



**Prosperous Communities
Committee**

Date: 30th January 2018

**Subject: Safeguarding Children and Young People – Outcome of Section 11
(Children Act 2004) Compliance Assessment for WLDC**

Report by:

Chief Operating Officer

Contact Officer:

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Purpose / Summary:

Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract to others, are discharged having regard to the need to safeguard and promote the welfare of children and young people. As a District Council, West Lindsey District Council (WLDC) is subject to these duties. A compliance check in the form of a self-assessment and peer moderated audit by the Lincolnshire Safeguarding Children Board (LCSB) is carried out every three years.

This report provides details of WLDC's compliance as set out in the LCSB moderated assessment carried out during December 2017. It provides assurance that WLDC's policies, processes and practices are compliant with the requirements of Section 11 and that WLDC has a proactive approach to safeguarding and promoting wellbeing.

RECOMMENDATION(S):

The assessment demonstrates compliance across all requirements placed on WLDC by Section 11 of the Children Act 2004.

Members of Prosperous Communities Committee are asked to:

- 1. Endorse the outcome of this assessment**

IMPLICATIONS

Legal: Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract to others, are discharged having regard to the need to safeguard and promote the welfare of children and young people. As a District Council, West Lindsey District Council (WLDC) is subject to these duties

Financial: FIN/128/18 None arising from this report.

Staffing: None arising from this report. Safeguarding at WLDC is managed within existing structures and whilst the Section 11 evidence gathering process is extremely onerous, this has been managed without additional staffing resource.

Equality and Diversity including Human Rights: None arising from this report. WLDC's approach to Equality and Diversity has been assessed as part of the Section 11 Assessment.

Risk Assessment: None arising from this report.

Climate Related Risks and Opportunities: None arising from this report.

Title and Location of any Background Papers used in the preparation of this report:

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Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

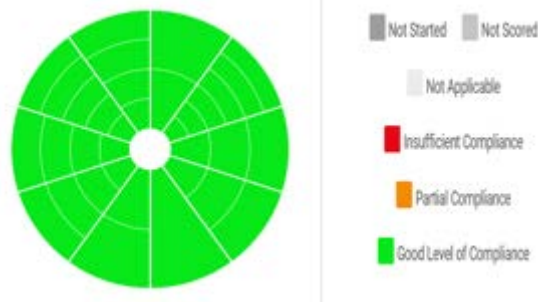
1. Background

1.1 Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract to others, are discharged having regard to the need to safeguard and promote the welfare of children and young people. As a District Council, West Lindsey District Council (WLDC) is subject to these duties. A compliance check in the form of a self-assessment and peer moderated audit by the Lincolnshire Safeguarding Children Board (LCSB) is carried out every three years.

1.2 This report provides details of WLDC's compliance as set out in the LSCB moderated assessment carried out during December 2017.

2. Section 11 Assessment Outcome

2.1 All areas were assessed as 'green', providing assurance that WLDC's policies, processes and practices are compliant with the requirements of Section 11 and that WLDC has a proactive approach to safeguarding and promoting wellbeing.



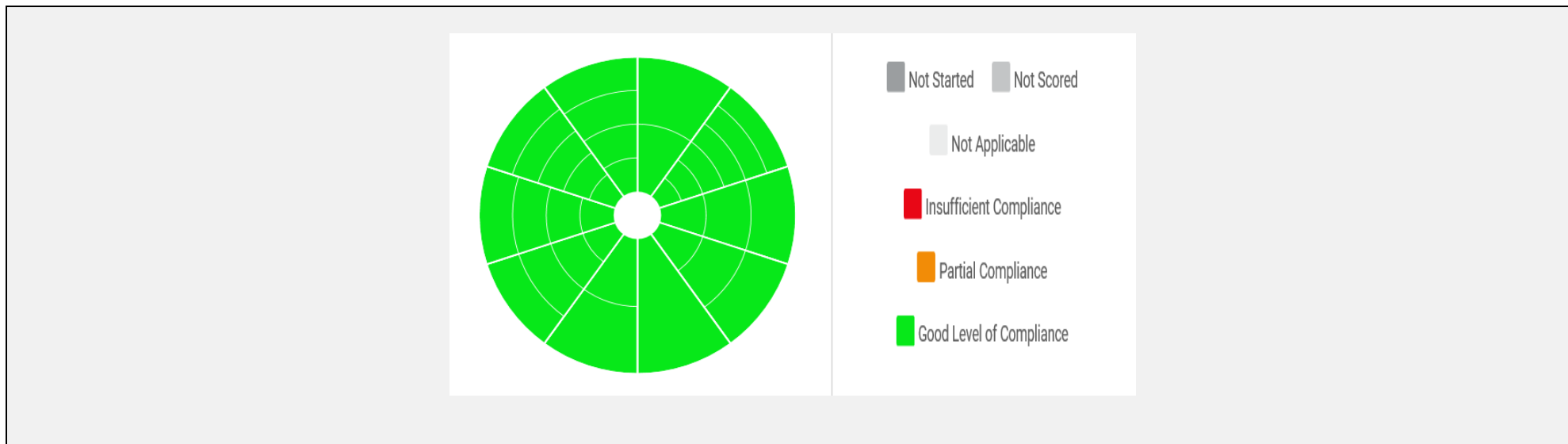
2.2 Details of WLDC's moderated assessment and feedback can be found at Appendix 1 of this report.

End of Report

Appendix 1

Safeguarding Assessment and Moderation – Section 11 Compliance Assessment 2017

West Lindsey District Council



Senior management commitment to the importance of safeguarding children			
Requirement	Moderated Rating	Overview	Moderator Comments
1.1	Green	<p>WLDC has a clearly defined, well publicised corporate safeguarding structure.</p> <p>Named officers within this structure have clear roles and responsibilities. The role of lead safeguarding officer is fulfilled by the councils Chief Operating Officer.</p>	<p>Agree with grading.</p> <p>Safeguarding policy is clear and the named Safeguarding lead officer and Deputy Safeguarding officers are known.</p> <p>Policy has a detailed safeguarding structure chart with defined roles and responsibilities.</p> <p>Each staff member listed on the structure chart signs a declaration to confirm they know their role and</p>

	defined roles and responsibilities in relation to safeguarding and child protection		<p>Safeguarding roles are clearly set out against specific role descriptions, and included within the corporate safeguarding policy.</p> <p>A corporate safeguarding working group (sponsored by the Lead Safeguarding Officer and chaired by the Safeguarding Coordinator) ensures cross departmental collaboration and awareness of safeguarding.</p> <p>All staff receive a safeguarding briefing as part of their inductions, from a named safeguarding officer. TV's throughout the building are used to communicate updates and reminders about safeguarding.</p> <p>A clear and effective reporting tool is included on the staff intranet and a consistent level of referral received through this (monitored through corporate progress and delivery reporting).</p> <p>WLDC also has a named member champion for safeguarding - approved by the relevant committee. All councillors and key staff are provided with a yearbook which includes key information (contact details, committee dates etc) - the first page of the yearbook sets out the safeguarding contacts.</p>	<p>responsibilities. This is updated as and when there are staff changes or the role and responsibilities change.</p> <p>Good use of a logo that clearly identifies how to report concerns or what number to contact. The log that records all safeguarding concerns/referrals is accessed by 3 safeguarding officers. All concerns/referrals are reported on quarterly.</p> <p>Intranet has a dedicated page for safeguarding, which is very detailed. Good links to all areas of safeguarding, information for staff and how to report concerns. Named safeguarding officers are also found on this page.</p> <p>WLDC website links through to LSCB.</p> <p>LCC contact details are clear in policy.</p> <p>Safeguarding contacts are clear in yearbook.</p>
1.2	Organisations and their leader are able to demonstrate that children	Green	Although as an organisation WLDC predominantly works with adults, there is a wide range of evidence to show how children are listened to, taken seriously and responded to appropriately in terms of both service development and delivery. This includes	<p>Agree with grading.</p> <p>The Safeguarding Policy indicates that staff should listen to young people carefully, recording their exact words in any safeguarding reports; they should provide reassurance and seek their consent for onward referrals.</p>

	are listened to, taken seriously and responded to appropriately		having clear and effective mechanisms for staff to report concerns, a training programme, clear policy and procedures and also service developments and service delivery examples to demonstrate this requirement. These include; evidence of referrals to Children's Services and outcomes, raising awareness of teen domestic abuse, changes to taxi driver licensing in response to the CSE issues in Rotherham, presentation in relation to the youth housing strategy to better meet the needs of young people and changes to the way we work with LCC in respect of 16/17 year olds at risk of homelessness.	Evidence that WLDC supports the Lincolnshire Youth Housing Strategy and Joint Protocol. Good evidence that a key area of contact is Youth Homelessness (16-17 year olds and care leavers). When I visited WLDC the Homelessness Officer explained how they will always consider the best outcome for the young person, listening to their needs. Risks of the family living situation/parental responsibilities will always be considered to provide appropriate support and access to accommodation All discussions are detailed on their file. WLDC have temporary accommodation which they use instead of B&B's, prioritising accordingly. Reporting mechanisms are good and referrals are completed and detailed, can see the thought process of staff members thinking about the children and family.
A clear statement of the agencies responsibilities towards children is available to staff				
	Requirement	Moderated Rating	Overview	
2.1	Partners are to ensure that their documents are compliant with the spirit of Working Together 2015 (statutory guidance) and are endorsed by	Green	WLDC's safeguarding policy incorporates all aspects of safeguarding for the organisation. The combined policy and procedures are split into distinct chapters: Chapter 1: Introduction & Policy Overview Chapter2: Safeguarding Children & Young People Chapter3: Safeguarding Adults at Risk Chapter 4: Domestic Abuse Chapter 5: Hate Crime & Mate Crime Chapter 7: Modern Slavery and Human Trafficking	Grading agreed. The policy links to LSCB, Meeting the Needs. Some links in the policy are not working. Informed that at the next policy review all links will be removed from the policy and will be added to the dedicated safeguarding Intranet page. Policy has a detailed safeguarding structure chart with defined roles and responsibilities. Evidence that the Children Act 2004 is referenced in the Lincolnshire Youth Housing Strategy under strategic links.

	the senior liaison officers within their organisation		The current policy was developed by the Council's safeguarding coordinator in collaboration with the corporate safeguarding group, taking account of the requirements of Working Together 2015. It was approved by the Council's Prosperous Communities Committee in July 2016, with delegated authority given to allow for annual review and housekeeping amendments. The last review was completed on 31.07.17 by the safeguarding coordinator.	Clear evidence that the revised policy was approved at the Council's Prosperous Communities Committee in July 2016.
2.2	The safeguarding policy and procedure is available to all staff and reviewed annually and reflects the latest Working Together guidance	Green	Policy updated and approved July 2016. Incorporates children and young people, adults at risk, domestic abuse, hate crime and mate crime, and prevent. Available to all staff electronically via staff intranet. Briefings provided to all new staff as part of induction. Focus of September 2016 corporate update - all staff. Member champion fully briefed. Safeguarding working group in place, chaired by safeguarding coordinator and sponsored by director (safeguarding lead), represented by all service areas and elected member champion. Minutes available on intranet to all staff. Yearbook for all staff and members includes safeguarding information and details reporting mechanism. Case studies and information shared on intranet and internal TV's (comms method), training records maintained, specific safeguarding tab on staff intranet - a key feature on the intranet.	<p>Grading agreed.</p> <p>Can see your Policy is available to all staff via the internal intranet and that it was updated and approved in August 2016 and a review was carried out and published 31/07/2017.</p> <p>The policy aligns to multi agency safeguarding children procedures and reflects principles for best practice in safeguarding. Can also see that systems are in place to review and update in line with local and national developments.</p> <p>Briefings are provided to all new staff as part of their induction, staff are also asked to read the safeguarding policy and sign the declaration. WLDC are looking to build in Safeguarding training before any new member of staff can start.</p> <p>The safeguarding working group is a great way to keep key people informed of any changes/issues to any safeguarding activity.</p>

				Intranet has a dedicated page for safeguarding. Good links to all areas of safeguarding, information for staff and how to report concerns. Named safeguarding officers are also found on this page.
2.3	Safeguarding policies and procedures are sufficiently robust and clear to incorporate the wider safeguarding agenda and agreed practices and approach in Lincolnshire	Green	Safeguarding policies and procedures are clear, robust and incorporate the wider safeguarding agenda. The volume and range of safeguarding queries received by safeguarding officers and level of professional curiosity exercised by staff reflects this. Staff and members can easily report concerns using an online reporting tool which alerts safeguarding officers. Reporting procedures including for staff without IT access and in the event of urgent / emergency situations are set out within the policy. A dedicated telephone number is in place to enable officers to contact safeguarding officers by phone. The evidence in this section is wide ranging across many areas that link to safeguarding including Early Help, Domestic Abuse, Homelessness, Community Tensions, ASB, Missing Persons. An additional check for safeguarding officers was recently added to our internal log, to ensure safeguarding officers check whether the referrer requires any further support / debriefing or advice. This is in response to a member of staff being personally affected by a safeguarding issue they had encountered (relating to a vulnerable adult).	<p>Grading agreed.</p> <p>Evidence that policy and procedures incorporate the wider safeguarding agenda. Some links on the policy need updating as they are not working, but I am informed these links will be removed at the next policy review and links will be added to the dedicated safeguarding intranet page. Policy links to the correct resources and forms.</p> <p>Clear and precise reporting systems in place and great use of the jigsaw puzzle, to report concerns. Evidence of training records and completed inductions was seen when visited.</p> <p>WLDC members also have safeguarding briefing sessions as part of their induction.</p> <p>WLDC are trying to be as paperless as possible so limited posters are displayed around the building. WLDC have television screens displayed around the building that display all their communications including any LSCB campaigns and information relating to safeguarding.</p>
2.4	Safeguarding roles and responsibilities to be	Green	WLDC is clear that safeguarding is everyone's responsibility. This is reflected in processes from job adverts to job descriptions, policies and procedures, code of conduct, induction,	<p>Grading agreed.</p> <p>The Corporate safeguarding structure details clearly, the roles and responsibilities of safeguarding leads, co-</p>

	explicit within JD's		<p>and safeguarding policy. Specific responsibilities fulfilled by officers named within the safeguarding structure are clearly defined within the safeguarding policy, signed evidence of this is included as evidence. The corporate safeguarding working group is supported by terms of reference to reflect roles, responsibilities and representation.</p>	<p>ordinators and assistants and how these roles feed into the safeguarding working group.</p> <p>Each staff member listed on the structure chart signs a declaration to confirm they know their role and responsibilities. This is updated as and when there are staff changes or the role and responsibilities change.</p> <p>Each job description has a statement that WLDC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As part of this commitment all staff will attend a safeguarding briefing as part of their induction and be expected to familiarise there selves with the safeguarding policy.</p>
2.5	The organisation complaints process is current, fit for purpose and accessible to the public	Green	<p>The Council has a complaints policy and procedure in place. The procedure, and associated guidance is available and accessible to the public. Complaints are shared with the relevant team managers upon receipt and any safeguarding issues arising from complaints will be reported to safeguarding officers through the reporting mechanisms available to all staff.</p> <p>The relevant documents are currently being reviewed to ensure more explicit links to LSCB procedures. They are scheduled on the council's forward plan and recommended for approval by the Council's Prosperous Communities Committee on 14/12/17.</p>	<p>Grading agreed.</p> <p>Detailed corporate complaints procedure and guidance, neither relate to safeguarding, but there is evidence that is something which will be completed in the near future. Information is available in various languages. Complaints procedure is available on the website and there are links to the LGO.</p> <p>The safeguarding policy states how complaints and allegations are dealt with and explains the investigation process including referral to the LADO.</p> <p>If staff wish to escalate a safeguarding concern they will complete the online reporting concern tool and a safeguarding officer will pick the case up and follow the Professional resolution and Escalation Protocol.</p> <p>WLDC have a Difficult and Dangerous Situation Register which logs potential people that may be a risk to staff and others.</p>

2.6	The organisation has effective whistleblowing policies and systems in place for professionals and service users, which	Green	The Council has a whistleblowing policy in place. This policy is reviewed annually by the Council's Governance and Audit Committee to ensure that the policy remains fit for purpose and is working effectively. The next review is next scheduled for March 2018. The lead officer for whistleblowing is the People and Organisational Development Team Manager. This is clearly set out within the policy. The policy is available and accessible to all staff and is included as part of the induction process for new staff.	Grading agreed. Effective whistleblowing policy in place and it is clear who the lead officer for whistleblowing is. Evidence of previous reviews. Whistle Blowing is referred to in the safeguarding policy.
A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children				
Requirement	Moderated Rating	Overview		
3.1	Each organisation has clear structure charts capturing clear lines of accountability		WLDC has clear structures and lines and accountability - both for the corporate structure and safeguarding specific structure. The safeguarding structure is captured within the safeguarding policy, with details of the responsibilities of all staff, managers and then specific responsibilities of the officers with a lead role in safeguarding. The corporate safeguarding working group is supported by clear terms of reference and meeting schedule. An action log is maintained and monitored by the group. The council has identified a safeguarding champion, this is clearly documented for staff and elected members and reflected in the yearbook alongside the officer roles. The recent management restructure was implemented on 1/9/17 and is supported by clear roles and	Grading agreed Accountability identified, explained and understood throughout organisation, with detailed roles and responsibilities. Clear structure charts are in place, both corporate and for safeguarding. The safeguarding structure is in the safeguarding policy. Safeguarding training and levels of training have been categorised by individual roles The level of training and knowledge required by each person is determined by their role and their level of contact with vulnerable customers.

			responsibilities. This includes the responsibility for safeguarding.	
3.2	Professionals working with children are required to receive an annual appraisal and that the appraisal has specific objectives to safeguarding and promoting welfare.	Green	WLDC has a workforce that works predominantly with adults. However all staff receive an annual appraisal, supported by a six monthly review and monthly 121 meetings. The performance and development appraisal policy was last reviewed in February 2017. Appraisal documents and associated training and development requirements are collated by the People and Organisational Development Team.	Grading agreed. The Performance and Development Appraisal guidance is clear in telling staff that they should expect an annual appraisal. The People and Organisational Development team collate all appraisals; they will flag any appraisals that have not been completed. Appraisals are also
3.3	All professionals who have direct contact with children and families receive regular and appropriate supervision / case review to support their work.	Green	WLDC staff who have contact with children and families in the course of their work are supported by team managers. Specific support is provided by safeguarding officers. During 2017 the safeguarding 'report a concern' mechanism was amended to allow us to identify if staff making referrals required any support over and above the feedback in respect of their referral. The councils Difficult and Dangerous Customer process was amended in 2016 to identify safeguarding or welfare concerns, which are forwarded to the safeguarding teams to allow for appropriate follow up, including a check with staff. In instances of upset or distress, staff are debriefed by the safeguarding officer. Staff are also offered access to the Council's Employee Assistance Scheme.	Grading agreed. Staff have the choice if they want more support on a case, to tick a box on the reporting concerns mechanism. This was put in place after a member of staff witnessed an incident that caused them distress. Staff also have the option to use the Employee Assistant Programme. Individual training is identified and inputted onto annual appraisals. This is monitored through regular one to ones. The training platform identifies if training has not been completed.

Service development takes account of the need to safeguard and promote welfare			
Requirement		Moderated Rating	Overview
4.1	Strategic planning and priorities to incorporate safeguarding and promoting the welfare of children	Green	WLDC has a wealth of evidence to demonstrate the extent to which safeguarding is embedded into service development. At a strategic level, the council has a commitment to 'people first'. The council's corporate risk register includes a specific strand in respect of safeguarding; this is reported to the councils Governance and Audit Committee. The safeguarding policy and associated procedures are embedded within the organisation. The corporate safeguarding working group is represented by services from across the council. This has led to specific service developments in 2017 including; significant changes to taxi licensing (training for taxi drivers), community tensions reporting, changes within the housing benefit service to flag high risk cases and the development of strategies and programmes of work to support and safeguarding particularly vulnerable and deprived communities within the district. The councils safeguarding policy has been expanded to include a wide range of subject areas that contribute to safeguarding and promoting wellbeing, all of which support wider service development.
			Grading agreed
4.2	Service plans incorporate how the delivery of	Green	WLDC has a wealth of evidence to demonstrate the extent to which safeguarding is embedded into service development. The safeguarding policy and associated procedures are embedded within the
			Grading agreed Taxi Driver training is monitored by the Licensing Committee and WLDC receive a report from LSCB identifying how many have completed the training. To

	services will take account of the need to safeguard and promote the welfare of children		organisation. The corporate safeguarding working group is represented by services from across the council. This has led to specific service developments in 2017 including; significant changes to taxi licensing (training for taxi drivers), community tensions reporting, changes within the housing benefit service to flag high risk cases and the development of strategies and programmes of work to support and safeguarding particularly vulnerable and deprived communities within the district. The councils safeguarding policy has been expanded to include a wide range of subject areas that contribute to safeguarding and promoting wellbeing, all of which support wider service development.	date 86% have completed and a deadline is set for the 5 th Jan 2018 for the remaining to complete.
4.3	Each organisation can demonstrate how children's and families views are considered in service developments	Green	WLDC can evidence that many service developments have taken account of, and been developed specifically to meet the needs and views of families and young people. Most significant is the work the council has done in respect of its response to youth homelessness through a partnership approach with LCC, and response to raising awareness of domestic abuse amongst young people - for both of these key service developments, the needs and views of 16/17 year olds have been taken into consideration. WLDC played an active role in the development, launch and implementation of Lincolnshire's youth housing strategy (2013 - 2018). WLDC is currently actively engaging with LCC in respect of the corporate parenting agenda - this has been included within recent homelessness strategy discussions and has	Grading agreed

			been included as a key activity within the delivery plan supporting the new strategy (note: strategy currently awaiting member approval, recommended for approval by WLDC's Prosperous Communities Committee on 5th December 2017)	
When working with a family, decisions that are made clearly incorporate and are informed by the views of children and families				
Requirement		Moderated Rating	Overview	
5.1	Individual case decisions are informed by the views of children and families	Green	For young people presenting as homeless to WLDC, every effort is made to support them to return home where safe and appropriate to do so; with the views, considerations and support needs for the young person and their family shaping the response to each individual case. In all cases where safeguarding concerns are raised about children and young people, officers work to establish the level of need, risk and wider circumstances, adopting a strengths based approach at all times. Officers understand and apply safeguarding thresholds (evidenced by LCC CSC responses to referrals) and are experienced in completing early help and safeguarding referrals, seeking consent from young people and families wherever possible and appropriate to do so. The thresholds are detailed within WLDC's safeguarding policy. Additionally, in homeless prevention cases and throughout homeless investigations, the needs and views of the family are taken into consideration to ensure appropriate action and offer of housing. The range and quality of	Grading agreed Early Help assessments are completed, children are listened to when EHA's are completed and the voice of the child is recorded. Good evidence that staff are thinking about the needs of the family when visiting. Good evidence of the range and quality of safeguarding concerns and can see evidence that staff understand and apply different thresholds. The log of reports and concerns, details all areas of a safeguarding concern with an overview and outcome.

			safeguarding concerns reported to WLDC safeguarding officers demonstrates the extent to which individual case responses are informed by the views and needs of children and families, this is evidenced in the councils internal case records. Officers in enforcement roles have been actively supported by safeguarding officers to ensure that children and families can be most effectively supported, whilst also ensuring that issues such as ASB or housing standards are addressed.	
Effective communication between professionals and service users regarding information sharing				
Requirement		Moderated Rating	Overview	
6.1	Children and families are able to see what and fully understand what your services offer and why you do it	Green	In all cases where safeguarding concerns are raised about children and young people, officers work to establish the level of need, risk and wider circumstances, adopting a strengths based approach at all times. Officers understand and apply safeguarding thresholds (evidenced by LCC CSC responses to referrals) and are experienced in completing early help and safeguarding referrals, seeking consent from young people and families wherever possible and appropriate to do so. Officers engage in and support the delivery of TAC / CIN plans. Council services are clearly advertised and accessible to customers. The work of the councils Customer First programme will further strengthen this. Customer facing services interact directly with customers,	<p>Grading agreed</p> <p>Evidence that staff understand what they are required to do should they have a concern about a child or young person and the safeguarding thresholds they apply, seeking consent where possible and discussing issues and concerns with families.</p> <p>Evidence of participation in LSCB communication campaigns, including posters and tweets.</p> <p>Good communications with local secondary schools, offering work experience opportunities, additional employment and skills fairs and mentoring programmes.</p> <p>Your website also details services and support on offer.</p> <p>Consent and Early Help is detailed in the Safeguarding policy.</p>

			<p>ensuring that the service offer and options are clear. Customers can access front facing services face to face (including drop ins, home visits), by telephone, or digitally (online reporting forms, emails). The Councils response to homeless 16/17 year olds is supported by a clear protocol, and is explained to young people as part of their contact with us. New service provision, or campaigns to raise awareness of services and support are promoted to customers – the recent domestic abuse campaign targeted at young people is a good example of this. The council has engaged in a programme of mentoring for young people at a local secondary school, led by the councils employment and skills advisor and through its Challenge and Improvement committee has led a piece of scrutiny work to understand the challenges affecting young people in respect of unemployment. The councils employment and skills advisor has recently qualified as a ‘mental health first aider’ – the decision to invest in this training was the direct result of her experience of young people being affected by mental health issues, and the impact of these of education opportunities. The council also works in partnership with local secondary schools, to support and offer work experience opportunities. Additionally, employment and skills fairs led by the council have been successful and have led to young people being able to access work and training opportunities.</p>	
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6.2	Each organisation can demonstrate how it signposts children and families to appropriate safeguarding services that may not be owned by that organisation	Green	<p>WLDC is experienced in working in partnership with, and signposting to appropriate services to ensure the needs of customers are met, including to safeguarding services and those that can support customers' wellbeing and reduce the escalation of need / risk. This is an area of work that WLDC is very proud of. In all cases where safeguarding concerns are raised about children and young people, officers work to establish the level of need, risk and wider circumstances, adopting a strengths based approach at all times. Officers understand and apply safeguarding thresholds (evidenced by positive LCC CSC responses to referrals) and are experienced in completing early help and safeguarding referrals, seeking consent from young people and families wherever possible and appropriate to do so. Clear, internal reporting mechanisms, supported by a policy strapline that 'safeguarding is everyone's business' ensures that officers raising their concerns are not worried about doing so, and that sufficiently experienced officers cases can review these and ensure that the most appropriate onward referrals can be made. Details of onward referrals are captured within</p>	<p>Grading agreed Evidence that WLDC is experienced in working in partnership with other agencies.</p> <p>The safeguarding policy and website has links to signpost people to the correct agencies for more information, this includes the LSCB website.</p> <p>The safeguarding log is evidence of direct referrals to LCC children's safeguarding, with overview and outcomes recorded.</p> <p>Evidence of cases that have cross referenced between different departments, all looking for the best outcome for the client.</p> <p>Evidence that staff know how to complete a DASH risk assessment if they suspect domestic abuse, or a disclosure has been made to them.</p> <p>Additional evidence supplied during moderation – a review of work was undertaken by the challenge and improvement committee, to conclude the study of youth unemployment, it was considered worthwhile to hear the direct experiences of young people. It established an employment and skills gap in Bricklaying/Labouring</p>

			the council's internal safeguarding records. Examples include but are not limited to; Early Help Assessments / referrals, referrals in line with the pre-birth protocol, safeguarding referrals, domestic abuse risk assessment, referrals to supported housing, referrals and liaison between council teams.	courses available. Contact was made with the college who are now offering these courses.
Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families				
Requirement		Moderated Rating	Overview	
7.1	The organisation has an induction process for all staff and volunteers that includes familiarisation with safeguarding and HR policy and procedures	Green	The council's induction process is supported by a checklist to ensure that new staff understand key processes and policies within their role. Safeguarding is included as part of this process and all recruiting managers are required to ensure that their staff receive a briefing from one of the council's safeguarding officers within 2 weeks of their start date. To ensure that we do not miss any new starters, safeguarding officers receive a monthly 'new starters' email from the HR team and for anybody that has not already received / is scheduled to receive a briefing this is booked in. The briefing follows a set format, staff sign to confirm they have received the briefing. The briefing has received positive feedback from new staff.	<p>Grading agreed</p> <p>The Safeguarding briefing covers a lot of safeguarding aspects but it does state that the briefing session does not replace reading the Safeguarding policy. You have good systems in place so new starters are not missed and all are given a safeguarding briefing session. Staff sign a declaration to say they have attended the briefing session and that they will read the safeguarding policy.</p> <p>WLDC follow the LSCB 5 year training plan, training records for individuals seen on training platform.</p> <p>Random sample of completed inductions for new starters was seen when visited.</p> <p>All mid-term appointment of members will be given a safeguarding briefing session and asked to read the policy. This is something to be developed</p>
7.2	All front facing staff and	Green	WLDC has a rolling training programme in place. It is aligned with the LSCB training pathway. The training programme is set out in	Grading agreed

	<p>volunteers are trained to recognise signs and symptoms of abuse and neglect and understand the mechanism within their own organisation for reporting concerns</p>		<p>the safeguarding policy. Staff roles are categorised according to level of interaction with customers to help determine whether basic or enhanced training is required. Face to face training is provided for staff without ICT access; this has been helpful for staff working within the council's waste services team, who receive 'bite size' briefings to fit with their working patterns. All other staff and members access safeguarding board e-learning. Staff training requirements are circulated by email, with clear log in details and timeframes for completion. Records of completion are maintained. This process has required some additional capacity to manage, which has been provided via the council's licensing team. Non-compliance is managed through escalation to the councils safeguarding coordinator, to enable liaison with the relevant manager. The process for reporting concerns is clear, effective and consistently used - staff can report a concern online by clicking the well-publicised safeguarding logo (jigsaw piece) and populating the relevant details. This triggers a notification to the safeguarding officers for assessment a decision on next steps. The policy is clear in terms of the instances in which staff must make an immediate referral to LCC or the Police rather than the internal reporting mechanism. The volume and quality of referrals is monitored by safeguarding officers, with key trends / gaps triggering further awareness raising and training. This information is fed back to the corporate safeguarding working group and the</p>	<p>The Safeguarding Policy is well detailed it specifies the signs and symptoms of abuse and neglect and informs of all reporting referrals and people to contact.</p> <p>I can see you are following the LSCB 5 year training plan. For staff that fall into the yellow section, I can't see that they complete the Awareness of Child Abuse and Neglect E-learning? When I visited I was shown the training platform and this learning is included. It just needs adding to the policy.</p> <p>All training is monitored through the training platform; managers will flag in one to ones and appraisals if the training has not been completed. Evidence seen of some corporate training that had not been completed, an email was sent to the member of staff with a reminder and a date when completed was required by.</p> <p>The jigsaw piece is a great way of reporting concerns, clear and precise and well publicised. The fact that it triggers a notification indicates that any concern/s that a staff member may have should not be missed.</p> <p>Good that trends/gaps are being identified and further awareness/training needs are recognised.</p>
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			<p>volume of referrals reported through the council's corporate 'progress and delivery' mechanism, within which a narrative is provided in respect of the status of this area of work.</p>	
7.3	<p>Staff and volunteers who work with or have contact with children and families receive training befitting to their professional roles and responsibilities</p>	Green	<p>WLDC has a rolling training programme in place. It is aligned with the LSCB training pathway. The training programme is set out in the safeguarding policy and compliance in mandatory. Staff roles are categorised according to level of interaction with customers to help determine whether basic or enhanced training is required. All customer facing teams are required to complete an enhanced level of training. Face to face training is provided for staff without ICT access; this has been helpful for staff working within the council's waste services team, who receive 'bite size' briefings to fit with their working patterns. All other staff and members access safeguarding board e-learning. Staff training requirements are circulated by email, with clear log in details and timeframes for completion. Safeguarding training covers all safeguarding policy areas. Additional briefings are also provided in response to emerging needs / risks (for example, modern slavery, CSE, violent extremism). Records of completion are maintained. This process has required some additional capacity to manage, which has been provided via the council's licensing team. Non-compliance is managed through escalation to the councils safeguarding coordinator, to enable liaison with the relevant manager. The council</p>	<p>Grading agreed</p> <p>Evidence that WLDC follow the LSCB 5 year training pathway. Staff roles have been categorised into groups to determine the level of training needed, this follows the National Competency Frameworks for Safeguarding Children.</p> <p>The Safeguarding Policy is clear about the role of the organisation in safeguarding children and also about professional boundaries and behaviours.</p> <p>Can see that you have provided further in house training/briefings for relevant staff including, modern slavery, CSE, violent extremism.</p> <p>Good percentages of Taxi Drivers have completed the E-learning. 86% of taxi drivers have completed the training with the remainder to complete by 5th January 2018. If they do not complete by this date they will have their licence suspended until they do complete, this is to be agreed by committee.</p> <p>WLDC have produced a safeguarding policy which is an extract of their policy for one of their main contractors, Homesafe.</p> <p>Once the contract for leisure has been finalised, WLDC will ask them to complete a S11 to ensure compliance.</p>

			<p>introduced a selective licensing scheme in 2016; this required a partnership with Homesafe who carry out inspections - Homesafe were provided with a safeguarding briefing, policy extract, reporting mechanism and access to LSCB training to support this. Safeguarding concerns raised by Homesafe are passed to the councils Selective Licensing officer in order for the internal report mechanism to be followed. Taxi driver training has also been rolled out, with over 80% taxi drivers licensed with WLDC currently having completed the LSCB training module. The councils licensing manager has been particularly proactive and supportive of safeguarding and ensuring this important service development and training requirement has been accelerated.</p>	<p>WLDC are looking to train landlords to self-inspect properties but to do this training they must also complete safeguarding training, this is something that is been discussed and evidence has been seen.</p>
7.4	<p>Outcomes and findings from reviews and inspections are disseminated to staff and volunteers</p>	Green	<p>Findings from reviews and inspections are shared at corporate safeguarding group meetings, where a decision in terms of onward dissemination is agreed. For example, WLDC engaged in the 2016 inspection of the LSCB and the findings shared with WLDC including with the councils safeguarding champion. DHR's, serious case reviews and significant incident reports are reviewed by safeguarding officers, to enable learnings that are relevant to WLDC to be fed into service changes - an example is a change within the housing benefit service to introduce a process of checking with safeguarding officers before a housing benefit payment will be made to a third party bank account. In the event of any inspections or</p>	<p>Grading agreed</p> <p>Good evidence that any findings and outcomes from reviews/inspections /changes to policies and multi-agency sharing are disseminated to staff.</p> <p>Evidence of involvement and participation in DHR's and SCR's and action plans that come from these.</p>

			serious incidents / reviews affecting WLDC, reports will be provided to the council's corporate management team. Audits and actions arising from audit inspections are monitored corporately. WLDC has actively engaged in the recent MARAC audit, JTAI, Neglect Audit. In October 2017 the council's licensing service was audited, and received substantial assurance. Part of this audit scope included safeguarding training for taxi drivers.	
Safer Recruitment				
Requirement		Moderated Rating	Overview	
8.1	The organisation can demonstrate compliance with national safer recruitment policy and procedure and the quality assurance if its application	Green	WLDC has a safer recruitment policy in place. This guides the recruitment and selection process for recruiting managers and provides a guide for staff. Responsibility for reviewing the policy and ensuring it is applied to recruitment throughout WLDC lies with the People and Organisation Development Team Manager. The policy is supported by recruitment and selection training, recruitment checklist, guidance and processes. This includes ensuring that interview panels include at least one member of staff that has received the relevant training. Recruitment is always overseen by the People and Organisation Development Team.	<p>Grading agreed</p> <p>The recruitment policy advises on the Recruitment and Selection processes to be followed by officers with responsibility of appointing new staff internally and externally. The Council has a commitment to equal opportunities and welcomes applicants from all sections of the community. The Recruitment Policy is on the forward plan to be reviewed.</p> <p>Thorough and detailed recruitment checklist, covering four aspects of the recruitment process.</p> <p>Good evidence that safeguarding questions are asked in interviews where appropriate.</p>
8.2	Identity and qualifications are verified	Green	In line with the recruitment and selection policy and associated guidance, identity and qualifications are verified. Copies are taken and remain on file. Checks are carried out by the People and Organisational Development Team. This includes a Disclosure Scotland	<p>Grading agreed</p> <p>The recruitment checklist is evidence that identity and qualifications are verified. Other checks include obtaining two references and to ensure candidate is eligible to work in the UK.</p>

			check, which is carried out and must be returned satisfactorily before any offer is made.	This was evidenced when I visited by sampling 3 employee files each file had all of the above completed and checked.
8.3	All staff are subject to disclosure and barring procedures where required	Green	Whilst all staff are subject to Disclosure Scotland checks as a requirement of employment with the council, DBS checks will only be completed for relevant roles, in line with the DBS criteria. A risk assessment is carried out for each role within the council to determine whether a DBS check is required. Currently, there are no roles within the council assessed as requiring a DBS check, in line with this assessment. Discussion about this with colleagues from District Councils across Lincolnshire has shown that this is not unusual for a district council, since the transition from CRB to DBS. The Councils DBS policy was reviewed and refreshed in 2016. All new roles will be assessed using the DBS risk assessment. A number of staff require police vetting to be able to access key IT systems in the course of their work– Sentinel (multi-agency anti-social behaviour case management), and Modus (multi-agency high risk domestic abuse case management). Where this is the case, police vetting to the appropriate level is completed before access to the system is granted. This process is also supported by appropriate Information Sharing Agreements (ISA).	Grading agreed All staff are subject to Basic Scottish Disclosure checks as a requirement of employment with WLDC. These checks are on the recruitment checklist. Evidence that employees that attend MARAC and have access to sensitive IT systems are police vetted. Both the Safeguarding Policy and Recruitment policy detail Safer Recruitment. The corporate safeguarding structure identifies the Designated Safer Recruitment Lead who is responsible for WLDC safer recruitment decisions in line with the requirements of the DBS. The safeguarding policy is clear that if an allegation is made against a member of staff and it is proven, WLDC will notify DBS as required by legislation.
8.4	Employees involved in the recruitment	Green	In line with the selection and recruitment policy, all recruiting managers are required to complete recruitment and selection training. A training record is maintained by the councils	Grading agreed Recruitment policies and procedures have been adapted to incorporate safer recruitment requirements. The guidance states that all employees responsible for any

	of staff to work with children have received training as part of the safer recruitment programme		People and Organisational Development Team. As a minimum, one member of any interview panel for a role employed by WLDC must have completed the recruitment and selection training.	aspect of the Selection and Recruitment procedure should be trained to undertake the recruitment and selection process and follow all relevant procedures and policies in connection with the recruitment and selection of employees. Evidence seen of all officers that have completed safer recruitment training.
Effective inter-agency working to safeguard and promote the welfare of children				
Requirement		Moderated Rating	Overview	
9.1	Staff understand the thresholds for making a referral to EH, TAC, CIN, CP	Green	The thresholds for making referrals are set out in the council's safeguarding policy. Officers understand and apply safeguarding thresholds (evidenced by positive LCC CSC responses to referrals) and are experienced in completing early help and safeguarding referrals, seeking consent from young people and families wherever possible and appropriate to do so. Clear, internal reporting mechanisms, supported by a policy strapline that 'safeguarding is everyone's business' ensures that officers raising their concerns are not worried about doing so, and that sufficiently experienced officers can review these and ensure that the most appropriate onward referrals can be made. Details of onward referrals are captured within the council's internal safeguarding records. Examples include but are not limited to; Early Help Assessments / referrals, referrals in line with the pre-birth protocol, safeguarding	Grading agreed Thresholds for making referrals are set out in the Safeguarding policy. The policy is clear about reporting concerns and the jigsaw piece icon is a clear reporting mechanism throughout the organisation. The policy has links to important external procedures and processes which are included throughout the document. Evidence proves staff understand the thresholds for making a referral as there are various assessments and referrals to support this.

			referrals, domestic abuse risk assessment, referrals to supported housing, referrals and liaison between council teams. EH assessments are always carried out for homeless 16/17 year olds. A strengths based approach is adopted throughout. Officers in enforcement roles have been actively supported by safeguarding officers to ensure that children and families can be most effectively supported, whilst also ensuring that issues such as ASB or housing standards are addressed.	
9.2	Staff have access to and are using LSCB guidance and procedures	Green	LSCB guidance and procedures are embedded into WLDC's safeguarding policy and working practices. The policy is clear that it must not be read in isolation, and links to LSCB guidance are included within the policy. Whilst all staff can access LSCB online guidance themselves, and are guided by LSCB guidance in their day to day practices through WLDC's policy / procedures, they are not expected to have a high level knowledge unless their role requires this advanced awareness (as guided by the training programme). Safeguarding officers are experienced in working within LSCB procedures on a daily basis and are responsible for maintaining awareness, including for new and updated procedures. The evidence provided to support this section demonstrates the positive implementation of LSCB guidance / procedures including understanding of safeguarding thresholds, and referrals / work at each stage of the pathway from Early Help through to Child	Grading agreed Thresholds for making referrals are set out in the Safeguarding policy. The policy is clear about reporting concerns and the jigsaw piece icon is a clear reporting mechanism throughout the organisation. The policy has links to important external procedures and processes which are included throughout the document. Evidence proves staff understand the thresholds for making a referral as there are various assessments and referrals to support this.

			Protection. Wider policy areas, such as homelessness, domestic abuse and ASB are also carried out with an understanding of LSCB guidance and requirements.	
9.3	Attendance at multi agency forums and meetings eg TAC, CIN, CP	Green	WLDC can demonstrate commitment to and extensive engagement with multi-agency boards, forums and meetings; demonstrating both an operational and strategic level. Staff are confident in attending, contributing to and providing evidence to support multi-agency case meetings and adopt a strengths based approach to their work. At a strategic level, nominated officers attend a variety of meetings that contribute to safeguarding and promoting wellbeing including (but not limited to) domestic abuse, Child Sexual Exploitation, suicide, anti-social behaviour, reducing offending, MAPPAs, MARACs, taxi licensing, youth homelessness, district councils safeguarding meeting. In the case of significant incident notifications, there is an effective response to requests to check systems for involvement with cases. For meetings within the LSCB and LSCB structure (including boards and sub groups), nominated district council officer representation has been agreed between the seven district councils (approved by chief executives) with information sharing via the district council safeguarding meetings. WLDC also leads on the hosting of multi-agency meetings to address issues of concern, for example; community safety issues. The council's domestic abuse coordinator is also an experienced chair of MARAC meetings.	Grading agreed High level of evidence of commitment and attendance at multi agency forums and meetings.

9.4	Organisations are able to demonstrate, or have in place a mechanism by which they can evidence, how their organisation, staff and training has impacted on practice thereby improving outcomes for children and families	Green	WLDC is confident that the policy, awareness raising and training provided to staff supports confidence to report concerns and improve practice and partnership working. Examples include; referrals received directly as a result of training which staff advise has 'made them think' about a case they have been working with, changes to working practices as a result of training on youth homelessness, ASB case decisions that are influenced by the wider safeguarding context within which the case is being heard. WLDC is aware that this must be a focus for continuous development at all times and that a drop in referrals, or any gaps in awareness are monitored and responded to. The council monitors referral activity through its corporate progress and delivery reporting. Where staff make referrals, feedback is provided by safeguarding officers, to thank them for passing on a concern and, if required, to address any gaps in knowledge. The quality and positive response to referrals to the CSC demonstrate the positive application of staff knowledge and awareness.	Grading agreed
9.5	All commissioned services involving children and families are compliant with S11	Green	All commissioned services are commissioned with the support and guidance of procurement Lincolnshire. A core part of commissioning is to ensure that providers can demonstrate compliance with legal requirements including Section 11. A key commissioned service at the present time is the council's Leisure Contract; the respective safeguarding policy is included as evidence. The contract is currently in the process of being re-commissioned; a schedule for completing S11 during the contract delivery	Grading agreed

			<p>period has been requested from the commissioning manager. For relevant grant funded services, safeguarding policies for the charitable groups / organisations are requested as part of the evidence base and grant determination. The councils Enterprising Communities Team Manager is currently reviewing safeguarding policies with grant funded services as part of contract management meetings; copies are available to safeguarding officers. WLDC is a stock transfer council, therefore, does not have any retained housing stock; therefore assurance has been sought that staff within the LSVT organisation have received safeguarding training (with a recommendation made that LSCB training is accessed in future) and that there is a named safeguarding lead to implement oversee the policy. An offer has also been made to carry out a S11 assessment on a voluntary basis. This has not yet been taken up, however WLDC is committed to providing support with this. The council introduced a selective licensing scheme in 2016; this required a partnership with Homesafe who carry out inspections - Homesafe were provided with a safeguarding briefing, policy extract, reporting mechanism and access to LSCB training to support this. Safeguarding concerns raised by Homesafe are passed to the councils Selective Licensing officer in order for the internal report mechanism to be followed.</p>	
<p>Effective inter-agency working and information sharing in order to ensure safeguarding and promoting children's welfare</p>				

Requirement		Moderated Rating	Overview	
10.1	There is organisational understanding of information sharing guidance and compliance with the DPA including when to gain consent	Green	WLDC can demonstrate compliance with information governance requirements. The senior officer responsible for overseeing this is the councils Director of Resources. Staff demonstrate an understanding of these requirements, and training in respect of both information sharing and data protection is mandatory. Completion of this is monitored by the councils ICT team. The councils safeguarding policy includes a section on information sharing in the context of safeguarding, detailing 'golden rules' for information sharing. The policy is clear about what should be shared, with whom, and when, working on the basis that consent should be gained wherever possible. Staff understand when to seek consent to make referrals, and are supported by safeguarding officers when this may impact on their day to day role; for example, it is not always possible for enforcement officers to seek consent due to the difficult relationship they may have with the individual customer and nature of their involvement; in these instances this is done with the support of safeguarding officers instead. The positive response to referrals to LCC CSC shows the positive implementation of these principles. The policy is clear about the instances in which staff should override consent in order to immediately safeguard or protect individuals in the context of safeguarding, domestic abuse and risk to life /	Grading agreed The safeguarding policy includes information on good practice in information sharing and prompts employees to ask for consent to share information with other agencies. Clear that consent is gained in referrals. Good evidence of other relevant policies. Good evidence WLDC are preparing for GDPR. All staff have completed DPA training.

			<p>immediate safety. The councils' difficult and dangerous register is managed corporately and includes a check for each case in respect of customers on this list that may be vulnerable or in need of support; safeguarding officers are notified of these cases. WLDC is currently actively preparing for the implementation of GDPR, with an information audit currently underway to check every service areas readiness - this will lead to action planning and implementation in time for the introduction of GDPR. The councils safeguarding work is being checked as a distinct work area for this - any actions arising from this will be managed by the corporate safeguarding group, and overseen by the safeguarding coordinator.</p>	
10.2	<p>The organisation contributes to multi-agency learning through the LSCB</p>	Green	<p>WLDC can demonstrate commitment to and extensive engagement with multi-agency boards, forums and meetings; demonstrating both an operational and strategic level. Staff are confident in attending, contributing to and providing evidence to support multi-agency case meetings and adopt a strengths based approach to their work. At a strategic level, nominated officers attend a variety of meetings that contribute to safeguarding and promoting wellbeing including (but not limited to) domestic abuse, Child Sexual Exploitation, suicide, anti-social behaviour, reducing offending, MAPPa, MARAC, taxi licensing, youth homelessness, district councils safeguarding meeting. In the case of significant incident notifications, there is an effective response to requests to check</p>	<p>Grading agreed Good evidence that clearly shows WLDC attendance at multi-agency meetings.</p>

			systems for involvement with cases. For meetings within the LSCB and LSCB structure (including boards and sub groups), nominated district council officer representation has been agreed between the seven district councils (approved by chief executives) with information sharing via the district council safeguarding meetings. WLDC also leads on the hosting of multi-agency meetings to address issues of concern, for example; community safety issues. The council's domestic abuse coordinator is also an experienced chair of MARAC meetings.	
10.3	The organisation evaluates outcomes from the perspective of the child or young person	Green	WLDC can demonstrate a number of service developments that reflect the views and needs of young people and families. There are a number of sections within this audit that demonstrate this. Of particular importance is the council's response to youth homelessness, and efforts to improve employability amongst young people. As an organisation that does not work with children and young people as a core part of its work, this tends to be service or subject specific, reflecting a proportionate approach for a district council.	Grading agreed.
10.4	The organisation has in place a programme of internal audit and review that enables	Green	WLDC has an annual programme of internal audit. This is agreed each year by the councils management team, further to a 'combined assurance' assessment of every service area carried out by the audit team (Assurance Lincolnshire). Safeguarding is always included as a specific service strand in the combined assurance process. The last safeguarding audit carried out internally received substantial	Grading agreed Assurance mapping confirms that the overall level is green which indicates a substantial level of assurance.

	them to continuously improve the protection of children and young people from harm or neglect and promote welfare		<p>assurance. WLDC's previous S11 assessment was used a key evidence base to support this. Audits and actions arising from audit inspections are monitored corporately. In October 2017 the council's licensing service was audited, and received substantial assurance. Part of this audit scope included safeguarding training for taxi drivers. At a countywide level, WLDC has actively engaged in the recent MARAC audit, JTAI, Neglect Audit and is committed to embedding learning from audits into its working practices, led by the corporate safeguarding working group. WLDC also has democratic accountability; the council reports its S11 compliance and risk status to its governance and audit committee, via the corporate risk register mechanism and a detailed report is submitted to the councils Prosperous Communities Committee with each policy review and S11 audit. Officers are next scheduled to report to both committees y January 2018. Any actions arising from any work in respect of safeguarding are included within a workplan of the corporate safeguarding group, with named lead officers.</p>	
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