



Annual Report – Corporate Safeguarding 2018/19

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

Corporate Safeguarding Group

1. Introduction

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 (2018-22), and this is understood across the whole Council, as “everyone’s business”.

In 2018 elected members and council officers worked together to fully update Swansea Council’s Corporate Safeguarding Policy to make sure it covers the full range of potential, contextual safeguarding concerns, such as child sexual exploitation, radicalisation (Prevent Strategy to safeguard the vulnerable from radicalisation) and female genital mutilation (FGM).

[LINK TO REVISED POLICY](#)

Reflected in the new corporate safeguarding policy are the key elements needed to ensure **Safeguarding remains “everyone’s business”**



Figure 1 Swansea Model “Doing nothing is not an option – Spot it, Report it!”

This is now the Swansea model for effective safeguarding arrangements, which effectively covers **7 key areas** of activity (Fig. 1), and these are set out within a work programme, with progress reported to the Corporate Safeguarding group. By implementing this framework, the Council is working towards continuous improvement in its day-to-day safeguarding arrangements, and this work is overseen by safe governance, and supported by named safeguarding officers from all areas of the Council.

Appendix A.- Corporate Safeguarding Governance arrangements

Appendix B. Terms of Reference for Corporate Safeguarding group

By 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. This annual report is intended to act as a summary record of our progress in implementing a corporate approach to safeguarding our most vulnerable people from harm, which applies across the whole Council.

Appendix C. - Work programme –Corporate Safeguarding group

Appendix D. – Swansea Council’s Named Safeguarding persons

2. Progress made during 2018/19

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 being implemented. 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.

2.1.2 We are working effectively together under the direction of a Corporate Safeguarding group, which meets quarterly, and is jointly chaired by the Director of Social Services and the Cabinet Member – Care, Health & Wellbeing.

2.1.3 Swansea Council is working to ensure there is effective regional safeguarding board arrangements, established for the new West Glamorgan region, to replace the Western Bay boards. The Board will have a clear business plan setting out objectives and shared accountability across a range of partners, with targeted campaigns, promoting preventative approaches, performance reporting and learning lessons from practice reviews.

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2.1.4 What we have done this year:

- The revised corporate safeguarding policy is available to staff via the updated Intranet page:

- Corporate Safeguarding Group has also updated terms of reference (**Appendix B**), and has a renewed membership in support of the new policy and work programme (**Appendix C**).
- We recently completed a self- assessment tool to show Swansea Council's corporate safeguarding arrangements, to meet Wales Audit Office (WAO) requirement for a follow up review (first review took place in 2015), which particularly focused on children.
- There is now an updated list of Named Safeguarding Persons, covering all main service areas of the Council (**see Appendix D**).
- As a further assurance, a Section 135 audit was carried out by all main partner organisations, on behalf of the West Glamorgan Regional Safeguarding board. Following this exercise, a summary report highlighting potential improvements relating to service areas in the Council, is provided to Corporate Safeguarding group.

2.1.5 Work identified for year ahead:

2.2 Safe Employment

- 2.2.1 In working safely with Swansea citizens, the Council has to ensure we have robust, safe recruitment policies and employment procedures in place, to prevent, wherever possible, unsuitable people from working in, or volunteering for certain roles, particularly roles that involve children and adults who may be at risk. Our entire workforce, all elected members and providers are expected to implement the revised Corporate Safeguarding policy, and to complete mandatory training, which promotes not only the awareness of safeguarding, but also the duty to report concerns.
- 2.2.2 Safeguarding is integrated into our commissioning, procurement and contracting arrangements, with clear standards of what is expected by providers as well as requirements to prevent and report concerns. We have developed a Safeguarding Policy specifically for Contractors of the City and County of Swansea to detail the Council's expectations of partners and providers, and annexed to the contract. Safeguarding clauses are placed in all social care contracts and inserted into other contracts where there are seen as relevant, together with a suitability questionnaire to ensure that all expectations are fully understood.
- 2.2.3 The Disclosure and Barring Service (DBS) is carried out by a dedicate team, and used, where applicable, to help Council managers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. For all new starters to the council, Council Policy expects that requirements for each position to be filled are considered and an identification checklist is completed with a task to ensure a DBS check is

completed, where applicable, and to exclude those candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

2.2.4 What have we done this year:

- We are updating safeguarding elements within Council recruitment policy and staff handbook.
- Ensuring DBS checks are undertaken for roles that have identified as required and review of DBS processes/policies – who reviews decision on DBS risk assessments and the need for this.
- Safeguarding roles and responsibilities are reflected with all Job Descriptions
- For all contractors to confirm that they comply with Swansea Council Safeguarding Policies and their staff or their sub-contractors staff are aware of their responsibilities and duties and when required provided or able to provide safeguarding awareness raising and training.

2.2.5 Work identified for year ahead:

- Continue to review all our staffing and employment policies including a Council safe recruitment policy and staff handbook
- Updating safeguarding as everybody's business is reflected in all recruitment materials, and job descriptions in line with the current corporate safeguarding policy, and by ensuring that safeguarding roles and responsibilities are fully reflected within all senior job descriptions.

2.3 Safe Workforce

2.3.1 All staff employed by Swansea Council must have an awareness and understanding of their own corporate safeguarding role, as a Council employee, and as a citizen. On commencement of employment, all Council employees have to undertake a corporate induction and mandatory corporate safeguarding training, and be ready to prevent or report their concerns of possible abuse, when they work for the Authority or work on its behalf.

2.3.2 Staff are also made aware of their duty to report concerns, via the Staff Intranet pages, through Named Safeguarding Persons in each service area. They provide support to their staff teams in helping them identify, and raise any signs of potential abuse, and to access the training and support they need. Council employees have access to Safeguarding information and resources via StaffNet: <http://www.swansea.gov.uk/staffnet/safeguarding>

2.3.3 What we have done this year:

- Our mandatory safeguarding training has been developed across 3 levels to meet role specific requirements
- Our mandatory training offer has to include face to face, e-learning and class based training approaches to meet the needs of a diverse workforce, for example to staff that do not have regular PC access
- All training materials across the 3 levels has been updated to fully reflect new policy and the latest national guidance (in development).
- Training covers both the safeguarding and promoting the welfare of children and safeguarding vulnerable adults
- Council staff, and elected members, with specialist training to those working with or in contact with children and families.
- A senior manager has been deployed to carry out robust training needs analysis for the specific roles within the Councils#
- Their work will help ensure that there is a workforce strategy in place to ensure there is sufficient capacity and resources available to meet both corporate requirements and Social Care Wales professional standards, qualifications and registration

2.3.4 How do we know? (figures shown where answer given as Yes)

No.	Staff Survey Question	2018	2017	2016	2015
11	Do you know who your departments designated lead for safeguarding is?	66.5%	63.4%	62%	47%
12	Do you know who the lead Councillor is for safeguarding?	39.7%	46.3%	45%	28%
13	Have you had your responsibility for safeguarding and child protection explained to you?	86.1%	84.7%	86%	64%

Table 1 Staff survey results by year –including the latest staff survey completed during 17 Sept. until 2 Nov. 2018

Full results are available at:

<https://www.swansea.gov.uk/staffnet/staffsurveyresults2018>

2.3.5 Work identified for year ahead:

- Staff Survey results show staff are still not declaring an awareness of who the safeguarding designated named contacts .leads are within the Council, and this is to be addressed in a number of ways, overseen by Corporate

Safeguarding group). Firstly there is the refreshed mandatory training requirement, regular updates are planned via staff intranet, via safeguarding contacts and events during national safeguarding week.

- Continue to carry out training needs analysis within service to ensure all service area managers and employees receive mandatory safeguarding training,
- Continue work to update and maintain staff training records - to ensure that corporate systems are effective, up to date and can support corporate wide reporting on compliance, as well as service level self-service, and self - reporting.
- capture training profiles of individuals, teams and services via new capture system (developed using SurveyMonkey).
- HR&OD Training team are currently updating the corporate induction looking to move back to a face to face induction for new starters, they will liaise with the relevant departments when it comes to incorporating safeguarding into the training
- The task group in this area is working with the named safeguarding officers to accurately identify the specific training needs of staff in their respective areas and to ensure that mandatory training whether by face to face or e-learning courses is made accessible and compliance achieved.

2.4 Safe Practice

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

2.4.2 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. 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.

2.4.3 How we implement Safe Practice in Swansea

a) With Children, Young People and Families

In Child and Family Services, the Signs of Safety Practice Framework is a whole systems approach embedded across the service, whilst adhering to the prescriptive requirements of the Wales Safeguarding Children practice guidance. In an effort to further embed our strengths-based approach, as planned children services underwent a full scale restructuring this year, through which we implemented a reclaiming social work design, introducing for example practice leaders as a separate function from team managers. Undergoing inspection during period of major restructure was an extraordinary challenge. The Inspection findings and feedback from the review team was both positive and constructive and further influenced our transformation plans.

b) With Vulnerable Adults

A 'What matters to you' conversation is now central to how we work, across social service. Through a warm front door, in Adult Services this is the Common Access Point which is set up to help people explore what they need to enhance their personal wellbeing, taking in their strengths as well as risks in their situation, and the outcome they are looking for. The Access and Information Assistants can also

- signpost to community-based services, such as local groups or charities.
- give information and Advice relating to care and support and assistance in accessing care and support
- Advise on how the care and support system operates in the local authority
- Advise on types of care and support available
- Explain how to access the care and support available
- Advise how to raise concerns about well-being of a person who appears to have needs for care and support.

This range of person centred, solutions focused approaches is now being rolled out across the whole of Adult Services, through the 'Doing What Matters' Practice Framework, and a range of interventions under a shared approach called 'Collaborative Communication'.

A full review of safeguarding arrangements has been undertaken in Adult Services with proposals for a dedicated safeguarding team to be incorporated into the restructure of Adult Services. The changes are to ensure that all concerns are addressed at the earliest opportunity, risks are managed effectively with the person at the centre's full involvement and investigations are followed through to conclusion.

Swansea has also significantly improved performance in relation to Deprivation of Liberty Safeguards (DoLS) through implementing dedicated team arrangements. Feedback suggests this has not only improved professional knowledge but is driving up standards and response times.

2.4.4 What we have done this year:

- There are still a high number of safeguarding concerns that are reported, all of which have to be dealt with:

- Adult Services received **1,185** (1321, last year) safeguarding enquiries, of which we accepted **372** (540) as referrals / possible concerns where the threshold was met. **1,132** (1,307) deprivation of liberty safeguard requests were also made to Adult Services, on behalf of people during 2018/19.
- In Child and Family Services, there were **9754** (9529) contacts about vulnerable children, of which **1373** (1722) became referrals / possible concerns during 2018/19.
- The revised **Corporate Safeguarding Policy** covers a wider range of potential concerns, which may impact individuals and groups and be contextual, such as county lines, human trafficking, modern slavery, female genital mutilation, bullying, hate crime, Prevent strategy (terrorism).
- Swansea has carried out a successful **Spot It! Report It!** Campaign.
- Elected members and council officers are worked together to review and fully policies within the **People Policy Development Committee**.
- There is an on-going review of current arrangements towards improving our front door arrangements, in working with partners in responding to safeguarding adults and children enquiries/ concerns, and through **Information, Advice and Assistance** in promoting citizens well-being.
- **Our Reclaiming social care** practice is important to maintaining effective safeguarding arrangements.
- **Getting it Right for Every Child** programme aims to ensure that safe and positive practices are shared across the whole system and monitored to ensure the best possible outcomes are achieved for vulnerable children
- **Contextual Safeguarding** involves considering how, for example, peer groups, social media, neighbourhoods and schools, impact on young people's vulnerability. This approach was first developed by Dr Carlene Firmin, of The University of Bedfordshire, and first piloted in Hackney: <https://www.contextualsafeguarding.org.uk/en/>

2.4.5 Case Examples

Case Example (1): 'Contextual safeguarding' in Swansea Swansea is looking to establish a programme which will identify new partnerships with organisations like transport providers, local businesses, fast food restaurants and other places where young people gather. The main aim of the project is to reduce the need to move children away from unsafe social environments and instead, create safety in the places and communities in which they spend their time. Addressing risky behaviours, where child or young person is more influenced by peer group than family, in particular those most vulnerable children at risk of exploitation can be best achieved where a multi- agency approach helps target a range of interventions aimed at influencing or disrupting a peer group where there are risks to a vulnerable child.

Case Example (2): IAA and BAYS+ working together....(taken from Director of Social Services Annual Report 2018/19- section 4c Safeguarding)

An anonymous referral was received via the NSPCC helpline, regarding a young person aged 17.5 years; she was living at home with her father, step-mother and 4 younger half-siblings. Her 2 older siblings already living independently. The referral was in relation to emotional ill-treatment of the young person by her step-mother, and historical incidents of physical violence towards her. Action taken by IAA service was to make contact with the older siblings as their details were on PARIS from a previous referral for them, to assist in contacting the young person whilst ensuring her safety in the home. The young person said that she was the only child being treated like this in the home

What matters to the young person is that she would like to live independently, and to have a place where she feels safe and happy which in turn will positively affect her mental health and wellbeing.

Arrangements were made for the young person and her sister to attend at Info Nation to meet a BAYS+ worker the next day. Single Assessment completed which did not include her father or step-mother at her request. The assessment concluded that she presents as a capable young woman who recognises that she has been treated differently from her half siblings within the family home. She has a full-time job, and she is earning a wage so is able to support herself whilst living independently. She has asked for support to identify appropriate accommodation which will also provide a minimal level of support to further develop her Independent living skills.

The outcome of this assessment is that the young person will be further supported through the youth homeless Team. Supported lodgings have been identified and she moved out of the family home on within 3 days of IAA receiving the referral.

The end to end time from understanding what matters to providing the right support in this case was just 3 days

In respect of the younger siblings, because the allegations were in respect of the older child only and she was clear that the behaviour was just towards her, IAA have waited until the young person has moved safely into her supported accommodation until opening referrals on the younger children. Based on the fact that there have not been any referrals from anywhere else in relation to these children, the duty SW has booked an appointment with them in the Civic Centre this week to speak to them about the referral and seek consent to undertake lateral checks

2.4.6 Work identified for year ahead:

- Offer of early help identifies opportunities to better support children, adults and families top access prevention and early intervention help at the earliest opportunity, and to achieve better outcomes
- Evaluate Council wider safeguarding arrangements- by looking at how we are dealing with safeguarding enquiries and referrals, responding to concerns, managing risks and achieving best possible outcomes.
- Deliver on Quality Assurance - under the Child and Family Services new Quality Assurance framework, case auditing and reporting is to be fully implemented in 2019/20

- Review and monitoring of reporting concerns, and how Council's named safeguarding persons are working collaboratively with our statutory Information, Advice and Assistance services (see Appendices 3a&b).
- Support to Council wide campaigns and communications to promote safeguarding awareness, lessons learned and national safeguarding week

2.5 Safe Partnerships

2.5.1 Working in partnership with children, their parents, carers and adults and other agencies is vital in promoting children and adults safety well-being and towards achieving the best possible outcomes. 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 the Regional, West Glamorgan Safeguarding Board, which have statutory responsibilities, defined within regulations, statutory guidance and codes of practice by the Social Services and Well-being (Wales) Act 2014. Regional Safeguarding Boards are expected to have robust governance structures, to provide leadership 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 To mark National Safeguarding Week Western Bay Safeguarding Boards held a programme of activities, with an awareness raising campaign in partnership with 'The Wave' radio station, who broadcast a series of infomercials throughout the week. As part of National Safeguarding Week this year, there is an shared learning event, organised by West Glamorgan Regional Safeguarding Board planned later this year:

- **Learning from Regional Child Practice Reviews** is being held on Thursday 14th November 2019, at the Mercure Hotel, Swansea.

2.5.4 What we have done this year:

- Since July 2018, the Council has appointed a new Corporate Director of Social Services, replacing a Corporate Director of People, with additional responsibilities for poverty and prevention services.

2.5.5 Case Examples- some examples of the positive safe partnerships work across the Council are:

- Within Education, there is a rolling programme of child protection and safeguarding training delivered to all staff and school governors. 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 timely analysis of Education Safeguarding issues
- Within Planning & Regeneration, the City Centre Rangers are also a referral point for the SVMARAC (Street Vulnerability Multi-Agency Risk Assessment Conference), monthly meetings of which are attended by the City Centre Manager and during which individual cases are discussed by statutory and non-statutory partners and actions agreed. City Centre Management is a key driver of the 'Have a Heart-Give Smart' diverted giving scheme which raises funds for support services
- Within Cultural Services, the views of children and families are considered as part of service development (e.g. Active Young People schemes, feedback initiatives). Participation work is carried out by Schools and Social Services (Young People's Services) and the UN Conventions on the Rights of a Child underpins this work. Cultural Services' Staff are made aware of the correct pathways to follow as part of our training and team meetings.
- Strategic Delivery Unit (SDU) worked with elected members through the Councils Policy Development Committee to review and update the Corporate Safeguarding policy and to look at emerging policy areas such as Adverse Childhood Experiences (ACEs). The SDU also ensures that the updated Corporate Safeguarding policy is published on the Council's staff intranet – Safeguarding Page
- The Homelessness Plan and Homelessness Strategy is informed by our service user consultation framework which consults with families and young people. Council Tenants are able to provide their views through the Tenants Consultative Panel. Housing and Young person's consultative panel meetings also held periodically
- Child and Family Services are working constructively with Cafcass and the courts to promote strengths-based work with families that enable different and better outcomes for children than those remedies, which may traditionally arise through care proceedings. We recognise the challenge of this approach to practice in the adversarial context of court proceedings

2.5.6 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
- Working together to monitor and tackle risky behaviours among children and young people such as self harming, going missing and to prevent child sexual exploitation

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.

2.6.4 What we have done this year:

- Child and Family Services has developed a Quality Assurance Framework – see case example. Adult Services is also developing a quality framework in line with this approach.
- Parent Carer forum established to support all aspects of policy and service development
- Participation and Engagement strategy implemented in Child and Family Services

2.6.5 Case Example

Child and Family Services Quality Assurance Framework - we now have a comprehensive assurance framework in place made up of performance reporting, national comparative data indicators and established quality assurance mechanism through the Service Quality Unit. The work of Independent Reviewing Officers and Practice Leader posts focus on driving practice excellence. Child practice review processes and feedback from children, young people and families through appreciative inquiries provide considerable reassurance about the effectiveness of children safeguarding work in Swansea.

2.6.6 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

2.7.1 Performance Framework Corporate Management Team receives regular reports on key performance measure and operational issues concerning safeguarding children. All Directors, Chief Officers and Heads of Service – through their Management Teams – are jointly responsible for ensuring performance is managed across all services in meeting the corporate requirements in terms of safeguarding and promoting the welfare of children and adults. This includes the quality, content and frequency of training provided, maintaining a sufficient staff training record, and ensuring there is a named safeguarding officer in their service area, and who regularly attends the corporate safeguarding group.

2.7.2 Performance measurement

a) Key corporate indicators

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.
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Table 2. Key Performance Measures - results taken from Corporate Performance Summary Q4 & Annual

b) 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.

Table 3 Other performance measures results taken from Corporate Performance Summary Q4 & Annual

2.7.3 Service Planning Service Planning is carried out by all Heads of Services, and expected to demonstrate links to corporate priorities, including safeguarding people from harm.

2.7.4 Annual Review of Performance looks in detail about how the Council is taking steps to achieve each of the corporate priorities, including safeguarding people from harm

2.7.5 Learning Lessons – Swansea has to seek to continuously improve practice and policy by apply the key learning points as they apply from Regional Child Practice and

Adult Practice Reviews. The aim is that the potential improvements will be brought to the Corporate Safeguarding group by the regional safeguarding board representatives and they will be incorporated into the work programme.

2.7.6 What we have done this year

- **Work programme-** Task groups established to support Swansea approach, and reporting cycle for task group leads to inform Corporate Safeguarding group
- **Readiness for the WAO work programme 2019/20-**
 - There is a follow up review of Swansea' Council's corporate safeguarding arrangements taking place in September 2019, and in advance of the field work a self-assessment against WAO checklist was completed by the Corporate Safeguarding group on behalf of Swansea Council.
 - Earlier this year there was a WAO review of Swansea's arrangements to meet statutory requirements, and to impact on Violence Against Women, Domestic Abuse and Sexual Violence.
- **Risk Management**
 - Corporate risk management– a new system / guidance for updating and managing risk is being piloted.

2.7.7 Work identified for year ahead:

- Respond the finding of the WAO Follow up review
- Improvement actions – working with task group leads to scope out actions required, and a process for feeding lessons learned into work programme
- Reviewing current Corporate Safeguarding policy against new national safeguarding procedures (Wales) when published
- Within a new performance framework, working with Task group leads to identify the key performance measures, with a reporting cycle to Corporate Safeguarding group

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.

Appendices:

- Appendix A. - Corporate Safeguarding Governance arrangements**
- Appendix B. - Terms of Reference for Corporate Safeguarding group**
- Appendix C. - Work programme –Corporate Safeguarding group**
- Appendix D. - Swansea Council's Named Safeguarding persons**

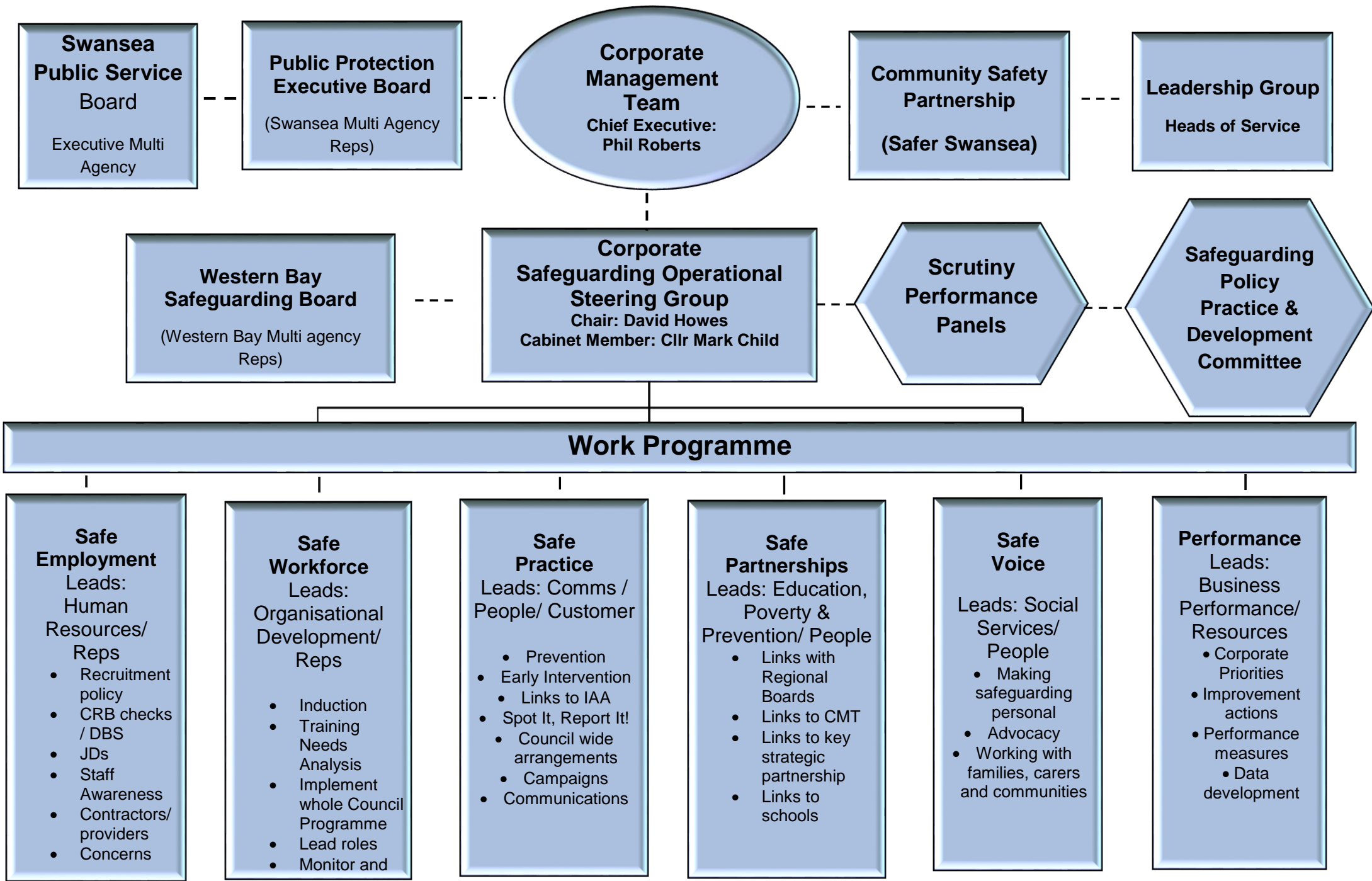


Figure 2. Safe Governance: Current structure (August 2018)

Swansea Corporate Safeguarding (Appendix A.)

Appendix B. Terms of Reference for Corporate Safeguarding group



Corporate Safeguarding Group Terms of Reference v1 July 2018

1. Purpose

Swansea Council's Corporate Safeguarding Group is the management and leadership group overseeing implementation of Corporate Safeguarding policy. The group provides 'safe governance' as set out in the policy, and, through an agreed work programme, aims to ensure that all Council service areas are operating effectively within this policy with robust safeguarding arrangement in place.

2. Functions / Responsibilities

Swansea Council's Corporate Safeguarding Policy aims to protect the most vulnerable people in our communities, so it is vitally important that all staff, services and partner organisations are aware of how all the work of the Council contributes to safeguarding people in Swansea, and what is expected of them individually and collectively.

The Corporate safeguarding group will lead and co-ordinate a work programme to embed 'everybody's business' approach to corporate safeguarding, and to deliver actions in support of the Council's the Council's strategic objectives and corporate priorities, in particular our safeguarding vulnerable people in Swansea.

The group also supports delivery of national and local outcomes, and promotes ways of working under the Well-being of Future Generations (Wales) Act 2015, and this includes a focus on prevention and collaboration.

To enable a diverse range of statutory partners, agencies and groups to work together effectively to deliver the agreed programme of work

This group, through a range of activities set out in the work programme, can give assurances to members of the public, service users, councillors, employees and people working on behalf of the Council that there are clear arrangements in place to safeguard and protect children and adults:

- statutory functions of safeguarding adults and children are carried out in line with guidance and Part 7 Code of Practice within the Social Services and Well-being (Wales) Act 2014.

- compliance in all areas of safeguarding policy, and in particular mandatory training of staff and elected members, and the duty to report any safeguarding concerns about vulnerable adults and children, and to investigate concerns as necessary.
- service designated safeguarding leads can give and account for the delivery of the Councils policy and corporate priority outcomes in relation to safeguarding to this group and to other management meetings
- escalating trends, concerns or issues to Safeguarding Boards or other relevant Boards regionally or locally. The current work programme is agreed and implemented in support of these objectives

3. Meeting Arrangements

Frequency: Quarterly

Chair: David Howes – Director of Social Services, Swansea Council

Mark Child - Cabinet Member for Care, Health and Ageing Well is invited to attend all meetings.

Meetings will be supported and administered by business support, People Hub

Agenda is distributed to members at least 3 working days prior to the meeting.

An action log of each meeting is distributed to all leads/ group members, and actions to be completed are reviewed at every meeting.

Any requests for additional meetings or specific agenda items can be addressed to the Chair.

4. Membership

The membership of the Steering Group comprises of safeguarding lead officers (social services), cabinet member, designated safeguarding lead officer (all service areas) and business support.

A safeguarding contact list is kept up to date by business support, as this resource is made available via Staff Intranet pages, and via a link within the relevant eLearning courses.

5. Attendance / Deputising Arrangements

Leads are obliged to attend regularly, and/or to identify and ensure attendance of an appropriately senior representative in their absence.

6. Task Groups

The Corporate Safeguarding Group has a work programme, in which task groups have been set up deliver on several policy areas, and to report on progress achieved:

- Safe Employment
- Safe Training
- Safe Practice
- Safe Partnerships
- Safe Voice
- Safe Performance

7. Governance

The Corporate Safeguarding group reports and accountable to Corporate Management Team.

A full governance structure is included in the Council's Corporate Safeguarding Policy.

Appendix C: Swansea Council Corporate Safeguarding –work programme revised May 2019.

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 v5.2

There are **6 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 – those employed, contractors		Nicola Reid
	Updating safeguarding elements within Council recruitment policy and staff handbook		Nicola Reid
	<p>Ensure DBS checks are undertaken for roles that have identified as required</p> <ul style="list-style-type: none"> ➤ internal staff ➤ Contacts, subcontractors and employment chains, ➤ Volunteers – schools, corporate ➤ governing bodies/ education provisions ➤ PA’s <p>Review of DBS processes/policies – who reviews decision on DBS risk assessments and the need for this.</p>		<p>Nicola Reid Lee Morgan Jane Whitmore Kate Phillips Ffion Larsen’s (DP Manager)</p>
	<p>Safeguarding roles and responsibilities are reflected with all Job Descriptions</p> <ul style="list-style-type: none"> ➤ Internal Staff ➤ Contracts – non council staff 		<p>Nicola Reid Lee Morgan</p>
	For all contractors to confirm that they comply with Swansea Council Safeguarding Policies and their staff or their sub-contractors staff are aware of their		Lee Morgan

	responsibilities and duties and when required provided or able to provide safeguarding awareness raising and training.		
2.	Safe Workforce		Teresa Mylan-Rees
	Safeguarding lead roles/posts within each service are updated		Discuss in groups as not sure who owns/ leads on the oversight of this. Directors down? Each area has its own but not across service
	Implementing whole Council training programme for safeguarding		Teresa Mylan-Rees
	Designated Safeguarding Reporting Officer training is delivered		Teresa Mylan-Rees
	<p>Insuring all Council Staff know their safeguarding responsibilities through the Induction Process</p> <ul style="list-style-type: none"> ➤ Corporate Induction ➤ Social Services ➤ Housing ➤ Elected Members ➤ Schools 		<p>HR training (NR to confirm names</p> <ul style="list-style-type: none"> - Teresa Mylan Rees - Hugh Evans/ Teresa Mylan Rees - Helen Morgan-Rees
	<p>Carry out training needs analysis within service to ensure all service area managers and employees receive mandatory safeguarding training</p> <ul style="list-style-type: none"> ➤ Corporate/ other directorates ➤ Education 		<p>Teresa Mylan-Rees</p> <p>Kate Philips</p>

	All Council elected members undertake safeguarding training / e-learning		Teresa Mylan Rees/ Hugh Evans
	Monitoring compliance within mandatory safeguarding training requirements		Teresa Mylan-Rees
	Safeguarding training provides staff with guidance on how to raise concerns through existing policies and procedures.		Teresa Mylan-Rees
3.	Safe Practice		Damian Rees
	Steps are identified to support prevention and early intervention <ul style="list-style-type: none"> ➤ (children and families) ➤ adults ➤ Education 		Gavin Evans Amanda Aldridge/Peter Field Kate Phillips
	Effective Reporting of safeguarding concerns from across corporate directorates to IAA and CAP, including, effective resolution of Professional Difference across directorates. <ul style="list-style-type: none"> ➤ Children's ➤ Adult 		Damian Rees Ffion Larsen
	All safeguarding lead officers audit and review safeguarding process and practice in their areas.		Damian Rees Ffion Larsen
4.	Safe Partnerships		Paul Thomas

	Building links, as set out in within corporate safeguarding governance structure e.g. CMT, Swansea Public Services Board, Public Protection Board, Community Safety Partnership		Paul Thomas
	Links to, and within schools		Lisa Collins
	Representation to Regional Safeguarding Boards and within strategic partnerships – communication between these groups.		David Howes
	Reporting on regional safeguarding developments / safeguarding campaigns – National Safeguarding Week, CSE Day		Teresa Mylan-Rees/ Patrick Fletcher
5.	Safe Voice		Ffion Larsen
	<p>Checking out how Swansea is ‘Making safeguarding personal’ by carrying out audits</p> <ul style="list-style-type: none"> ➤ Adults ➤ Children ➤ Poverty and Prevention 		Ffion Larsen Damian Rees Gavin Evans
	<p>Development of advocacy and independent support to promote citizen rights</p> <ul style="list-style-type: none"> ➤ Children’s Services ➤ Adults Services ➤ Poverty and Prevention 		Christopher Francis Ffion Larsen Gavin Evans
6.	Safe Performance		Simon Jones
	Develop a performance framework to cover full range of improvement activities		Simon Jones/ Leads
	Complete the Annual review of corporate priority on safeguarding vulnerable people, and progress towards steps identified, link into Annual Safeguarding Report		Simon Jones/ SDU

	Updated and publish latest version of Corporate Safeguarding Policy, and link with leads in policy development, and link into training programme		Simon Jones/Workforce
	Support data development in the reporting of key performance measures and development of information systems to monitor progress		Simon Jones/ Leads
	Regulatory readiness, in the first instance for WAO follow up review of corporate safeguarding arrangements		Simon Jones/ SDU

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

APPENDIX D. LIST OF NAMED SAFEGUARDING PERSONS AND LEADS

Safeguarding Contacts 2019

Service	Safeguarding designated lead	Safeguarding contact
Social Services (Child and Family)	Damian Rees – Principal Officer (Safeguarding Performance Quality)	Damian Rees – Principal Officer (Safeguarding Performance Quality)
Social Services (Adults)	Ffion Larsen – Principal Officer (Safeguarding & Prevention)	Ffion Larsen – Principal Officer (Safeguarding & Prevention)
Poverty and Prevention	Sue Peraj – Team Around the Family Manager	Sue Peraj – Team Around the Family Manager
Education	Kate Phillips – Head of School Support Unit	Lisa Collins – Child Protection and Safeguarding Officer
Education – Lifelong Learning	Kay Piper - Lifelong Learning Service Operations Team Leader	Kay Piper - Lifelong Learning Service Operations Team Leader
Housing Services & Public Protection	Jane Harries – Landlord Services Manager	Jane Harries – Landlord Services Manager
Cultural Services	Karen Davies – Principal Librarian	Karen Davies – Principal Librarian David Jones – Sport and Health Manager Joanna Furber – Literature Officer
Highways and Transport	Cath Swain – Integrated Transport Unit Manager	Cath Swain – Integrated Transport Unit Manager
Building Services	Malcolm Jones – Adaptations and Voids Senior Manager	Malcolm Jones – Adaptations and Voids Senior Manager
Waste Management & Parks	Rebecca Tribe – Recycling Team Supervisor	Rebecca Tribe – Recycling Team Supervisor

Service	Safeguarding designated lead	Safeguarding contact
Economic Regeneration & Planning	Phillip Holmes – Head of Planning & City Regeneration	Phillip Holmes – Head of Planning & City Regeneration
Legal, Democratic Services & Business Intelligence	Lucy Moore – Directorate Lawyer	Lucy Moore – Directorate Lawyer
Communication & Customer Engagement	Liz Edmonds – Chief Executive’s Support Officer	Lee Wenham – Head of Communications & Marketing
Information & Business Change	Jo Harley – Head of Service	Sarah Caulkin – Director (Resources)
Financial & Performance Services	Ben Smith – Chief Finance Officer	Ben Smith – Chief Finance Officer
HR & Organisational Development	Nicola Reid – Principal HR&OD Business Partner	Nicola Reid – Principal HR&OD Business Partner
Commercial Services	Lee Morgan – Category Manager	Lee Morgan – Category Manager

Corporate Safeguarding Champion - Councillor Mark Child

Social Services Information, Advice and Assistance

Adult Safeguarding enquiries via CAP: 01792 636854
or email:

Adult.safeguarding@swansea.gov.uk

Child and Family Services (Information, Advice and Assistance) 01792
635700

[access.informatio](#)

n@swansea.gov.uk

Opening Hours:

8.30am - 5.00pm Monday to Thursday

8.30am - 4.30pm Friday.

The Emergency Duty Team is available outside normal working hours on 01792 775501.

In an emergency where an adult or child may be at immediate risk of harm please contact 999