



Arrangements for Safeguarding and Promoting the Welfare of Children Strategic and Organisational Self Assessment Tool (S11)

Introduction

Section 11 of the Children Act 2004 places a duty on key persons and bodies to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children, and that the services they contract out to others are also provided having regard to that need.

The self-assessment sets out the arrangements in part one of the Guidance, which is common to all organisations to which the duty applies. Specific guidance for each agency can be found in *Statutory guidance on making arrangements to safeguard and promote the welfare of children under sect 11 of the Children Act 2004, HM Government 2007 London: Dept for Education and Skills as follows*

Chapter 3: Local Authorities, including District Councils

Chapter 4: Connexions

Chapter 5: The National Health Service

Chapter 6: The Police

Chapter 7: British Transport Police

Chapter 8: The Probation service

Chapter 9: Youth Offending Teams

Chapter 10: Prisons

Chapter 11: Secure Training Centres

Organisations are encouraged to use the self-assessment as a means to ensure compliance and safe practice.

Name of organisation: WAVERLEY BOROUGH COUNCIL

Name of person co-ordinating the assessment: JOHN SWANTON, HEAD OF HOUSING

Name Designation of other people involved in the assessment:

KELVIN MILLS, HEAD OF COMMUNITY SERVICES

KATIE WEBB, COMMUNITY SERVICES MANAGER

Date of completion: 31st May 2011

Date signed off by agencies SSCB representative _____

Self assessment rating

The system relates to how an organisation assesses itself against achieving the minimum standard. If your organisation assesses 2 or 3, areas for development, this needs to be recorded along with a timescale for completion.

1. Means everything is in place, up to date, and meets the required minimum standard
2. Means that something requires review or improvement
3. Means something needs to be developed as a matter of urgency

Key feature of safeguarding arrangements	Minimum Standard	Assessment Rating	Evidence attached/ Additional Information	Progress /Development achieved since 2010 assessment	Action to achieve further Improvement	Timescale (for completion of improvements)
Senior management commitment to the importance of safeguarding children. (S11)	There is a named senior manager who champions safeguarding throughout your organisation.	1	<p>Mary Orton, Chief Executive, is designated lead officer.</p> <p><u>Evidence:</u> Report to Executive Committee March 2010 Regular messages to staff from CMT through Cascade Briefings Dedicated area on Website and staff intranet.</p>		Report to Executive in July 2011 to remind Councillors of the Council's safeguarding role.	July 2011
	There are named or designated people with clearly defined roles and responsibilities in relation to safeguarding and child protection across the directorates.	1	<p>John Swanton, Head of Housing chairs the Waverley BC Safeguarding Board. All Heads of Service have been designated as Safeguarding Champions.</p> <p><u>Evidence:</u> Minutes of safeguarding Board meetings. Definition of Role of Champion Website and Intranet</p>			

	Senior Officers have a sound working knowledge of relevant legislation and guidance re safeguarding and promoting the welfare of children and young people	1	All Heads of Service have undertaken 'What if' training and attend the WBC Safeguarding Board. Relevant Heads of Service have been trained on the Common Assessment Framework		Heads of Service need refresher training which will be timetabled over 2011 and 2012	2011/12
	Senior officers hold managers to account for their contribution to safeguarding and promoting the welfare of children and young people	1	<p>Evidence: Through 1-1s Through the staff appraisal process</p> <p>In 'Role Definition' for Champions</p> <p>Job Descriptions include a generic 'safeguarding statement'.</p> <p>Contracts with external agencies include a child protection clause</p>		The Appraisal Paperwork for 2011 has been reviewed and there is a section in the paperwork specifically on Safeguarding to ensure the conversation is had with staff.	

	Children are listened to, taken seriously and responded to appropriately.	1	<p>All officers with direct contacts with children are fully trained to listen, take seriously and respond to children.</p> <p><u>Evidence:</u> During 2010/11 Waverley staff made 10 referrals to Surrey County Council as a result of their concerns about children.</p>			
A clear statement of the agency's responsibilities towards children is available to staff. (S11)	The organisation has a written policy and procedure for safeguarding and protecting children, which has been endorsed by the SSCB.	1	<p>Waverley has a written policy and procedure for safeguarding and protecting children, which was endorsed by the SSCB.</p> <p><u>Evidence:</u> Policy and Procedure. Website-based 'report it' for Safeguarding cases.</p>		The Safeguarding policy and procedure is being reviewed and updated, as required, in 2011.	Report to Executive July 2011 and will then be passed to the SSCB for endorsement.

	The organisation policy & procedure is available to all staff.	1	The Policy was given to all staff on publication (June 2007) and to all new staff during induction. It is also available on the staff intranet.		The updated version will be available on the intranet.	
	All staff are aware of their own roles & responsibilities and those of the organisation for safeguarding and protecting children.	1	<p>Staff awareness is very high among those who have contact with children or families. Among Council staff more widely awareness is proportionate to their roles.</p> <p>All staff undertake induction training and regular 'what if' training. All staff receive awareness training on a rolling programme.</p> <p>Corporate Management Team issue reminders about WBCs commitment to keeping children safe through the cascade mechanism.</p> <p>Posters are in Council buildings as reminders.</p>		The Appraisal paperwork for 2011 includes a specific section so that there is a conversation between line-manager and member of staff about safeguarding.	June – July 2011

	The policy makes it clear that all children have equal rights to being safe and protected.	1	The Council's policy applies to all children across the Borough. Section 3 makes it clear that all children have equal rights.		See updated policy to be updated in 2011	July 2011
	The policy and procedures help staff to recognise the additional vulnerability of some children due to age race disability etc.	1	The Council's policy applies to all children across the Borough. All members of staff have undertaken NCSE Level 2 in Understanding Equality and Diversity Training. The Council has been recognised as working at the 'Achieving Level' of the Equality Framework for Local Government.			
	The organisation has effective complaint and whistle blowing policies & systems in place for professionals and service users.	1	There is an effective formal corporate complaints policy and procedure with a complaints coordinator in each service area. The Council has a Whistle-blowing policy.		Complete	

	<p>The policy is mandatory for staff and volunteers.</p>	<p>1</p>	<p>The Policy is mandatory under Section 11 of the Children Act 2004, and this is reiterated to staff at induction training.</p> <p>The Council's grant-making process requires voluntary organisations funded by the Council to have the appropriate and relevant policies. The application form specifically asks whether organisations have a Safeguarding Policy.</p> <p>A 'Managing Volunteers Policy' was developed in 2010.</p> <p>The Council provides training for volunteers.</p>			
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A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children. (S11)	The organisation has a clear written accountability framework, which covers individual, professional and organisational accountability.	1	The Executive received a Safeguarding Report in March 2010 which outlined its responsibilities. This is underpinned by the WBC Safeguarding Board and the 'Role Description' for Safeguarding Champions.		Formal Report to the Executive July 2011	July 2011
	Staff understand to whom they are accountable and what level of accountability they have.	1	Staff are generally aware and the level of awareness is believed to be proportionate to our activities in relation to children and families. For specific roles there is reference in the Job Description and through their initial training package. Cascade Briefings highlight WBCs role in keeping children safe. Website and staff intranet has information on safeguarding.	Most WBC do have direct contact with children and so Safeguarding issues are not day-to-day activities. Therefore there is a need for an on-going programme of awareness raising.	The issue of Safeguarding is formally being raised at all appraisals in 2011 and the paperwork has a specific section on this.	Appraisals May – July 2011

	Everyone in the organisation knows whom the designated or lead person for safeguarding is.	2	Most staff have an awareness but this still needs further embedding.		Regular cascade briefings; email from Chair of Safeguarding Board; Appraisals	On-going; and appraisals June-July 2011
Service development takes account of the need to safeguard and promote welfare and is informed the views of children and families. (S11)	Service plans consider how the delivery of services will take account of the need to safeguard and promote the welfare of children.	2	This is continually addressed in respect to changes in service delivery, policy and practice in relevant areas of work.			This would only be applicable to service plans directly associated with services for children and their families.
	Contributions to the Children and Young People's Plan (2006) include a focus on preventing children and young people from suffering harm.	1	Achieved. Waverley actively takes part in various interagency working to progress the plan. See SW Surrey Area Alliance.		On-going	
	Children are made aware of their right to be safe from abuse.	1	Not directly relevant to Waverley as we do not have a direct educating role. Relevant staff are trained to make children aware of their rights when appropriate.		On-going	

	Information for children, young people and parents is made available, about where to go for help in relation to maltreatment and abuse.	1	<p>Not directly relevant to Waverley.</p> <p>Relevant staff are trained to ensure that, when they are aware of problems, correct information is provided.</p>		On-giong	
	Information provided is in a format and language that can be easily understood by all service users.	1	As above.			
	Children and young people participate in service development.	1	<p>The Top Youth Council act as critical partners for young people. In the last year they have had direct impacts on several services, including leisure centre opening times, communications, and rural transport.</p> <p>Children and young people are consulted directly on relevant strategies eg youth strategy and development of activities and services in their area.</p>		This is always on going in line with service developments. We are consulting on the re-provision of play area equipment for example.	

Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families. (S11 & NSF)	The organisation has an induction process for all staff and volunteers that includes familiarisation with SSCB policy & procedures and What to Do if guidance.	2	This is covered in the induction programme for all new staff. Coverage of volunteers is co-ordinated by Katie Webb with service managers.		As services have changed and developed and we are working evermore closely with volunteers we need to bring more focus to the induction training for volunteers.	Key task for 2011
	All staff and volunteers who work with or have contact with children and families receive training on their professional roles and responsibilities and those of their organisation.	2	All staff who work with or have contact with children and families receive “What if” and SSCB training. Coverage of volunteers is co-ordinated by Katie Webb with service managers.	Training for volunteers took place during March and April 2010	See above	Refresher training planned for July 2011 See above
	All staff are trained to recognise signs of abuse and neglect.	1	This is covered in induction training, and regular “what if” training.			
	Staff have received training in all areas of the Common Core of Skills.	N/A	This is not directly relevant to Waverley staff.			

	Single agency training meets the standards and objectives of SSCB training requirements and has been accredited and endorsed by the Training Committee.	1	Waverley single agency training is done by In-Trac on behalf of, and commissioned by many LSCB's across the country, Surrey included. The Council also takes advantage of the Surrey-wide training.			
	Outcomes and findings from reviews & inspections are disseminated to staff.	1	<p>Waverley has not been subject to external reviews and inspections focussing directly on safeguarding children.</p> <p>Information from external inquiries (eg Audit Commission) that touch on these matters is disseminated to staff.</p>	[Question: Are outcomes and findings of reviews and inspections disseminated by the SSCB to Borough and District Councils?]	We have established a central database for information on safeguarding cases (as with bullying).	

Safe recruitment (S11 & NSF)	The organisation has a recruitment policy in effect which ensures professional and character references are always taken up.	1	This is in place. Evidence: Recruitment policy.			
	Any anomalies are resolved.	1	This is done – eg recent case within sheltered housing. See Head of OD for further details.			
	Identity and qualifications are verified.	1	All identity documents and qualifications are checked provided they are an essential job requirement.			

	<p>Enhanced CRB checks are taken on all those staff and volunteers who work primarily or directly with children and young people and their managers; those in other jobs whose work offers them the opportunity of regular contact (including indirect contact by phone or internet) or places them in a position of trust (e.g. priests, police officers). Those who have access to personal and sensitive information about children and young people (e.g. Child index, CAF,).</p>	<p>1</p>	<p>All relevant staff undertake enhanced CRB checks</p> <p>Volunteers are handled at service-level. Heads of Service review who are CRB checked each quarter and ensure checks are up to date.</p> <p>Evidence: Spreadsheet of CRB checks</p>			
	<p>Face to face interviews are carried out.</p>	<p>1</p>	<p>Face to face interviews are always held for staff members.</p> <p>Volunteers are handled at service-level.</p>			

	Previous employment history and experience is checked.	1	<p>Previous employment history and experience is always checked for staff.</p> <p>Volunteers are handled at service-level</p>	<p>Do previous employment history of volunteers where appropriate.</p> <p>Establish guidelines for volunteers.</p>		
	Employees involved in the recruitment of staff to work with children have completed safer recruitment training.	1	<p>The vast majority of our employees do not come into direct 1-1 contact with children nor work directly with children. The one member of staff who is involved has done the training.</p>			
	The organisation has a clear policy and procedure for dealing with allegations against staff and volunteers, which is compatible with SSCB Procedure and Guidance.	1	<p>This is done through the disciplinary policy.</p> <p>See Head of OD for further evidence</p>			
Effective inter-agency working to safeguard and promote the welfare of children (S11 &	Staff understand the principles of working with children and their families.	1	<p>Where relevant to role.</p> <p>Evidence: Qualifications and training records.</p>	Ongoing training required.		

Working Together 2006)	Staff understand when to discuss a concern about a child's welfare with a manager.	1	Relevant staff understand Evidence: Training records; and referrals to Surrey County Council (see Report It)	Awareness raising	On-going	To be reinforced through appraisal programme in June-July 2011
	Staff understand when to undertake a common assessment.	N/A	Not applicable to most staff. Relevant staff understand to raise any concern with their manager. SCC re-launched CAF in Surrey on 4/3/10. Head of Housing attended.	CAF Training needs to be refreshed		

	<p>Staff understand the threshold for making a referral to Social Services and can differentiate between a child welfare concern and a child protection concern.</p>	<p>2</p>	<p>From time to time the thresholds change and it appears different Social Services staff interpret the thresholds differently. Staff are trained to tell manager if there is any concern and make a referral. We leave SCC to determine whether intervention is appropriate.</p> <p>Managers are trained to refer to Surrey CC if either employee or manager are concerned.</p> <p>Evidence: All concerns have been referred on to Surrey.</p>			
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	Staff have access to inter-agency guidance and procedures, and are aware of the steps to be taken when an initial concern/allegation /disclosure of harm about a child or young person is identified	N/A	<p>Not directly applicable to Waverley. All frontline staff are trained to tell manager if there is any concern.</p> <p>Managers are trained to refer to Surrey CC if either employee or manager are concerned.</p> <p>Evidence: All concerns have been referred on to Surrey.</p>			
	Staff participate in multi-agency meetings and forums to consider individual children.	1	<p>Whenever relevant.</p> <p>Evidence: Housing Management and Housing Needs staff are involved in case conferences as and when required. Waverley is represented on the SW Safeguarding Children Board.</p>			
Information sharing (S11)	Staff know how and when to share information in a way that is both legal and ethical to safeguard and protect children	1	Waverley has established information sharing protocols. Those who are most likely to need to share information are		Complete but on-going	

	(e.g. Child index, CAF, child welfare concerns & child protection concerns).		aware of the rules.			
Recording (NSF)	The organisation has a robust recording policy that ensures staff maintain an accurate, clear record of their involvement with a child and family on a routine basis.	1	There is a centralised recording system for cases reported to SCC. Other IT systems – such as Orchard Housing Management and Sentinel ASB recording are used.		Complete	
Measuring outcomes (NSF)	The organisation routinely audits and evaluates its work to promote and safeguard the welfare of children.	1	Report sent to March 2010 Executive meeting. The WBC Safeguarding Board monitors safeguarding work.	During 2010/11 audit and evaluation will be carried out with a formal report to March 2011 Executive.		Report due to be presented to Executive July 2011
	Data collected is made available to the SSCB, practitioners, users and commissioners.	1	As Waverley's role is largely in relation to making referrals to the Social Services Authority, the SSCB will hold or have access to this information in any event. Waverley introduced a computerised recording system since the last S11 assessment.			

	As a minimum the organisation evaluates outcomes from the perspective of the child or young person.	1	<p>The Top Youth Council offer a critical partner perspective on our work as a council.</p> <p>Other initiatives include consultation in schools, and consultation on specific projects (eg Cranleigh Skate Park)</p>			
Quality assurance (NSF)	Arrangements are in place to monitor compliance with SSCB Procedures and with recruitment and selection procedures.	1	The WBC Safeguarding Group Monitors and we have a representative on the SSCB.			
	The organisation has in place robust information systems that enable them to monitor practice and the management of work with children and families to ensure their welfare is being effectively safeguarded and promoted.	2	<p>Most staff don't do direct work with children and families.</p> <p>The Safeguarding Policy covers these issues.</p> <p>We have introduced a centralised, safe, secure recording system for safeguarding referrals.</p>	What are SSCB's expectations of a Borough/District in this regard?		

	The organisation has in place a programme of internal audit and review that enables them to continuously improve the protection of children and young people from harm or neglect.	1	The Waverley Safeguarding Board monitors and reviews the Council's work in relation to safeguarding. The Internal Audit Manager ensures that audits include safeguarding issues eg an internal audit recommended that the Safeguarding Policy should be refreshed in 2011.			Revised Safeguarding Policy being presented to Executive July 2011
	All incidents, allegations of abuse and complaints are recorded and monitored.	1	Establish a centralised, safe, secure recording system for safeguarding. We do not necessarily monitor cases as we would expect this to be the role of SCC.		On-going to maintain awareness that allegations of abuse are recorded and referred.	
Staff supervision (NSF)	The organisation provides supervision to staff that work directly with children and young people and specifically in relation to cases where there are concerns about harm, self harm or neglect of a child or young person.	1	This is not directly applicable to many Waverley staff. For relevant staff, supervision is undertaken through usual appraisal procedures.			

	The supervisor regularly reads case files & recording to review and record whether the work undertaken is appropriate to the child's current needs and circumstances in accordance with the organisations responsibilities		This is not directly applicable to Waverley staff. When relevant, the supervisor would liaise direct with Surrey CC.			
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Additional Information/comments

Support/ Assistance Required to Achieve Improvement

References

- What To Do If You're Worried A Child Is Being Abused (2006)
- National Service Framework for Children, Young People and Maternity Services (2004)
- Children Act 2004
- Making Safeguarding Everybody's Business: A Post Bichard Vetting Scheme Briefing Paper (January 2006)
- Common Assessment Framework DfES 2005)
- Common Core of Skills and Knowledge for the Children's Workforce (2005)
- Working Together to Safeguard Children (2010)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under the Children Act 2004 (2005)
- NSPCC Safetycheck (2005)
- Making Arrangements to Safeguard and Promote the Welfare of Children (HM Government, 2007)

Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004

Internet link:

<http://education.gov.uk/publications/standard/publicationDetail/Page1/DFES-0036-2007>