



Service Plan 2015/18 – Q2 Review

Service:	SAFEGUARDING
Service Manager:	Jane Rodgers
Directorate:	Social Care and Health
Head of service	Tracy Jelfs
MCC Priority: <i>Please choose as appropriate</i>	Protecting Vulnerable People
MCC and Single Integrated Plan (SIP) Outcome: <i>Please choose as appropriate</i>	People feel safe

Our Purpose

Complete this from the end users' perspective (Customers may be internal or external / Citizens)

Our purpose in Safeguarding is to ensure that children in Monmouthshire are as safe as they can be and are protected from harm. We want all children within Monmouthshire to live free from the damaging impact of abuse or neglect.

We will achieve this through responding to local need and through addressing aspects of safeguarding practice that can be further improved. We will continue to implement and review safe systems, processes and practices for safeguarding and child protection across all settings and service areas. The foundation for this is the on-going implementation of our comprehensive safeguarding and child protection policy which sets out clear lines of accountability, good systems for support, advice and consultation and effective operational procedures. Alongside of this, we will continue to ensure that workers are suitable, trained and confident in undertaking their safeguarding responsibilities including a good understanding of the importance of inter-agency working. Within this broader framework, we will aim to ensure that where individual children are at risk the system reacts appropriately to refer, investigate and respond to concerns as they arise. We want to ensure that the child's experience remains central to this and that our safeguarding and child protection activity and interventions promote positive outcomes for children.

Within Monmouthshire we recognise that safeguarding is something that needs to run through the whole organisation from the top down and the bottom up. Keeping children safe depends on a joined-up, partnership approach across directorates and service areas where everyone knows the part they play and the importance of recognising and raising concerns. There is now a whole authority safeguarding leadership group in place to drive the safeguarding agenda across the council and provide additional internal challenge. Embedding safeguarding at a 'hearts and minds' level within the authority is something that we will continue to invest energy in during the year ahead.

As a Safeguarding Unit we will support the local authority and its partners in achieving best safeguarding practice. The unit was established in Autumn 2012 and has a stable work-team comprising of the Safeguarding Manager, Lead Officer for Safeguarding In Education (LOSIE), Child

Protection Coordinator, Independent Reviewing Officer, Senior Practitioner for Court and 2 Child Protection Administrators. There is a 0.5 vacany in the unit for a Safeguarding Officer, and we will be seeking to fill this post by September 2015. Safeguarding is strongly aligned with children's services at both an operational and strategic level. This alignment ensures that as we implement service improvement plans these complement each other, with safeguarding taking the lead around multi-agency arrangements and where there is a connection to the work of the South East Wales Regional Safeguarding Board. Many of the actions within the safeguarding SIP dovetail into the children's services SIP which carries them forward at a more operational 'social work' level.

The development of the current Safeguarding SIP rests on two sister reports namely the Safeugarding Report Card (April 2015) and the Safeguarding Strategic Report (April 2015). The operational priorities and activities set out in the Service Improvement Plan broadly correlate with the future actions identified through the Safeguarding Strategic Report.



Evaluation of last years performance			
What did we want to achieve? (Aspiration)	What have we done so far?	What difference has this made? (Impact)	What is your evidence?
We wanted to ensure that safeguarding was culturally embedded within the whole authority	Developed an whole authority safeguarding group. Developed a 6-monthly reporting framework for safeguarding.	Increased connections to safeguarding across all directorates.	Minutes Training numbers Referral Patterns Safeguarding reports
We wanted to ensure that all settings and services operating in Monmouthshire understood their roles and responsibilities in keeping children safe.	Safeguarding and Child Policy in place and disseminated. Implemented an audit framework via 2 year rolling programme.	We have been able to identify strengths and weaknesses across a range of services. We have been able to address gaps in knowledge / training needs and provided consultation and advice regarding safeguarding practice. We have extended the reach of safeguarding into the 3 rd sector – and identified areas that we have not yet covered.	Outcomes from the audit framework in the safeguarding report card.
We wanted to ensure that in Monmouthshire staff and volunteers working with children are suitable, child-focused and do not pose a risk to children.	Continued to coordinate and provide oversight in instances where there have been professional concerns or allegations. Commenced implementation of a multi-agency training programme. Worked with People's Services to implement safe recruitment training	We have ensured that individual issues of professional concern have been responded to and that risks have been appropriately managed vis statutory and inter-agency processes.	Minutes from HR liaison meetings Safeguarding report card around professional allegations Training numbers for individuals trained in Safe Recruitment.



	and develop good practice safe workforce management.		
We wanted to ensure that in Monmouthshire all workers and volunteers in contact with children and families were trained at the appropriate level and were confident in understanding their roles and responsibilities in respect of safeguarding	We have continued to extend safeguarding training programme at all levels (1, 2 & 3). Developed a better understanding of safeguarding training needs across the authority. Responded to identified training needs in individual service areas.	We have ensured that staff have access to appropriate training relevant to their roles to help them to fulfil their safeguarding responsibilities.	Training numbers (safeguarding report card). Evaluations from participants.
We wanted to promote good safeguarding practice particularly in neglect, undertaking section 47 investigations and for adolescents with complex risks.	We have shared outcomes from the neglect audit via a practitioner forum. We have implemented a process for multi-agency supervision. We have maintained an active oversight of the child protection register and reduced the average length of time children are exposed to risk. We have implemented practice development sessions in child protection processes.	Individual children have been safeguarded through adherence to good practice.	Child protection reports Performance information from children's services. SEWSCB strategic plan Evidence from CSSIW inspections.
We wanted to ensure that services to minimise the impact of domestic abuse within the authority were in place.	Supported the local domestic abuse forum in the development and implementation of its local action plan. Identified potential service gaps and started to work with others about how these can be addressed.	The local authority is tackling domestic abuse at a range of levels from preventative to response.	Domestic abuse action plan.

We wanted to ensure that we listened directly to young people regarding safeguarding and that their concerns were responded to.	We have begun to implement the Safeugarding Survey 2015. We have developed a well-being group to take forward an anti-bullying agenda; assist with mapping mental health pathways; and developing an 'app' to support young people affected by self-harm.	We are listening to and responded to the concerns of young people about their safety and well-being.	Safeugarding Survey
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What does this tell us we need to do for the next three years?

The key areas requiring development over 2015 – 16 within the county to further ensure the safety and well-being of children and young people are:

- To develop self-evaluation and critical challenge in respect of the impact of safeguarding activity across the authority.
- Use the external validation review of safeguarding as an opportunity for further learning and to help us in setting direction, prioritising and improvement planning.
- Listen and respond to the outcomes from the Young People's Safeguarding Survey 2015.
- Promote increased engagement with voluntary organisations.
- Implement the 2nd phase of the SAFE and analyse outcomes.
- Develop the training programme for Monmouthshire to ensure that all staff have access to safeguarding / child protection training at a suitable level (in progress).
- Support the development of the Well-Being group under the partnership including cross authority work around anti-bullying, self-harm and mental health pathways (Well-being group in early stage of development).
- Use of range of sources to analyse and report on the issues that compromise the safety and welfare of children and /or potentially expose them to harm through abuse and neglect. Work with others to respond to / reduce areas of need particularly regarding domestic abuse, parental substance misuse child neglect and young people with complex risk taking behaviours (In progress).
- Prioritise key areas of safeguarding practice where it has been identified that practice can be improvied particularly regarding the thresholds and interface between services areas; section 47 investigations and working with complex risk (in progress).



Action	Expected impact of this action	Strategic Plan it aligns to (If directly applicable)	Outcome it contributes to (If directly applicable)	Timescale	Funding	Officer responsible	Q1 Performance appraisal (Include progress and impact made)	Q2 Performance appraisal (Include progress and impact made)	Q3 Performance appraisal (Include progress and impact made)	Q4 Performance appraisal (Include progress and impact made)	
1. Review the Monmouthshire Safeguarding and Child Protection Policy on an biennial basis. Ensure that the Policy is implemented across the LA through the SAFE (see below).	The policy is up to date with any changes in legislation and / or any developments in safeguarding practice particularly Keeping Children Safe in Education and the Social Care and Well-Being Act. There is clear guidance in place across the authority regarding safeguarding and child protection practices, roles and responsibilities.	Single Integrated Plan	People feel safe	By Sept 2015	Core	LOSIE / Safeguarding Manager		Work plan for the Whole Authority Safeguarding Group (WASG)			
	On Target							Behind Target	Select Progress	Select Progress	
2. Support the development of the Whole Authority Safeguarding Group. Use the external validation review of safeguarding as an opportunity for further learning and to help us in setting direction, prioritising and improvement planning. Review chair arrangements for the WASG in consideration of statutory duties of Director of SS (Rec 1 EW) Corporate roles and responsibilities safeguarding to be clearly articulated and understood (Rec 3 EW)	Strong leadership and cross directorate ownership of safeguarding, together with the opportunity for internal challenge will help to keep children in Monmouthshire safer.	Single Integrated Plan	People feel safe	On-going External Validation to complete end of July 2015	Core	Safeguarding Manager	External review by EW received. WASG meeting dates set for the year. On Target	Further clarify work plan and priorities for WASG Strengthen knowledge of and link with SEWSCB On Target			
	On Target								On Target	Select Progress	Select Progress
3. Implement Phase 2 of the Safeguarding Assessment Framework for Evaluation (SAFE): Year 1 all settings and service areas operating directly within the LA Year 2 all grant funded and commissioned services Analyse the outcomes from the audits and address any issues / themes that arise either within individual settings or at a wider whole authority level. (This to include completing the analysis and mapping from the Phase 1 / year 2). (Rec 7 EW)	Gain further information about how individual settings and service meet their child protection and safeguarding responsibilities in practice. Our aim is to embed a developmental and continuous approach to improving child protection practice and to ensure that all agencies are working together effectively to keep children safe.	Single Integrated Plan	People feel safe	Year 1 by end of March 2016 Year 2 by end of March 2017	Core	LOSIE		Phase 2 (Year 1) commenced through schools and early years. Planning for LA ensuring QA process for SG in contracted and commissioned services (year 2) to commence via WASG			
	On Target								On Target	Select Progress	Select Progress

4. Work with others to promote a better engagement with voluntary sector organisations operating within Monmouthshire including promoting the implementation of a safeguarding audit framework for all voluntary organisations.	Ensuring that voluntary sector organisations fully understand and are supported to meet their safeguarding responsibilities.	Single Integrated Plan	People feel safe	On-going	Core	LOSIE / Safeguarding Manager		GAVO represented at Local Group of the SEWSCB; Safeguarding link with 3 rd sector through Youth Offer Group established. Task now to establish joint needs analysis and SG priorities for vol sector.		
Behind Target	Behind Target	Select Progress	Select Progress							
5. Deliver and develop safeguarding and child protection learning and training opportunities across the authority for all workers and volunteers. Increase the numbers of MCC staff accessing level 3 regional training. Identify training needs from a whole authority approach and develop of a core programme for safeguarding training. (Rec 8 EW) Further work to develop the network of good quality level 1 trainers across the local authority. Implement a staff survey to guage the impact of level 1 learning and on-going mapping of training needs.	Children will be safeguarded because workers and volunteers are trained to recognise and respond to concerns and feel confident in their CP roles at whatever level. Single Integrated Plan SEWSCB strategic plan	People feel safe Staff Survey by end of Sept 2015	On-going	Core / SEWSCB resource	LOSIE / Safeguarding Manager	Level 1 training needs analysis initiated with the WASG.	Complete Level 1 training needs analysis across all directorates. Safeguarding now integrated into corporate induction. Develop individual directorate record keeping and monitoring. Implement staff survey.			
							On Target	On Target	Select Progress	Select Progress
6. Work in partnership with Employee Services to ensure that safe recruitment and HR practices are embedded within the authority through training, appropriate policy and guidance and monitoring / audit. Build consistency across the LA in the use of volunteers particularly in respect of HR practices and training.	All staff members and volunteers are suitable and do not pose a risk to children or young people	Single Integrated Plan	People feel safe	On-going	Core	People Management Leads / Safeguarding manager Volunteer Coordinator	Volunteer management tool kit in development with strong s/g component.	Safe recruitment training programme in place. Good practice examples of risk assessing re DBS. Increased level of audit and follow up of exception reporting in place through directorate leads.		
							On Target	On Target	Select Progress	Select Progress

<p>7. Lead and co-ordinate the statutory response to any professional allegations.</p> <p>Analyse and report on performance information regarding professional allegations.</p> <p>Raise awareness of the management of professional allegations through through training and learning opportunities.</p>	<p>Professional allegations are responded to effectively so that children and young people are protected from individuals who may pose a risk.</p>	<p>Single Integrated Plan SEWSCB strategic plan</p>	<p>People feel safe</p>	<p>On-going Training programme implemented by Sept 2015</p>	<p>Core</p>	<p>Child Protection Coordinator / Safeguarding Manager</p>	<p>Training programme has been signed off by the SEWSCB and is ready for local delivery.</p>				
								On Target	On Target	Select Progress	Select Progress
<p>8. Develop our monitoring, review and analysis of safeguarding and child protection using a range of information sources including:</p> <ul style="list-style-type: none"> - External validation of safeguarding - Inspection reports - Young people's safeguarding survey (2015) - Published case reviews from within the region and nationally - Local performance management information - Local case review and audit <p>Further refine 6-monthly safeguarding reports so that strategic priorities are clearly articulated (Rec 6 EW).</p> <p>Report on the activity of the SEWSCB to senior leaders and elected members (Rec 2 EW)</p>	<p>Ensure that information is used effectively to continually identify and respond to aspects of local need and set target areas for service / practice improvement.</p>	<p>Single Integrated Plan</p>	<p>People feel safe</p>	<p>6-monthly reports</p>	<p>core</p>	<p>Safeguarding Manager</p>	<p>On target</p>	<p>Sept reports produced</p> <p>On target</p>	<p></p>	<p></p>	<p></p>
								Select Progress	Select Progress	Select Progress	Select Progress
<p>9. Work with others to review and ensure that necessary resources are allocated to preventative and response services for children at risk of harm because of domestic abuse and parental substance misuse.</p> <p>Ensure that where services are commissioned these align with local needs.</p> <p>Continue to support local implementation of domestic abuse work following the regional re-structure.</p>	<p>Children's vulnerability is reduced by aligning services and resources to needs in key areas.</p>	<p>Single Integrated Plan Children's Services SIP (9) VAWSASV regional and local plans. Strategic Priority 3 SEWSCB</p>	<p>People feel safe</p>	<p>Targets not set yet</p>	<p>Core</p>	<p>Head of Children's Services / Safeguarding Manager</p>	<p>Links made to regional VAWDASV. Local action plan in development.</p> <p>On Target</p>	<p>Need to check direct prevention within CYP</p> <p>On Target</p>	<p></p>	<p></p>	<p></p>
								On Target	On Target	Select Progress	Select Progress

10. Support and develop work across the LA in addressing and responding to the needs of adolescents with complex risks including: <ul style="list-style-type: none">- Completion of self-harm app- Mapping for mental health pathways;- Further awareness raising and training for responding to child sexual exploitation- Strengthening risk assessment and management processes within single agencies and through partnership approaches.	That vulnerable teenagers within Monmouthshire are safeguarded and protected and that services are responsive to their needs as <i>children</i> in their own right.	Single Integrated Plan Children's Services SIP (5) Youth Offer Group SEWSCB Strategic Priority 2	People feel safe	On-going / Targets not yet set	Core	Partnership manager / Safeguarding Manager	Self harm app due for launch Sept 2015. Mapping exercise commenced. CSE staff training in schools impleted	Well-being group established. Planning in place for preventative CSE work in schools.		
							On Target	On Target	Select Progress	Select Progress
11. Support the implementation of the anti-bullying action plan via the Well-being group through development of good practice, better use of information and reporting systems and training. (Young people's survey)	Risks to children and young people caused through the impact of bullying are reduced.	Single Integrated Plan	People feel safe	Cross Ref anti-bullying plan / Well-being group	Core	Partnership manager / Safeguarding Manager / Inclusions Manager		Bullying action plan in place and being monitored through Well-being group		
							On Target	On Target	Select Progress	Select Progress
12. Work in partnership with Monmoutshire Youth Service and education services to promote on-line safety for all children and young people in Monmouthshire through provision of general and targeting information and training. (Young People's Survey)	Children feel safer on-line and parents and professionals are enabled to promote on-line safety and minimise risks.	Single Integrated Plan	People feel safe	Targets not set yet	core	Youth service / safeguarding manager	Regional training for professionals in development	Establish work plan through response planning following YP's SG survey (see12)		
							On Target	On Target	Select Progress	Select Progress
13. Report on the outcomes from the young people's Safeguarding Survey 2015 Work with others to develop an Engagement Strategy for C&YP (Rec 5 EW)	There is cross directorate awareness and action planning in response to the issues that concern young people.	Single Integrated Plan Children's Services SIP (12)	People feel safe	By end July 2015	Core	Youth service / safeguarding manager	YP survey completed and confirms more work to do be done on bullying, keeping safe on line and access to adult material on line	Action plan to map out response and next steps following survey. On Target		
							On Target	On Target	Select Progress	Select Progress
14. Promote good practice regarding working with children at risk of neglect including:	Good understanding and inter-agency working around thresholds and referrals will ensure that risk and need is responded to at the appropriate level.	Single Integrated Plan SEWSCB strategic Priority 1	People feel safe	On-going	Core	Safeguarding Manager		Increase Neglect training attendance. Awareness raising. Further audit.		

<ul style="list-style-type: none"> - Working with preventative services regarding early recognition and making good quality referrals; - Promoting the alignment of preventative services to parental needs; - Continued implementation of 'Neglect' and 'Child protection planning' training within Monmouthshire. 										
15. Implement multi-agency training in section 47 process and to support multi-agency involvement and joint working during Section 47 inquiries. Consider MASH as an alternative 'front-door' model (Rec 9 EW) Provide oversight to children on the child protection register and to support the implementation of multi-agency consultation for complex cases.										
		Children's Services SIP						On Target	On Target	Select Progress
15. Implement multi-agency training in section 47 process and to support multi-agency involvement and joint working during Section 47 inquiries. Consider MASH as an alternative 'front-door' model (Rec 9 EW) Provide oversight to children on the child protection register and to support the implementation of multi-agency consultation for complex cases.	Best outcomes for children are achieved through the development of good practice when undertaking child abuse investigations. Best outcomes for children are achieved through active, inter-agency child protection planning.	Single Integrated Plan SEWSCB strategic plan	People feel safe	Further 2 training sessions by end July 2015	Core	Head of Children's Services / Safeguarding Manager		Some delays around development of S47 – Identification of ABE training ; impact of service delivery issues in 'front-door' services		
		Children's Services SIP (4)					On Target	Behind Target	Select Progress	Select Progress
16. Improve understanding of thresholds between preventative and statutory services.	Good understanding and inter-agency working around thresholds and referrals will ensure that risk and need is responded to at the appropriate level.	Single Integrated Plan	People feel safe			Head of Children's Services / Safeguarding Manager / Partnerships	On Target	Joint Eucation and Children's Services Workshop held. Monitor implications and guidance around the new act		
							On Target	On Target	Select Progress	Select Progress
							Select Progress	Select Progress	Select Progress	Select Progress



A balanced scorecard to measure service performance / impact (Some standard measures of performance on staff, finance and customers have been included that all services must report)

Indicator	Processes (How Much and How Well?)										
	Actual 2012/13	Actual 2013/14	Actual 2014/15	latest Wales Av	Target 2015/16	Actual 2015/16 Q1	Actual 2015/16 Q2	Actual 2015/16 Q3	Actual 2015/16 Q4	Context/ Comment	
Number of referrals created as % of contacts received into children's services			12.4% (482/3885)	-	-		8.8% (163/1843)				
Number of section 47 investigations undertaken as % of referrals					-		60.1% (98/163)			NB Initial Strategy Discussions NOT S47 investigations	
Number of children on the child protection register at the end of the period	55	37	51	-	-	59	41			De-registration of some large sibling groups during the period	
Number (%) of children on the child protection register for 1 year or more at the end of the period	56% (31/55)	14% (5/37)	16% (8/51)	-	-		10% (4/41)			2 families	
Percentage of initial child protection conferences within timescales (SCC/014)	84.8% (56/66)	93.4% (57/61)	75.0% (57/76)	89.9%	93.2%		90.5%				
Percentage of initial core groups held on time (SCC/015)	34.0% (16/47)	96.2% (51/53)	87.1% (54/62)	90%	91.5%		97.4%				
Number of child protection review conferences held on time (SCC/034)	90.5%	93.9%	95.4%	98.1%	100%		91.1%				
Number of professional strategy meetings held		27	28	-	-		20			Counted as # of initial meetings (23 individuals)	

Numbers of Monouthshire workers trained at level 1		818	730	-			406			
Numbers of workers trained at level 2			105	-			-			SEWSCB provide year end figures
Numbers of workers trained at level 3			N/K	-			-			SEWSCB provide year end figures
Numbers of young people surveyed in 2015			-	-	1500		1231			

Indicator	Customers (Outcome / Is anyone better off?)									
	Actual 2012/13	Actual 2013/14	Actual 2014/15	latest Wales Av	Target 2015/16	Actual 2015/16 Q1	Actual 2015/16 Q2	Actual 2015/16 Q3	Actual 2015/16 Q4	Context/ Comment
Number of de-registrations from the child protection register during the period	87	78	60	-	-		47			
Number of de-registrations entering the looked after system during the period	29	23	8	-	-		9			
Number (%) of children added to the register during the period who had been previously re-registered	12.7% (8/63)	20% (12/60)	6.8% (5/74)	-	-		17.9% (7/39)			
The % of referrals that are re-referrals within 12 months (SCC/010)	16.2% (69/425)	13.3% (55/415)	13.5% (65/482)	22.2%	12 – 30%		17.2% (28/163)			
Average length of time (months) that children spend on the register	11.8	7.7	6.5	-	-		5.7			
Number (%) of PSMs where concerns are substantiated			8/26	-	-		10/16			
Number of staff trained who can demonstrate that level 1 learning aims are achieved (survey)				-	-		-			Data not available



Risk Register 2015-18