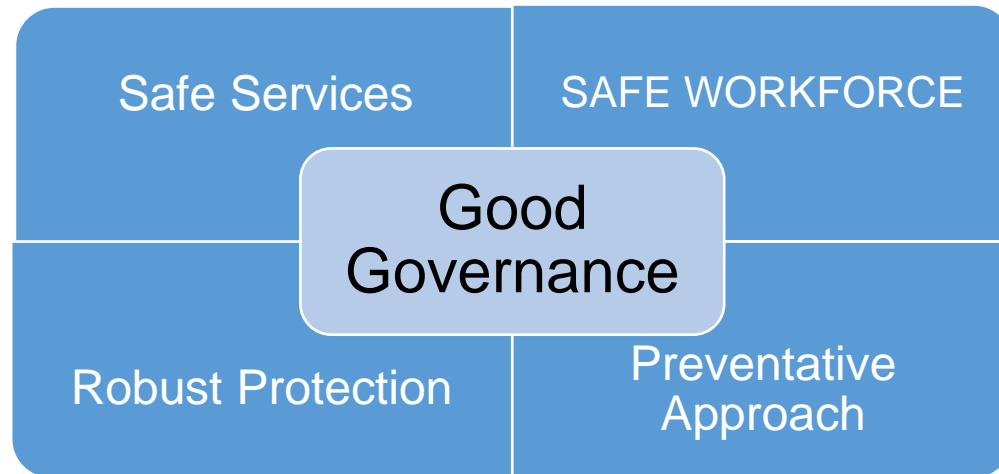


Evaluative Progress Report 2017

This report evaluates the progress of Monmouthshire's key Safeguarding Priorities using identified measures to highlight progress, identify risks and confirm the direction of travel for improvements and further development. It is based on Monmouthshire's safeguarding aim that both adults and children will be supported, and protected, from harm and abuse.

The Cornerstones of a safe service for Monmouthshire



It will be set against the safeguarding priorities, which are set within the Corporate Safeguarding policy 2017, with measures reflecting the previous WASG Performance Review March 2017.

Good Governance:

In Monmouthshire we will ensure that safeguarding for children and for vulnerable adults is understood as “everyone’s responsibility” across all directorates and at a political level. This will be culturally embedded within the authority at a “hearts and minds” level. Safeguarding will be supported by policies and operating procedures which are embedded within all settings and services.

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
There is a strategic steer for the whole authority via the revised Safeguarding Adults and Children Policy 2017.	Completed	The policy, reflecting legislative changes, has gone through the Cabinet and Scrutiny Committees. The new policy has been adopted by County Council in July 2017.
Is there senior manager representation on the WASG to ensure clear accountability lines for safeguarding?	Completed	<ul style="list-style-type: none"> • WASG continues to be held monthly and is chaired by the statutory Director of Social Services. • Membership of WASG is at a Senior level from each directorate.
Are all directorates monitoring and reporting on safeguarding using the SAFE process?	<ul style="list-style-type: none"> • Revised Adult and Children Safe distributed Authority wide (exception Early Years settings) - completion date 31st July 2017. • Initial SAFE audits in HSC/PH identified areas where a particular area of the service would benefit from a SAFE audit of their own. i.e Contact Team /Fostering Team <p>Initial SAFE Audits undertaken. As agreed – 28 Early Years settings in Education currently undertaking SAFE</p>	<ul style="list-style-type: none"> • 98% of responses received from initial cohort. • Safeguarding Unit Leads appointed to support Directorate Lead’s in ongoing completion and analysis of SAFE, and Directorate and wider authority Action Plans – ongoing work to be reported monthly at WASG. • CYP update to WASG (September 2017). • Operations update to WASG (October 2017).

	Audits. Submission dates December 2017	
Is safeguarding reported in all reports to cabinet and council?	Completed	As evidenced in minutes of meetings. It is a Standing Item on all agenda, as per Ellis Williams recommendations.
Is safeguarding reported in Chief Officer annual reports?	Completed	Evidenced in reports. Safeguarding is a Standing Item in Chief Officer annual reports - as per the Ellis Williams recommendations.
Is Monmouthshire effectively contributing to regional partnerships to promote robust safeguarding practices and drive forward regional work streams, particularly the South East Wales Safeguarding Children Board and the Gwent Wide Adult Safeguarding Board?	Ongoing Process	<ul style="list-style-type: none"> • Head of Service, and Safeguarding Unit members are full members of all the Adult and Children's Board, subgroups, and Business Planning Groups, as well as at a strategic and operational Level for MASE (CSE) and VAWDASV. • Work undertaken by these groups is shared and devolved via the newly formed Local Safeguarding Network to all 3rd Sector and statutory partnership agencies. This is chaired by Monmouthshire's Safeguarding Service Manager.

Case Study: The Council's safeguarding policy was mainly focussed on safeguarding in education and, along with the introduction of the new legislation, there was a requirement to update the policy to incorporate the whole workforce including those engaged by the Council - permanent and temporary employees, students, volunteers, workers employed by employment agencies, contractors and consultants.

The policy is underpinned by the Council's vision to build sustainable and resilient communities and wellbeing objectives. The policy is intended to be enabling and ensures that all parts of the Council understand how to put effective safeguards in place. The policy is for a positive, preventative and proactive approach to safeguarding.

The Policy was scrutinised by both Adults and Children and Young People Select Committees, as well as Cabinet, prior to adoption by County Council in July 2017. The Policy will be disseminated via Senior Managers, DMT'S and will be available to all staff on the Hub.

Analysis

Good progress has been made to ensure that Safeguarding is a priority within the Council, and that it continues to be a key feature in the training and reporting mechanisms at Senior and Directorate Level. Changes in the subgroups of the Regional Safeguarding Boards underpin this and good representation at Board, Business Planning, and sub-groups ensures that Monmouthshire has input into regional policy and protocols, and is aware of changes and new guidance. However, a clear plan is required to ensure that potential change and pressures are identified and actioned in a systemic way.

Action Plan

- **The roll out, and embedding, of the new corporate Safeguarding Policy needs to continue via the SAFE review and monitoring programme;**
- **This needs to be supported via training programme - see Safe Workforce Action Plan;**
- **WASG to continue to be the driver for embedding Safeguarding across the authority;**
- **SAFE Action group to support directorates Action Plans and ensure all outstanding areas complete audit;**
- **Clarity and plan required for devolving national and regional policy and procedures.**

Self-Assessed Score Against Measures:

Safe Workforce:

We will ensure that safe recruitment and safe HR practices are operating effectively and embedded across the authority. We will ensure that staff and volunteers working with children and vulnerable adults are suitable, focused on service user outcomes and clear about their responsibilities to report concerns and to keep children and vulnerable adults safe. This will include a good understanding of the importance of information sharing and inter-agency working.

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
<p>Safe recruitment practice is compliant with the Safeguarding policy in both paid, unpaid, and elected posts across the Authority.</p>	<p>Ongoing Process</p> <p>Volunteering Policy is going through the political scrutiny process at this time. To be in Council Nov 2017.</p>	<ul style="list-style-type: none"> • Safe recruitment processes are well embedded within the Local Authority and are part of the Corporate Policy; • Mandatory Safe Recruitment training for Managers in place. • 35 managers completed Safe Recruitment Training April -October 17 • Exceptional Circumstance Risk Assessment for Service Head/Safeguarding Lead sign off. • SBAR process triggered when breach of policy is notified. 1 current SBAR in place with Action Plans to address non-compliance issues April -Oct 17 • The Volunteering policy outlines safe recruitment procedures for different levels of volunteer’s roles and accountability. • Leading Volunteers training clearly outlines recruitment requirements for

		volunteers which is based around the volunteering toolkit.
Are staff supported in raising safeguarding concerns relating to the service provided by the Authority or to their colleagues.	Ongoing process via team meeting, staff updates, corporate induction, Level 1 training, Level 2 Safeguarding Training.	<ul style="list-style-type: none"> • Monmouthshire’s Whistleblowing Policy was approved by cabinet June 2017. 0 incidence of Whistle Blowing Reported April- Oct 17 • It is also part of the Corporate Safeguarding Policy, and included in Safeguarding training. This to be confirmed in the Training Strategy 2017 and in the work of the Training Development Group 2017.
Safeguarding training is provided which is in line with Children and Adults Safeguarding Board recommended training and is quality assured.	<p>SAFE Audits have identified numbers of staff requiring safeguarding training in line with newly adopted Corporate Safeguarding Policy.</p> <p>In-depth identification of staff roles, and their appropriate training level ongoing as part of current Training Plan.</p> <p>Basic Safeguarding Awareness Video currently being planned and scripted.</p> <p>Amended Child and Adult Safeguarding Level 1 “Train the Trainer” trainers commenced October 2017.</p>	<ul style="list-style-type: none"> • Safeguarding training has been expanded to include both adults and children at risk and is part of all mandatory Corporate Induction days; • Safeguarding Unit members are part of Board’s Training consortium to ensure compliance; • 34 trainers within the council are trained to deliver Level 1 Safeguarding within their service areas, it is being delivered to both paid staff and volunteers. • 2 Trainers offering Level 2 Safeguarding Training from the SGU – 89 DSLs trained this period; • “In house” Trainer’s Forum developed, Quarterly Meeting to update and QA trainers and Training offered;

		<ul style="list-style-type: none"> • <i>Protection of Adult's at Risk</i> training ongoing on a rolling programme; • Safeguarding Training undertaken for newly elected council members July 2017.
Identification of Safeguarding training needs and monitoring of take-up is undertaken.	<p>Ongoing whilst SAFE process continues</p> <p>Authority wide training database currently under development.</p> <p>Safeguarding Training Strategy and Training Plan currently being devised.</p>	<ul style="list-style-type: none"> • SG Training Needs identified via SAFE process August 2017; • This remains part of a development plan in line with the Training Strategy due Nov 2017; • Safeguarding and VAWDASV Training Development Group commences 20/9/17 to include QA of inhouse training.
We are compliant with national guidance in maintaining a robust multi- agency system that identifies and addresses professional allegations and concerns.	Ongoing process	<p>Full compliance with National Policy regarding the management of Professional Allegations and concerns is well embedded in Monmouthshire. This is part of the Safeguarding training modules at both in-house and Board led Safeguarding Training.</p> <p>April to October 17 -20 Professional Concerns cases open to SG Unit -12 investigations currently open</p>

Case Study – Concerns were raised regarding the interaction between a teacher and a group of pupils via Social Media. An indecent image of a young person had been shared by that pupil to his peers in a Facebook group where the teacher had accepted membership. The image was considered “funny” by the group and the teacher had also made inappropriate comments. One of the children in the group informed a Teaching Assistant who spoke with their Head Teacher, who was the identified Designated Safeguarding Lead. Advice was sought via the Safeguarding Unit, and the teacher was suspended. A Professional Strategy Meeting under the All Wales Child Protection Procedures was convened and attended by SSD, Police, Education Dept., School, and H.R. and a Multiagency investigation took place. Whilst no criminal action was considered to have taken place, and the young person was supported in the process, it was agreed by

all members that the allegation raised concerns about the suitability of this person to be in a position of authority with vulnerable young people. The outcome was that the case was passed back to Education and H.R for internal disciplinary action and potential termination of contract.

Analysis

There has been a change to the “rolling programme” of SAFE Audits and these were due for completion 31st July 2017 to a varying standard. They, and current Welsh Government directives in regard to the roll out of VAWDASV, have identified significant training needs across the whole authority. There is a group of in-house trainers who are now supported by a Trainer’s Forum, however a review of their availability, and QA of their materials to ensure all training reflects both adult and children safeguarding needs is required. The recording and data collection which evidences what training, to who, and timescales in both employed and volunteer staff is kept at local levels and a digital management system will need to be developed

Action Plan

- **Initial meeting of the SG Training Development Group Sept 2017 to start to consider how to meet the identified need of SG training across the authority and to consider timescales;**
- **Quality Assurance of all training will be included within Training Strategy 2017;**
- **Review of how training needs are currently recorded and a Digital Management System for recording and monitoring training needs to be developed. An Interim approach needs to ensure ongoing training is recorded accurately.**

Self-Assessed Score Against Measures:

Preventative Approach:

In Monmouthshire we will be well-informed about the social issues that compromise the safety and welfare of children and vulnerable adults and /or potentially expose them to harm through abuse and neglect. We will be able to demonstrate how we are responding to these issues and reducing risks through strengths based and preventative approaches.

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
<p>Information and training provided into local, regional, and national safeguarding concerns</p>	<p>Ongoing Process</p> <p>Development and roll out via schools/youth Services of “Sexting isn’t Sexy” training and CSE awareness raising ongoing</p> <p>Safeguarding Unit Staff represented at National review of CSE Policy and Procedure -current review of Local Procedures due Dec 17</p>	<ul style="list-style-type: none"> • 23 staff trained this period Further 4 days of PREVENT training available for staff during 2017; • VAWDASV – Ask and Act Pilot in Monmouthshire completed with Adult Services. 2 in-house trainers completing training Sept 17 to support the role out of Ask and Act training. • Regional Safeguarding Network events held quarterly for statutory, 3rd sector and partnership staff and volunteers - free to access each quarter. • Feedback from young people, trainers and school staff has been overwhelmingly positive in supporting open discussion in regard to difficult subjects and allowing young people to discuss concerns with adults in authority

	SG Unit Staff on Regional Strategic Development Boards for MASE (Police Led Preventative and Identification of location/perpetrator)	<ul style="list-style-type: none"> • 4 Multi Agency Child Sexual Exploitation (CSE) Training sessions 2016-2017. • Increase of Children identified as at risk of CSE with planned support from 6 in 2016 to 16 in October 2017.
Does Monmouthshire demonstrate clear and creative working together with other agencies?	Ongoing Process	<ul style="list-style-type: none"> • Full representation on the Children and Adult Safeguarding Boards ensure, via national and regional policy, that multi agency working is embedded in the work of the authority; • Training and support to schools to be able to safely access PLANT to share information re: vulnerable children; • Developing relationships between Social Care and Trading Standards, Environmental Health and Licencing have aided in identifying and addressing the exploitation of vulnerable people in our community.
The IAA approach at the front door of children's services ensures that families and concerned citizens can access information, advice and signposting easily and effectively.	Ongoing Process	<p>The Information/ Advice and Assistance facility at the front door of Children's and Adults (FISH) services are now in place with processes monitored and reviewed.</p> <p>745 Adults received IAA since April 2017 630 Children/families received IAA 2017</p>
The development of a Multi-Agency Early Support and Family Support Referral Pathway	Work commenced May 2017 -ongoing process	Joined up working has begun re: strategic partnership regarding the development and

		realignment of Early Support for families outside statutory intervention and the development of an Early Support Referral Pathway.
Analysing and responding to risk and vulnerability in communities.	<p>Ongoing process</p> <p>Development of CSE process and Multi Agency Information and Intelligence sharing meetings have identified locations and potential perpetrators, as well as identifying young people potentially at risk of CSE and Risk-Taking Behaviour.</p> <p>MASE (Multi Agency Sexual Exploitation) meetings led by Gwent Police, Vice Chaired by Monmouthshire Child Protection Co-ordinator commenced April 17 monthly. To co-ordinate information about children vulnerable to Child Sexual Exploitation and identify themes related to location, links between groups of children,</p>	<p>Development of the Community Hubs at Mardy Park, Monnow Vale, and Caldicot Library and the support of local people to access community based support opportunities;</p> <p>Community Wellbeing Development Officers based in the North and the South of the borough who help identify gaps in community provision, support the development of community based groups, and assist in the location of funding streams.</p> <p>Information from CSE Strategy Meetings, and ASB meetings have resulted in Police, Licencing, Waste Management Services successfully disrupting sites of potential CSE and ASB across the authority.</p> <p>April – Oct 17 Rise from 9 to 16 children in Monmouthshire identified at Significant risk of CSE and qualifying for Operation Quartz (Police Led/ joint support for vulnerable children).</p>

	and or perpetrators for a strategic and operational response	Currently figures as to no. of Referral's relating to Prevent, Domestic Abuse, CSE, Substance Misuse are not collated
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Case Study – Health Visitor spoke with a mother of three children who was struggling to manage the behaviour of her children and home conditions. She was aware that her concerns related to support and did not meet the threshold of statutory intervention. With the consent of the mother she made a referral to Families First Acorns nursery provision for the Incredible Years Parenting support programme and for a Home Start volunteer support worker to address home conditions and mother’s social isolation. Mother agreed to include the older children’s school in this support network. Health Visitor remains involved regarding the health needs of the younger children and advises School Health Nurse who has responsibility for the health of the children.

Analysis – It is recognised that at a time when there are pressures at the interface of legislative wellbeing and Public Sector cuts, creative approaches have been required to prioritise and shift focus to the preventative agenda. The newly developed Local Safeguarding Network is evolving and is a good place in which to share and devolve across partner and 3rd Sector agencies Safeguarding concerns, policy changes, training, services, and 3 monthly Practitioner Events are well attended. The preventative agenda appears to be developing within Community Hubs, and local groups and communities are supported to create, maintain and fund activities where needs are identified within the community itself.

Changes and ambiguity under the SSWA have changed the face of responsibility and accountability within early support for vulnerable children and families. This made the new work in creating clear lines of management and a referral pathway to services outside Statutory Social Services a vital and emerging part of the early support of families and children in need. This also is in line with the findings of the IPC progress review.

Action Plan

- **Training Strategy to inform the work of the Training Development group regarding the breadth and roll out of Safeguarding Training (Oct 17);**

- **Safeguarding Unit to clarify a clear pathway for the devolving of policy/practice/information in an effective way within the authority;**
- **Completion of an Early Support strategy and review and evaluation of community based support programme;**
- **Statistics relating to recording levels of Domestic Abuse, PREVENT, CSE, and Substance misuse referrals to be added to Business Objects at point of Referral.**

Self-Assessed Score Against Measures:

4). Robust Protection:

We will operate best practice in protecting children and vulnerable adults and ensure that:

- All concerns about possible abuse or neglect are recognised and responded to appropriately;
- Multi-agency plans and interventions reduce risks and needs for children and vulnerable adults including those at risk of significant harm.

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
Referrals of concerns are assessed, and initial decisions taken within 24 hours (C/S)	Ongoing	100% of referrals within Children Services
Adult Protection Enquires are undertaken in a compliant and safe timescale	Ongoing	79.5% of Adult Protection enquires were completed within 7 days
There is a Quality Assurance Framework in place which supports practitioners and Managers in identifying and managing drift in case	Ongoing	<ul style="list-style-type: none"> • Managers monitor through live dashboards in Children’s Services; • PMOG (weekly Performance Management Oversight Group) • CSLT (Children’s Services Leadership Team) • QUIP (Senior Management Quality Improvement Program) • Oliver – Adults Weekly Meeting
There is a QA framework in place that demonstrates continual improvement within safeguarding and protection services.	Ongoing review and development	<p>The various groups are responsible for identifying cases to be audited – e.g. NFA in Children’s - we will randomly select 1 in 10 records to assure decision making. If there are any concerns the ratio can be increased and reviewed.</p> <p>8 SBAR processes commenced in this period – 8 continue with Action Plans.</p>

	SBAR process developed for the identification of breach of Policy and Action Plan to learn from the	
Analysis of trends, exceptions, pressures and practice standards undertaken in protective services.	Meeting commenced October 2017 to review FLO business objects and consider Adult at Risk Report to align with Children Service IRO Reports.	<ul style="list-style-type: none"> • The Child Protection Co-ordinator and LAC IRO submit an overview report on compliance, practice, and identifying trends and pressures on services. This is fed up to senior management via CSLT and to team manager's via OTM. April to October 17 continues the increase seen in previous period of child registration on CPR. Current figure of 98 children against 95 children in March 17, and 67 children in September 16 • The SAFE Audit and subsequent action Plan supports the identification of Safeguarding risks, strength and development needs across the authority -Whole Authority Role Out July 2017.
Care Planning is compliant with National Guidance and reflects clear multi-agency working to manage and reduce risk	<p>Risk Assessment Framework first draft submitted to Head of Service and CSLT October 2017.</p> <p>Intervention Threshold document within Children Service submitted to CSLT October 2017. To be reviewed and developed by Working Group.</p>	<ul style="list-style-type: none"> • Within Children Services it is acknowledged that development work needs to be undertaken to share responsibility, accountability, and best outcomes for children and families.
Responding to partner agencies pressures	Ongoing - regular meetings between Service Leads in partnership agencies to	<ul style="list-style-type: none"> • CP Process group formed June 2017 to address internal areas of practice

	consider pressures in all areas of service delivery.	where Police can no longer meet the requirements of AWCPP and ensure Safe Practice.
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Case Study - Mr A was recently diagnosed with Parkinson disease, known to social services as previous concerns raised in regard manner towards wife and carers. Home carers visited to find Mrs A upset saying she was not coping with her husband’s outbursts and she alleged he had hit her the night before. Mrs A said that things had calmed down this morning, and he was going out later.

The Homecarer advised she had a Duty to report the concerns to Social Services, to ensure the safety of both Mr and Mrs A. Mrs A advised that there were guns in the property. T/C to Chepstow FISH who took details and sent to Safeguarding Team. Strategy discussion took place and police advised they will visit, and search the property as they advised that the gun licence had ran out and there should be no guns in property. A DASH risk assessment form was completed, social worker visited to discuss situation and support.

Outcome, both aware that new diagnosis has caused added stress, guns safely removed, carers advised and continue to monitor situation.

Analysis

The Safeguarding Processes have been imbedded within Child and Vulnerable Adult protection for a long time. Within Children’s Services the ongoing agenda of change has created a good time in which to review current CP processes and procedures, and to ensure staff understand the requirements and expectations of their role and task. Further to this, where pressures both internally and externally are identified safe practice must be supported by a clear infrastructure of Risk Management Frameworks, clear procedures, models and tools. The creation and development of the joint Adult and Children’s Safeguarding teams/Unit allows opportunities to consider how best to identify opportunities for “joined up” work and models of working together prior to the revised All Wales guidance for both Vulnerable Children and Adults.

Action Plan:

- **Performance Management tools to continue to develop to support managers to identify trends, drift and management issues;**
- **QA groups to utilise performance data and qualitative reports to identify pressures within the service, to review and modify resources and structures;**
- **Audit model and programme to be developed and implemented to identified address action plans;**

- CP review group to complete review of processes and develop action plan by Jan 2018;
- Risk Management Framework and Assessment models and tools to be developed by Jan 2018;
- Children and Adult Safeguarding team to work together to develop effective working models and practice within the Safeguarding Unit.
- Adult Service's FLO business reports to continue to develop by March 2018.

Self-Assessed Score Against Measures:

5). Safe Services – delivered through commissioning arrangements, grants, partnerships and volunteering

We will use our influence to ensure that services operating in Monmouthshire, both commissioned and those outside the direct control of the council, do so in ways which promote the welfare and safety of children and vulnerable adults.

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
<p>Do we ensure that commissioned services meet Monmouthshire’s Safeguarding services as laid down in our policy?</p>	<p>MCC Accreditation Process for Commissioned Services embedded in commissioning Services, however Internal Review highlighted need for consistent adherence to accreditation programme – Ongoing work by the Commissioning Service considering options of integrated accreditation support/process.</p> <p>Children’s Foster/Residential Placements are identified via Children’s Commissioning Consortium Cymru Framework - The providers are subject to a stringent framework of checks.</p> <p>Adult Services’ Contract Monitoring Officers providing full monitoring support within Children’s services when issues arise – Review Nov .17 to develop Contract Management and QA process across Adults and Children Services</p>	<p>The Corporate Safeguarding Policy 2017 clarifies the position regarding commissioned services meeting Monmouthshire’s safeguarding standards.</p> <p>No of Providers Accredited: Adult’s 19 8 currently completed their accreditation</p> <p>Adult Service Review Annual Visits programme monitors compliance to policy – reviews of Action Plans are Mandatory.</p> <p>Formal Contract Monitoring Visits: Adult’s 30 Children 2</p> <p>No. Escalating Concerns -initiated/closed 0</p>

	<p>Potential development of a Gwent Wide Accreditation process for “off Framework” providers - scoping exercise to commence Nov 17 onwards to develop Contract Management.</p>	<p>No. Provider Performance Issues (Stage 3) 0 No. Provider Performance Issues (Stage 2) 5 No of Provider issues ongoing (Stage 2) 2</p> <p>Sports clubs using council premises are meeting safeguarding standards.</p> <p>Safeguarding Training is now a pre- requisite in: Licenced Taxi /(Hackney and Private Hire)</p> <p>Every Leisure Centre has appropriately trained Safeguarding Leads.</p>
<p>Do we ensure the safe recruitment, training, and management of volunteers both within the local authority and in commissioned services?</p>	<p>This is a newly developed policy framework and the progress is ongoing.</p>	<p>New policy framework will set out clear guidelines and expectations for volunteers in both Local Authority and commissioned services. This to be picked up by the Volunteering Strategy Action Plan.</p>

Case Study – A retired bus driver seeks to volunteer driver to transport vulnerable adults to community facilities. He is given the volunteer role descriptions which sets out clear boundaries in relation to medication, personal care, physical handling, personal contact outside the service, and cash handling. The role description clarifies the desirable skills and benefits to the volunteer and the Local Authority’s responsibility to supervise, support and provide training via the Volunteer Co-ordinator. Prior to commencing, an enhanced DBS check is undertaken via Human Resources. A requirement of a full clean driving licence, two references, and must sign registration form, data security and confidentiality agreement, and undertake volunteer induction training.

Analysis

There has been an established approach to contract monitoring for some time across adult contracts which is centred on an annual monitoring visit. This is an opportunity for the Council to satisfy itself that providers are delivering quality services in line with service expectations, this includes checking on the application of safeguarding procedures, employment checks, DBS checks and training. The approach is less developed

in children services due to a lack of designated contracting resources over recent years. However, with the establishment of a combined adults and children's commissioning function there is the opportunity to implement cohesive and rigorous contract monitoring arrangement across both areas.

Work is underway to develop an approach which will ensure regular monitoring of contracts within Children's Services to gain a more comprehensive view of quality of care services, value for money, and contract compliance across all contracts which will ensure a robust approach across both the service areas.

As this work progresses Adult Services Contract Monitoring Officers have provided full monitoring support within Children's Services when issues or concerns have been raised about particular commissioned providers. A review is due to being within the Commissioning Team with a view to developing a robust and proportionate contract management and quality assurance process across Adult and Children Services commissioned providers.

Action Plan:

- **Links to be made between Safeguarding Service Plan and Volunteering Strategy Action Plan to ensure cohesion where applicable;**
- **Piece of work with Commissioning Service re: data measures for commissioning service measures.**
- **Commissioning Service to:**
 - ❖ **Continue exploration of options to develop an integrated accreditation process and support;**
 - ❖ **Cohesive and rigorous contract monitoring arrangement to develop across Adults and Children's service commissioning;**
 - ❖ **QA provision framework/processes to be developed across Adults and Children's commissioned providers.**

Self-Assessed Score Against Measures: