Appendix: Performance assessment at year end 2015/16 on the prioritised whole authority safeguarding objectives

The cornerstones for authority wide improvements on safeguarding were set in 2014 as in the diagram below:

1. As a means to underpin these cornerstones, the improvements were factored into nine prioritised objectives. These are picked up in **Table 1** with the performance scores that have been given since 2014. The scores have been based on the whole authority self-evaluation scoring matrix shown in **Table 3**.

2. **Table 1** encapsulates performance information previously reported from 2014 to the mid-year point 2015/16, but finalises a new appraisal for the whole year 2015/16. The main evidence used for previous reporting was drawn from the Estyn inspection 2012 to 2015, the CSSIW inspection 2014 with further feedback given in 2015, the Safeguarding Unit service plan and prescribed information captured from particular services, for instance on child protection, recruitment and from youth surveys.

3. However, additional information on performance was received in 2015 and has therefore been taken into account in arriving at the whole year appraisal for 2015/16. This is in **Table 2**. The references are noted in paragraph 3.4 of the covering report and the most influential are Monmouthshire's Internal Audit Service report and the Ellis Williams report, both undertaken in 2015. In light of these references the end of year scores for 2015/16 in some cases are lower than scores previously reported.

4. The objectives are very broad and the view of the Whole Authority Safeguarding Coordinating Group is that evidence used to assess performance against them previously has not been sufficient to substantiate the scores given. This recognition has prompted development of a new framework to refocus safeguarding objectives and to strengthen how we monitor and measure performance going forward.

5. Currently the authority is implementing the new Social Services and Wellbeing Act (Wales) 2014 with an associated national outcomes framework and so this will be interfaced with the new safeguarding framework as far as practicable.

References are given below on the performance information used for this report.

2015/16 half year report to Cabinet November 2015

Safeguarding Service Plan 2015/18

Ellis Williams Review of Safeguarding in MCC 2015

Internal Audit Report January 2016

Table 1: Scores from April 2014 to the end of year 2015

Objective	Score at April 2014	Score at September 2014	Score at April 2015	Score at September 2015	Score at April 2016
1. Safeguarding children and young people is understood as 'everyone's responsibility	N/A	4	5	5	4
2. Monmouthshire's Safeguarding and Child Protection Policy is embedded across all settings and services	4	4	4	4	4
3. Through our Audit Framework we are assured that all settings and services meet their roles and responsibilities in safeguarding /child protection	3/4	4	4	4	This objective has been assessed as part of objective 2
4. Safe recruitment and safe work force practices are operating effectively and embedded across the authority.	2	3	4	4	4
5. All workers and volunteers in contact with children and families are trained at the appropriate level	5	5	5	5	4
6. There is a system in place that identifies and addresses any professional allegations or concerns about individuals who may pose a risk.	4	5	5	5	4
7. We are well-informed about the issues that compromise the safety and welfare of children and /or potentially expose them to harm through abuse and neglect and can demonstrate how we respond to and reduce areas of need.	3	3	4	4	4

Objective	Score at April 2014	Score at September 2014	Score at April 2015	Score at September 2015	Score at April 2016
8. We operate best safeguarding practices and can demonstrate how we identify and address areas where improvement is needed.	3	3	3	3	3
9. Engagement with children and young people is at the heart of our safeguarding and child protection activity.	3	3	4	4	4

Objective	Score at April 2014	Score at September 2014	Score at April 2015	Score at September 2015	Score at April 2016

Table 2: Performance for the year 2015/2016:

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
1. Safeguarding children and young people is understood as 'everyone's responsibility	4	Teresa Norris, Whole Authority Safeguarding Coordinating Group (WASCG)	Overall, important processes and practices are embedded across the authority, supported by key services e.g. the Safeguarding Unit, Peoples Services and the Volunteer Coordinator. These include on recruitment and staff training, including for volunteers. The level of progress on whole authority safeguarding influenced an Estyn decision to release the authority from Special Measures early in 2016. In building on this, services will further embed and assure safeguarding within service and workforce planning through measures incorporated into service plans as standard.	The Whole Authority Safeguarding Coordinating Group review of whole authority safeguarding in 2016 to close the gap in weaknesses identified out of recent reviews and widen the agenda to Adult safeguarding. A judgement of "Good" out of the Estyn Inspection reported in early 2016 – related to children and young people particularly Safeguarding practices stack well in some aspects against the Wales Audit Office study on good practice / poor performance 2015	Some parts of the authority have embedded safeguarding better than others, for instance, assuring volunteers used across all service areas and on other aspects of recruitment. There are weaknesses in accountability and practices where safeguarding does not appear to be understood and / or mainstreamed e.g. assuring safeguarding through contracted service arrangements. Also, the Ellis Williams review 2015 and even more particularly the Internal Audit Service report 2016 identified a number of key activities that need to be improved across MCC services.	The trio of reports to SLT and Cabinet from 2014 to the half year 2016 The Ellis Williams review 2015 The Internal Audit Service report 2016 The Wales Audit Office study and appendix on good practice / poor performance 2015

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
2. Monmouthshire's Safeguarding and Child Protection Policy is embedded across all settings and services	4	Heather Heaney, Liaison Officer for Safeguarding in Education Statements 2 and 3 are linked to the same objective	MCC has had a Safeguarding and Child protection Policy since 2012 which was subsequently reviewed in 2014. It is now due for a re-review. It embeds safeguarding practice such as safe recruitment and training. It also covers the Safeguarding Audit Framework for Evaluation (SAFE). All settings that are supported are asked to be aware of the MCC policy. The SAFE process and programme is a model of good practice shared regionally and nationally. The authority's services and settings, including schools, Leisure Services, Early Years settings and the Youth Service complete the SAFE every 2 years.	The policy is accessible and is included in the induction day attended by all new staff. It is also included in the Level 1 training and forms a key element in the current Safeguarding Team service plan. Settings have completed a SAFE for the second time and all have at least partially met some of the standards. The Safeguarding Unit pull out themes and completes a report for each group e.g. schools, early years settings TLC etc. and each setting receives an action plan to work towards which is RAG rated. The Unit also use the SAFE information in discussions with settings in the event of safeguarding issues, to strengthen any particular areas or standards.	It cannot be confirmed that all staff have seen the Safeguarding and Child Protection Policy. It is not possible to assess whether *"all settings and services"* have embedded the policy but only that services have had opportunity to embed it. The policy is due for review. We know from MCC's Internal Audit report that the policy is not working robustly across the authority e.g. safe recruitment practices which is also covered in statement 4.	Training has identified that some staff are not aware of the Safeguarding and Child Protection Policy The Internal Audit Service report 2016 raised issues of concern

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
3. Through our Audit Framework we are assured that all settings and services meet their roles and responsibilities in safeguarding /child protection	N/A	Heather Heaney, Liaison Officer for Safeguarding in Education Statements 2 and 3 are linked to the same objective	This objective has been assessed as part of objective 2.	N/A	We need to strengthen application to safeguarding in some service settings. We need to ensure in a more robust way how contracted services comply with safeguarding processes and practices.	N/A
4. Safe recruitment and safe work force practices are operating effectively and embedded across the authority.	4	Sally Thomas, Interim HR Manager	An IT system is available for managers to track all pre-employment checks and workers are not permitted to commence work without the necessary pre-employment checks in place. Joint training on safe recruitment has been delivered by People Services HR and the Safeguarding Unit to all head-teachers and senior leaders in schools, governors and also, to managers across the full range of authority service areas. Training has been on-going since 2014.	Employee Services have completed a full data cleanse for all workers in relation to pre-employments checks. On a monthly basis the People Services Admin Team extract specific data reports on DBS checks across the organisation which they provide to the Safeguarding Unit, relevant chief officers, People Services HR and the directorate safeguarding champions for scrutiny and action as necessary. A safe recruitment audit across schools is undertaken every	The Internal Audit Service provided a report on safeguarding processes and practices and made a number of recommendations in January 2016 including on safe recruitment. For instance the audit showed there were gaps in DBS checks and gaps in references obtained before employment. The audit report also showed the recruitment of volunteers needed to be tightened, including in identifying the numbers in situ and the status of completeness of *safe* volunteers overall. This has been picked up in entry 5.	An audit carried out once a year on school based staff identifies any concerns. People Services system reports to chief officers, the Safeguarding Unit and school heads have identified gaps in DBS checks and other recruitment requirements. The Internal Audit Service report 2016 identified weaknesses in recruitment practices and processes.

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
			Safeguarding champions are established in each directorate to raise awareness on safeguarding, guide in addressing issues and in ensuring directorates' ownership of safeguarding. Also they act as a key link between People Services, the Safeguarding Unit and directorates. People Services HR has developed and implemented a Manager/Head-teacher guide/workflow for the recruitment process. Additionally, there is a range of information to provide continued assistance for managers on the Hub. People Services HR link with Owen Wilce on a regular basis in supporting the Volunteering sector.	year. Employee Services assess that In Children and Young People Services and in schools the rate of compliance is around 99%. The assessments for the other directorates needs to be confirmed. The Internal Audit Service provided specific recommendations which have been taken on board for the academic year 2015/16. Internal Audit officers assessed a sample of 20 files against a new starter checklist. Schools were given a report on the issues identified and a re-check confirmed the discrepancies had been dealt with.	The Internal Audit Service report also recommended on recruitment practices carried out by partners and contracted services, where this is an area of uncertainty in as much as the authority does not have a robust system with checks in place in all cases to verify safeguarding recruitment through these avenues.	
5. All workers and volunteers in contact with	4	Owen Wilce, Volunteer Coordinating Officer	We have made strides in assuring volunteers used across MCC services. by producing a Volunteer	425 staff have used the volunteering toolkit making 3,271 website visits – it is currently going through the	We still need to identify the number of volunteers who support children, young people and vulnerable adults	Monmouthshire's Internal Audit Service report 2016

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
children and families are trained at the appropriate level			Toolkit that provides a framework and guidance checklist on the requirements that volunteers need to satisfy. This can be accessed through a central point.

We have formed a volunteer network to share best practice and reinforce the safe recruitment principles provided in the toolkit.

We are delivering "Leading Volunteers" training to all staff in volunteer supporting roles to ensure for instance, safe recruitment and appropriate levels of safeguarding training. (as in SSWA 139).

Role profiles are being developed for volunteers to outline what is needed.

Safeguarding Level 1 training has been delivered to volunteers across the county and is available on a bi-monthly schedule to instil | political process for approval.

Two courses have been run giving 25 staff training across the authority. 87 volunteers have been trained at Level 1. Further courses are planned.

All departments supporting volunteers are currently developing role profiles. | as part of their role and in line with this, identify the level of support that is needed. We will then be able to assess how far we meet the requirements around volunteers.

An electronic system for volunteer management is under development to include safe recruitment and safeguarding training. Once this is up and running we will have a clear picture across the county on volunteers.

The Internal Audit report 2016 highlighted the need for an effective Monmouthshire database on volunteers. | |

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
			safeguarding practice.			
6. There is a system in place that identifies and addresses any professional allegations or concerns about individuals who may pose a risk.	4	Kelly Turner, Child Protection Coordinator / Jo Sansom, Business support Officer	We have strengthened our work in addressing professional allegations through updated regional guidance at the end of 2015. To accompany this, Level 2 *'Responding to Concerns or Allegations of Abuse Made Against Adults Who Work with Children or Young People'* training has been launched and has led to successful training for multi-agency colleagues. There are plans to roll this out on a regular basis. In the child protection field specifically, there is a raised awareness on roles in relation to safeguarding and among multi-agency colleagues facilitated via advice and support on conduct and on the threshold of statutory intervention. There is increased sharing of information facilitated by Safeguarding leads across all regions meeting on a bi-monthly	The increase in numbers of professional strategy meetings highlights that multi-agency colleagues are using the practice guidance. In the child protection field team managers and senior practitioners now liaise more closely with the Child Protection Co-ordinator to discuss specific cases / issues and Professional Strategy meetings now better recognise prescribed time-scales. Closer working relationships have developed between colleagues as evidenced through more regular contact. Also, relevant professionals are automatically invited to meetings and bi-monthly meetings are planned on the work plans agreed by SEWSCB.	Police resource constraints trigger delays and drift in dealing with cases which poses risk to progress on agreed actions. The figures show that from 1st October 2015 to 31st March 2016 there have been 31 new incidents of professional allegations. This compares with 20 incidents in the previous year indicating that the referral rate for professional allegations has gone up. We are completing internal quality assurance work to address weaknesses in processes and practices.	WASCG monitoring to ensure strategic and operational links with regional and local services meet need. Our aim in the next phase will be to develop preventative strategies.

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
			basis to identify regional themes and to exchange information. We have improved how we track and review cases still open or closed through monthly Safeguarding meetings.			
7. We are well-informed about the issues that compromise the safety and welfare of children and /or potentially expose them to harm through abuse and neglect and can demonstrate how we respond to and reduce areas of need	4	Sian Schofield / Matthew Gatehouse, Policy & Performance Unit	Our awareness is facilitated through performance indicators and also through other avenues such as the SAFE audits and via schools. In relation to data intelligence, the Children in Need Census for 2014/15 (latest available) tells us that domestic abuse is the most commonly observed issue affecting parenting capacity within Monmouthshire, as presented in 26% of cases. Following this, parental substance misuse and mental health are the next key issues. The most common reason for registration is emotional abuse (which includes domestic abuse).	During 2015/16 Children's Services took 3,924 contacts, of which 465 progressed to referral (11.9%). 91 of the referrals progressed to a strategy discussion (the start of a child protection investigation). As a result, an initial (or pre-birth) child protection conference was held for 73 children. Following the initial conference, 66 children were registered during the year. At the 31st March 2016, 33 children were on Monmouthshire's child protection register. This is low as shown in the last 4 year trend. SAFE audit results.	We are well informed, but the number of looked after children is particularly high in 2015/16 at 129 at the 31st March 2016. This might suggest children becoming looked after before attempting to manage and improve the family circumstances of those on the child protection register. We need to look at this through our internal quality assurance work.	National performance indicators and Children's Services returns WASCG assessments as a result of internal quality assurance work

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
8. We operate best safeguarding practices and can demonstrate how we identify and address areas where improvement is needed.	3	Sian Schofield / Matthew Gatehouse Policy & Performance Unit / Teresa Norris, WASCG	Continuous monitoring and review of data on safeguarding and child protection particularly, provides the necessary snap-shot intelligence to know what is working and what isn't. From the data we can see that important child protection is taken: • 100% of children on the child protection register are allocated a named social worker (SCC/013ai). During 2015/16: • 70.5% of initial assessments were completed within 7 working days (SCC/042a) • 80.0% of core assessments were completed within 35 working days (SCC/043a). • 87.7% of initial child protection conferences were held within 15 working days of the strategy discussion (SCC/014) • Following registration, 88.7% of initial core groups were held with 10 working days of the initial	National performance indicators and Children's Services returns The WASCG assessment based on Monmouthshire's Internal Audit Service report 2016, the Wales Audit Office study 2015 and the Ellis Williams report 2015	In the wider whole authority safeguarding sense, the three reports noted as evidence and the SAFE audits demonstrate some of the means we have available in assessing performance on whole authority safeguarding and have identified areas that could be improved, for instance on recruitment, on volunteers and on contracted services. In relation to child protection, 17.8% of children had a re-referral within 12 months (SCC/010) even though this is within the CSSIW's suggested rate of 12-30%. 18.2% representing 12 out of 66 children registered in the year had been previously registered. Internal quality assurance work has identified developmental issues in child protection procedures within Children's Services which is being addressed.	National performance indicators and Children's Services returns WASCG assessment based on Monmouthshire's Internal Audit Service report 2016, the Wales Audit Office study 2015 and the Ellis Williams report 2015, internal quality assurance work SAFE audit

Objective	Score at April 2016	Officer responsible for the information	What is working well	Evidence used to substantiate success	What is not in place / not working effectively and needs to improve	Evidence used to substantiate weakness
			conference (SCC/015) • 93.1% of child protection reviews were held on time (SCC/034) The WASCG have carried out an assessment based on three significant reports completed between 2015 and 2016 in order to take the safeguarding agenda forward.			
9. Engagement with children and young people is at the heart of our safeguarding and child protection activity.	4	Heather Heaney, Heather Heaney, Liaison Officer for Safeguarding in Education / Tracy Thomas, Youth Service manager	Analysis of the Safeguarding survey undertaken in July 2015 has informed an action plan from Dec 2015 to March 2017 with regular reviews to ensure concerns raised by young people are addressed. At March 2017 a new survey will be carried out and new actions incorporated. Year 8 pupils in Monmouthshire attended a conference in January 2016 to discuss issues that affect them and this has been used to inform the work plan for the South East Wales Safeguarding Children Board.	The action plan: Monmouthshire Survey outcome actic The report and also, follow up meetings to ensure themes are actioned in 2016. Report on consultations with yor	The action plan is not yet agreed and circulated for implementation and so not all areas been addressed to date. However, the Youth Service and Safeguarding Unit anticipate all actions will be addressed by March 2017. We need to ensure that key actions out of the plan are factored into any other relevant strategies and into relevant teams' service plans.	Lack of progress in agreeing and delivering on the action plan.

Table 3: The whole authority self-evaluation matrix:

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