

ACTION PLAN

Wales Audit Office - Local Authority Arrangements to Support Safeguarding Children

- **The governance, accountability and management arrangements for overseeing whether the Council is meeting its safeguarding responsibilities to children are mostly adequate but some improvements could be made.**
- **The Council's arrangements for monitoring and evaluating its safeguarding responsibilities to children are mostly adequate but some improvements could be made**
- **The Council's approach to identifying and acting on improvements in its safeguarding arrangements has some weaknesses which the Council is addressing**

	Areas for Improvement	Action	Timescale	Responsible person	Update / Notes
P1	All elected members are aware of the concept and use of risk management and its central importance in Safeguarding	Incorporate into training for Elected Members (to be made mandatory once clarification is gained)		KP and Cllr CR	Updated 12.04.16 Concepts and issues of risk implicitly embedded in the safeguarding training which has been made mandatory for all Councillors. Issues relating to risk management are being incorporated into new members' induction training to go live in 2017.
P3	Improve the work of the Council's Scrutiny Committees to ensure it is providing assurance on the effectiveness of the Councils corporate safeguarding arrangements.	Integrate Corporate Safeguarding into the Councils Scrutiny Committee's work plan.	2015/17	DH (HOS C&FS) DM	

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P4	<p>Ensure all elected members and staff who encounter children on a regular basis receive training on safeguarding and child protection issues and the Council's Corporate Policy on Safeguarding</p> <ul style="list-style-type: none"> • (Also related to para 16 – Safeguarding training last 6 months 23% local v 32% national • Never received Safeguarding training 15% national v 10% local • % of respondents who had their responsibilities for safeguarding and child protection explained to them when they first started their role in the Council/School (66% v 75%) 	Ensure that elected Members and Designated leads have attended appropriate safeguarding training.	2015/17	KP HE	Updated 12.04.16 42 Councillors have now completed either face to face or e-learning training, or a combination of both 5 Designated leads have received additional face to face training with additional training provision options being considered at a more advanced level.
		Ensure that the Corporate Safeguarding policy is referenced in face to face and e learning materials for all staff.	2015/17	KP	Updated 12.04.16 SG policy is referenced in all face to face and e-learning training courses.
		Establish, agree and resource a comprehensive Corporate Safeguarding Training Plan for staff and elected Members.	2015/17	KP	Updated 12.04.16 Completed - training plan being constantly reviewed and implemented

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	<ul style="list-style-type: none"> • Know who the Lead Councillor is for Child Protection (35% v 44%) • Know who the Council's Designated Officer for Child Protection is (61% v 67%) 	<p>Establish a training matrix to record who needs and has received appropriate safeguarding training and produce a monthly progress report.</p>	<p>2015/17</p>	<p>KP</p>	<p>Updated 12.04.16 Done and reported on an ongoing basis Data up to 16th March: Total number of Adult SG e-learning completions = 2351 Total number of Child SG e-learning completions = 2348 Total number of face to face SG attendances = 1110</p> <p>Updated 14.04.16 The intention is to get to a point with a degree of confidence as to how many persons have already completed the training. Additional work on the Face2face training will be undertaken to bring the standard to a level as the e-learning reports produced</p>
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P5	Identify and agree an appropriate internal audit programme of work for safeguarding	Agree a timetable for Assurance and Audit activities within the Corporate Safeguarding group.	2015/17	SJ	<p>Updated 08.04.16 An initial meeting has taken place to establish which areas should be included in such a timetable. Specific details are unable to be populated until the Council Diary has been published for 2016/17</p>
		Establish a plan for completing Self- Assessment / Peer review using Section28 framework across all service areas.	2015/17	Safeguarding Board	<p>Updated 08.04.16 Western Bay Children Safeguarding Board (WBCSB) are expecting LA's to complete their own Section 28 audit and be reported at some point. Other than this, WBCSB will not be doing any further work on S28.</p> <p>Updated 14.04.16 (updated after April's meeting) A self-assessment tool will be sent to Leads for them to score and return. MH to be appointed to co-ordinate this with a suggested return date of end of June</p>
		Arrange for the Assurance Report to be reported to the Corporate	2015/17	SJ	

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		Safeguarding group.			
		Review and implement the recommendations from the internal audit report on corporate safeguarding arrangements.	2015/17	DH	Update 14.04.16 After being finalised with the Auditors details will come to a future Corporate Safeguarding Meeting

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B3	Corporate Policy	Ensure that the Corporate Safeguarding Policy is approved and signed by the Local Safeguarding Children's Board	2015/17	MH	Updated 08.04.16 Completed. A lead would need to be agreed if the action is to review the policy
B4		Ensure that all staff, members, volunteers, partners and contractors comply with the Corporate Safeguarding Policy.	2015/17	Lead Officer Deb Yeates <ul style="list-style-type: none"> • Staff, Members & Volunteers – DY / PF • Partners – To be agreed • Contractors – Chris Williams 	Updated 14.04.16 Safeguarding information is referenced in all Job Descriptions for staff. Staff have undertaken mandatory training and this is being continually monitored through Exec. Board and P&FMs

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B5	Partners, volunteers and commissioned services	Ensure that there is a process of engagement with partners on safeguarding issues to ensure common agreements, mutual learning and development of good practice.	2015/17	CLlr C Richards	
B6		Ensure that the council has written minimum standards for safeguarding for working with partners, volunteers and contractors.	2015/17	Lead Officer Deb Yeates <ul style="list-style-type: none"> • Volunteers DY • Partners – To be agreed • Contractors – Chris Williams 	Updated 14.04.16 The current volunteer policy is being re-written and this will be explicit with this document.
B7		The council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the council.	2015/17	Lead Officer Chris Williams <ul style="list-style-type: none"> • Volunteers DY • Partners – To be agreed • Contractors – Chris Williams 	Updated 14.04.16 As per B6
B8		The council requires relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training.	2015/17	Lead Officer – Cathy Richards DY KP CW KT CR	Updated 01.03.16 A three year rolling programme of Child Protection and Safeguarding training is in place for school and education staff and governors. Agency staff receive Child

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					<p>Protection and Safeguarding training as part of their induction when registering with a Teaching and Support Staff Agency. School Nurses undergo Child Protection and Safeguarding training as part of Health Services training programme.</p> <p>Updated 14.04.16 (updated after April's meeting) This action needs to be split and be tailored. Unsure at present as to which contracts have potential Safeguarding issues and in particular the contract work done on behalf of the Authority</p>
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B9	Scrutiny and assurance	<p>The Council reports safeguarding issues and assurances to Scrutiny Committee(s) against a balanced set of performance information -</p> <ul style="list-style-type: none"> • benchmarking and comparisons with others 	2015/17	RR SJ	<p>Dependent upon B4 – B8. Limited information available</p> <p>Updated 14.04.16 (updated after April's meeting)</p> <p>Will need to look at the possibility of benchmarking with other Local Authorities and in particular those Authorities who have responded to the WAO report.</p>
B10		<p>The Council reports safeguarding issues and assurances to Scrutiny Committee(s) against a balanced set of performance information -</p> <ul style="list-style-type: none"> • The performance of contractors, partners, volunteers and commissioned services on compliance with council safeguarding responsibilities 	2015/17	<p>Lead Officer To be agreed</p> <ul style="list-style-type: none"> • Volunteers Poverty & Prevention rep • Partners – To be agreed • Contractors – Chris Williams 	<p>Dependent upon B4 – B8. Limited information available</p>

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B11	<p>Communications</p> <p>The Council informs all parents how their children are safeguarded and protected when using Council Services and Schools (49% v 55%)</p>	<p>Establish a Communications Plan to promote safeguarding and to raise awareness and understanding amongst staff, Members, volunteers, partners and the public, including:</p> <ul style="list-style-type: none"> • Logos / Quality and Kite Marks • Annual Event • Positive feedback from training 	2015/17	PF	<p>Updated 08.04.16</p> <p>The first two actions do not relate specifically to the area for improvement – so the work is prioritised</p> <p>Updated PF April 2016</p> <p>A communication group has been set up to work on the communication plan. It has met once and has agreed an internal communication plan for staff.</p> <p>Further work required to develop plan for Members, partners and the public.</p> <p>Considering potential for an annual event towards the end of the year/early next year. Need to discuss budget and possible links in to Western Bay Safeguarding Board.</p> <p>Internal feedback from training being developed as part of internal</p>

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					communication plan
B12		<p>As part of the Communications Plan, regularly disseminate and update information to all staff and stakeholders (including webpages) on:</p> <ul style="list-style-type: none"> • Named person for safeguarding at senior management level • Appointed lead Member for safeguarding • Designated leads 	2015/17	<p>Leader Officer Patrick Fletcher</p> <p>PF EC Designated leads</p>	<p>Updated by PF – April 2016</p> <p>Designated leads have (mostly) provided information for Staffnet section which is being put on the system.</p>
B13		<p>As part of the Communications Plan, ensure that the Council public webpages includes ‘how we help safeguard and protect your child when they are using our services’.</p>	2015/17	<p>PF EC</p>	<p>Updated by PF – April 2016</p> <p>Public web pages have been reviewed. Agreed additions to be drafted:</p> <p>Downloadable ‘safeguarding on a page’ guide for members of the public. This may need to be separate for adult and children services.</p> <p>Downloadable – on a page - ‘how we help safeguard and protect your child or older/vulnerable adult when they are using our services.</p>

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B14		Review public information from directorates to explain how children and adults are safeguarded and protected when using Local Authority services.	2015/17	Designated Safeguarding Managers	
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Completed Actions

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	Areas for Improvement	Action	Timescale	Responsible person	Update / Notes
P2	<p>Improve the range, quality and coverage of safeguarding performance reporting to provide adequate assurance that systems are working effectively</p> <p>(Also related to para 13- too social services focussed and 18 – not utilising internal audit)</p>	Agree performance framework	Nov. 14	SJ	Complete - Safeguarding KPIs incorporated into Corporate KPI suite
		Identify key measures and targets linked to Corporate priority	Dec.14	SJ	Complete for 2015/16 – under review in readiness for refresh of Corporate Plan 2016/17 - by 27/11/15
		Agree format for Reporting	Dec.14	SJ	Complete – incorporated into Corporate Performance Monitoring Report
		Report Card Presented to Executive Board	17 Dec. 14	SJ	Complete – as above
P3	<p>Improve the work of the Council's Scrutiny Committees to ensure it is providing assurance on the effectiveness of the Councils corporate safeguarding arrangements.</p>	<p>Framework to integrate Corporate Safeguarding, including an agreed schedule for reporting Corporate Safeguarding Annual Report and other key performance reports plus any other requests from scrutiny</p>	Mid Dec 14	SJ	Complete – see above re: scrutiny