

## Evaluative Progress Report for Safeguarding

### October 17 – March 2018

This report evaluates the progress of Monmouthshire County Council's against its safeguarding priorities. The priorities reflect the cornerstones for keeping people safe in Monmouthshire set out in the Council's Corporate Safeguarding Policy approved by Council in July 2017. The cornerstones for keeping people safe in Monmouthshire are set out in **Figure 1** below.

The report is divided into 3 sections:

1. Evaluation against our cornerstone measures.
2. Case Studies aimed at giving an 'on-the-ground' feel as to how safeguarding is working in practice and the impact
3. The action plan drawn down from our current evaluation. These actions are taken forward and monitored through the Whole Authority Safeguarding Group (appendix 3).

The evaluative report uses quantitative and qualitative measures, and case studies where appropriate, to highlight progress, areas for improvement and further development. It is based on our commitment that adults at risk and children will be supported, and protected from harm and abuse. The report acknowledges that safeguarding is always 'work in progress'. Constant vigilance is needed at all levels of leadership and operational delivery to ensure the right culture, policy, practice and measurement systems are in place to keep people safe.

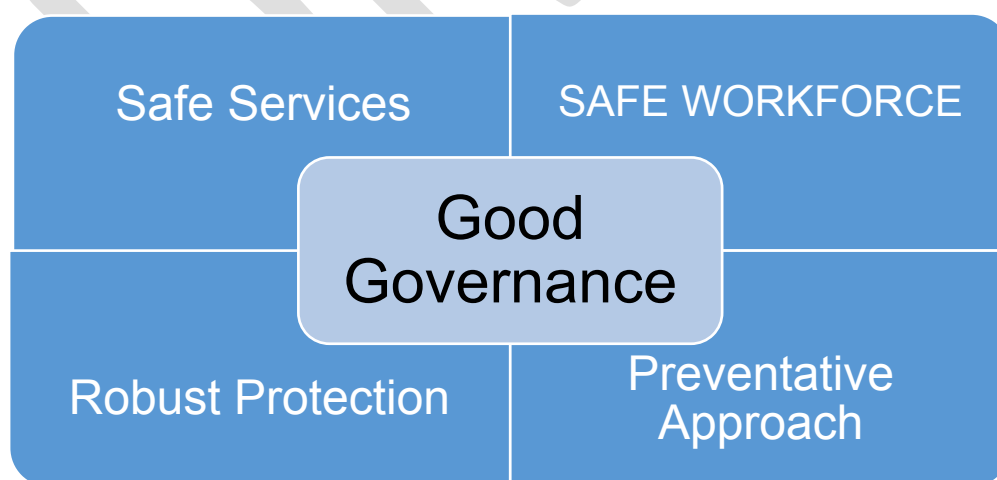


Figure 1

These cornerstones form the basis of Monmouthshire County Council’s Safeguarding Policy. The judgement on performance against measures has been agreed by the Whole Authority Safeguarding Group (WASG) as at **Table 1**.

	<u>April 17 - Sept 17</u>	<u>Oct 17- March 18</u>				
<b><u>Good Governance</u></b>	4	5				
<b><u>Safe Workforce</u></b>	3	4				
<b><u>Preventative Approach</u></b>	3	4				
<b><u>Robust Protection</u></b>	4	4				
<b><u>Safe Services</u></b>	2	3				

**The Corporate Evaluation Framework**

The evaluation score from 1-6	The evaluative context
Level 6 Excellent	Excellent or outstanding
Level 5 Very Good	Good Major strengths
Level 4 Good	Important strengths with some areas for improvement
Level 3 Adequate	Strengths just outweigh weaknesses
Level 2 Weak	Important weaknesses
Level 1 Unsatisfactory	Major weakness

WASG has considered analysis of evidence drawn from a range of sources set out in **Table 2** which together enable a view to be formed as to the effectiveness of the Council’s safeguarding arrangements.

**Table 2**

External Regulatory Reports	Quality Assurance & Internal Audit Reports	Engagement and Stakeholder Feedback
<ul style="list-style-type: none"> <li>*CSSIW - Review of Front Door of Children’s Services (2016)</li> <li>* CSSIW Annual Performance Letter (2017)</li> <li>* Estyn Monitoring Visits (Quarterly)</li> <li>* Estyn Inspections of Individual Schools</li> <li>* Wales Audit Office Review of Corporate Safeguarding in Monmouthshire (2015)</li> <li>* Wales Audit Office Review of Safeguarding Arrangements in the Kerbcraft Scheme (2017)</li> </ul>	<ul style="list-style-type: none"> <li>*Safeguarding Assurance Framework Evaluations (SAFEs)</li> <li>*Performance Management Information</li> <li>*Case Review and Audit Reports undertaken in accordance with the Social Services Quality Improvement and Performance Framework</li> <li>*Internal Audit Reports of Safeguarding (2016) Volunteering (2017) and Children’s Service Placements (2017)</li> <li>* Institute of Public Care reports into Children’s Social Services Improvement Programme (2016 and 2017)</li> </ul>	<ul style="list-style-type: none"> <li>*Young People’s Safeguarding Survey (2016)</li> <li>* Regional Safeguarding Board meetings and sub-groups</li> <li>*Monmouthshire safeguarding network</li> <li>* Complaints and compliments</li> <li>* Formal and informal feedback from people who experience Monmouthshire’s safeguarding services</li> <li>*Stakeholder events into Children’s Service Improvement Programmes</li> </ul>

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## SECTION 1: Evaluation Against our Standards

### 1). Good Governance

**What does good look like?** In Monmouthshire County Council we ensure that safeguarding for children and adults at risk is understood as “everyone’s responsibility”. We work effectively with regional structures including the South East Wales Safeguarding Adults Board and the South East Wales Safeguarding Children’s Board. There is continuous focus – and aligned systems and activities – to ensure safeguarding is being culturally embedded across the Council at a “hearts and minds” level. Safeguarding is supported by policies and operating procedures which are embedded within all settings and services.

<b>Contributing Areas of Activity and Questions for Self – Assessment</b>	<b>Progress</b>	<b>Evidence</b>
Is there a strategic steer for the whole authority Safeguarding Adults and Children Policy?	Policy approved by Council in July 2017	The policy, reflecting legislative changes, and reflecting the statutory basis of safeguarding adults at risk and children, was approved by Council in July 2017. The policy is reviewed on a 3 year basis unless there is a significant change required or changes to legislation.
Is there clarity of roles and responsibility for safeguarding?	Policy approved by Council in July 2017	The policy approved by Council sets out the responsibilities for key officers and Members. It also articulates the roles of Designated Lead Managers, all Managers for safeguarding within each directorate. The policy also clarifies the relationship between the Safeguarding and Quality Assurance Unit (policy, advice, guidance, supporting self-evaluation) and internal audit (independent review and specific investigations when indicated).
Is there senior management representation on the Whole Authority Safeguarding Group (WASG) to ensure clear accountability lines for safeguarding?	The role of WASG is set out in the Council’s Safeguarding Policy	<p>WASG is held monthly and is chaired by the Statutory Director of Social Services.</p> <p>Membership of WASG is at a senior level from each directorate.</p> <p>Each directorate representative is required to ensure effective reporting lines with their Directorate Management Team.</p>
Are the risks associated with safeguarding considered at a corporate and service level in developing and agreeing risk management plans across the Council?	Safeguarding is reflected in the Corporate Risk Management Policy	Safeguarding is a whole authority risk reflected in the corporate strategic risk register, and, where relevant, in individual departments service business plans. WASG continue to oversee the Safeguarding Assessment Framework for Evaluation (SAFE) and significant event analyses
Are all directorates	A 6 monthly review	Directorate Leads SAFES to WASG for oversight

monitoring and reporting on safeguarding using the SAFE process?	of progress was commenced in April 2018	
Is there an effective system of significant event analysis to ensure there is management and mitigation of risks and learning and review arising from breaches in compliance with safeguarding policy and procedure?	A system of significant event analysis using the SBAR ( <b>S</b> ituation <b>B</b> ackground <b>A</b> nalysis <b>R</b> eview) is in place and is being overseen by WASG.	Within this period 1 SBAR has been closed and 1 SBAR remains open complete actions identified
Are safeguarding implications set out in all reports to Cabinet and Council?	Continuous Progress	Safeguarding implications is a standard consideration in all reports.
Is safeguarding reported in Chief Officer annual reports?	Continuous Progress	Safeguarding is a key element in the annual report of the Chief Officer for Social Care and Health and the Chief Officer for Children, Young People and Education.
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?	Continuous Progress	<p>There continues to be full representation at all levels of the work of the Regional Adult and Children and VAWDSV Safeguarding Boards as per <b>Appendix 1</b>.</p> <p>At a strategic and operational level there is strong engagement in Multi-Agency Sexual Exploitation meeting (MASE) Child Sex Exploitation (CSE), Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) and Contest (PREVENT anti radicalisation).</p> <p>The links between CSE, Criminal Exploitation, Trafficking, Modern Day Slavery between Safeguarding Boards, Partnership/ Safer Mon/ Whole Authority Safeguarding to inform Safeguarding policy and practice are further developed.</p> <p>Local Safeguarding Networks were held in November 17, Jan &amp; March 18 with increased attendance from statutory and 3<sup>rd</sup> sector involvement</p>

## Analysis

The last 6 months has seen the embedding of the Corporate Safeguarding Policy into the wider working of the Local Authority and a continued development of a Safeguarding Culture across the council. The role and vision of the Whole Authority Safeguarding Group continues to review current progress in risk management strategies, respond and direct work regarding new and hot topics which

affect the people in Monmouthshire, and acts as an effective conduit between Directorates, Chief Officers and the Council.

The use of SBAR and Action plans to address Safeguarding issues as they arise is developing and is allowing more transparent discussion about what constitutes risk and the most open and effective management of risk. This continues to be overseen by WASG to ensure risk is appropriately responded to and mitigated without unnecessary delay.

There has been a directorate 6 monthly review of the SAFE Action Plans and these will be embedded into the developing Business Service Plans to ensure continued understanding and improvement. The priority for this area is to develop robust Quality Assurance of the SAFE and ensure all areas which may benefit from Safeguarding Audits are included

There continues to be a strong Monmouthshire engagement with regional safeguarding boards and involvement in the Strategic and Operational Safeguarding groups. Priorities for this area will be understanding and response to the wider issues of exploitation of vulnerable, and the implementation of National and Regional Safeguarding Policy when issued by WAG

There is further work needed to really embed risk management for safeguarding through strengthening the relationships between risk registers at every level and priority improvements.

Self-Assessed Score Against 5 Measures:

**2). Safe Workforce:**

**What does good look like?** We ensure that safe recruitment and human resource practices operate effectively and are embedded across the Council- for the whole workforce (on pay roll and volunteer). We ensure that the workforce working with children and adults at risk are suitable for the role they are employed to do and are focused on outcomes for people. The whole workforce is clear about their duty to report concerns and to keep children and adults at risk safe.

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
Is the workforce safely recruited?	As per the Council’s Safeguarding Policy work continues to meet the Safe Recruitment standards for both Volunteer and Paid Staff	Further 4 managers undertook Safe Recruitment Training (Training Dept) this is a rolling program with new managers and to be added to corporate induction programme  100% staff with DBS in this time period (Employee Service).  100% of volunteers undergone Safe Recruitment process

		<p>184 volunteers undertook Safeguarding Training in this period.</p> <p>No current SBAR regarding Volunteer or Paid Staff recruitment.</p> <p>In terms of level of compliance in priority areas:</p> <ul style="list-style-type: none"> <li>• 32 HR Business Partner school visits have been undertaken to check safe recruitment compliance. These are reporting 100% compliance</li> <li>• Every Leisure Centre has appropriately trained Safeguarding Leads - 100% Compliance</li> <li>• The Passenger Transport Unit reports 100% workforce compliant with safeguarding induction and 100% of those who require level 1 training are up to date with that training.</li> <li>• Safeguarding Training L1 100% (PTU)</li> </ul>
<p>Is the whole workforce aware of their duty to report safeguarding concerns and trained to the appropriate level for their post?</p>	<p>The Corporate Training Plan is the driver for the safeguarding training of all staff at the correct identified level for their role – significant programme of Safeguarding training has commenced</p> <p>A central information system to record training status via the Council's My View system is in development</p>	<p>Year-end figures – 1747 staff members trained L1 48.21% of workforce identified as requiring training</p> <p>38 trainers within the council are trained to deliver Level 1 Safeguarding within their service areas.</p> <p>Basic Awareness safeguarding training has been undertaken by 38 Council Members Level 1, 35 and Level 4, 7.</p> <p>100% of schools have up to date whole school Safeguarding training plans in place</p> <p>Governor specific safeguarding training is delivered each term as necessary</p>
<p>Are we working to national guidance in managing addresses professional allegations and concerns?</p>	<p>National and Regional Policy is followed in managing Professional Concerns</p>	<p>The Safeguarding and Quality Assurance Unit has managed the following professional allegations between April and October 2017:</p> <ul style="list-style-type: none"> <li>• 6 new referrals for Professional Strategy Meeting (PSM).</li> </ul>

		<ul style="list-style-type: none"> <li>• 63of these are ongoing</li> <li>• 10 cases were concluded in this period with 2 cases having more than one conclusion.</li> <li>• 6 were concluded and substantiated</li> <li>• 4 were concluded and unsubstantiated</li> </ul>
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### Analysis

Safe recruitment under the Corporate Safeguarding Policy continues to be a priority. Processes to ensure that as paid and unpaid members of staff are recruited they meet all requirements prior to full employment are in place. Whilst there are risk management strategies (SBAR -Risk Assessments) there are no current SBAR’s relating to issues of failure to comply.

The Safeguarding Training plan has responded to the significant number of staff identified via the SAFE who need training at different levels, with significant training of staff undertaken in this period. However, a review of the delivery schedule needs to be undertaken to ensure that all new members of staff are correctly identified, and the training plan is robust and resilient.

Monmouthshire is fully compliant with the management of Professional Concerns Guidance within Children and Adult Services. However a review and improvement plan of both Adult and Children Safeguarding is part of the Business Support Plan (2017-2018) and will respond to new work being undertaken by the Regional Protocol and Procedures group of the Adult and Children Safeguarding Boards.

Self-Assessed Score Against

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Measures:

### 3). Preventative Approach:

<p><b>What does good look like</b> - We are well-informed about the social issues that compromise the safety and welfare of children and adults at risk and /or potentially expose them to harm through abuse and neglect. We are working to demonstrate how we are responding to these issues and reducing risks through early intervention and preventative approaches.</p>
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Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
Do our workforce understand emerging practice issues?	Training plans are in place to ensure the right levels of	2 PREVENT training Sessions in this period 17 further staff members trained



Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
	<p>training in VAWDASV and PREVENT</p> <p>PREVENT and VAWDASV training is part of Staff Induction plan</p> <p>Child Sexual Exploitation is delivered as a Level 3 training, included in Level 2 training and training and included in Level 1 integrated Safeguarding training</p> <p>Local Safeguarding Network Practitioner Event held Feb 2017</p>	<p>PREVENT awareness raising has been delivered in all Monmouthshire Schools</p> <p>A further 20 Internal staff trained in CSE issues</p> <p>32 staff members in Level 2 Safeguarding Training</p> <p>Year end figures for VAWDASV – 1857 staff members trained in Level 1 60% of workforce</p> <p>Increase to 7 (4) referrals for New CSE Strategy Meetings 9 children subject to Operation Quartz - specialist Police risk management</p> <p>49 members of 3<sup>rd</sup> Sector and Universal services attended Practitioner Event</p>
<p>Does Monmouthshire demonstrate clear and creative working together with other agencies to intervene early?</p>	<p>Integrated and creative working between public protection and safeguarding is embedded and a real strength in preventing abuse and harm.</p> <p>Growing development of Gwent response to the exploitation of Vulnerable adults and children -</p>	<p>Child Protection Co-ordinator attends monthly meetings with licencing to discuss arising regulation and community safeguarding issues.</p> <p>Child Protection Co-ordinator chairs fortnightly Monmouthshire MASE (Multi Agency Sexual Exploitation meetings) with Police re: locations and perpetrator identification</p> <p>Development of a multiagency Child Exploitation group developed with SSD,</p>

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
	<p>Partnership working is well developed between key partners through community well-being networks which align resources to safeguard and prevent the need for statutory interventions.</p>	<p>Health, Education, Police, and 3<sup>rd</sup> Sector participation to begin exploring wider exploitation issues and to share good practice, rising themes, implementation of new policy</p> <p>Strengthened links made between Safer Mon and Children and Adult Safeguarding</p> <p>Collaborative Working between Licencing and the Gwent Missing Children’s team and Police in regard to Operation Makesafe - CSE in Hotels, Pubs, Taxi’s</p> <p>The Collaborative “Place Based Working” approach is integrating public, voluntary third sectors and communities by the development of integrated “Place based wellbeing teams”. An Information Sharing Protocol for Place Based Well-Being Support in Monmouthshire -accredited by Wales Accord for the Sharing of Personal Information (WASPI). An approach to measuring progress called ‘most significant change’ has been developed which enables partners to collectively identify the interventions which have prevented escalation of need for protection.</p>
<p>Does the Information Advice and Assistance (IAA) approach at the front door of adult and children’s social services ensure that families and concerned citizens can access information and advice easily and effectively?</p>	<p>Continuous progress</p>	<p>The Information/ Advice and Assistance (IAA) facility at the front door of Children’s and Adults (FISH) services are regularly monitored and reviewed.</p> <p>Increase from 1515 to 1911 Adults received IAA Sept -March</p> <p>703 Children/families received IAA Sept-March</p>
<p>Is there a Multi-Agency Early Support and Family Support Referral Pathway to support vulnerable families?</p>	<p>Cabinet agreed changes to Early Support services December 17</p>	<p>Agreed changes are being implemented</p>

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
	Implementation of the realigned early support offer is in progress	<p>Weekly Multiagency Panel meetings to channel work appropriately commenced Jan 18;</p> <p>TAF restructured as agreed to Building Strong Families team and key posts recruited to;</p> <p>Service manager posts realigned to create additional capacity on temporary basis to support implementation.</p>
Are we analysing and responding to risk and vulnerability in communities?	<p>There has been a significant focus on individual and community well-being over a number of years. The focus on locality and place based approaches which develop resilience in individuals, families and communities.</p> <p>See progress above</p>	<p>Development of the Community Wellbeing Hubs at Mardy Park, Monnow Vale, and Caldicot Library and the support of people to access community based support opportunities</p> <p>Families’ First services provide a range of preventative interventions for children and families.</p> <p>Community Wellbeing Development Officers based in the North and the South of the County who help identify gaps in community provision, support the development of community-based groups, and assist in the location of funding streams.</p> <p>The Community Development and Partnership Team will be working across the County using the asset based community development methodology to understand the strengths of communities and work with communities and partners to address those strengths.</p>

### Analysis

Continued progress to align increased and more robust preventative strategies on limited resources has been positive with the implementation of the Early Support Referral Pathway, the reshaping of service provision to be more targeted and robust in the provision of Preventative Services. The further temporary realignment of Management also will mean that the aligning of post statutory support to preventing children entering the Child Protection arena will now be a priority.

The Local Authority continue to demonstrate creative and responsive strategic and operational actions to address current issues raised by the Safeguarding Boards, Strategic and Operational Partners. The developing work in regard to Exploitation evidence this. Better reporting mechanisms mean that the increased activity within IAA and Adult Safeguarding must be monitored and analysed in order to ensure effective and protective service provision.

Self-Assessed Score Against 

4
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 Measures:

**4). Robust Protection:**

**What does good look like** - We operate best practice in protecting children and adults at risk 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
Are referrals or concerns assessed and initial decisions taken within 24 hours of referral to children’s social services?	Continuous Progress	98.3% of referrals within Children Services meet this standard
Are Adult Protection enquires undertaken in a compliant and safe timescale?	<p>There has been an increase in the percentage of enquiries completed in time scale</p> <p>There has been a significant increase in the Duties to Report received.</p> <p>New team manager for POVA is appointed.</p> <p>Review of thresholds and Service Improvement Plan as part of Business Support Plans 2018-2021</p>	87.31 % (80.0% ) of Adult Protection enquires were completed within 7 days

<b>Contributing Areas of Activity and Questions for Self – Assessment</b>	<b>Progress</b>	<b>Evidence</b>
Are assessments in children’s services completed within statutory timescales (42 days)?	Steady progress being made to meet timescales.	83.3% of assessments in children’s services were completed within statutory timescales.  Timely completion of assessments continues to feature in CS business planning.
Is there is a Quality Assurance Framework in place which practice improvement?	Social Care and Health Quality Performance Framework is in place. Service managers report into a DMT level group on the quality assurance undertaken in their service area.	A range of mechanisms exist to drive improvement through quality assurance processes. These include: <ul style="list-style-type: none"> <li>• Managers monitor through live dashboards in Children’s Services;</li> <li>• Weekly Performance Management Oversight Group in Children’s Services (PMOG)</li> <li>• Children’s Services Leadership Team (CSLT)</li> <li>• Senior Management Quality Improvement Program (QUIP)</li> <li>• Adult Social Services practice improvement meeting (Oliver)</li> </ul> <p>This accords with service level quality assurance work undertaken by the Child Protection Coordinator.</p> <p>Quality Assurance is key feature of Safeguarding Business plan 2018-2021 for both Children Services and Safeguarding Unit.</p>
Is an analysis of trends, exceptions, pressures and practice standards undertaken in protective services?	The Children’s Services Improvement Programme is driven by analysis of the data and trends which inform the operational and strategic improvement actions.  Recommendations in relation to the Analysis of Data and themes in Adult Safeguarding has been supported by the further development of FLO	After a period of rises in the Looked After and CP population there has been stabilisation in Looked After children and a fall in CP population (91-75) at mid-point  The IRO /CPC 6 monthly reports relate the fall to the Legal Planning Process and CP Conference Panel which resulted from trends and pressure analysis

<b>Contributing Areas of Activity and Questions for Self – Assessment</b>	<b>Progress</b>	<b>Evidence</b>
Is Care Planning compliant with all-Wales procedures and does it reflect clear multi-agency working to manage and reduce risk?	<p>Adult and child protection practitioners work to all-Wales guidance and are participating actively in the reviews of national guidance.</p> <p>Practitioners in adult and children’s services work with multi-agency partners in domestic abuse.</p>	<p>Quality assurance and independent reviews test out compliance with All Wales Children’s Services.</p> <p>Implementation Plan for Risk Assessment Framework to commence June 2018</p> <p>Sept-Mar 25 women, and 31 children in Monmouthshire were the subject of Multi Agency Risk Assessment Conference (MARAC) risk reduction plans.</p>

### Analysis

Stabilising the Workforce in Children’s Services and being less reliant on transitory agency workers has supported on-going service improvement in providing robust child protection responses and risk management. The development of Data Dashboards and reporting mechanisms need now to be further embedded to drive practice development and improvements. Quality Assurance frameworks to gather and analyse qualitative information are part of the Business Support Plan 2017-2021.

Adult Safeguarding has had a period when key staff have retired but these posts are either recruited to or successfully covered. This at a period when new reporting mechanisms for Adult Safeguarding demonstrate increased “Duty to Report” activity at this “front door”. The key priorities for this area must be the ensuring that the service remains compliant during this transition period, and the Quality Assurance program which is also part of the Business Service Plan.

Self-Assessed Score Against  Measures:

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

**What does good look like** - We 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 adults at risk.

<b>Contributing Areas of Activity and Questions for Self – Assessment</b>	<b>Progress</b>	<b>Evidence</b>
<p>Do we ensure that commissioned services meet Monmouthshire’s safeguarding services standards as laid down in the Corporate Safeguarding Policy?</p>	<p>MCC Accreditation Process for commissioned social care services is the responsibility of / embedded in Social Care and Health Commissioning Team. The service manager took responsibility for adult and children’s services from January 2017 and has been developing the operating model to ensure it covers all social care services.</p> <p>There has been an accreditation and contract management process in operation for all commissioned adult and children’s services within Social Care and Health since April 2017.</p>	<p>The Corporate Safeguarding Policy 2017 clarifies the position regarding commissioned services meeting Monmouthshire’s safeguarding standards.</p> <p>A new Contracts Manager has been in place since August 2017 and has developed a contract monitoring programme to cover all providers. In county providers receive an annual monitoring visit and a minimum of two relationship visits from a commissioning officer. Out of County providers are periodically considered via a desk top monitoring approach and in person visits carried out as needed.</p> <p>Annual Monitoring Adults Services (44 providers – 39 with MCC placements during the period):</p> <ul style="list-style-type: none"> <li>• 38 annual monitoring visits undertaken (1 postponed due to high levels of support via relationship visits in latter part of year)</li> <li>• 100% of providers with MCC placements have received relationship visits in the last year.</li> </ul> <p>Annual Monitoring Children’s Services – in county (4 current placements):</p>

Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
	<p>Action Plan in response to IA audit of external placements within Children’s Services report (Oct 17) is completed and a follow up audit undertaken in May 2018.</p> <p>The majority of children’s independent foster agency (IFA) and residential placements are identified via the Children’s Commissioning Consortium Cymru Framework (the 4Cs) - The providers are subject to a stringent framework of checks.</p>	<ul style="list-style-type: none"> <li>• 3 annual monitoring visits (1 monitored by SP)</li> </ul> <p>Annual Monitoring Children’s Services – out of county:</p> <ul style="list-style-type: none"> <li>• 4 visits undertaken – desk top monitoring of all other providers completed and indicated no reason for a visit.</li> </ul> <p>No. Escalating Concerns - initiated/closed: 0  No. Provider Performance Issues (Stage 3) 1 (closed during the year)  No. Provider Performance Issues (Stage 2) 3  No of Provider issues ongoing (Stage 2) 2</p> <p>Children’s placements and welfare are mandatorily reviewed by social workers in line with national and regional policy. Between April – October 2017 206 reviews were held in this period. 100% held within statutory timescale.</p>
Do we ensure that all parts of the Council have robust arrangements in place for	There are well developed arrangements in public protection:	Monmouthshire Letting and Hiring process requires evidence of the hirer’s Safeguarding processes as



Contributing Areas of Activity and Questions for Self – Assessment	Progress	Evidence
services they commission/licence?	<ul style="list-style-type: none"> <li>• safeguarding training is a requirement for licenced taxi /hackney and private hire.</li> <li>• Voluntary safeguarding training offered to alcohol/ entertainment and late night refreshment licensees.</li> </ul> <p>Contracts tendered by other Directorates for example CYP /schools and PTU for services for children and adults at risk appropriately reflect safeguarding requirements.</p> <p>Safeguarding Framework of minimum standards for commissioned / contracted services has been developed.</p>	<p>mandatory prior to letting council property. This is set out in the Taxi and Private Hire Policy &amp; Conditions 2016. During the reporting period we saw:</p> <ul style="list-style-type: none"> <li>• 100% compliance new licences</li> <li>• 100% previous licences</li> <li>• 100% renewed licence</li> </ul>
Do we ensure the safe recruitment, training, and management of volunteers in commissioned services?	The Corporate Safeguarding Policy and Volunteering Policy set out clear guidelines and expectations for volunteers in commissioned services. This is reflected in individual service contracts.	Evidence will be generated and reviewed based on the framework of minimum standards for safeguarding

## Analysis

Progress has been made within Social Care and Health in respect of having clear operating process in place to ensure a robust approach for all social care commissioning for children and adults. A Commissioning Lead is in place and productive relationships with commissioned providers have been established allowing any emerging concerns to be addressed through good partnership working. There has also been an improvement in statutory social work visits being undertaken (within Children’s Services) and the review of placements within statutory timescales remains strong. This means that that within social care there is a robust, risk-based, contract management and quality assurance process across all providers (from January 2018). This will be further tested through the follow up review of external placements (children’s services) by Internal Audit.

Initial review of the evidence from schools, and other parts of the Council that contract for services for children/ adults at risk indicate there are robust arrangements in place (individual school contracts, transport, leisure services). However, the evaluative score recognises the need for an in-depth understanding of the baseline position across the whole of the Council in respect of commissioning. To support this a framework of minimum standards for assessing the safeguarding requirements / approach for any contracted or commissioned service within the Council has been agreed within the Whole Authority Safeguarding Group. It has been agreed that internal audit will undertake work in this area during their 2017/18 audit programme.

<b>Self-Assessed</b>	<b>Score</b>	<b>Against</b>	<input type="text" value="3"/>	<b>Measures:</b>
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## Section 2 : Case Studies

### 1). Good Governance

#### SAFE To Develop SAFEGUARDING Understanding and Action within Directorates:

Each Directorate has a broad service base providing a wide range of services, which have both direct and indirect contact with members of the public of all ages. Individual Team SAFE audits have unified the Directorate Lead's and individual manager's understanding of the differing safeguarding needs of each service area and allowed individual action plans to ensure each area's plan reflect the five cornerstone of the Corporate Safeguarding Policy which are reviewed on a 6 monthly basis.

The Directorate Lead Officer reports the outcomes, and review progress to the Whole Authority Safeguarding meeting, for scrutiny, review, and support.

#### IMPACT

- The Service has Safeguarding policy, procedures and ensures training which is specific to individual service areas.
- Staff are clear about their Safeguarding responsibilities;
- Vulnerable people and communities are protected and supported by the Local Authority staff.

#### WHAT DOES THIS TELL US

- Safeguarding becomes embedded in the "working practice of individual teams;
- That there is a clear process to ensure reviews and oversight of the Safeguarding practice of each directorate;
- Safeguarding practice and developments are reported and considered at Senior Manager and Council Level via the CE annual report.

#### NEXT STEPS:

- Continue to review and develop the use of SAFE audit across the authority and respond to issues raised by individual directorates.

## 2). Safe Workforce

<p><b><u>MANAGING PROFESSIONAL CONCERNS:</u></b> A young person with special needs was upset because her college tutor was making her feel uncomfortable. She told her teacher at school who reported it to the Designated Lead Officer for Safeguarding. A referral was made to children's services and the case was managed under the regional protocol for managing professional concerns. The tutor was subsequently dismissed and referred to the DBS.</p>	
<p><b><u>IMPACT</u></b></p> <ul style="list-style-type: none"><li>• Individual child is listened to and protected;</li><li>• Fair and consistent response in place to consider risk, and manage risk within Monmouthshire;</li><li>• Children in Monmouthshire (and wider) are protected from an unsuitable individual.</li></ul>	<p><b><u>WHAT DOES THIS TELL US</u></b></p> <ul style="list-style-type: none"><li>• Suspected harm / abuse was recognised and the correct referral process followed</li><li>• The concern about the individual was managed through the correct inter-agency procedure and the wider risks were addressed</li></ul>
<p><b><u>NEXT STEPS:</u></b></p> <ul style="list-style-type: none"><li>• Continue to develop safe and suitable workforce through on-going monitoring and tracking of individual cases within and across agencies</li></ul>	

## 3). Preventative Approach

**Responding to Emerging Practice Issues and Legislative Changes:** As part of the Violence Against Women, Sexual Violence and Domestic Abuse 2015, and in response to the VAWDASV National and Regional strategy Monmouthshire has a statutory obligation to ensure all staff are trained to appropriate levels in "Ask and Act" (targeted enquiry and signposting for Domestic Abuse). Ask and Act has been included in the Corporate Training Plan, at Group 1,2 and 3 levels. Group 1 is an online training for all staff. 60% of staff have received this training within this year by flexible approaches recognising not all staff and volunteers have access to computers. Ask and Act training Level 1 training now part of Corporate Induction.

<p><b><u>IMPACT</u></b></p> <ul style="list-style-type: none"> <li>• Profile and understanding of Domestic Abuse is raised across Monmouthshire;</li> <li>• Addresses the early identified risk of Domestic Abuse on families and children which is included in one of the largest categories of abuse on Monmouthshire's Child Protection Register;</li> <li>• Affords the opportunity for non-statutory support and protection for all vulnerable people in Monmouthshire.</li> </ul>	<p><b><u>WHAT DOES THIS TELL US</u></b></p> <ul style="list-style-type: none"> <li>• Monmouthshire can respond in a flexible and timely way to developing Statutory obligations;</li> </ul>
<p><b><u>NEXT STEPS:</u></b></p> <ul style="list-style-type: none"> <li>• Continue to deliver the training programme, and take part in the review of the impacts of Ask and Act training at both Regional VAWDSV, and Monmouthshire IAA level</li> </ul>	

#### 4. Robust Protection

<p><b><u>MULTI-AGENCY RESPONSE TO ADULT PROTECTION</u></b> A Duty to Report -referral was received from a dentist in relation to the severe neglect of oral and dental hygiene and health of a 45 year old male, with Learning Disabilities. The patient was accompanied by a parent and considered to have been in significant pain for a prolonged period. Emergency treatment was offered.</p> <p>Multiagency enquiries were undertaken within 48 hours to establish previous known concerns, Social Work involvement and if an integrated multiagency plan in place, whether there is a known history of neglect or abuse concerns, and to clearly identify who if anyone has day to day care and support of him.</p> <p>A Strategy Meeting was held with Police, referrer and relevant agencies, and investigation under the All Wales Interim Adult Protection Procedures. Which considered capacity, best interest decisions and issues of self-neglect and self determination. The protection process was followed and resulted in a more robust care plan to support choice and care needs.</p>
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<p><b><u>IMPACT</u></b></p> <ul style="list-style-type: none"> <li>• A vulnerable adult's wellbeing and protection were responded to and managed in order to reduce risk of neglect and abuse;</li> <li>• Fair and consistent response in place to consider risk, and manage risk within Monmouthshire;</li> </ul>	<p><b><u>WHAT DOES THIS TELL US</u></b></p> <ul style="list-style-type: none"> <li>• Suspected harm / abuse was recognised, and the correct referral process followed;</li> <li>• The concerns about the individual's wellbeing and protection was managed within guidance timescales, with full multiagency involvement;</li> <li>• Complexity in relation to issues of the individual's right to choose, capacity to make decisions, and best interests considerations were central to decision taking.</li> </ul>
<p><b><u>NEXT STEPS:</u></b></p> <ul style="list-style-type: none"> <li>• Continue to develop Adult Protection processes and Quality Assurance within Adult Safeguarding Business Improvement Plan;</li> <li>• To continue to participate in Gwent Wide Adult Safeguarding Board in the development of Regional and National Adult Protection Procedures</li> </ul>	

## 5. Safe Services

### **Contracting and Commissioning Joint Working**

Legal Public Law outline was undertaken in regard to a single expectant mother, with limited family support where by the Pre Birth Care Planning agreed that the risks were unknown and that a Mother and Baby Assessment Unit placement would need to be commissioned.

Whilst searches commenced to locate a suitable service, the mother gave birth 4 weeks early, and the hospital discharged at 4 days.

A vacancy was located in Cornwall, 4 C's were contacted to gather information to commence the accreditation process. Contacting officer undertook further accreditation checks, social worker completed an Emergency Placement Risk Assessment/Need and Cost analysis and this was authorised by a Service Manager and the mother and child placed. 12 weeks' later mother and child returned home following a successful assessment.

**IMPACT**

- The social care need was responded to corporately;
- the vulnerable baby and mother received a safe service from a commissioning and social care joint effort;
- risk and need was managed in order for support and assessment to allow a child to be cared for within their family, and family home

**WHAT DOES THIS TELL US**

- Accreditation checks with contracting are being undertaken;
- Systems and process in place to manage an emergency placement;
- Need, risk, and cost can be managed appropriately to support outcomes

**NEXT STEPS:**

- Continue to embed the understanding across the social care service of the role of commissioning and contracting
- Update the IT systems to allow for efficient information capture.

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### Section 3: WASG Action Plan

<b>1).Good Governance</b>			
<b>Action</b>	<b>Progress</b>	<b>RAG Rate</b>	<b>Further Actions Required</b>
Strengthen and evidence links between the work of the national and regional Safeguarding Boards and practice within Monmouthshire.	Current strong involvement in all areas of National and Regional Safeguarding Boards		<ul style="list-style-type: none"> <li>• Next Annual Report due to Select Committees Sept 2018</li> </ul>
Review the quality of SAFE self-evaluation across all directorates to ensure that resulting action plans address the critical safeguarding issues for each service area and priority actions are reflected in SIPs	6 monthly Directorate self-review taken place, and Safeguarding Action Plan built into Business Support Plans		<ul style="list-style-type: none"> <li>• Identification of further areas for SAFE audit to be completed</li> <li>• QA of compliance and effectiveness of use of SAFE</li> </ul>
Ensure the SBAR system of significant event analysis is understood, being used positively and risks highlighted are reflected in risk registers at directorate level as well as whole authority and WASG	Currently reviewed by WASG for ongoing use, effectiveness, and timeliness of action plans		<ul style="list-style-type: none"> <li>• Maintain system of review</li> </ul>
Ensure safeguarding is included in the 2018/19 internal audit work programme.	Safeguarding is included in the IA work plan		<ul style="list-style-type: none"> <li>• Clarify details and timeframe with IA</li> </ul>



<b>2). Safe Workforce</b>			
<b>Action</b>	<b>Progress</b>	<b>Rag Rate</b>	<b>Further Actions</b>
Implement the safeguarding training plan to address the gaps in safeguarding training for children and adults at risk	Initial Implementation of Safeguarding Training underway. Basic Level Safeguarding Video in place Significant levels of SG training identified competing with VAWDSV and obligation to Regional Safeguarding Training		<ul style="list-style-type: none"> <li>Review of the no. of staff still needing training</li> <li>Review the resource required to meet the training</li> <li>Ensure safe recruitment training for managers in listed in the corporate induction programme</li> </ul>
Implement the volunteering policy	In progress		<ul style="list-style-type: none"> <li>Review of progress and impact</li> </ul>
Implement the information systems to support accurate monitoring of whole workforce training status	Training Database developed Reporting systems appear problematic at this point		<ul style="list-style-type: none"> <li>Continued development of system</li> <li>Reporting Systems to be reviewed</li> </ul>
Test out understanding of duty to report across the workforce	Whilst it is current training there has been no significant progress		<ul style="list-style-type: none"> <li>To be commenced</li> </ul>
Align professional allegations processes to align across adult and children's services.	Regional Task and Finish Group undertaking this work Internal Review of Adult Safeguarding management of Professional Concerns in Business Improvement Plan		<ul style="list-style-type: none"> <li>Internal Review is part of Business Support Plan</li> <li>Membership on Task and Finish Group to support development of internal practice and process</li> </ul>

<b>3). Preventative Approach</b>			
<b>Action</b>	<b>Progress</b>	<b>Rag Rate</b>	<b>Further Actions</b>
Implement fully the early support and referral pathway	Implementation commended Dec 17		<ul style="list-style-type: none"> <li>• Complete implementation and review</li> </ul>
Continue to build on the strengths of place based working by increasing the connections and partners who are working together to support individual and community well-being.	Implementation Commenced		<ul style="list-style-type: none"> <li>• Continue to implement and review</li> </ul>
Develop evaluative measures that enable better reporting of the impact of preventative work.	Most significant change work has commenced Preventative measures are established within CS		<ul style="list-style-type: none"> <li>• Fully review outcomes and measures</li> </ul>
<b>4). Robust Protection</b>			
<b>Action</b>	<b>Progress</b>	<b>Rag Rate</b>	<b>Further Actions</b>
Children and adult Safeguarding and Quality Assurance Unit to develop an operating model which builds on strengths in both parts of the service	POVA manager appointed Integrated approaches developed in some areas Review of processes outlined and set out in Business Plan		<ul style="list-style-type: none"> <li>• Continue to focus on operating processes and practice within child protection and protection of adults at risk.</li> </ul>

Contribute to and monitor progress around the review of the All Wales Procedures	Involvement in the process is achieved		<ul style="list-style-type: none"> <li>Maintain involvement, influence and ensure impact on current practice is understood and prepared for</li> </ul>
Continue to improve outcomes in children's services through the children's services improvement programme, including improving systems, processes and practice which contribute to timescales for completion of assessments.	3 <sup>rd</sup> year of improvement programme on track		<ul style="list-style-type: none"> <li>Complete actions according to children's services current business plan</li> </ul>
Implementation, and quality assurance of, risk framework in children's services.	Risk framework agreed and implementation has commenced		<ul style="list-style-type: none"> <li>Complete implementation, training and embedding the framework in practice</li> </ul>
Further develop quality assurance mechanisms, and data analysis, in adult protection, to support improvement.	Development of data reporting mechanisms commenced		<ul style="list-style-type: none"> <li>Analysis of the information to date and it's impact of service provision</li> <li>Further develop qualitative information and measurable outcome indicators</li> </ul>

<b>5). Safe Services</b>			
<b>Action</b>	<b>Progress</b>	<b>Rag Rate</b>	<b>Further Actions</b>
Undertake baseline review of commissioned and contracted services across the council using the agreed minimum standards framework	Framework agreed		<ul style="list-style-type: none"> <li>Undertake the review</li> </ul>
Internal audit to undertake review to baseline position across the authority in terms of commissioning and partnership	Not yet commenced		<ul style="list-style-type: none"> <li>Work with IA to agree the audit and timescales</li> </ul>

Social Care and Health Commissioning Service to implement operating model covering adult and children's services	In place		
Implement internal audit action plans for children's services placements.	Completed		<ul style="list-style-type: none"> <li data-bbox="1451 384 2022 448">• Awaiting outcomes of IA review and further actions</li> </ul>

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# Appendix 1

## Regional Strategic Safeguarding Structure

