

Every Child Matters *In Lincolnshire*



**Lincolnshire
Safeguarding
Children Board**

Lincolnshire Local Safeguarding Children Board (LSCB)

**Section 11 Standards for the Safeguarding and Promotion of
Child Welfare
S11 and Safeguarding Standards Strategic Level Compliance
Strategic Assessment Toolkit Issue 4.0**

West Lindsey District Council November 2011

Section 11 and Safeguarding Standards Assessment contact: section11@lincolnshire.gov.uk

Introduction

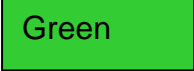


This document compliments the Section 11 and Safeguarding Standards *Grading Criteria and Working Guidance for Completing the Assessment*, and *Case File Assessment Toolkits* which will assist you in undertaking the Section 11 or Safeguarding Standards Assessment. Please ensure you read the guidance before starting either of the toolkits, it will save you a lot of time and will assist you in gathering the correct evidence.

LSCB consider and GOEM have agreed that all Section 11 partners including the Local Authority must be able to demonstrate to LSCB that they comply with Section 11. Those organisations commissioned to deliver statutory functions on behalf of statutory LSCB partners must clearly demonstrate Section 11 compliance. However there will be a range of other organisations who receive funding to deliver services. Where these are not delivering statutory functions, we will not be requiring Section 11 compliance, however, within this context we will in all of our contracts expect organisations to demonstrate safeguarding standards which will be the same as the standards explained in Section 11, the difference is there will be a need to demonstrate safe practice and it is not a statutory requirement.

Assessment Rating

Please refer to the *Grading Criteria and Working Guidance for Completing the Assessment* for details on how to grade your assessment using the following traffic light system.

For all questions the following scoring applies:

 Green	= Means everything is in place, up to date, and meets the required minimum standard (Score = 2)
 Amber	= Means that something requires review or improvement (Score = 1)
 Red	= Means something needs to be developed as a matter of urgency (Score = 0)

Not applicable = Means the question does not apply to your organisation or circumstance. Note Essential questions are always applicable. (Do not include in analysis or total)

No answer provided = Means you did not provide evidence but the question was applicable (Score = 0)

A Moderated Score will only apply if you have been allocated and are being assessed and moderated by a nominated LSCB assessor, not if you are self assessing. Areas for improvement against each question can be recorded in the Strategic toolkit. For specific queries on Section 11 or safeguarding standards process please refer to the person identified as the LSCB moderator for your organisation. Many answers to Frequently Asked Questions can be found in the *Grading Criteria and Working Guidance for Completing the Assessment*. Please contact section11@lincolnshire.gov.uk if you have any general queries on the assessment process.

S11 and Safeguarding Standards Strategic File Assessment	
Name of organisation	West Lindsey District Council
Name/ designation of person completing the assessment for that organisation	Michelle Howard Home Options Team Leader & Safeguarding Officer
Name/ designation of assessment partner/ LSCB moderator (if applicable)	Margaret Henderson Head of Clinical Quality LPFT
Names/ designations of other people* involved in the assessment	Grant Lockett Housing, Renewal and Community Safety Service Manager & Safeguarding Coordinator Mary Hollingsworth Cultural Development Team Leader Elaine Pepper Human Resources Manager & Safer Recruitment policy and Procedures / Vetting and Barring Stacey Wrath Human Resources Assistant Rachel North Director of Strategy and Regeneration & Safeguarding Lead Officer Lyn Marlow Customer Relations Manager Patrick Hodgson Community Safety Team Leader Rachael Hughes Private Sector Renewal Team Leader
Date of completion/ Date of submission to LSCB	3/11/11

*Consider who may be useful to attend or assist in the assessment process (e.g. continuous improvement manager; human resources)

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
1. Senior management commitment to the importance of safeguarding children. (S11)	1.1 There is a named or designated person with a clearly defined role and responsibilities in relation to safeguarding and child protection (Essential: Amber Grade minimum for a pass). Evidence: WLDC Safeguarding Governance and Reporting Arrangements (flowchart)	<p>WLDC has clear governance and reporting arrangements in relation to safeguarding and child protection. This is clearly documented within the policy and supported by a flowchart to demonstrate safeguarding arrangements. These documents are available on the intranet, and were covered in the recent safeguarding training to raise staff awareness.</p> <p>There are two safeguarding officers: Michelle Howard (Home Options Team Leader) and Patrick Hodgson (Community Safety Team Leader), and the officers are supported by senior managers. There is also a clear route for officers to report concerns if the safeguarding officers are not available (via line manager). The policy is clear that if there is an immediate threat, the Customer Service Centre (CSC) should be contacted, including out of hours, or if no other means available, the police.</p>	To support the safeguarding governance arrangements and policy, need to produce a brief to outline roles and responsibilities of named officers	By 30 th Sept 2011 July 2013 update – this needs to be updated to reflect changes. Changes: 1. Jo Riddell to take on lead safeguarding responsibility, replacing Rachel North 2. Emma Waters to become front line safeguarding officer, replacing Michelle Howard	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>1.2 There is a named senior manager(s) who champions safeguarding throughout your organisation (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <p>-Example of RN leadership and involvement in 16/17 year old work</p> <ul style="list-style-type: none"> - email communication update to training attendees - notes from meeting held on 060911 - communication update for county homelessness group - report to Lincolnshire Supported Housing Partnership - draft youth housing coordinator JD <p>Cross Referenced Evidence: see 1.1</p>	<p>See above.</p> <p>Safeguarding Officers report to Safeguarding Coordinator and Safeguarding Lead Officer should an issue need escalating. Escalation routes are clearly defined within the policy. Established links between senior managers and partner agencies to address safeguarding issues</p> <p>Rachel North (Director of Strategy and Regeneration and Lead Safeguarding Officer) leading on, in partnership with Children's Services, implementation of protocol and guidance for accommodating homeless 17&17 year olds</p>	<p>Include safeguarding as a standard team meeting agenda and standard DMT (Service Manager meeting) agenda</p> <p>Re-establish safeguarding working group to further embed safeguarding throughout the organisation and develop a clear communication plan to ensure safeguarding is championed throughout</p>	<p>30th September 2011</p> <p>Discussed with CX – Briefing scheduled January 2012</p> <p>30th October 2011</p> <p>To be completed after audit visit. Officers have been asked to put themselves forward</p> <p>July 2013 update – this needs to be updated to reflect changes.</p> <p>Changes:</p> <ol style="list-style-type: none"> 1. Jo Riddell to take on lead safeguarding responsibility, replacing Rachel North 2. Emma Waters to become front line safeguarding officer, replacing Michelle Howard 	1	1

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	<p>1.3 Everyone in the organisation knows whom the designated or lead person for safeguarding is.</p> <p>Evidence: June 2010 edition of the WLDC staff newsletter</p> <p>Cross Referenced Evidence: See 1.1</p>	<p>All staff received safeguarding training in 2011. Within the training, the named safeguarding officers and reporting mechanisms were discussed.</p> <p>In June 2010, an article on safeguarding was included in the WLDC Staff Newsletter. This is circulated to all staff and is available via the intranet.</p>	<p>Re-establish safeguarding working group to further embed safeguarding throughout the organisation and develop a clear communication plan to ensure safeguarding is championed throughout</p> <p>Create posters to refer officers to safeguarding officers</p> <p>Named Councillor as safeguarding champion</p>	<p>30th October 2011</p> <p>To be completed after audit visit. Officers have been asked to put themselves forward.</p> <p>July 2013 update – working group is up and running</p> <p>30th November 2011</p> <p>30th November 2011</p> <p>July 2013 update – current report formally requests that a member champion is identified to work alongside safeguarding working group</p>	1	1

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	<p>1.4 Children are listened to, taken seriously and responded to appropriately.</p> <p>Evidence:</p> <ul style="list-style-type: none"> - Service user questionnaire - Tenancy Training Course report - Children & Young Peoples take over day information - Floating support referral - Floating support interview - Home Options assessment / housing application form - Draft revision of crash bed agreement and example license agreement - Example of quarterly reports from Foyer re young people supported by the service (commissioned by WLDC) to demonstrate that support is focused on young persons aspirations and move on 	<p>WLDC has a young persons working group consisting of officers, children's services staff, housing providers and support providers. The remit of this group is to increase housing options for young people and to address barriers to housing being experienced by young people. This group has carried out a consultation to establish YP's needs around housing and homelessness which has informed the development of a pilot tenancy training course (a 6 week course for people aged between 16 and 25, designed to equip individuals with the skills and knowledge to live independently). A pilot course has been successfully run in Market Rasen, with young people from the Market Rasen Foyer, with 7 learners aged between 16&18, and 3 learners aged 19+ completing the course. This is due to be repeated in Gainsborough. WLDC are to take part in the 'Children and Young People's Take Over Day' in November 2011. WLDC host and line manage the countywide homelessness strategy officer. This officer has actively worked with Children's Services colleagues to develop the training around accommodating 16/17 year olds and facilitated this training for housing and children's services officers across the county, and to safeguarding officers within SP funded projects. Specific support needs of homeless families and young people are identified at referral and interview for the WL floating support service, and through the WL home options assessment. WLDC has a crash bed provision at the Market Rasen Foyer for homeless young people</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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2. A clear statement of the agency's responsibilities towards children is available to staff. (S11)	2.1 The organisation has a written policy (and where applicable a procedure) for safeguarding and protecting children (which for LSCB statutory members only has been accredited and endorsed by LSCB) and for non LSCB statutory members has been endorsed by a suitable Safeguarding Forum. (Essential: Amber Grade minimum for a pass). Evidence: Policy and Procedure	The Council's Safeguarding Policy and Procedure is available on the Council's intranet and a hard copy available in each service manager's officers for ease of access to all officers. The policy is due to be reviewed in November 2011.	WLDC CX to take policy to LSCB to ensure endorsed by LSCB	End November 2011 After review of policy July 2013 update – there is no longer a requirement for safeguarding policy to be endorsed.	1	1
	2.2 The above policy & procedure is available to all staff (Essential: Amber Grade minimum for a pass).	The Council's Safeguarding Policy is available on the intranet.			1	2
	2.3 The policy and procedure have been reviewed since the introduction of Working Together in 2006 and 2010.	The Policy has been reviewed since the introduction of Working Together. A further review is to take place in November 2011.			2	2

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	<p>2.4 The policy and procedure is reviewed on a regular basis to maintain compliance with new legislation and service and personnel changes.</p> <p>Cross Referenced Evidence: See 1.1</p>	<p>The current policy, dated November 2010 is scheduled to be reviewed in November 2011. The policy will be reviewed every 2 years, unless legislative changes require amendments ahead of this. Reviews will be coordinated by the WL safeguarding officers working group which is to be re-established by the officer responsible for safeguarding policies and procedures.</p> <p>The policy has been amended recently to reflect personnel changes to include Michelle Howard as safeguarding officer and lead for policy and procedure. The flowchart specifically was amended. To ensure it is up to date and officers are accessing relevant information.</p> <p>MH attends District Safeguarding Group</p>	<p>Policy is due to be refreshed in November 2011</p> <p>Re-establish WL safeguarding officers working group</p>	<p>30th November 2011</p> <p>30th October 2011 To be completed after audit visit. Officers have been asked to put themselves forward.</p>	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>2.5 All staff are aware of their own roles & responsibilities and those of the organisation for safeguarding and protecting children (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - E-Learning Certificate (safeguarding officer) - Feedback report on training - Training PowerPoint slides - Individual staff induction checklist - Transformation programme brief <p>Cross Referenced Evidence: See 1.3</p>	<p>WLDC is clear that safeguarding is everybody's responsibility. Training was rolled out to all staff in 2011. Training covered safeguarding leads and governance, and reporting mechanisms. There is a button on the WLDC intranet for staff to report concerns through this medium too.</p> <p>All staff have an individual induction with their respective line manager which introduces staff to the safeguarding policy. Safeguarding officers are clear on their responsibilities and have undertaken additional training. Article in staff newsletter, circulated to all staff. Web page also details safeguarding responsibilities.</p>	<p>Needs to be included in corporate staff induction</p> <p>Ensure standard agenda item at DMT (service managers meeting)</p> <p>Members to receive specific safeguarding training as part of 'member development programme'</p>	<p>30th October 2011 <i>Amend date: 30th November 2011</i></p> <p>30th October 2011</p> <p>To be guided by WLDC Business Transformation Programme</p> <p>July 2013 update – further to a briefing at WMT, all team managers have been asked to carry out an e-learning course on safeguarding awareness, Completion of the course being monitored by Stacey White</p>	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>2.6 The policy and procedures help staff to recognise the additional vulnerability of some children against the categories defined in Working Together e.g. Disabled children; spiritual or religious beliefs; migrant children; child victims of trafficking; domestic violence; bullying; unaccompanied asylum-seeking children (UASC).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - Housing Issues Group minutes and agenda - Emma's case study re DA briefing to children's services - E&D Information/ staff commitment 	<p>Services providing day-to-day support to vulnerable children and their families, attend MARAC and MAPPA conferences, CAF/TAC meetings, Child in Need meetings, child protection conferences. DA Coordinator working alongside Children's Services to develop working practices for working with children in families where domestic abuse is an issue. DA Coordinator now part of the home options team – this allows a more holistic approach to assessing housing options for example whether property can be made safer. West Lindsey DA project (Women's Aid) represented on WL housing issue group. Positive working relationship with WL children's services team. WLDC actively using the joint DfEs / CLG guidance on accommodating 16&17 year olds, and the increased vulnerabilities faced by homeless young people. E&D Training and commitment by staff.</p>	<p>Policy review to explicitly address individual vulnerabilities and to describe impact of other 'risk' situations for example homelessness, living in a household where DA is a risk issue.</p>	<p>30 November 2011</p> <p>July 2013 update – safeguarding working group has been looking at policy review. Delay has been due to changes and desire to integrate new working together guidance, changes to public health / health and wellbeing and changes to domestic abuse definition.</p> <p>Member champion to be engaged in policy review.</p>	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>2.7 The organisation has effective complaint policies & systems in place for professionals and service users, which are compatible with LSCB Procedure and Guidance (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - Complaints procedure and guide for employees - Web form for staff to report concern - Safeguarding webpage - Constitution Part 3(Codes and protocols for members) 	<p>Complaint policies and systems are in place such as the Corporate Complaints and Procedure, LSCB Escalation Policy., whistle blowing policy. WLDC has not been involved in any SCR's but through the safeguarding Governance arrangements is aware of, and will engage with SCR's as necessary. WLDC has an SP floating support contract – any safeguarding concerns related to this service would be fed back to SP as a matter of course. Complaints about Councillors would go to the Monitoring Officer. Button on web page to report any concerns – this sends an email to safeguarding officers.</p> <p>Complaints are fed into a programme called SharePoint and allocated to relevant line manager. Safeguarding concerns fed through to safeguarding officers are now recorded on Sentinel (central system used by councils, police, housing associations)</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>2.8 The organisation has effective whistle blowing policies & systems in place for professionals and service users, which are compatible with LSCB Procedure and Guidance (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - Whistle blowing policy <p>Cross Referenced Evidence:</p> <ul style="list-style-type: none"> - see 2.7 	<p>Whistle blowing policies and systems are in place such as the Whistleblowing Policy, Corporate Complaints and Feedback Policy, LSCB Escalation Policy. Allegations about Councillors would go to the Monitoring Officer (currently this is the lead safeguarding officer)</p>			2	2
	<p>2.9 The organisation has effective allegation policies & systems in place for professionals and service users, which is compatible with LSCB Procedure and Guidance (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - Grievance procedure <p>Cross Referenced Evidence:</p> <ul style="list-style-type: none"> - see 2.7; 2.8 	<p>Whistleblowing Policy, Corporate Complaints and Feedback Policy, Grievance Procedure, button on intranet to report concerns. Allegations about Councillors would go to the Monitoring Officer.</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	2.10 The above policies are mandatory for staff and volunteers (Essential: Amber Grade minimum for a pass).	The policies noted above are mandatory for staff, councillors and volunteers (terms and conditions, contracts, standards committee)			2	2
	2.11 All incidents, allegations of abuse and complaints are recorded, monitored and available for internal and external audit.	<p>Sentinel went live on 17th March 2011. We don't hold clear records on allegations prior to Sentinel and the safeguarding alert process. Any ASB related allegations previously recorded internally on 'Flare' however system was is not set up to identify these clearly and the detail will be within the individual text on each Flare report and therefore without reviewing each report we can't identify the allegations. We have 4 clear relevant allegations (child) on Sentinel reported by our safeguarding alert process. We do not track them from allegations to incidents and beyond if the safeguarding referral is accepted and there is no ASB'.</p> <p>Sentinel and Flare are ICT reporting systems.</p>	Improving. To be reviewed as part of policy review	Review November 2011	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>2.12 All incidents, allegations of abuse and complaints are dealt with in an appropriate manner inline with policy and procedure.</p> <p>Evidence: 'process for logging an exercise caution alert'</p>	<p>WLDC has not been involved in a SCR but would cooperate fully with partners as required.</p> <p>All concerns to safeguarding officers are passed to Children's Services CSC as contact or referral. Staff attend CIN, TAC and CP meetings. Staff supported to raise concerns through case discussions in 1:1's</p> <p>Where there is a risk to officers, an alert is recorded via a central system for officers to be made aware (promoting safety of lone working)</p>			2	2
<p>3. A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children. (S11)</p>	<p>3.1 The organisation has a clear written accountability framework, which covers individual, professional and organisational accountability (Essential: Amber Grade minimum for a pass).</p> <p>Evidence: - Staff code of conduct</p>	<p>Organisational structure in place - Safeguarding Policy sets out roles and governance. Staff code of conduct and member code of conduct underpinned by corporate policies. The Council's Constitution underpins these.</p>	<p>To support the safeguarding governance arrangements and policy, need to produce a brief to outline roles and responsibilities of named officers</p>	30 th September 2011	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>3.2 Staff understand to whom they are accountable and what level of accountability they have (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - generic competency framework - -DA case study -safeguarding examples -Examples of joint visits -Job descriptions -Lone worker risk assessment -MARAC risk assessment and referral -Case study overview (a-e) 	<p>Through job descriptions, team meetings, appraisals, service risk assessments. Support is available to colleagues to deal with safeguarding issues appropriate to their level of responsibility – eg, role of DA coordinator often addresses safeguarding issue</p> <p>WLDC introduced a revised competency framework for all officers in 2011, outlining the behaviours and values expected from employees of WLDC.</p> <p>Each staff member aware of their responsibilities around safeguarding and are empowered to involve other appropriate team members or agencies to address safeguarding issues</p>	Job Descriptions need safeguarding section	July 2013 update - Job descriptions, adverts and staff inductions have been changed to reflect this recommendation.	2	1
	<p>3.3 Staff working with children receive regular supervision and appraisals (Essential: Amber Grade minimum for a pass).</p> <p>Evidence:</p> <ul style="list-style-type: none"> - web page information - -appraisal guidance - -appraisal form - 1:1 template - Induction checklist 	Corporate appraisal and review policy applies. 1:1 meetings held every 4-6 weeks. Team leaders are located with teams to offer advice, guidance and support with cases. Specific training provided to support officers re accommodating 16&17 year olds.				2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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4. Service development takes account of the need to safeguard and promote welfare (S11)	4.1 Service plans consider how the delivery of services will take account of the need to safeguard and promote the welfare of children. Evidence: - corporate plan -draft service plan	Corporate plan identifies specific work programmes for children, families and young people. The corporate plan is split into 5 key themes – <ol style="list-style-type: none"> 1. An accessible and connected district where all have the best opportunities in life to help themselves and others 2. A Green District where people want to live, work, and visit 3. A prosperous and enterprising district 4. Active, healthy and safe citizens and communities 5. The entrepreneurial council <p>There are clear actions across the themes within the corporate plan to promote the welfare of children and young people. The corporate plan is the result of consultation with officers across the council to ensure that priorities selected meet the needs of our customers. The housing, renewal and community safety service area has also developed a service specific action plan, to complement the corporate plan. This identified housing options for young people as a key work area</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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5. Service development is informed by the views of children and families. (S11)	<p>5.1 Service development plans are informed by the views of children and families.</p> <p>Evidence:</p> <ul style="list-style-type: none"> -Floating Support feedback -Zest tour report -FIS reports -HR evidence list for positive about young people assessment – file will be available for case file audit -families working together information in separate file <p>Cross referenced evidence:</p> <ul style="list-style-type: none"> -see 1.4 	<p>The floating support service, supporting single homeless people and homeless families, has recently carried out a consultation exercise to develop the service. The development of the tenancy training course has also been supported by service user feedback, around homelessness and the needs of young people. Young people moving on from the Foyer have secured housing, following successful completion of the course. The Zest tour has been informed by young people's experiences of homelessness. FIS project development informed by views of families.</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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6. Individual case decisions are informed by the views of children and families. (S11)	<p>6.1 Individual case decisions are informed by the views of children and families.</p> <p>Evidence: Families Working Together case studies</p>	<p>Through CAF forms, views of children, young people and parents are recorded. Support plans and individual case files show evidence of discussion and decision making. Officers consider impact on children and their families of decisions that are made i.e. school move, peer group etc. Example is a floating support service user, who wanted to move to a rural location. Officer made service user aware that this was likely to cause difficulties re transport to school, but views of family were important and move went ahead. Another example is a review of a homelessness decision – family accommodated pending review and supported by floating support worker to find accommodation to relieve homelessness. Accommodation found, and applicant wished to move rather than stay in temporary accommodation pending review. Families working together team adopt a whole family approach to support. Case files can be made available to support and evidence.</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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7. Effective inter-agency working enabling information sharing to service users (S11)	<p>7.1 Children are made aware of their right to be safe from abuse. This is achieved through information made available, for children, young people and parents about where to go for help in relation to maltreatment and abuse.</p> <p>Evidence:</p> <ul style="list-style-type: none"> -consent for photographs -Leaflets in building <p>See also:</p> <ul style="list-style-type: none"> -floating support service user feedback (5.1) -Zest tour report (5.1) -Zest Script (7.2) -8.2 	<p>Children and parents are always asked for consent for photographs. General information is provided in Council Offices. Floating Support Service uses the Every Child Matters Framework and ensures families are supported to 'stay safe'. Service users are supported to make a complaint if they have any concerns about the service. 16/17 year olds at risk of homelessness are supported in line with the joint guidance to ensure they receive appropriate advice and support. Young people's wishes is a key part of the assessment of 16&17 year olds needs.</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>7.2 Information provided is in a format and language that can be easily understood by all service users.</p> <p>Evidence:</p> <ul style="list-style-type: none"> -GL presentation to schools -Zest script -Poster for tenancy training course <p>See also:</p> <ul style="list-style-type: none"> - Zest report (5.1) -Report on tenancy training course (1.4) 	<p>Website and literature are all DDA compliant, and plain English. Staff who have received plain English training support with ensuring literature is appropriate. Questionnaire for young person group appropriate to young people. All literature available in different languages and formats. Translation facility on website. Zest theatre project suitable for, and informed by young people (including script). Leaflet for young people at risk of homelessness. Tenancy training course provided by a provide experienced in delivering support to young people, and sessions informed by young person's needs. Officers from housing service provide briefings on homelessness to schools and colleges across the district. Poster for young people re tenancy training course</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
8. Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families. (S11)	<p>8.1 The organisation has an induction process for all staff and volunteers that includes familiarisation with policy and procedures.</p> <p>Evidence -Corporate induction agenda -Risk assessment for work placement officers (young persons)</p> <p>Cross Referenced Evidence: -Individual induction checklist (2.5)</p>	<p>Staff and volunteers do have an induction process – each staff member has an individual induction with their line manager which specifically introduces the officer to the safeguarding policy. All staff also attend a corporate induction. Overview of all service areas included, but safeguarding not currently a standard agenda item. Specific risk assessment carried out for young persons on work experience.</p>	<p>Safeguarding to be included as a standard item on the corporate induction</p>	<p>By 30 October 2011</p> <p>Update July 2013 – staff inductions amended to include safeguarding briefing from safeguarding officer</p>	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
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	<p>8.2 Appropriate staff and volunteers who work with or have contact with children and families receive training on their professional roles and responsibilities and those of their organisation (Essential: Amber Grade minimum for a pass).</p> <p>See:</p> <ul style="list-style-type: none"> -Report for manager group (GvSouthwark) -Delegate list for training (accommodating 16&17 year olds) -Presentation slides (officer and manager group) -email to colleagues re judgement in respect of 16&17 year olds -tender letter for facilitator of training <p>See also:</p> <ul style="list-style-type: none"> Service Plan (4.1) Corporate Plan (4.1) Safeguarding Training (Accommodating 16/17 year olds training (2.5) Training certificate (2.5) 	<p>All staff have received safeguarding training. Safeguarding officer has accessed training on lead professional / CAF / Information sharing via LSCB. Relevant staff have completed specific training on accommodating 16/17 year olds</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	8.3 Appropriate staff and volunteers are trained to recognise signs of abuse and neglect (Essential: Amber Grade minimum for a pass).	These are in the Safeguarding Policy and e-learning modules completed by relevant staff. . All staff received safeguarding training in 2011. Supervision, appraisal and team training plans identify training needs- these are collated by the HR team. Recently, a benefits field officer has reported a concern of neglect via the intranet.	WLDC would benefit from ongoing information sharing re signs of abuse and neglect. Briefing sessions to be provided to relevant teams to raise awareness of signs of abuse and neglect. To be coordinated by the WL safeguarding working group.	End December 2011	1	1
	8.4 Outcomes and findings from reviews & inspections are disseminated to appropriate staff and volunteers.	To date, WLDC has not been involved in any SCR's. Such findings would be disseminated via the WLDC Governance structure, through the Wider Management Team (Senior managers, Service Managers and Team Leaders) and through service team meetings. Each service team meeting has a standard agenda item for 'corporate feedback'	Mechanism for disseminating information to be reviewed as part of the November 2011 policy review		1	1
9. Safe recruitment (S11)	9.1 The organisation has a recruitment policy in effect which ensures professional and character references (if applicable) are always taken up (Essential: Amber Grade minimum for a pass).	In response to the previous S11 audit, recruitment has specifically been addressed by WLDC. Appointment is confirmed only when professional references have been taken up			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	9.2 Any anomalies are resolved (Essential: Amber Grade minimum for a pass).	Yes. Recruitment policy in place.			2	2
	9.3 Identity and qualifications are verified (Essential: Amber Grade minimum for a pass).	Yes – identity, references and evidence of qualifications are always required from new staff. See policy.			2	2
	9.4 Where appropriate enhanced or standard CRB checks are completed on all those staff and volunteers who work primarily or directly with children and young people and their managers; those in other jobs whose work offers them the opportunity of regular contact (including direct contact by phone or internet) or places them in a position of trust (e.g. priests, police officers). (Essential: Amber Grade minimum for a pass).	<p>All new CRBs are taken up pre-employment. We do not accept CRB certificates from prospective employees or their former employers but do our own check.</p> <p>We review existing staff CRBs take place every 3 years as per countywide policy.</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	9.5 Face-to-face interviews are carried out.	Yes. Interviews are always carried out by more than one interviewee, with responsibilities allocated to each panel member.			2	2
	9.6 Previous employment history and experience is checked (Essential: Amber Grade minimum for a pass).	Previous employment history and experience is checked – always with the most recent employer.			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	<p>9.7 Employees involved in the recruitment of staff to work with children have received training as part of the 'safer recruitment training' programme.</p> <p>Evidence: Information from WLDC recruitment and selection training</p>	<p>The recruitment guidance notes that employees responsible for any aspect of the selection and recruitment procedure should be appropriately trained; follow policy and procedure and have an obligation to take great care at each stage of the process. All relevant staff need to access training as part of the 'safer recruitment training' programme. WLDC officer's complete recruitment and selection training, and any short listing / interview is represented by at least one officer who has completed the training. Recruitment practices are in line with safer recruitment practices, however it is acknowledged that the safer recruitment training programme needs to be explored and rolled out to relevant officers. All relevant staff are CRB checked, and all staff have accessed safeguarding training.</p> <p>Safer recruitment practices in line with policy and procedure include:</p> <ul style="list-style-type: none"> • Advertising and information for applicants • References • Other checks before interview • Selection of candidates • Interviewing short-listed candidates • Offer of appointment to successful candidate • Induction and supervision of newly appointed staff 	<p>Safer Recruitment training needs to be accessed through LSCB for relevant officers to build on current recruitment and selection training</p> <p>Review relevant job descriptions to reflect level of contact with children, young people and vulnerable adults</p> <p>Include policy statement on all recruitment advertising material</p>	<p>End November 2011</p> <p>End November 2011</p> <p>End October 2011</p>	1	1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	9.8 Policies and procedures are in place to ensure employers and service providers refer information to the ISA when they have disciplined, dismissed an individual, or an individual resigns, because they harmed, or may harm, a child or vulnerable adult. (Note: this is a legal requirement for some organizations). (Essential: Amber Grade minimum for a pass).					1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	<p>9.9 Plans are in place to react and implement any new legislation resulting from reviews of the previously proposed Vetting and Barring Scheme.</p> <p>(Note: This is currently not an Essential question but may become so. Please ensure you adapt this question to current legislation as this may have changed since this version of the Guidance and Toolkits. At the time of updating in April 2011, the requirements and recommendations from the ISA reviews were not yet implemented).</p>					1

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
10. Effective inter-agency working to safeguard and promote the welfare of children (S11) & Working Together (2006 and 2010)	10.1 The organisation has identified principles of working with children and their families for all staff to work within.	Officer and councillor codes of conduct. Service interagency and CAF/TAC procedures.			2	2
	10.2 Staff understand when to discuss a concern about a child's welfare with a manager.	Yes – through training, 1:1's, team meetings, corporate safeguarding policy, newsletter article. Housing staff have received specific training regarding accommodating and supporting homeless 16&17 year olds and	There is scope to further embed this into the council. Communications plan to be developed – coordinated by Communications tea and Safeguarding working group	November 2011	1	1
	10.3 Staff understand the threshold for making a referral to Children's Services or raising a Common Assessment Framework (CAF). Evidence: Case files available on request – home options, domestic abuse and floating support services	Yes – through training, supervision, team meetings, discussion with designated safeguarding officers. Officers within the housing teams are experienced in making referrals and liaising with children's services officers. DA coordinator ensures that a referral is made as appropriate, as part of the MARAC risk assessment process. Housing staff attending TAC briefing on 7 th October 2011.			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	10.4 Staff have access to inter-agency guidance and procedures.	Joint training. LSCB website. Multi agency stakeholder group reviews procedures.			2	2
	10.5 Staff participate in multi-agency meetings and forums to consider individual children. Evidence: -case files available on request -risk assessment from complex case -brief notes from case which has been complex – joint work with children's services. Full details available on request	Staff regularly attend TAC, CiN, CP and MARAC meetings. Joint approach to accommodating 16&17 year olds taken in WL, positive partnership between housing and children's services. Recent complex case has required extensive joint working to find suitable housing.			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	<p>10.6 Contractors to the organisation who work with Children and are delivering statutory services are Section 11 compliant and have been audited. Other contracts require the organisation to achieve Safeguarding Standards, which are the same as those for Section 11.</p> <p>Evidence: CAB SLA</p>	<p>District Officers group has started to look at this together. WLDC has requirements in SLA's (relevant clause 5.2) with relevant commissioned services for CRB checks as a starting point.</p>	<p>To be further developed to explicitly cover S11 requirement. This will be tasked to the WLDC safeguarding working group</p>	31 December 2011	1	1
11. Effective inter-agency working and information sharing in order to ensure safeguarding and promoting children's	<p>11.1 Staff know how and when to share information in a way that is both legal and ethical to safeguard and protect children (e.g. Child Index, CAF, child welfare concerns and child protection concerns).</p>	<p>Yes. See individual case files from the following services for evidence:</p> <ul style="list-style-type: none"> - floating support - domestic abuse - home options 			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
welfare (S11)	<p>11.2 Data collected is made available to LSCB, practitioners, users and commissioners.</p> <p>Evidence: -Notes from LSCB meetings -Notes from safeguarding officers group meetings -notes from child poverty meeting at WLDC</p> <p>See also: Young person working group info (4.1)</p>	<p>Designated officers link in to LSCB, practitioners, users and commissioners. Interaction and information sharing between housing and children's services. Young person's working group – shared information to achieve outcomes. Data shared with SP for floating support service. Meeting held re child poverty needs assessment and ongoing links with this – Julia Beards to attend next WL housing issues group</p>			2	1
	<p>11.3 As a minimum the organisation evaluates outcomes from the perspective of the child or young person.</p> <p>See: -Family Intervention Service file -Floating Support Survey -See 6.1, 7.1, 7.2</p> <p>-Case files available on request</p>	<p>Heavy focus on needs and wishes of young people through accommodating 16/17 year olds work. Family Intervention Services focuses on whole family. Floating Support service feedback exercise carried out. Home Visit to a 17 year old and family following report of homelessness – jointly between housing and children's services, allowed joint approach to mediation and YP stayed in family home. Another YP was able to stay at home until emergency crash bed available. Files available on request (RT, LS)</p>			2	2

Key feature of safeguarding arrangements	Standard	Evidence	Areas for improvement	Timescale (for completion of improvements)	Assessment grading	
					Self Assessment Score	Moderated Score (if applicable)
	<p>11.4 The organisation has in place a programme of internal audit and review that enables them to continuously improve the protection of children and young people from harm or neglect.</p> <p>File to evidence DA case -April 2009 s11 update</p>	<p>Section 11 audit undertaken every 3 years. Safeguarding governance reviewed in 2011 to ensure most appropriate roles in place as safeguarding officers. Safeguarding working group to be re-established to address actions and continuously develop working practices.</p> <p>Floating Support service monitored by Supporting People.</p> <p>Case in September 2011 – Family fleeing domestic abuse. Highlighted issues with information sharing to be addressed by lead safeguarding officer using domestic homicide review process as model.</p>	<p>Re-establish safeguarding working group to address actions from S11 audit</p> <p>Internal Audit programme required</p>		1	1

References

- What To Do If You're Worried A Child Is Being Abused (2003)
- National Service Framework for Children, Young People and Maternity Services (2004)
- Children Act 2004
- Making Safeguarding Everybody's Business: A Post Bichard Vetting Scheme Briefing Paper (January 2006)
- Common Assessment Framework DfES (2005)
- Common Core of Skills and Knowledge for the Children's Workforce (2005)
- Working Together to Safeguard Children (1999 & 2006)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under the Children Act 2004 (2005)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (2007)
- Benchmarking guidance on making social care inspection judgements OFSTED (March 2008)
- Inspection of children's services: grade descriptors OFSTED (April 2007)
- NSPCC Safetycheck (2005)
- Northumberland Local Safeguarding Children Board (LSCB): Arrangements for Safeguarding and Promoting the Welfare of Children Strategic and Organisational Self Assessment Tool
- Essex Local Safeguarding Children Board (LSCB): Assessment Tool
- Safeguarding Children Audit: Section 11 Standards for the Safeguarding and Promotion of Child Welfare 2007: Lincolnshire Safeguarding Children Board, Author Debbie Barnes, Lincolnshire LSCB Business Manager
- Lincolnshire Safeguarding Children Board, Safer Recruitment Toolkit, June 2007.
- Independent Safeguarding Authority guidelines as at November 2009.
- Vetting and Barring Scheme Remodelling Review – Report and recommendations February 2011
- A Common Sense Approach: A review of the criminal records regime in England and Wales by Sunita Mason, Phase 1
- www.fame-uk.org/