



Annual Report – Corporate Safeguarding 2017/18

Report of the Director of Social Services & Cabinet Member – Care, Health & Wellbeing

Corporate Safeguarding Group

1. Introduction

- 1.1 Swansea Council expects that vulnerable people in Swansea are kept safe and protected from abuse and neglect. To achieve this, safeguarding vulnerable adults and children is a corporate priority, and well-being strategic outcome within the Corporate Plan (2017-22) and this is understood across the whole Council, as “everyone’s business”.
- 1.2 In meeting the latest challenges, elected members and council officers have worked together to review and fully update Swansea Council’s Corporate Safeguarding Policy to cover a wider range of potential concerns, such as child sexual exploitation, radicalisation (Prevent Strategy to safeguard the vulnerable from radicalisation) and female genital mutilation (FGM).
- 1.3 Reflected in the new corporate safeguarding policy are the key elements, Swansea Council must have in place to make sure effective safeguarding remains everybody’s business.
- 1.4 Implementing this framework, the Council must have effective day-to-day arrangements, overseen by a strong Corporate Safeguarding governance structure supported by lead safeguarding officers. Working together, we can help ensure that all staff and providers are fully aware of their roles and responsibilities in safeguarding our most vulnerable citizens.
- 1.5 Within the revised policy, there is a new Swansea model for effective safeguarding arrangements, which breaks down the arrangements into 7 broad areas of activity (Fig. 1). This framework informs the structure used for a new style of annual report – corporate safeguarding.

Swansea's new Corporate Safeguarding Policy framework
"Safeguarding is everyone's business"



"Doing nothing is not an option – Spot it, Report it!"

Figure 1 Swansea Model

2. Progress made during 2017/18

2.1 Safe Governance

2.1.1 There is a strong governance structure in place to ensure all legal duties are carried out within the Council, and Swansea's approach to corporate safeguarding is delivered effectively.

See Appendix A - Safe Governance Structure

What we have done:

- Safeguarding has strong leadership and support from the whole Council, in particular from Cabinet Members, our Scrutiny boards and the Corporate Management Team led by the Chief Executive. There are Safeguarding leads in all service areas who work together through a Corporate

Safeguarding group that meets quarterly, chaired by the Director of Social Services.

2.2 Safe Employment

2.2.1 In working safely with citizens, Swansea Council has to ensure that are robust policies and procedures in place to prevent, wherever possible, unsuitable people from working in/volunteering for certain roles, particularly roles that involve children and adults who may be at risk.

2.2.2 Also, on commencement of employment: all employees, volunteers and suppliers are expected make a commitment to safeguarding when they join the Authority or work on its behalf

2.2.3 All staff have an awareness and understanding of their own safeguarding role, as a Council employee.

2.2.4 Staff are made aware of, and are supported to identify and raise any concerns – all staff are aware that any behaviour causing concern whether by another employee, volunteer contractor or citizen towards a child or adult at risk are reported sensitively and effectively, in accordance with this policy.

What we have done:

- Carrying out DBS checks, and ensuring these are rechecked every 3 years,
- New job descriptions are expected to include a committed to safeguarding statement, and where there are any specific safeguarding requirements and responsibilities these are also included in the job description.
- Council employees have access to Safeguarding information and resources via StaffNet: <http://www.swansea.gov.uk/staffnet/safeguarding>
- Safeguarding is included as part of Authority's induction process, and as mandatory training so that all contribute to safeguarding being 'everyone's business'.

2.2.5 There are still a high number of safeguarding concerns that are reported, all of which have to be dealt with. Adult Services received 1321 (1271, last year) safeguarding enquiries, of which we accepted 540 (522) as referrals / possible concerns where the threshold was met. 1,307 (1,128) deprivation of liberty safeguard requests were also made to Adult Services, on behalf of people during 2017/18. In Child and Family Services, there were 9529 contacts about vulnerable children, of which 1722 became referrals / possible concerns during 2017/18.

Work identified for year ahead:

- Updating corporate safeguarding elements within Council recruitment policy and staff handbook
- Ensure all CRB/ DBS checks / rechecks are undertaken
- Safeguarding roles and responsibilities are reflected with all Job Descriptions
- Building safeguarding awareness across contractors and providers
- Staff supported to raise safeguarding concerns via duty to report, and where Involves Council staff through whistle-blowing policy

2.3 Safe Workforce

2.3.1 Across the Council, our entire workforce, all elected members and providers are expected to complete mandatory training, which promotes not only the awareness of safeguarding, but also the duty to report.

What we have done:

- Despite some gaps the extent to which the whole Council workforce understands and is demonstrably able is improving. For example, **523** colleagues in Swansea’s Corporate Building Services have completed either the e-Learning or face to face safeguarding awareness training. Swansea Council is also aiming to provide the free-of-charge 90-minute sessions to all 1,100 taxi drivers operating in the city over the coming months. These citizens are the new ‘eyes’ and ‘ears’ to potential concerns around vulnerable people within the City.
- Workforce capacity to continue the ongoing delivery of safeguarding training is under stress as the consequences from austerity continue to impact on the staffing establishment. Workforce development are planning to identify training needs and inform other opportunities or models of delivery that will be important to maintain safeguarding standards.

How do we know?

No.	Staff Survey Question	2017	2016	2015
30	Do you know who the lead Councillor is for safeguarding?	46.3%	45%	28%
31	Do you know who your departments designated lead for safeguarding is?	63.4%	62%	47%

32	Have you had your responsibility for safeguarding and child protection explained to you?	84.7%	86%	64%
33	Have you completed the Council's Safeguarding training either online or face-to-face?	86.4%	New	New

Results taken from the fourth annual staff survey, which was undertaken between 4 September until 13 October 2017. Full results are available at:

<http://www.swansea.gov.uk/staffnet/surveyresults2017>

Example: Safeguarding is everybody's business

The majority of the Council's own employees - from plumbers and carpenters to accountants and call-centre operators have undergone mandatory safeguarding training.

Swansea Council has extended the offer of free-of-charge 90-minute training to key groups of workers. For example, all 1,100 taxi drivers operating in the city have been targeted for training. Many of those who have been trained-up now know what to do if they are worried about the safety of a child or a vulnerable adult and say the course was invaluable.

Taxi driver Amy Ward said: "It really opened my eyes and I thought it was very important. It's a shame that these things are happening but it shows you what to look out for. Some drivers I have spoken to said they do not have time to attend the course but I've said to them it could be your daughter, son or sister that needs help."

Fellow driver Nigel Lucas added: "I think every driver should do it to get the message out there. I'm glad I went."

Work identified for year ahead:

- Safeguarding lead roles/posts within each service are updated
- Implementing whole Council training programme, with updated materials
- Designated Safeguarding Reporting Officer training is delivered
- Raising staff awareness through Council induction
- Carry out training needs analysis within service to ensure all service area managers and employees receive mandatory safeguarding training
- All Council elected members undertake safeguarding training / e-learning
- Monitoring compliance within mandatory safeguarding training requirements

2.4 Safe Practice

2.4.1 Swansea Council expects that vulnerable people in Swansea are kept safe, and protected from abuse and neglect.

2.4.2 To achieve this, safeguarding vulnerable adults and children is seen as “everybody’s business”, though safeguarding practice has to be delivered effectively, with expected standards and consistently. As an organisation, the Council can be assured that effective safeguarding arrangements are in place, and that all safeguarding practice within the wider workforce (including partners, providers and volunteers) is continuously improving and working towards enhancing the lives and well-being of Swansea citizens.

2.4.3 By working collaboratively to identify and prevent abuse and neglect, where possible. To ensure all agencies, services and individuals can give timely and proportionate responses, in circumstances when possible occurrences of abuse or neglect of children and adults at risk has noticed.

2.4.4 In Swansea, safeguarding practice aims to be focused on the person at the centre of the concern, and working towards a set of agreed safe outcomes.

What we have done:

- Swansea has carried out a successful Spot It! Report It! Campaign.
- Elected members and council officers have worked together to review and fully update Swansea Council’s Corporate Safeguarding Policy.
- This revised Corporate Safeguarding Policy now covers a wider range of potential concerns, which are contextual such as human trafficking, modern slavery, female genital mutilation, bullying, hate crime, Prevent strategy (terrorism).
- There is an on-going review of current arrangements towards getting the front door arrangements, in responding to safeguarding adults and children enquiries/ concerns, and through Information, Advice and Assistance in promoting citizens well-being.
- Reclaiming social care practice is important to maintaining effective safeguarding arrangements. The improvement programmes continue to do so, and changes are monitored to ensure safeguarding is embedded in any service redesigns, and any unforeseen issues are addressed.
- Updated corporate safeguarding flow charts for reporting concerns about children and adults at risk.

Work identified for year ahead:

- Steps are identified to support prevention and early intervention
- Review and monitoring of reporting concerns, and how leads link into Council's statutory Information, Advice and Assistance services (see Appendices 3a&b).
- Evaluate Council wider arrangements- by looking at referrals responses and outcomes.
- Support to Council wide campaigns and communications to promote safeguarding awareness.

2.5 Safe Partnerships

2.5.1 Working in partnership with children, their parents, carers and adults and other agencies is essential in promoting children and adults safety and well-being.

Good interagency, partnership, and multi-disciplinary working, is actively promoted and maintained both within Swansea Council, and with other organisations as part of our robust, effective corporate safeguarding arrangements.

2.5.2 Swansea is an active participant, providing leadership within both Regional, Western Bay Safeguarding Adults and Children boards, which have statutory responsibilities, defined within regulations, statutory guidance and codes of practice by the Social Services and Well-being (Wales) Act 2014. Both Boards are expected to lead and coordinate safeguarding arrangements across the region, and to oversee and coordinate the effectiveness of the safeguarding work of its member and partner agencies.

2.5.3 Western Bay Safeguarding Boards held a programme of activities to mark National Safeguarding Week last year, with an awareness raising campaign in partnership with 'The Wave' radio station, who broadcast a series of infomercials throughout the week. During National Safeguarding Week, each day had a campaign focus on one of the wider issues such as Child Sexual Exploitation, Modern Slavery, Mental health & Resilience and Violence against Women, Domestic Abuse and Sexual Violence. Practice reviews and lessons learned events are carried out by the regional boards to ensure all steps are taken to reduce the risks of harm or abuse.

2.5.4 The Safeguarding Boards also have robust governance structures, which help ensure that safeguarding arrangements are effectively implemented in each statutory partner.

2.5.5 Commissioned organisations, including the voluntary and private sectors, providing services to children, young people, vulnerable adults, their families or carers and to schools have to demonstrate standards of safeguarding

compliance with the terms of their contracts with Swansea Council, and there are reporting monitoring and escalating concerns arrangements to ensure this takes place.

2.5.6 Within Education, there is a rolling programme of child protection and safeguarding training delivered to all staff and school governs. There is a dedicated Education Child Protection and Safeguarding Officer. Safeguarding Audit visits are carried out with schools being re-visited on a three year rolling programme basis. Each school has a completed analysis of the visit with an action plan of issues that are identified in the visit. Through effective monitoring, education can provide a termly analysis of Education Safeguarding issues.

2.5.7 Partnership and collaboration are vital in Swansea Council's role in addressing the wider safeguarding issues summarised in section 2.4.

Example: Bullying in Schools

Swansea is committed to working under the United Nations Convention on the Rights of the Child (UNCRC) to ensure children's human rights. They are to be safe, to survive and thrive, to receive an education, be listened to, and to fulfil their potential. Swansea Council, education services and schools take bullying extremely seriously. We understand the impact it can have on the child and in achieving their full potential.

Whilst all schools are expected to have anti bullying strategies and policies to tackle bullying, they are also expected to have in place preventative, whole school approaches that teaches children the skills to promote good communication and relationships, to recognise and tackling bullying when it occurs. The local authority are currently exploring how it can make use of My Concern for wider monitoring of bullying to ensure relevant targeted support for schools.

Example: Addressing Hate Crime

Working with key partners, Swansea has developed a Hate Crime Stakeholder Action Plan, with three strategic objectives: prevent hate crime; increase reporting and access to supporting victims, and; improve the multi-agency response to hate crime. This plan is overseen by a multi-agency partnership, Hate Crime Awareness raising e-learning training is available and mandatory for all council staff. To mark Hate Crime Awareness Week, the Council arranged an awareness raising seminar entitled 'What if...it was you?' where Council staff heard from a range of speakers including Disability Wales, Stonewall Cymru, EYST, South Wales Police and Victim Support.

Work identified for year ahead:

- Building links, as set out in within corporate safeguarding governance structure e.g. CMT, Swansea Public Services Board, Public Protection Board, Community Safety Partnership
- Links to and within schools
- Representation to Regional Boards and within strategic partnerships
- Reporting on regional developments / campaigns
- Checking out how Swansea is 'Making safeguarding personal' by carrying out audits or temperature checks

2.6 Safe Voice

2.6.1 In all aspects of safeguarding work with Swansea citizens, we actively seek feedback from children, adults, families and carers who use our services to achieve their own well-being outcomes and their views help to inform our improvement journey.

2.6.2 Everyone, adult or child, has a voice – an opportunity – a right – to be heard as an individual, as a citizen, to shape the decisions that affect them, and to have control over their day-to-day lives. A 'What matters to you' conversation is now central to how we work, across the whole service. We have continued to implement innovative ways of working with children, young people, adults and families through our Signs of Safety practice framework. This innovative strengths-based, safety-organised approach to child protection casework is grounded in partnership and collaboration. Through the front door in all aspects of social work, we can expect a worker to explore the strengths and risks in families in order to stabilise and strengthen a child's and family's situation. This approach is now being rolled out to Adult Services through the newly development 'Doing What Matters' Practice Framework.

2.6.3 Looked after children now have an even stronger voice in what matters to them, and better life opportunities achieved through a range of high quality services, which is supported by Swansea's Corporate Parenting Board. A new Participation and Coproduction strategy in Child and Family Services seeks to promote a wider range of participation and involvement opportunities for looked after children. Bright Spots, provides 360-degree feedback for children in framework placements, life story work, presentation at reviews. Infonation is an Information, Advice and Assistance service available and accessible to young people who are 16 and 17 years based in the City centre, with a wide range of support available.

Work identified for year ahead:

- Checking out how Swansea is 'Making safeguarding personal' by carrying out audits or temperature checks
- Development of advocacy and independent support to promote citizen rights
- Working within families, communities and schools to promote safeguarding awareness

2.7 Delivering Safe Performance

2.7i Corporate Performance measures

PI	Measure	This Year	Last year	Comment
Safe8b	Percentage of elected members who have completed safeguarding training	81.9%	77.8	Since the local elections in May 2017, a programme of training alongside e-learning has been delivered to Elected Members. The programme will continue into 2018/19 to ensure all Councillors are trained.
Safe27	Total number of staff who have completed the corporate mandatory safeguarding awareness training	737	New PI	The project trained 737 staff against a target of 1,000 for 2017/18. The project continues to drive take-up by identifying champions and trainers to roll out face-to-face sessions and support in 2018/19.

2.7ii Other Key Performance Measures

PI	Measure	This Year	Last year	Comment
AS8	Percentage of adult protection referrals to Adult Services where decision is taken within 24 hours	63.7%	65.27%	The number of enquiries increased in 2017/18 compared to 2016/17, with enquiries to teams over 26% higher than average in January 2018.
Measure18	The percentage of adult protection enquiries completed within 7 days	91.91%	89.66%	
AS9	The percentage of Deprivation of Liberty Safeguarding (DoLS) assessments completed in 21 days or less	59.6%	63.1%	

CFS14	The percentage of decisions about a referral for care and support received by Child and Family Services which are taken within 24 hrs from receipt of referral	99.94%	100%	One decision was not made on time. The service understands the reasons behind this, and have put in measures to stop it reoccurring.
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Results taken from Corporate Performance Summary Q4 & Annual

Work identified for year ahead:

- Annual review on corporate priority/ Annual Safeguarding Report/ report lifecycle
- Corporate Safeguarding Policy ownership/ policy development/ version control
- Improvement actions – working with task group leads to scope out actions required
- Within a new performance framework, working with leads to identify key performance measures and reporting cycle to Corporate Safeguarding group
- Support to data development for reporting and systems to monitor progress
- Regulatory readiness, in the first instance for WAO follow up review of corporate safeguarding arrangements

3. Work programme during 2018/19

A draft version of the work programme is set out in Appendix B. This programme of actions will be fully developed within the Corporate Safeguarding group, and through task groups.

4. WAO work programme 2018/19

There is likely to be a follow up review of Swansea' Council's corporate safeguarding arrangements in the new year – see Appendix C for WAO checklist.

Appendices:

Appendix A. – Safe Governance –current structure diagram

Appendix B. – Work Programme to implement the key activities of effective corporate safeguarding arrangements in 2018/19.

Appendix C. WAO Checklist – key features of effective corporate arrangements for safeguarding

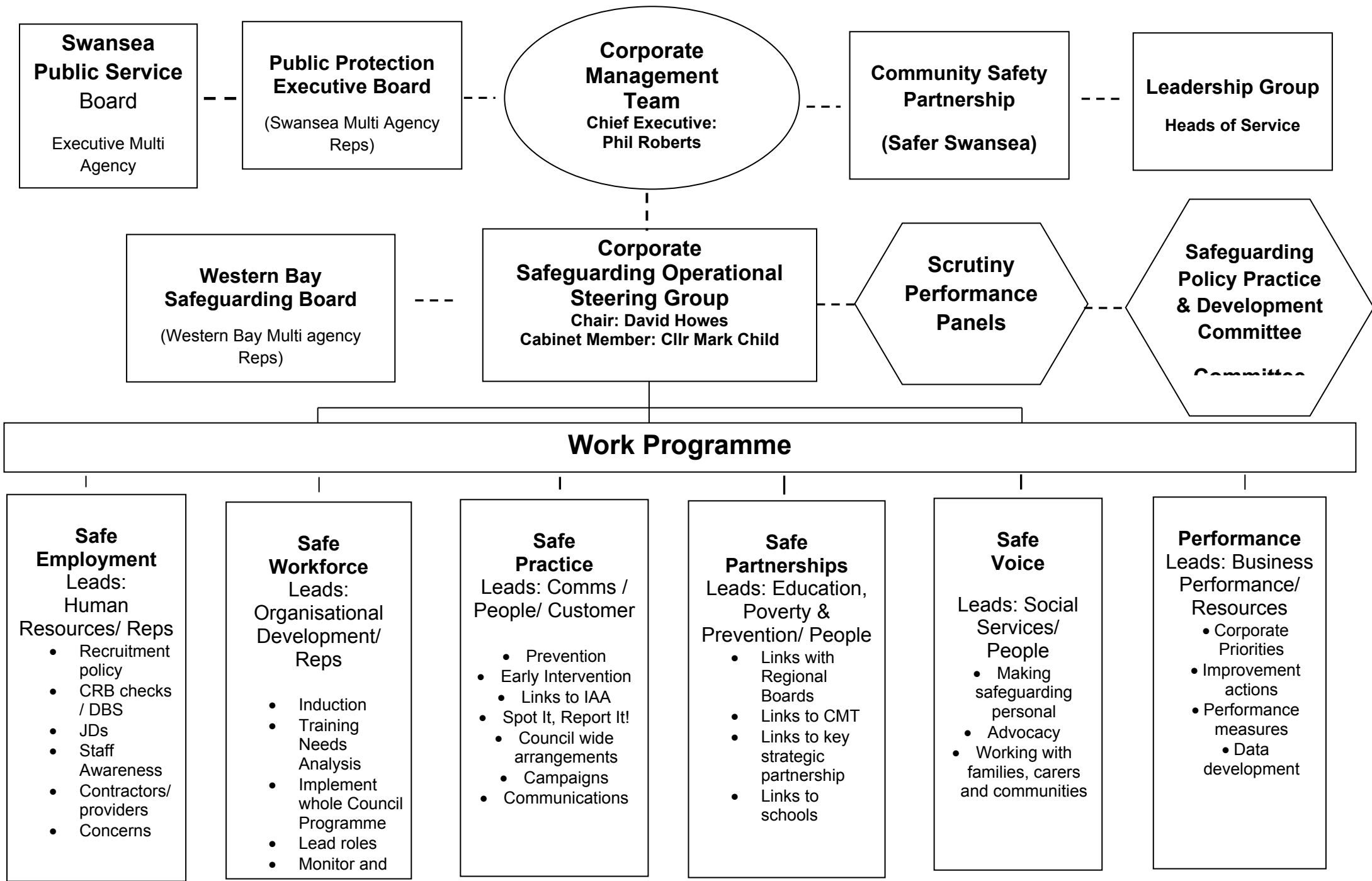


Figure 2. Safe Governance: Current structure (August 2018)

Swansea Corporate Safeguarding (Appendix A.)

APPENDIX B. Work Programme: Swansea Council Corporate Safeguarding Group**Date: Aug_2018****Corporate Safeguarding Group- Chairs :** David Howes/ Cllr. Mark Child, Cabinet Member for Care, Health & Ageing Well

The Corporate Safeguarding Group is responsible for achieving Safe Governance within the Swansea's revised Corporate Safeguarding Policy v5. There are **6 new Task groups** set up to deliver the Corporate Safeguarding Policy improvements and reporting framework.

Leads for each Task group are expected to report on progress to Corporate Safeguarding groups (Q)

Ref	Task Group/ Improvement Actions	Target Date	Lead/ Responsible Officer
1.	Safe Employment		Teresa Mylan-Rees
	Updating safeguarding elements within Council recruitment policy and staff handbook		
	Ensure CRB/ DBS checks are undertaken		
	Safeguarding roles and responsibilities are reflected with all Job Descriptions		
	Building safeguarding awareness across contractors and providers		
	Staff supported to raise concerns, and through whistle-blowing policy		
2.	Safe Workforce		TBA
	Safeguarding lead roles/posts within each service are updated		
	Implementing whole Council training programme, with updated materials		
	Designated Safeguarding Reporting Officer training is delivered		

	Raising staff awareness through Council induction		
	Carry out training needs analysis within service to ensure all service area managers and employees receive mandatory safeguarding training		
	All Council elected members undertake safeguarding training / e-learning		
	Monitoring compliance within mandatory safeguarding training requirements		
3.	Safe Practice		Lisa Hedley.
	Steps are identified to support prevention and early intervention		
	Review and monitoring of reporting concerns, and how leads link into Council's statutory Information, Advice and Assistance services (see Appendices 3a&b).		
	Evaluate Council wider arrangements- by looking at referrals responses and outcomes.		
	Support to Council wide campaigns and communications to promote safeguarding awareness		
4.	Safe Partnerships		Damian Rees
	Building links, as set out in within corporate safeguarding governance structure e.g. CMT, Swansea Public Services Board, Public Protection Board, Community Safety Partnership		
	Links to and within schools		
	Representation to Regional Boards and within strategic partnerships		

	Reporting on regional developments / campaigns		
-	Checking out how Swansea is 'Making safeguarding personal' by carrying out audits or temperature checks		-
5.	Safe Voice		Ffion Larsen
	Checking out how Swansea is 'Making safeguarding personal' by carrying out audits or temperature checks		
	Development of advocacy and independent support to promote citizen rights		
	Working within families, communities and schools to promote safeguarding awareness		
6.	Safe Performance		Simon Jones
	Annual review on corporate priority/ Annual Safeguarding Report/ report lifecycle	Nov- 2018	SJ
	Corporate Safeguarding Policy ownership/ policy development/ version control	Quarterly	SJ
	Improvement actions – working with task group leads to scope out actions required	Aug-2018	
	Within a new performance framework, working with leads to identify key performance measures and reporting cycle to Corporate Safeguarding group	Nov-2018	
	Support to data development for reporting and systems to monitor progress	Nov-2018	
	Regulatory readiness, in the first instance for WAO follow up review of corporate safeguarding arrangements	End of Year	

Prepared by Simon Jones, Social Services Strategy Performance & Improvement Officer

Appendix C – WAO Checklist – key features of effective corporate arrangements for safeguarding

1. Corporate leadership

- The council has identified a named person at senior management level to promote the importance of safeguarding and to promote the welfare of children throughout the organisation.
- The council has appointed a Lead Member for safeguarding
- The council regularly disseminates and updates information on these appointments to all staff and stakeholders
- The council regularly tests awareness and understanding of these corporate leadership roles

2. Corporate policy

- There is a council wide policy on safeguarding covering all council services
- The policy is publicised, promoted and distributed widely.
- The policy is reviewed every three years or whenever there is a significant change in the organisation or in relevant legislation
- The policy is approved and signed by the relevant management body (e.g. Council or the Executive)
- The policy is approved and signed by the Local Safeguarding Children's Board
- The policy covers safeguarding work in all relevant council services
- All staff, members, volunteers, partners and contractors are required to comply with the policy – there are no exceptions
- The council regularly tests awareness and understanding of the policy

3. Safe recruitment of staff

- Written guidance on safer recruitment practice is in place and is used to recruit and select staff
- All those who have significant contact with children complete a self-declaration about previous convictions
- The council ensures that Disclosure and Barring Service checks and compliance with safe recruitment policies cover all services that come into contact with children
- Staff who require a Disclosure and Barring Service check do not start work until this has been completed and approved

4. Training and development

- Training on safer recruitment practice is in place and is used to recruit and select staff
- Safeguarding is included as standard on induction programmes
- Safeguarding training is mandated and coverage extended to all relevant council service areas
- The consequences of not complying with the councils safeguarding policy are made clear to staff and members and linked to the council's disciplinary processes

5. Partners, volunteers and commissioned services

- There is a process of engagement with partners on safeguarding issues to ensure common agreements, mutual learning and development of good practice
- The council has written minimum standards for safeguarding for working with partners, volunteers and contractors
- The council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the council
- 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

6. Systems

- There is an integrated council wide system to record and monitor compliance levels on Disclosure and Barring Service checks
- The council can identify, track and monitor compliance with attendance safeguarding training in all council departments, elected members, schools, governors and volunteers

7. Scrutiny and assurance

- The council regularly reports safeguarding issues and assurances to Scrutiny Committee(s) against a balanced and council wide set of performance information.

This covers:

- benchmarking and comparisons with others
- conclusions of internal and external audit/inspection reviews
- relevant service based performance data
- key personnel data such as safeguarding training, and DBS
- recruitment checks
- the performance of contractors, partners, volunteers and commissioned services on compliance with council safeguarding responsibilities
- Risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing risk management plans across the council
- A rolling programme of internal audit systems testing and compliance reviews are undertaken on the councils safeguarding practices

Taken from WAO Report 92015) Review of Corporate Safeguarding Arrangements in Welsh Councils- Appendix 2:

<http://www.audit.wales/publication/review-corporate-safeguarding-arrangements-welsh-councils>