

Annie Callanan MBA CQSW

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An experienced senior manager with a wide base of expertise in delivery and commissioning adult and children's Social Care and Health, Housing and related services, and of establishing robust and sustainable high level cross sector operational and governance partnerships. Recent experience as an effective chair of five Adults' and Children's Safeguarding Boards, ensuring Children's and Care Act Compliance. Those are informed by management of Commissioning and Inspection and Performance Management of LA Services. She consistently delivered high quality outcomes in Department of Health, Local Authorities, NHS organisations and Chief Executive Departments throughout a successful career. Identifies crucial issues, with focus on improvement and governance and bring partners together working to ensure services remain relevant to need and are safe. Improves outcomes and especially enjoys working within complex cross sector systems. Annie's style is described as thorough and fair, and experienced as supportive and clear by colleagues, managers and staff.

Member of National and London Independent Safeguarding Adult Chairs Networks, working with ADASS, the DHSC and the LGA. Previous Member Independent Chair Safeguarding Childrens Board National and London and Networks.

West Sussex County Council - 2017 – current

Independent Chair: Safeguarding Adults Board

Achievements include - building a strong and engaged partnership providing leadership throughout one of the most challenging periods of the Safeguarding Adult Boards' history; managing the Boards strategic agenda through periods of significant LA and partner challenge; established clarity and cohesion at Board and in Sub Groups by gaining engagement and agreement of all Board Members and building informed consensus. Member of HWBB and work proactively with Children's Partnership and Community Safety leadership. Previous Member of Adults Improvement Board.

LB Croydon - Jan 2018 - current

Independent Chair: Safeguarding Adults Board

Achievements include - reviewed Board Membership; restructured 11 Sub Committees into four effective Sub Groups, established clear Terms of Reference; engagement; restructure and refocus of Safeguarding Review (SAR) Sub Group cleared significant backlog. Working with Senior Managers and Executives to improve services and; making sure the Leader; Chief Executive; Lead Members for Adults, Older People and Mental Health received relevant updates. Member of the LSP and work closely with the Safeguarding Children's Partnership.

LB Bexley - Dec 2015 – October 2019

Independent Chair: Adults Safeguarding Board

Established Board as Statutory body from April 2015; providing independent leadership and strategic vision to the Safeguarding Adults agenda, working proactively across Corporate Bexley and all partnerships, ensured objective and authoritative identity, and services improved as a result of the Boards' work programme. Established Performance Reporting System and Challenge across Commissioning and Provider organisations. Commended by Peer Review.

LB Bromley - April 2015 – Jan 2017

Interim Chair: Safeguarding Children's Board and Chair: Safeguarding Adults Board

Provided independent leadership and strategic vision to the Safeguarding Children's and Safeguarding Adults Agenda across Bromley. Board Member LBB Governance Improvement Board for Children's post inspection. Established slimmed down effective structure with increased focus, clarity about roles and responsibilities work plans in strong partnerships, commended by Peer Review (Bromley SAB) and Ofsted, specifically for engagement of all partners and for building sustainable and effective infrastructure through leadership of Sub Group Chairs.

Doncaster Metropolitan Borough Council - Mar 2014 – Oct 2014

Interim Assistant Director Children's Commissioning and Performance

Responsibilities; Established Commissioning Unit and Performance Management Strategy for emerging Children's Trust, ensuring robust links with Doncaster Metropolitan Borough Council (DMBC), as the retaining and governance agency with continued responsibility for provision of children's services. Brokered continuing relationships with DMBC Adult Services and CCG to aid continuity and overall establishment of Children's Trust.

Achievements include - delivery of robust Children's Commissioning, Performance Management and Engagement Unit with relevant systems to meet contractual obligations in relation to outsourced Children's Social Care commissioned services. Established Early Help Services; Reviewed assets including Youth and Children's Centres, managed search and appointment and mentored incoming Assistant Director Commissioning.

Republic of Ireland - Oct 2012 – Nov 2013

Interim National Director of Quality for Children's Services:

Responsibilities; Member of Chief Executives' Senior Directors Team that established new Independent National Child Protection Agency for Ireland in line with outcomes following several National Reviews of Child Abuse in institutions (mainly) led and managed by the Catholic Church. Disaggregation of Children's Services from the (National) Health Services Executive, Design and establishment of infrastructure for new Performance Management system. Management of Inspection of Under Five's Provision and National Independent Contract for Review of Child Deaths with publication of up to 25 Serious Case Reviews in year (from sample of 150). Establishment of IT National Child Protection and Social Care IT System. Negotiation with Ministerial Office and provision of support to Minister for Children and her Political and Service Advisors on development of services. Managed media response in context of national and media mistrust of Child Protection Services and economic control of budgets monitored by European Central Bank European Union and IMF (Troika).

Achievements include; Established effective Performance Management and Risk Team, Managed National IT Contract (in negotiation for 13 years) through Peer Review, established effective rollout plans. Provided high quality and valued support to Minister for Children and her Political and Service Advisors on development of services during restructure and successfully managed hostile and intrusive National Media. Significantly improved Inspection Services for under-fives, following exposure of child abuse, in private sector crèches and appeared at Select Committee on scandal. Established infrastructure for improvement in quality of services in all services provided, directly and indirectly, to children in Republic of Ireland.

Dec 2011 - Jan 2012. Assessment and expert opinion for child protection case that supported settlement outside of High Court Ireland.

Oxfordshire County Council - March 2011 – Oct 2011

Interim Deputy Director Joint Commissioning and Performance Management - Children and Families

Responsibilities; Operational management and restructure of Social Care and Education Performance Improvement; Joint Commissioning; Business Improvement; IT and Management Systems; Workforce Development and; Participation.

Achievements include - Improved Joint Commissioning and established robust Performance Management and business systems, worked effectively with Operational Services to deliver the Directorates successful reconfiguration of Children and Family Services.

Department of Health, Whitehall - Feb 2010- Jan 2011

Consultant, Social Care and Health Partnerships

Worked with London Association of Director's Adult Services (ADASS) Joint Improvement Group on Transforming Adult Social Care; cross sector commissioning in context of NHS White Paper and Dignity in Care.

Achievements include; significant engagement of all London LA's with commissioning and transformation agenda and five LA's and one MH NHS Trust in testing and using Dignity in Care to improve Quality and safeguard adults. Production of Dignity in Care Toolkit.

Islington Primary Care Trust (PCT) & LB Islington - May - Dec 09

Interim Director Joint Social Care and Health Provider Services, led LA and PCT operational services response to Swine Flu.

LB Bexley - Feb 08 - May 09

Interim Deputy Director Strategy and Resources Social Care and Community Services

LB Enfield - Dec 06 – Nov 07

Interim Assistant Director Strategy and Resources

Consultancy and Interim Commissions (Oct 04 – Nov 06) include;

Performance Assessment Improvement and consultancy, (Adults) LB Kensington and Chelsea

Serious Case Review – (Children) LB Brent.

Restructure of Adult Services Luton Council

Commissioning Strategy Adults Learning Disability LB Barnet

Risk Assessment in Acute Mental Health Trust and advice and support following murder LB Havering and PCT

Resolved allegations of child abuse and 10 year reputation risk LB Havering Chief Executives

Chapter 8 Review of child death with on-going murder investigation Bedfordshire and Milton Keynes Councils'

Resolved complex complaints in Children's and in Adult Services: supported Members through appeals Luton Council

Supported establishment of LSCB Suffolk

Supported Older Peoples Services restructuring Luton Council

Successfully managed and improved outcomes in commissioning (£250k in year savings), in Mental Health/Older People and HIV/AIDS Services as well as Children in need, Child Protection and CAMH's, LB Lambeth.

Department of Health - Nov 2000 - Oct 2004

Performance and Inspecting Inspector Social Services Inspectorate,.

Brighton and Hove Council April 1997 - Nov 2000

Head of Policy Planning and Development, Social Care and Health,

Brighton and Hove Council Jan 1996 - April 1997

Project Manager establishment of Adult and Children's Social Care Directorate , Local Government Reorganisation; Chief Executives Department

East Sussex County Council - Sept 1993 to Jan 1996

Quality Assurance Officer, Social Services

Northamptonshire County Council - June 1989 – Sept 1993

Senior Policy Officer; Chief Executives Department,.

Posts - social care services July 1984 to June 1989 included; effective provision and management of a range of services in community and hospital settings in child protection; mental health and older people's services and services to people with disabilities.

Education

Leicester University: M B A 1989 – 1993 Part time

Oxford Brooks: C Q S W and Dip. Social Sciences 1982 –1984 Full time

Publications

Building Healthy Communities The Role of Local Government in Health Improvement – Ed. Fiona Campbell, L G I U. Chapter; Creating Effective LA and NHS Partnerships.

Unremunerated posts

Chair Women’s Refuge Brighton (now RISE) providing housing/support services across East and West Sussex including build of 15 one, two and three bedroom flats and refurbishment of original refuge to provide studio flats for single women survivors. Established effective partnerships with Crown Office Row and Family Law Bar Association and Government, established performance management systems and significantly raised profile and funds. 2000 – 2007

National and International conferences

Speaker at ADASS Conference 2019 on How to build a good Safeguarding Adults Board
Learning from Serious Case Reviews – messages from UK- Keynote Speaker, International One Island Conference Donegal Ireland April 2013
Master Class - Managing Change in complex cross sector systems, Royal College of Surgeons, Ireland May 2008.
Chair National Conference - Establishment of LSCBs (Keynote Speaker Lord Laming) Oct 2007.
Chair Supporting Health and Social Care Research (NHS Exec/Social Services Research Group) 2005 -6
Speaker and workshop leader conferences on development of sustainable partnerships across complex systems and provision of public health services 04-07.
Speaker - A Whole Systems Approach, National European and International Community Care Conferences (Vienna and Toronto 05-07).

Referees:

Available on request