enable identification of the impact of neglect on children and young people. By providing information, brief advice, signposting, knowing and interpreting thresholds, staff will enable children and young people and their families to make informed choices.

**Who is this aimed at?**
Everyone who has face to face contact with children, young people and their families AND people who are working with adults who are also parents, on issues such as domestic abuse, substance misuse and/or emotional health.
Below are the capabilities around recognising and identifying neglect that everyone should be able to demonstrate:

**Assessment and Service Provision:**
- Understands and recognise what neglect is
- Understands the local picture around neglect
- Recognises signs and symptoms of children who are or who may be neglected
- Is able to identify concerns about parenting that may contribute to neglect
- Is able to identify family and environmental factors which may contribute to neglect
- Understands the importance of maintaining a focus on the impact on the child
- Has the voice and needs of the child at the centre of practice
- Is familiar with the North East Lincolnshire neglect tool
- Is familiar with the Common Assessment Framework (CAF) process
- Knows where, who and how to discuss and or express concerns of neglect
- Has an understanding of the North East Lincolnshire Family Information Service
- Ability to recognise and collect evidence based information
- Understands the importance of recording the recognition of neglect effectively and the action taken or not taken

**Overcoming Practice and Organisational Barriers**
- Understand personal values in relation to neglect
- Understand barriers to recognition and response to neglect
Training Framework underpinning these capabilities.

These are a basic minimum for everyone working directly with children, young people and their families:

- Neglect Awareness
- LSCB Level 1 Introduction to Safeguarding Children

Also consider training in Parental Substance Misuse, Parental Mental Health and Domestic Abuse for some staff working with families – development needs to be identified with managers.

Please view the training directory for details of all training available:

Capability 2: Working with Vulnerable Children: evidencing the extent of neglect and the impact on the child

**Aim:** Using tools and advice practitioners will assess and make professionally principled decisions with the knowledge of the child, young person and/or family and make recommendations for future support needs where necessary. They will also offer brief interventions within their general service specification.

**Who is this aimed at?**
It is aimed at everyone who liaises directly with families and goes into the family home. e.g. FRS, Health Visitors School Nurses, School Child Protection Co-ordinators and other workers in schools who go into homes, Education Welfare Officers, Police, YOS Workers, Young People Support Services, Children’s Centre Workers, Play Development Workers, Parental Engagement Workers, family Nurse practitioners, Voluntary and Community organisations such as Homestart, Doorstep, Foresight etc.

Below are the capabilities that after training and practice all staff working with families should be able to demonstrate: All capabilities within Capability 1 and

**Assessment and service provision**
- Understands why neglect is harmful to children
- Has an awareness of the research base underpinning the approach to neglect
- Has the voice and needs of the child at the centre of practice
- Able to engage effectively with families.
- Demonstrates the ability to evidence parent’s capacity to respond to the child’s needs
- Demonstrates the ability to evidence family and environmental factors that may affect the child and parenting capacity of the family
- Is competent in identification of the key features of an effective assessment to evidence child neglect, using the North East Lincolnshire Neglect Tool
- Works collaboratively with other services, organisations and family to recognise, assess and meet the needs of neglected children
- Has a good understanding of professional judgement and decision making in assessment and intervention
- Able to assess the nature and extent of a child’s developmental needs using evidence based methods and make a professional judgement on whether or not the child’s needs are being met and decide appropriate course(s) of action
- Support and challenge decisions made by children, young people and their families
- Effective recording of decision making and actions undertaken and reviewed

**Overcoming Practice and Organisational Barriers**
- Is aware of the range of services in North East Lincolnshire available to families (e.g. Family Information Service)
- Is able to work confidently within the Common Assessment Framework (CAF) process
- Is able to take action to overcome factors that impede assessment, analysis and planning e.g. timescales, resistant families, own values, staff shortages, power differences
- Understands the importance of looking beyond single incidents (cumulative harm)
Training Framework underpinning these capabilities.

These are a basic minimum:
- Neglect Awareness training
- LSCB Level 2 Keeping the Neglected Child in Focus
- LSCB Level 1 Introduction to Safeguarding Children
- LSCB Level 2 Safeguarding Children
- Practice Enhancement Workshops
  (a minimum of 3 see website for details)

Some staff working with families will need to understand the links to Parental Substance Misuse, Parental Mental Health and Domestic Abuse and may need to undertake training in these areas – development needs to be identified with managers.

Capability 3: Targeted Intervention

Aims:
Development of practitioner capacity to work with neglect through the facilitation or provision of effective interventions. To provide identified support, based on evidence based practice with professional guidance and management support. To work with others on a multi agency basis, to support and work with a family through appropriate interventions.

Who is this aimed at?
It is aimed at everyone who goes into a family home to undertake interventions that aim to reduce the impact of neglect on the child. e.g. FRS, Health Visitors School Nurses, School Child Protection Coordinators and other workers in schools who go into homes, Education Welfare Officers, YOS Workers, Young People Support Services, Children’s Centre Workers, Play Development Workers, Parental Engagement Workers, family Nurse practitioners, Voluntary and Community organisations such as Doorstep, Foresight etc.

Below are the capabilities that after training and practice all staff working with families should be able to demonstrate: Capabilities 1 and 2 and:

Assessment and service provision:
• Is able to identify the impact of neglect on children of different age groups
• Is able to identify a range of intervention strategies for use with families who exhibit neglect of children and has a good understanding of the evidence base for the interventions that they use
• Demonstrates effective professional analysis and judgement in assessment and intervention, choosing most suitable intervention for a particular family
• Hears and acts on the voice of the child
• Can plan appropriately a course of action, with achievable and measurable objectives, that will meet a child’s developmental needs and support the strengths of the child and the family
• Is able to work with complex family issues to assess factors affecting parenting capacity and makes appropriate decisions about the levels of intervention required and by whom (Team Around the Family)
• Is able to work with family to assess family and environmental factors and makes appropriate decisions about the levels of intervention required and by whom
• Can recognise disguised compliance
• Demonstrates ability to review outcomes and measure whether interventions are successful
• Demonstrates ability to build a relationship that enables them to support and challenge the family where the needs of the child are not being met
• Able to use reflective practice effectively to consider and improve practice

Overcoming Practice and Organisational Barriers
• Understand what hinders and facilitates integrated working
• Works effectively with others to support on-going multi agency plans in place (CASS and MASH)
• Has a good understanding of thresholds and identifies and recognises trigger points for action
• Is able to maintain the momentum of change to ensure that the child’s needs are being met
• Understands own motivation and other issues relating to practice e.g. risk of collusion, establishing a fixed idea, avoidance of challenge
• Uses supervision effectively for reflective practice and guidance and support
Training Framework underpinning these capabilities.

These are a basic minimum:

- Neglect Awareness training
- LSCB Level 1 Introduction to Safeguarding Children
- LSCB Level 2 Safeguarding Children
- LSCB Level 2 Keeping the Neglected Child in Focus
- LSCB Level 3 Neglect Training
- Practice Enhancement Workshops (a minimum of 3 see website for details)

Links also to Level 2 training in Parental Substance Misuse, Parental Mental Health and Domestic Abuse for some staff working with families – development needs to be identified with managers.

Capability 4: Professional Interventions

Aims:
Ensures that professional interventions are undertaken, based on recognised national practice standards, through the formal procedure at Section 17 or Section 47. Ensures the provision of professional guidance and support to those working at Capabilities 1, 2 and 3.

In North East Lincolnshire this work will be carried out by professionally qualified social workers. The competences for this level will be covered by the Professional Capabilities Framework for social workers and will include competencies in working with families who are exhibiting complex issues resulting in the neglect of their children.
Training Framework underpinning these capabilities.

These are a basic minimum:

- Neglect Awareness training
- LSCB Level 1 Introduction to Safeguarding Children
- LSCB Level 2 Safeguarding Children
- LSCB Level 2 Keeping the Neglected Child in Focus
- LSCB Level 3 Neglect Training
- Practice Enhancement Workshops
  (a minimum of 3 – see website for details)

The Assessed and Supported Year in Employment (ASYE) and the on-going CPD programme for social workers should identify further training needed in Attachment and Child Development, Parental Substance Misuse, Parental Mental Health and Domestic Abuse families – development needs to be identified with managers.

Please view the training directory for details of all training and practice master classes available: http://www.nelincs.gov.uk/council/children-s-workforce-development/find-out-about-our-training/lscb-accredited-safeguarding-children-training-events/
Capability 5: Leading Teams and Managing Practice

Aims:
There is clarity about the roles and responsibilities of staff in relation to neglect. Practitioners are well supported and appropriately challenged and that they receive effective supervision that strives to continually improve the quality of practice work undertaken with the children, young people and their families. Barriers to practice and interagency working are recognised and action is taken to address and remove barriers. The impact of the work undertaken by the team/service is able to be evidenced.

Capabilities 1, 2 and 3, as well as:-

- Able to identify clearly the delivery work that needs to be undertaken on neglect by own service area/team
- Demonstrates a belief in the importance of effective work on neglect
- Is able to set realistic and measurable objectives for the team on addressing the impact of neglect
- Show evidence of engaging and working collaboratively with a range of people across different settings and agencies to resolve safeguarding issues arising from neglect or suspected neglect
- Demonstrates ability to recognise and disseminate good practice in dealing with neglect
- Leads on the evaluation of interventions by the team
- Influences the development of practice, policies, procedures, guidelines and protocols on neglect, on the basis of evidence of good practice
- Demonstrates effective performance management of neglect cases within the team and demonstrates accountability for case management and outcomes
- Encourages practitioner ability in dealing with neglect
- Understands the role of supervision and the importance of reflective practice
- Provides effective support to practitioners including identification of training and development needs
- Ensures that children, young people and families are effectively and appropriately engaged in the planning and effective delivery of support and intervention.
- Communicates effectively the messages that inform the delivery of service provision around neglect.
Training Framework underpinning these capabilities.

These are a basic minimum:

- Neglect Awareness training
- LSCB Level 1 Introduction to Safeguarding Children
- LSCB Level 2 Safeguarding Children
- LSCB Level 2 Keeping the Neglected Child in Focus
- LSCB Level 3 Neglect Training
- Practice Enhancement Workshops
  (a minimum of 3 – see website for details)

Attend Workshops for Managers on their role in leading practice on neglect. Attend practice workshops on safeguarding. Attend evidence based seminars and read evidence based literature on neglect.

Please view the training directory for details of all training and practice master classes available: http://www.nelincs.gov.uk/council/children-s-workforce-development/find-out-about-our-training/lscb-accredited-safeguarding-children-training-events/
**Aims:**
Ensures services and practice are developed, managed and transformed to enable improved outcomes for children and young people to be achieved.

**Who is this aimed at?**
It is aimed at member of Directorate Management Teams, Heads of Service, LSCB members, Judges, Elected Members and other senior managers with a lead on neglect.

To be able to do this leaders should be able to demonstrate the following capabilities:

- Have an awareness of the Neglect Strategy and their responsibilities within it and ensure clarity on the governance of the strategy
- Be able to evaluate data and use the information to plan services that influences service commissioning, delivery and provision
- Be able to monitor effectively the indicators, the service provision and the systems
- Demonstrates the ability to remove obstacles to progress
- Understands the role of supervision and the importance of reflective practice and reflective discussion in improving outcomes
- Demonstrates the ability to involve staff and other stakeholders in the process and plans for the improvement of outcomes in neglect
- Ensures that children, young people and families are effectively and appropriately engaged in the planning and effective delivery of support and intervention.
- Shows evidence of working collaboratively with a range of people across different settings and agencies to drive forward improvements.
- Communicates effectively the messages that inform the delivery of service provision around neglect.
Training Framework underpinning these capabilities.

These are a basic minimum:

- Neglect Awareness training
- "Safeguarding for Leaders"

Neglect Matters

For all information about North East Lincolnshire’s strategy on neglect please go to North East Lincolnshire’s LSCB website www.nelincs.gov.uk/LSCB