



LSCB Pan-Lancashire Section 11 Audit Tool 2017

Section 11 of the Children Act 2004 places a duty on key people and bodies to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. The application of this duty will vary according to the nature of each agency and its functions.

Agency	Name & Designation of Person Completing (include email address)	Date Completed
South Ribble Borough Council	Denise Johnson, Director of Development, Enterprise and Communities and Designated Safeguarding Officer Djohnson@southribble.gov.uk	31 st March 2017

Quality Assured by QAPI members August 2017

Victoria Gibson – Lancashire Safeguarding Boards Business Manager

Hayley Clarke – Lancashire Safeguarding Boards Business Coordinator

The feedback provided below is based on the views of the QAPI members who quality assured the document. Their feedback is based on whether the supporting evidence and any relevant supporting documents fulfil the minimum requirements for each section of the Pan-Lancashire Section 11 audit template.

Further discussion and feedback can be provided from the QAPI members listed above – if this is required, please contact Hayley Clarke – hayley.clarke2@lancashire.gov.uk

1 - LEADERSHIP

Senior managers will need to demonstrate leadership, be informed about, and take responsibility for the actions of their staff who are providing services to children and their families.

Minimum Requirements

- Designated Senior Officer for Safeguarding in place and visible
- Senior Managers can evidence effective monitoring of service delivery
- All staff know who the Named Senior Safeguarding Officer for their agency is
- Ensure that your agency is compliant with SCR Actions

Evidence Statement: *(max 200 words, please attach / embed appropriate policies or documents)*

- Safeguarding is a priority in the South Ribble Borough Council Corporate Plan.
- The Member Lead is the Leader of the Council
- Lead Designated Senior Officer, Denise Johnson [DSO] appointed supported by a deputy designated officer. Notice Boards throughout the Council show the Safeguarding referral process and name the Designated Senior Office.
- All employees have been previously made aware and reminded that concerns should be escalated immediately as per the safeguarding policy.
- The Council Safeguarding Policy is underpinned by a Safeguarding Action Plan to develop the Council's leadership and responsibilities for safeguarding which includes making more robust its monitoring and quality assurance.
- Nominated Safeguarding Champions meet quarterly to cascade safeguarding updates across all service areas and at all levels. Core managers meetings include safeguarding items on its meeting agenda from time to time and this has become a regular agenda feature. Both of these meetings at each level, report into the Senior Management Team (SMT) where the DSO is in attendance.
- The Senior Management Team receives reports regarding safeguarding in respect of monitoring, concerns and issues. For example, 23rd August SMT report on Modern Slavery Act, 18th October SMT report on Safeguarding Action Plan; 15th November SMT report on Licensing – Convictions Policy proposals. The reports and minutes are available. Information from SMT is cascaded to the Core Managers meeting.
- The Lancashire Children's Partnership Board Newsletter and associated updates are disseminated via the Council's intranet.
- The Council can demonstrate that it is open to and receives and listens to the concerns of employees and that it has acted upon these. The DSO and deputy designated officer keep a secure log of all of these [evidence available on request due to data protection].
- The Council links into the work of the LSCB and LSAB through its partnership work on the Chorley, South Ribble and West Lancashire Children's Partnership Board [CPB]. A Director sits on this Board. Information

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Comments

AMBER

NO REFERENCE TO SCR RECOMEMNDATIONS

from this partnership is effectively brought to the attention of Senior Management Team where appropriate and cascaded throughout the organisation and where relevant to commissioned services eg The South Ribble Community Leisure Trust. The Trust has formed a Safeguarding Sub Group and information is shared on best practice. (Evidence available on request due to business confidentiality)

- Web links to the LSCB and appropriate sections of its seven minute briefings are already displayed on the Council's intranet.
- A Director holds responsibility for Community Safety Partnership work. All information pertaining to safeguarding is fed up to Senior Management Team. This includes any learning eg Prevent training mentioned above.
- Senior Managers ensure that safeguarding requirements are built into procurement processes (See section 4). For example, leisure services are provided by Serco and the commissioning manager monitors the effectiveness of the service delivery against the service protocols for safeguarding
- For services delivered by the Council's employees, protocols are in place to ensure that safeguarding is an essential requirement of the frontline roles, for example in the execution of the Council's duty for section 20 temporary accommodation cases.
- Safeguarding meetings between DSO and Core Managers will be further developed to include the reporting of Council services in respect of safeguarding, ensuring that concerns and actions taken are fed back and updates, for example on LSCB training, are fed in to the services areas.
- In the past year Safeguarding has been further embedded into the Council's culture by the addition of a dedicated themed Safeguarding Week which gave employees and Members the opportunity to refresh their knowledge of the policy and how to escalate concerns.
- In the last year an audit on knowledge of the Prevent process was undertaken which showed of the 128 staff members who took part in the survey 125 were aware of the prevent process in the Safeguarding Policy
- The Council is committed to an annual review of it's Safeguarding Children Policy and Procedures. In addition this year the Council will produce a Vulnerable Adults Safeguarding Policy.



Evidence :

(Log Book available on request)

- Corporate Plan 2017/18
- Safeguarding Champions minutes or screen dump from intranet
- Safeguarding Champions Meeting minutes
- Smt table of reports
- Children's Partnership Board agenda and minutes. (not attached but available)

- Serco safeguarding policy
- Temporary accommodation service level agreement detailing minimum safeguarding compliance

2 – COMMITMENT

The agency's responsibility towards children is clearly stated in policies and procedures that are available for all staff.

Minimum Requirements

- Statement of responsibilities (as per section 11 guidance) is visible in policies & guidance
- Policies and guidance refer to the LSCB multi-agency procedures
- Policies & guidance are accessible and understood by all staff
- Prevent Duty / Counter Terrorism is reflected in policies and guidance
- Services delivered by the agency or commissioned by the agency are designed to safeguard and promote the welfare of children

Evidence Statement: *(max 200 words, please attach / embed appropriate policies or documents)*

- The Council revised its safeguarding policy in 2016 and will review in 2017. The policy is held within the Council's intranet and also available as hard copies where employees do not have regular access to the intranet as part of their work. A statement of responsibilities as per section 11 guidance is within the policy. The policy refers to the LSCB's multi-agency procedures. Important contact numbers and useful web links are displayed on the intranet and on notice boards. To ensure this is as accessible as possible, hyperlinks to the LSCB's contact numbers are displayed on the Council's intranet homepage together with hyperlinks to the LSCB's seven minute briefings. Accessibility of the policy is monitored by feedback from safeguarding champions on behalf of the service areas they represent.
- Duties around Prevent and Counter Terrorism is understood by the Council and is reflected in policies and guidance. A Council officer has been trained to deliver WRAP training to Council colleagues in line with Home Office guidance (see also section 5) and also attends the Prevent Delivery Managers Group. The officer has also delivered the WRAP training to the FCC Waste Collection Contract staff. An officer from the Council also attends the CONTEST meetings.
- All employees have had mandatory safeguarding training [see section 5] and have been made aware of the Council's policy as part of that training and through regular updates from safeguarding champions. As part of the Council's safeguarding training, all employees are guided to its safeguarding policy which includes information on pathways for reporting and escalating concerns and how to identify signs. A useful quick guide is available for all employees on how to escalate concerns and has important contact numbers for quick reference. The quick guide is displayed on the Council's intranet as well as on noticeboards for service areas where employees do not have regular access to a computer. The Human Resources Team regularly monitors which

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Comments

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employees have completed safeguarding training and arranges training courses at various levels. It contacts managers to update them with their team's training requirements.

- The term *employees* includes Council Members and volunteers. It also includes special interest groups such as the Licensing Committee and Sports Development. Members training has taken place over a number of years ie Safeguarding courses provided in 2012, 2015 and in 2016 the Council linked into the LSCB's offer to complete training on Member Safeguarding in June 2016 as well as training from Tony Baxter, Lancashire Constabulary on CSE during Member's Learning Hour. Jane Booth the Chair of the Lancashire Safeguarding Childrens Board provided training from Members in July 2016 and there was Member training on the Safeguarding Policy by an external consultant. Specialist training is also provided for Members with specific responsibilities eg Training for Licensing Committee Members. Training is also logged for Council Members. Senior Management Team monitor the training across the organisation.
- Employees are aware of the importance of safeguarding when exercising their services and work, for example, procurement of new services includes essential qualification criteria for a safeguarding policy to be in place in order for a provider to be successful in being awarded a contract. This is also stipulated as part of the Council's safeguarding policy.
- Finally, information from the minutes of SMT meetings are fed into Core Managers meetings, as explained above. This is then used to disseminate information at Team Briefings throughout teams within the Council. An example of the topics covered at team briefing level is evidenced here.

EVIDENCE:

1. South Ribble Borough Council Safeguarding Policy 2016. See pages 10-13 of the 2016 policy
2. Example of legal compliance with Prevent Duty and Counter Terrorism duties displayed within Information Security Policy
3. Example Prevent Action Plan, the meeting for which is attended by a Council officer
4. Council Members Safeguarding Training PowerPoints
5. Team Briefing from Environmental Health
6. Training logged for Council Members of Licensing Committee
7. Human Resources Monitoring of training
8. Contracted Services See Page 31 of the 2016 policy
9. Licensing Committee Training
10. Taxi Licensing Event 2017.

3 – ACCOUNTABILITY & GOVERNANCE

It should be clear who has overall responsibility for the agency’s contribution to safeguarding and promoting the welfare of children and what the lines of accountability are from each staff member up through the organisation to the person with ultimate accountability for children’s welfare.

Minimum Requirements

- All staff know who to report concerns about a child to
- All staff know who the Named Senior Safeguarding Officer for their agency is
- Staff at all levels know and understand their safeguarding responsibilities
- Evidence that all commissioned services are required to comply with S11 duty
- District Councils only – evidence that district councils understand their responsibility with regards to taxi and private hire drivers

Evidence Statement: (max 200 words, please attach / embed appropriate policies or documents)

Statement: (max 200 words, please attach / embed appropriate policies or documents)

- All employees are responsible for safeguarding and this is clearly stated within the safeguarding policy. All employees have a Code of Conduct which they have to accept and sign when they begin work at the Council. Safeguarding reports are provided to the DSO from all service areas through the safeguarding champions. The Council's safeguarding action plan strengthens this monitoring and reporting process.
- See above regarding escalation of concerns about a child and clearly defined pathways for escalation. Arrangements via these pathways for escalation are in place to ensure that any allegations about those who work with children are passed to the DSO or deputy, without delay.
- The Council has work experience arrangements from time to time. These are supported by protocols which are included within the Safeguarding Policy and a Work Experience Guide for Managers.
- A whistleblowing policy is in place and accessible via the intranet and paper format. The whistle blowing policy is also referred to in the Employee Code of Conduct.
- The Council worked with Lancashire County Council and other agencies on the safeguarding of migrants and asylum seekers now resident in the district. A protocol exists. The LGA Syrian Resettlement programme Guide is attached

Council Services: The Council provides a variety of services through trained and competent officers. The Council's Safeguarding Policy and Procedures permeate throughout the processes and guidance that employees are provided with in order to deliver their services. Senior / core managers monitor effectiveness of safeguarding in respect of their own service areas and six monthly updates are provided to Senior Management Team.

1. **Housing:** In 2016 the process was strengthened as a result of LCCs OFSTED inspection. There are Homeless Joint Protocol in place (see section 8).

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2. **Gateway:** This team is responsible for signposting to other agencies such as Calico and the Council's own housing services. Safeguarding is managed and monitored through a number of codes and protocols. Basic disclosures have been completed for all Gateway staff. Proof can be obtained from HR if required. In 2016 a Chaperone Policy was introduced in Gateway to ensure that vulnerable people are supported and staff are protected.
3. **Taxi Licensing:** The Council understands its role regarding taxi licensing. The Taxi Licensing Policy was introduced in 2016 and is being implemented. It went to full Council in July 2016 for approval. The Convictions Policy was reviewed and consulted on in November 2016 and reported back to the General Licensing Committee in February 2017. It was endorsed by full Council 1/3/17. In 2016 the Council has worked closely with the Lancashire Safeguarding Children Board on specific Licensing cases. The Council is part of the Multi Agency Safeguarding team and has worked with the Police and partners on allegations of safeguarding. The Chair of the Lancashire Safeguarding Children Board has provided training to South Ribble Borough Council Members. Specific training has been provided to Licensing Committee Members. The Licensing Manager and the Council's Designated Lead Safeguarding officer have supported the Local Authority Designated Officer (LADO) at County on a project looking at the role of LADOs and strengthening the links further between the Licensing and LADO functions. The Council's Designated Safeguarding Lead has attended General Licensing Committee to inform revision of processes and procedures. The Council has been working with the Licensing Trade to restore public confidence. There is a Licensing Forum facilitated by the Council. The trade has supported the Taxi Licensing Policy and Convictions Policy. The Trade has supported the introduction of Safeguarding training for drivers. In the coming year the Council will be working with the trade on the introduction of an Operators Accreditation Scheme. The Council has invited Commissioner Mary Ney, a Licensing expert, to undertake a Health Check of the Council's licensing function and the findings will be reported to Members.
4. **Public Relations:** The Council has a protocol for the photographing of children and vulnerable adults.
5. **Waste:** The Council's waste services carry out a frontline function visiting residents who have raised queries about their waste service. This is mostly completed by a commissioned service however there are some educational activities within local schools that sit within this service function (see section 4).
6. **Events Managements:** The safeguarding policy is observed by employees conducting events. Missing / found children and flowcharts to support this are used at event such as Leyland Festival.
7. **Park Ranger Services:** This service provides events on South Ribble Parks and Green Spaces, for example, pond dipping activities. An example risk assessment and parent helper guidance form is attached here as evidence. Another example is the Worden Park educational visits information. In the procurement of ice cream kiosks on Worden Park, safeguarding was an intrinsic part of the procurement process.
8. **Environmental Health:** This service carries out housing and food inspections and officers are guided through this process with a checklist. Safeguarding training has been provided for all officers as they are well placed to identify vulnerabilities during their work. There is also a process for granting consent to street traders, within the borough. Safeguarding was a considered element of the procurement of ice cream pitches and a

refreshment kiosk provision, in that DBS checks were part of that process to award the three year contract in Worden Park.

9. Finally, it has been previously mentioned in the audit that information flows down from SMT, through Core Managers meeting and also through Safeguarding Champions. This is also to be the case for the agenda item on Prevent which impacts in this service.
10. **Sports Development:** This Council service works directly with children and young people and in specific settings such as schools. Whilst it delivers this service, the Council follows a comprehensive coach's code of practice developed by Sports Coach UK, the National Coaching Foundation. All sports development employees undertake an additional declaration which includes specific childcare and safeguarding statements. A roll is kept of all employee's DBS check numbers and qualification and another which includes a comprehensive list of training completed inclusive of safeguarding, MILO and CSE etc.. As the team works with schools, there is an additional transfer of control form in use which ensures that safeguarding of the sports activity is assessed and monitored.
11. **Community Involvement Team:** The Council's Community Involvement [CI] Team make sure that safeguarding measures are included in all event management plans and all briefings (including volunteers) before events take place. Where external / multiple venues are used (for example, Live! Events), venue hosts (internal and external) are briefed on safeguarding. User-friendly safeguarding procedures are distributed and discussed with any appropriate personnel before events. All activities and events are publicised with the requirement for all children to be accompanied at all times. For group activities, for example, community clean ups, children are required to be with a parent, guardian, carer or responsible adult. In briefings, children are told to stay in pairs and within sight of their parent, guardian, carer or responsible adult. CI team staff are clearly identifiable at events with lanyards. Volunteers are also supplied with lanyards where applicable. Lost child points are identified at all events with appropriate signage.

Commissioned Services: The Council's safeguarding action plan contains measures to further strengthen the monitoring of compliance with section 11 duties within the Council's commissioned services:

1. **Waste Services** [provided by FCC]. The commissioning process ensures that evidence is supplied to the Council that observation of safeguarding policy and procedures by the provider is essential. This is also written into the contract. FCC have supplied its Children and Vulnerable Adult Protection Policy and Handbook.
2. **Leisure facilities** [provided by Serco] –Contract management meetings include information on section 11 duties for the provider. Evidence includes a copy of the providers DBS Policy and risk assessments highlighting that DBS checks are completed for identified groups of employees, Serco's safeguarding policy and sample induction form. This year and going forward the partnership is to introduce a further monitoring process. The Leisure Partnership ordinarily has external verification of their policies. This year it is interrogating Safeguarding as a specific activity. The module is attached.

3. **Temporary Accommodation Provision [Various local landlord providers]** – Safeguarding is detailed as a contract provision and there is a Service Level Agreement which stipulates safeguarding.
4. **KEY** – (Provider of housing advice and mediation services for 16-25 yrs. olds.) Safeguarding is detailed as a contract provision and there is a signed Service Level Agreement which stipulates safeguarding must be compliant with SRBC/LCC policies.

Evidence:

1. Employee Code of Conduct which is signed on appointment
2. Work Experience Guide for Managers to include
3. South Ribble Borough Council's Whistleblowing Policy to include
4. Taxi Licensing Policy 2016/17 – website
5. Public Relations Photography protocol page 18 and 48 of Safeguarding Policy 2014 and Page 25 of the draft 2016 policy
6. Events management safeguarding risk assessment
7. Events management safeguarding guidance for risk assessing
8. Missing Child flowchart
9. Lost found child form
10. Park Ranger Service Pond Dipping Risk Assessment
11. Park Ranger Service Parent Helpers form
12. Worden Park Educational visits general information leaflet
13. Worden Park Educational visits risk management leaflet
14. Environmental Health checklist for housing inspections and food inspections
15. Coaches Code of Conduct, developed by Sports Coach UK, the National Coaching Foundation
16. Sports Development additional declaration – copy available on request
17. Sports Development Roll of employee DBS check numbers and qualifications (available on request)
18. Sports Development Excel spreadsheet with training information (available on request)
19. Transfer of Control form
20. Safeguarding form for Penwortham Live
21. Copy of extract of South Ribble Borough Council and FCC contract stipulating observation of safeguarding
22. FCC Children and Vulnerable Adult Protection Policy
23. FCC Handbook
24. Serco's DBS Policy and risk assessments
25. Serco's safeguarding policy and statement

- 26. Serco sample induction form
- 27. Temporary accommodation providers' contract showing safeguarding provision
- 28. KEY Service Level Agreement
- 29. Updated FCC Safeguarding Policy
- 30. Email evidence with regards to Street Traders and DBS checks
- 31. Chaperone Guidance
- 32. LGA Syrian Resettlement Programme Guide.
- 33. Serco - Quest Module.
- 34. Convictions Policy approved by Council 1/3/17 - website
- 35. Staff Survey 2106/17

4 – SERVICE DEVELOPMENT/REVIEW

Child Centred Approach. In delivering, developing, reviewing and commissioning of services, the views and wishes of the child are clearly sought and respected.

Minimum Requirements

- In the delivery of services (including decisions made on behalf of service users), the voice of the child (and voice of the parent to promote family friendly services) is regularly sought through participation and joint enterprise/joint decision making activities.
- In the development, review and commissioning of services, procedures, policies and strategies that impact on children’s lives and that of their families are considered through active participation activities and through responsibilities under the Equalities Act (2010).
- To assist your organisation to be child centred, policy and procedures exist that direct staff on taking account of children’s views, involve children/service users in decision making and share power/responsibility with children/service users in decision making.

Evidence Statement (max 200 words, please attach / embed appropriate policies or documents)

- The Council has services which it are used regularly by Children and Young People. Feedback from Children is collected and considered when developing services. One such example is Sports development. Every year the Council runs a Dance from the Heart week in primary schools. Hundreds of children take part. Feedback from the annual event from children and schools shape future events. An example is attached. Another example are bikeability events. Again the views of young people help shape future programmes.
- The Council is engaging with businesses and education providers to help develop skills at primary and secondary school level. This is to help ensure that future generations have the skills required for jobs, ideally local jobs. This is a new area of work for the Council. One example was the Council’s involvement at UClan Science Festival. Here we worked with businesses, education providers and children to hold a large event to get children involved in building a “Lego bridge across a virtual River Ribble”. The skills being Science, technology, engineering and maths. It was a huge success and pictures are attached. The feedback from

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MEETS MIN REQUIREMENTS**

children has helped shape the future Leyland Truck Trail which was recently before Planning Committee and will be introduced this year.

- Elected Members are present at the Children's Partnership Board [CPB] meetings and the Community Safety Partnership [CSP] strategic meetings and annual conferences to hear messages on safeguarding concerns and information from the LSCB. *The Lead Member for this is the Portfolio Holder for Public Health , Safety and Communities*
- Elected Members are also present at the My Neighbourhood meetings which take place in wards across the borough. These are open forum style meetings where residents, adults, young people and children, are able to come, listen and talk to elected members and officers about their views on topics and local plans which affect them in their area.
- In 2015, the Council refreshed its apprenticeships and offered ten posts to young people in the borough. The Council listens to the views of the apprentices when developing their work programmes. In June 2016 one of the Council's apprentices was named Runshaw College's Young Apprentice of the Year. Recently this apprentice has gained a permanent appointment with the Council as a Gateway Officer.
- The Council's Planning service has worked with the Youth Council on the Local Plan and has sent letters to schools for engagement in the process .
- We are in dialogue with the Youth Council on how we can use the Youth Inspectors to help develop Services. At a recent meeting the following was agreed –

The Young Inspectors review our safeguarding policy and give us feedback ahead of the review in July

The Council promotes NSPCC as a contact for young people to report concerns to.

Creating and Signing up to a "promise agreement about our commitment to Children and Young People.

- The Council sought the views of Children and Young People when drawing up the Local Plan.
- New Masterplans are open to consultation and a good example of this is the Central Parks plan which was opened to wide consultation with communities and families across the borough in 2015.
- The Environment Team complete a timetable of educational talks and presentations in local primary schools and collect and listen to the views and comments from children and young people about their environmental concerns.
- The Council's museum and cultural events are closely linked to local schools and activities and engaging with young people in the borough's heritage and present day skills is influenced by children and young people as well as by adults.

Evidence:

- SRBC example service plan
- Report to SMT re CSE and minutes of meeting
- CSRWL Children's Partnership Board consultation with Youth Parliament
- News release for Apprenticeships

- News release for Central Park consultation
- Lancashire Licensing Officers Group minutes of 28th April 2015
- News release for Museum Artists Exhibition involving young people and schools
- Sports Development letter to parents and feedback
- Poster locations for consultation of Local Plan
- Youth Council's briefing paper on Local Plan

5 - TRAINING

Staff should have an understanding of both their role and responsibilities, and those of other professionals and organisations.

Minimum Requirements

- All staff have received level 1 safeguarding training at induction and know how to identify safeguarding needs
- All necessary staff have completed the level 1 CSE/CSA training
- All necessary staff have completed Prevent/Channel awareness training
- All appropriate staff have received level 2 and above single agency training (include %)
- All appropriate staff have received level 2 and above multi agency training (include %)

Evidence Statement: *(max 200 words, please attach / embed appropriate policies or documents)*

Employees have to undertake mandatory training in Safeguarding Children, Safeguarding Adults, Child Sexual Exploitation and Prevent, which is monitored by the HR Team. Currently the Council has 285 employees of which have undertaken the following training

Safeguarding Children	280	98.25%
Safeguarding Adults	241	84.56%
Child Sexual Exploitation	274	96.14%
Prevent	263	92.28%

The table below shows the figures for Levels 1 and 2 since 2014. This far exceeds the target set by the Board

Level of Training	Number of staff who need this level of training	The number of these staff who have been trained to this level	% of these staff who have

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NOT ALL STAFF TRAINED ON LEVEL 1**

			been trained to this level
1	204	199	97.55%
2	79	74	93.67%
6	2	2	100%

- Employees have to undertake mandatory e-learning training on MILO (My Interactive Learning Online) in Safeguarding Children, Safeguarding Adults, Child Sexual Exploitation and Prevent, which is monitored by the HR Team
- In addition to Safeguarding training for officers, Members have been offered Safeguarding since 2012. The last training session was a Learning Hour on 13 July 2016.
- The figures for Members trained are below. Safeguarding training will again be offered to Members in 2017.

Level of Training	Number of members who need this level of training	The number of members who have been trained to this level	% of members trained to this level
1	49	38	77.5%

- Members were also invited in November 2016 to attend drop in sessions, where there was a short demonstration and help to log onto MILO (My Interactive Learning Online). More drop in sessions are planned for Spring 2017.

- In addition more specific safeguarding training has been provided to Members of the General Licensing Committee. Training for the Committee took place in 10 June 2014, with a follow up session on 22 July 2014, for those unable to attend. Training for the Committee took place in 04 June 2015, with a follow up session on 09 June 2015, for those unable to attend. At the training references were made to the Casey Report, with the report sent to Committee Members the following day. A report from the Police and Crime Commissioners Office regarding Taxi Licensing and Child Sexual Exploitation (CSE) was also sent to members.
- 21 July 2015, 5.30-6.00pm Briefing session re: CSE before the General Licensing Committee (GLC) - Tony Baxter was the trainer from Lancashire Police. The LGA Taxi and PHV Licensing Councillors' Handbook was circulated at the session
- 27 October 2015 follow up session for those unable to attend 04 June 2015 session.
- 14 June 2016 Training Session 5.00-6.00 pm on Safeguarding with Tony Baxter from Lancashire Police
- 13 July 2016 Learning Hour on Safeguarding 6.00 – 8.00 pm with Jane Booth, the Independent Chair of the Lancashire Safeguarding Children's Board, and Phil Threlfall, an Independent Trainer & Consultant in Safeguarding.
- The latest training was a regional event held on 21st February 2017 which was offered to all General Licensing Committee members.
- All employees are aware of the need to complete level one safeguarding training and the HR Team actively follows up non-attendance with managers. A safeguarding Training Proforma is also held for elected members.
- Chorley, South Ribble and West Lancashire Children's Partnership, of which the Council is a member, also signed up its partner organisations to the LSCB's Pan Lancashire CSE Strategy which states that all staff will be made aware of how to identify and report Safeguarding. This awareness is evidenced through the Prevent action plan and the links to Core Managers meeting.
- In respect of the Licensing Committee, one of the main objectives in the Licensing Act is to protect children from harm. Elected members have undertaken training which includes taxi licensing and general licensing, safeguarding and CSE. This training was reinforced with the help of the LSCB and Lancashire Constabulary and has been referred to in section 2 of this audit.
- Prevent and Counter Terrorism awareness training has been completed by all front line staff, most critically those involved in safeguarding. This is a nationally accredited e-learning package which takes around 25 minutes and upon completion a certificate can be printed off and retained for audit and inspection purposes. The

Council has completed its WRAP2 training and is also trained to deliver WRAP3 across the organisation (see also section 2). The Council's safeguarding policy refers to CSE and will guide employees to think about who may be vulnerable to terrorism and to see why some people are able to influence and manipulate others to commit crimes. It also includes clear information on what help and support looks like in this area, and who employees should escalate concerns to when they feel someone is vulnerable.

- Managers induct new employees and use a checklist to ensure a robust process. The checklist also draws attention to safeguarding so that the manager can show the employee the intranet pages and talk about the mandatory online training.
- As part of the Council's multi-agency work, one officer has received Common Assessment Framework (CAF) training.
- A health check of the Licensing Service by Commissioner Mary Ney will include Safeguarding,

Evidence:

1. My Interactive Training Online MILO
2. Safeguarding Training Proforma Matrix for the workforce 2016
3. Safeguarding Training Proforma Matrix for elected Members 2016
4. Prevent action plan and Core managers minutes 13-08-2015
5. Taxi Licensing training for members
6. Prevent and Counter Terrorism awareness evidence of this being promoted
7. Prevent and Counter Terrorism e-learning evidence of this having been taken / monitored
8. South Ribble Borough Council Safeguarding Policy DRAFT 2016, Appendix 2
9. Managers Induction Checklist and HR Checklist
10. Safeguarding Training Profoma for the workforce 2017.
11. Taxi Training in Feb 2017
12. Wrap Training

6 – SUPERVISION

Safeguarding Supervision should be effective and available to all

Minimum Requirements

- A staff supervision policy is in place and meets LSCB guidance standards
- All staff working with children receive appropriate, regular and reflective supervision (including reviews of practice)

- Evidence is available that staff feel able to raise concerns about organisational effectiveness/concerns (including whistleblowing)

Evidence Statement: *(max 200 words, please attach / embed appropriate policies or documents)*

- The Council has a robust appraisal system with regular appropriate supervision for all employees which includes those working with children and young people. The supervision includes checks on mandatory training including safeguarding. Any safeguarding issues or concerns should be discussed in supervision or at the time that they arise as per the safeguarding policy (see section 2). Managers use this appraisal process to ensure that employees are competent to carry out their responsibilities for safeguarding and promoting the welfare of children. It also provides an environment where employees feel able to raise concerns and feel supported in their safeguarding role. The Council strives for continuous improvement of its services and this also applies to employees and those holding professional qualifications, ensuring that they conduct regular reviews of their own practice to ensure they improve over time.
- Managers are able to further support employees, maybe in the case of having been accused, or who may have witnessed or taken a disclosure, to counselling services. This is monitored by the HR Team using reports from Occupational Health which are held on the health and safety of officers. The health and wellbeing of employees is a Council priority and this is understood by employees and reinforced by the Investors in People [IIP] Award for Health and Wellbeing that the Council has achieved at Gold Standard. Managers are also able to offer employees coaching from trained colleagues who have achieved a coaching standard through Lancashire County Council Learning and Development Team.
- Conduct concerns and whistleblowing are covered in the Safeguarding Policy and the Whistleblowing Policy (see section 2). These policies are displayed on the Council's intranet.
- Scrutiny also takes a role in holding the Council to account. Scrutiny Committee considered the Chorley and South Ribble Community Safety Partnership at its meeting on the 19th April 2016.. A number of recommendations were made by the committee which included a commitment to continue to monitor the progress of the partnership and also it recommended that the partnership reviews the way it measures resident confidence in South Ribble being a safe place. This year Scrutiny Committee will consider an Organisational Development Plan and an Improvement Plan which includes Safeguarding .
- Safeguarding Champions review case studies from service areas to evaluate effectiveness and share good practice across the organisation. Where appropriate cases are escalated to the Safeguarding Board .
- In addition to these there are other opportunities for employees to raise their concerns or comment on council effectiveness. The Chief Executive holds CEO lunches with employees to hear about concerns and issues and to celebrate successes.

Evidence:

1. Appraisal system in the form of Personal Development Plans [PDR's]

RAG
Green – Fully Compliant

Quality Assurance (office use only)

Amber – Partially Compliant

Comments

AMBER
STAFF SUPERVISION NO EVIDENCE
IT MEETS LSCB GUIDANCE
STANDARDS

2. IIP Health and Wellbeing Award at Gold Level
3. Core Managers Meeting Action Points
4. Scrutiny evidence
5. Our People Action Plan

7 – SAFE RECRUITMENT

Robust recruitment and vetting procedures should be put in place to prevent unsuitable people from working with children.

Minimum Requirements

- All recruitment staff are appropriately trained in safe recruitment
- All appropriate staff receive the appropriate level DBS check that is regularly updated
- Legal requirements are understood and in place
- Role of LADO understood and procedures in place
- All staff know who the Named Senior Safeguarding Officer for their agency is

Evidence Statement: *(max 200 words, please attach / embed appropriate policies or documents)*

- The Council has a clear recruitment and selection process in place. By applying this, managers are guided through a safe recruitment process.
- Pre-employment checks are carried out and include DBS checks, qualifications and entitlement to work in the UK [evidence of this is available on request due to data protection]. All records of these checks and recruitment processes are held securely by the HR Team.
- The role of the LADO is understood by employees and it is clearly stated within the Safeguarding policy, escalation pathway and training. All employees know who the designated safeguarding officer is and the deputy officer. A log is kept of concerns which have been raised by employees and this further evidences that this process is understood.
- Again as mentioned previously, there are codes of conduct, information sharing protocols, safeguarding policies and training in place to embed this understanding.
- The role of CEO, DSO and deputy is explicitly defined in the role holder's job descriptions and sufficient time, supervision and support to fulfil their child welfare and safeguarding responsibilities effectively is provided.
- The Council makes use of volunteers to deliver a number of its activities and takes its responsibility in this very seriously. For example, Leyland Festival uses volunteers to assist with various tasks. Officers ensure that volunteers are supported in the delivery of these and that they have safely recruited to the posts. An example of how this takes place is by way of a volunteer information session, one of which was organised for this year's Leyland Festival and the session took place on the 8th June 2016. This will be replicated this year. Officers will be

RAG
Green – Fully
Compliant

Quality Assurance *(office use only)*

Green – Fully Compliant

Comments

**GREEN – MEETS ALL
REQUIREMENTS**

issuing copies of safeguarding guidance to all the volunteer marshals so they are well aware of the procedures in place for the day. The Council's Community Involvement Team make sure that safeguarding measures are included in all event management plans and all briefings (including volunteers) before events take place. Where external / multiple venues are used (e.g. Live! Events), venue hosts (internal and external) are briefed on safeguarding. Volunteers are also supplied with lanyards where applicable.

Evidence:

1. Recruitment and selection process
2. Pre-employment checks etc – available from HR Team on request
3. Log of concerns held by DSO – available on request
4. News release for Leyland Festival volunteers

8 – INTERAGENCY WORKING

Agencies and staff work together to safeguard and promote the welfare of children.

Minimum Requirements

- Evidence of leadership to enable joint working
- Evidence of practitioners working together effectively and attending multi-agency meetings
- Evidence that Early Help support is being used appropriately and effectively
- Evidence that Child in Need and Child Protection support is being used appropriately and effectively

Evidence Statement: *(max 200 words, please attach / embed appropriate policies or documents)*

- There are excellent working relations across partner organisations and a senior and operational level. Leadership to enable joint working can be evidenced through the Council's commitment to the Children's Partnership Board.
- The Council's officers attend multi-agency Taxi Group meetings. Through these meetings, effective joint agency working is able to pick up trends and share good practice (see section 4 for example). Council officers are also part of the South Ribble Taxi Forum which is a local taxi trade forum.
- From an anti-social behaviour perspective, the Council works with other agencies on a number of fora including Divert meetings which offers support to young people, MACSE meetings which are for high risk victims of CSE, MARAC meetings (see section 9), and also the Wellbeing, Prevention and Early Help Panels and meetings, which identify vulnerable families up to level 2 on the Lancashire continuum of need. There is also the Community Safety Partnership [CSP] which is chaired on a rotational basis by Chorley and South Ribble Borough Council. In

RAG
Amber – Partially Compliant

Quality Assurance (office use only)

Amber – Partially Compliant

Comments

AMBER
DOES NOT MEET MINIMUM
STANDARDS E.G. EARLY HELP

2015, A Director Mark Gaffney held the position of Chair. The CSP organises an annual conference which engages across strategic partners. The CSP is supported by a Responsible Officers Group [RAG] which has regular multi-agency meetings and this in turn is supported by a multi-agency Officer Working Group.

- The Chair of the Lancashire Safeguarding Children Board has provided training for Members and attended Scrutiny Committee.
- There was a multi-agency task group set up in 2016 to look at individual cases of alleged Child Sexual Exploitation and Safeguarding in South Ribble. This included the Chair of the Safeguarding Children Board, the Police, LCC and South Ribble Borough Council. An in depth investigation was undertaken.
- The district has worked with partners on Domestic Homicide Reviews which follow Home Office Guidelines. Multi-agency co-operation is paramount in these reviews to ensure that information is shared and protected to ensure that a report and recommendations are produced and fulfilled [evidence available on request. There is development work ongoing here to with local partners and the Office of the Police and Crime Commissioner.
- The Council are working with Runshaw College to develop a Domestic Violence campaign about Coercive Control.
- Attached are the notes from the “Dog Board meeting. This considers dangerous dogs and safeguarding matters.
- On a wider interagency scale, further developments have been identified and recorded by SMT in its meeting of the 1st July 2015 where it was noted that the Office of the Police and Crime Commissioner was advocating consistency for enforcement for taxi drivers. This was work in progress across Lancashire.
- There are a number of County Wide meetings which evidence practitioners working together to promote the welfare of children.
- Multi-agency meetings are essential for housing issues. As part of day to day work the Council's Housing Team refers in to both children's and adult Social Care and attends Team around the family (TAF) / team around the child (TAC) meetings / safeguarding meetings where there is a housing issue. Safeguarding is written into Service Level Agreements (SLA's) and contracts we have for temporary accommodation provision and also the SLA that we have with KEY (evidenced in previous sections). The Housing Team has a protocol with prisons for the referral of offenders who will be homeless on release. There is work in progress to set up an agreement with Select Move and probation to share information to manage risk. With regards to the Sanctuary Scheme this is extended until May 2017. ,
- The homelessness protocol for 16 and 17 year olds is a multi-agency approach.
- The Council is part of an approach called Revolution. That is the brand name given to Integrated Offender Management in Lancashire. It is an umbrella under which partner agencies work together to make best use of their resources to reduce re-offending. It provides the partnership with a single structure for the management of a select and locally defined group of repeat offenders.
- We are also working with LCC on County's review of safeguarding on transport processes on regulatory functions/ taxis.

Evidence:

1. CPB Minutes & Terms of Reference
2. Divert example meeting template
3. ASBRAC
4. IWP Minute template (DETER Team)
5. WPEH Terms of Reference
6. CSP Conference agenda
7. SMT Minutes of July 2015
8. Environmental Health Lancashire minutes
9. Domestic Homicide Reviews – evidence available on request
10. Homelessness Protocol
11. Homelessness Protocol guidance notes
12. Revolution background document
13. Reducing Reoffending document
14. Reducing Reoffending flowchart
15. Reducing Reoffending further information

9 - INFORMATION SHARING

Effective information sharing by professionals is central to safeguarding and promoting the welfare of children.

Minimum Requirements

- Evidence of robust single agency protocols and agreements*
- Evidence of robust multi agency protocols and agreements*
- Evidence that practitioners understand their responsibilities and when to share information

** The lack of an information sharing agreement between agencies should never be a reason for not sharing information that could help a practitioner deliver services to a child.*

Evidence Statement: (max 200 words, please attach / embed appropriate policies or documents)

- LSCB's seven golden rules for information sharing are displayed on the Council's intranet for employees to view and encourages good practice with regards to information sharing. The Council is signed up to the Safer Lancashire Information Sharing Protocol and the tier 2 guidelines are followed appropriately. Obligations for sending and securing confidential information are understood and procedures are in place in line with that protocol. The Council has an Acceptable Use Policy for guiding employees about information, which is available on the Council's intranet. Referrals into services such as housing from other agencies such as the local prison service are held on a secure system called Firmstep (evidence available on request due to data protection). The Council's safeguarding policy also refers to robust internal protocols and advice on when to

RAG Green – Fully Compliant

Quality Assurance (office use only)

Green – Fully Compliant

Comments

GREEN – MEETS ALL MINIMUM REQUIREMENTS

share information.

- In delivering its partnership work for Multi-Agency Risk Assessment Conference [MARAC], the Council has signed up to the MARAC Protocol. This is the also the same for the Anti-Social Behaviour Risk Assessment Conferences [ASBRAC]. The Council also works with local agencies on the Reducing Reoffending Board and information is shared appropriately in this work. This is also the case for Multi-agency Public Protection Arrangements which are designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies and other bodies dealing with offenders to work together and share information in partnership in dealing with these offenders.
- The Council follows a Prevent Short Term Action Plan which includes a recommendation that internet security and safety procedures are reviewed. The Council's ICT has completed this task and confirmed that the SRBC firewall complies with all of the detailed criteria. Meetings begin with a reminder about information sharing protocols and an example of this is the Divert meeting confidentiality sign in sheet.
- The Gateway Services Team refers people to the Calico service. No direct referrals are made and information is not stored on this basis. The Council has introduced filter questions used by Gateway to help identify vulnerability and safeguarding.
- The Council is part of the Chorley and South Ribble partnership looking at Serious Organised Crime. Future meetings will involve discussing those who may be involved in Serious Organised Crime and it is inevitable that some of the references will have children and young people.
- The action plan also identifies finalising the data sharing protocol between local authorities and the police as a means sharing driver suspensions and refusals. This multi-agency work was ongoing in 2015 and will be completed subject to partner commitment.

Evidence:

1. Tier 2 ISP
2. SRBC Acceptable Use Policy
3. MARAC PROTOCOL
4. ASBRAC Operations Guidance
5. Reducing Reoffending
6. MAPPA guidance
7. Prevent Short Term Action Plan
8. Divert confidentiality sign in sheet
9. Vulnerable Callers Firmstep
10. Agenda Operation Genga.