Front line practitioners fed back their thoughts and ideas about how multi-agency partners could work better together to keep children and vulnerable adults safe from Neglect in Hertfordshire.

You Said:

**The most common barrier to identifying and address Neglect is:**

- Families not engaging with Practitioners

**Other key barriers identified were:**

- Gathering sufficient evidence to meet thresholds
- Information sharing between agencies
- Workload/sufficient time with the family
- Lack of training and experience
- Practitioners sharing the same views
- Lack of professional continuity
- Identify Neglect when it is too late
- Not knowing what support of offer next

**Your suggestions for addressing Neglect more effectively were:**

- Improved use of multi-agency meetings
- Improved information sharing including use of shared IT systems
- Better use of Supervision
- More training on Neglect, including thresholds
- Forum for Practitioners to seek peer support
- Tool to educate young people and parents-to-be
- Checklist to help identify and respond to Neglect
- Improved awareness of relevant services available
Other key themes identified in the Learning Hubs were:

Neglect in Adolescents: with suggestions for specific services for adolescents and their parents, understand how they want supporting and neglect training with a link to contextual safeguarding. 

Examples of your feedback is below:

- Working with young people and asking what they would like and how they would best feel supported. Also open to discussion around influences and issues
- More available services for adolescents that will combine support with parents also
- Knowing what services are available to support families and who to sign post to.

Neglect in affluent families: the consensus was that this is a challenging area to address and that it is an issue in Hertfordshire, with home schooled children being a particular risk. Suggestions were that practitioners need to be persistent/confident and need support from senior managers in order to work with this group.

Examples of your feedback is below:

- Being consciously aware of the unconscious avoidance and as a practitioner you don’t get involved and focused on that
- Should be treated the same but staff need to be supported by not just line managers but senior managers in an organisation
- Recognise avoidance

We Did:

In December 2019 the feedback from the Learning Hubs was presented to the HSCP Stakeholders Meeting where Senior Management reviewed the feedback, which will help develop/revise the Neglect Strategy and operational tools for Practitioners. The Neglect Strategy will be published later this year.

The HSCP are working with the NSPCC on a Neglect Campaign to be launched this year, which will include workshops, resources for agencies and raise awareness publicly.