**Oxfordshire Safeguarding Self-Assessment 2018**

**Agency:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **Completed By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

This template incorporates the standards from the safeguarding self-assessment against the Children Act 2004 (known as the Section 11 audit) carried out by the OSCB as well as the standards developed by the LGA for Adult Services and published within the LGA Adult Safeguarding Improvement Tool.

This combined audit covers both safeguarding children and adults with care and support needs and adults at risk, recognising that most agencies attending the Safeguarding Boards provide services to both children and adults with care and support needs.

The standards are broken down into four areas:

1. Leadership, Strategy and Working Together
   1. Senior management have commitment to the importance of safeguarding and promoting the welfare of children and adults with care and support needs
   2. There is a clear statement of the agency’s responsibility towards children and adults with care and support needs and this is available to all staff
   3. Local Safeguarding Board Effectiveness
2. Commissioning, Service Delivery and Effective Practice
   1. Service development takes into account the need to safeguard and promote welfare and is informed, where appropriate, by the views of children and adults with care and support needs & families
   2. There is effective inter-agency working to safeguard & promote the welfare of children and adults with care and support needs
   3. Commissioning arrangements are robust, effective and cost-effective
3. Performance & Resource Management
   1. There is effective training on safeguarding & promoting the welfare of children and adults with care and support needs for all staff working with or, depending on the agency’s primary functions, in contact with children and adults with care and support needs
   2. Safer recruitment procedures including vetting procedures and those for managing allegations are in place
4. Outcomes for, and Experiences of, People Who Use Statutory Services
   1. People’s experiences of safeguarding
5. Impact assessment

**Timescales and deadlines**

The self-assessment will be circulated in August 2018 for **return by Monday 3rd December 2018**. All returns must be sent back to [oscb@oxfordshire.gov.uk](mailto:oscb@oxfordshire.gov.uk) and [osab@oxfordshire.gov.uk](mailto:osab@oxfordshire.gov.uk). An initial analysis will be completed in **January 2019** which will inform the **Peer Review** event to be held in early 2019. Invitations to the Peer Review will be sent soon. You must ensure that the person completing the form attends the peer review and please email [osab@oxfordshire.gov.uk](mailto:osab@oxfordshire.gov.uk) if you have not received an invitation by the end of August. A final analysis report will be produced in **March 2018**.

**Guidance on completing the self-assessment**

Guidance on the rating system can be found on page 2 of this document.

Separate guidance has been produced on completing the Provider form and is included in the circulated documents.

**Safeguarding Self-Assessment Practitioner Questionnaire**

**Note:** The practitioner questionnaire should be used with a number of frontline staff. We would like to hear from at least 10% of the frontline workforce. As responses to electronic surveys are known to be around 10%-20% of those asked this means the questionnaire should be aimed at all frontline staff. Please arrange for the link to be circulated to your frontline teams. To obtain a blue rating you need to have completed this or, an alternative safeguarding questionnaire, which helps you assess the effectiveness of strategic arrangements for safeguarding children and adults with care and support needs. Results will be collated by the Safeguarding Board and agency leads will be sent the collated returns for their agency. Agencies are expected to provide a summary of the findings from your agency.

The link to circulate to frontline staff is: <https://www.surveymonkey.co.uk/r/3YWNXLV> All responses are anonymous. The Survey should take 15-20 minutes to complete.

**Guidance notes to support the completion of the self-assessment tool**

This assessment tool has been designed to provide agencies with the opportunity to highlight areas of strength and to identify areas for development in respect of their section 11 duties and responsibilities as well as the expectations from the LGA in regards to their duties towards adults with care and support needs.

**In completing the assessment tool please note if an agency decides that a strand within the assessment tool is not applicable the agency must set out why the standard is not relevant (e.g. where the strand states it’s for ‘Commissioners Only’ and your service does not commission any external people or agencies).**

This tool covers the continuum of safeguarding need from early safeguarding provision to statutory protection processes.

**BRAG rating and evidencing the standards**

The form uses the BRAG colour rating. These are as follows:

**Blue –** the standard/compliance point is fully met and can be evidenced as completed. **Organisations cannot rate themselves as Blue unless they can evidence all elements in the standard and have completed a safeguarding practitioner questionnaire.**

**Green –** the standard/compliance point is near completion or fully met but cannot be evidenced at this point.

**Amber –** the standard/compliance point is not met but work has begun or work is underway but has experienced delays in completion.

**Red –** the standard/compliance point is not met, work is not underway and there are issues with commencing work.

When providing evidence to support compliance with standards you must be assured that statements made within the completed tool are correct and based on **accessible evidence**. This self-assessment tool does not require agencies to submit documentation as evidence; however, evidence may be subsequently requested.

The self-assessment must demonstrate the **impact** of policies and practice on identifiable improved outcomes for children and adults with care and support needs, for which evidence is available. Standards rated as Blue or Green will be downgraded to Amber if they do not complete the two follow-up sections “describe / identify how your organisation meets this standard” and “what impact has this had on outcomes for children and adults with care and support needs” addressing all the points in the compliance checklist (where they are relevant).

**Safeguarding Self-Assessment – Update on 2017 Actions**

All agencies are asked to use the table below to record what progress has been made against the actions noted for their agency in the **2017** Safeguarding self-assessment.

**Progress Against 2017 Actions**

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| **Action** | **Lead and timescale** | **2018 update** |
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| **Part 1: Leadership, Strategy and Working Together CHECKLIST** | |
| **Compliance Criteria** | **Response** |
| There is a named person at senior level responsible for safeguarding and championing safeguarding is clearly in their job description and that they understand and undertake their responsibilities | Yes/No |
| Strategies and plans include reference to safeguarding and are clear about responsibilities in relation to:   * 1. the impact of our services in safeguarding children and adults with care and support needs   2. what are the criteria for deciding who we work with   3. The quality of our work   4. Whether the timing of our interventions, where measured, are appropriate for the child and adults with care and support needs safety | Yes/No |
| There are clearly documented lines of accountability from staff through the organisation to the named person, a clear escalation and whistleblowing policy and a clear complaints procedure. | Yes/No |
| Anyone who comes into contact with children and adults with care and support needs or their families has their responsibility towards the person’s welfare explicitly stated in job description and this is reviewed in appraisals and 1 to 1s. | Yes/No |
| Senior managers demonstrate good understanding of safeguarding, keeping abreast of local and national developments and learning, to ensure that practice continues to improve | Yes/No |
| Your representative on the safeguarding board is sufficiently senior on the Safeguarding Boards (SB), ensuring effective leadership and coordination in the delivery of Safeguarding policy and practice. | Yes/No |
| You contribute human and financial resources to the Safeguarding Boards to enable it to function effectively. | Yes/No |
| You contribute towards the Safeguarding Boards multi-agency safeguarding training agenda. | Yes/No |
| You provide challenge at the SBs, ensuring the impact and effectiveness of service delivery. | Yes/No |
| You contribute towards the SBs understanding of how well it is performing and what difference it makes through regular self-assessment and benchmarking and have a positive attitude to learning and improving across partners. | Yes/No |
| You contribute towards the SB’s duties to safeguard children and adults with care and support needs both proactively, through awareness raising and prevention of abuse and neglect, and responsively, by creating frameworks to effectively respond once concerns are raised. | Yes/No |
| You act upon data, information and intelligence gathered by the SB to identify risk and trends and formulates action in response to these. | Yes/No |
| You share issues raised at the board with your organisation | Yes/No |
| You consider the SB to have good quality specialist advice e.g. legal, medical or social work, when necessary. | Yes/No |
| You understand the links between the Safeguarding Adults Board, Children’s Safeguarding Board, Health and Wellbeing Board & Community Safety Partnerships and reporting mechanisms (to the SBs, between the SBs and the boards of partner organisations) are clear and effective. | Yes/No |
| There are clear protocols in place that integrate different agency procedures for reporting serious incidents. | Yes/No |
| There are mechanisms in place to ensure that the views of people who are in situations that place them at risk of abuse, and carers, inform the work of the SBs. | Yes/No |

**Part 1: Leadership, Strategy and Working Together**

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| **1 - Senior management have commitment to the importance of safeguarding and there is a clear line of accountability and a clear statement of the agency’s responsibility towards children and adults with care and support needs** | | | | | |
| **How clearly are the agency’s responsibilities towards children and adults with care and support needs communicated to all staff and how clear are the lines of accountability within the organisation for work on safeguarding & promoting welfare?** | | | | | |
| **Compliance checklist – policies & procedures, organisational arrangements** | **Describe / identify how your organisation meets this standard.** | **What impact has this had on outcomes for children and adults with care and support needs?** | **Actions required to raise to green/blue** | **Lead and Timescale** | |
| 1. Safeguarding activity is routinely monitored within the organisation, issues are identified at the appropriate level and resources are put in place to resolve them. We can explain (a) our agency’s internal escalation arrangements for safeguarding concerns and (b) how we know that they are complied with |  |  |  |  | |
| 1. Senior managers communicate to their organisation that safeguarding is core business and can demonstrate that staff are aware of their individual responsibilities. |  |  |  |  | |
| 1. Staff feel able to raise concerns, including about workloads, and encourage service users to raise complaints when they are dissatisfied with the service they are receiving, e.g. “*we know because we can cite examples of frontline practitioners doing this because…”* |  |  |  |  | |
| 1. Effective complaints systems are in place, in line with current statutory guidance, for children and adults with care and support needs, staff & other people to make complaints and themes of these complaints are addressed, e.g. “*we know because we know what has bothered them over the last 12 months is...”* |  |  |  |  | |
| 1. Child / Service User friendly complaints information is used, which includes information on what safeguarding issues are and how to raise a safeguarding concern |  |  |  |  | |
| 1. Recommendations / outcomes on practice and changes to procedures are communicated to staff, e.g. “*we do this via…”* |  |  |  |  | |
| 1. Staff feel there is clear communication of the legislative framework within which safeguarding sits, including in relation to domestic abuse, mental health, etc. |  |  |  |  | |
| 1. Staff receive adequate reflective supervision and support, e.g. “*We can explain (a) our agency’s* ***supervision policies*** *for safeguarding issues and (b) how we know that they are complied with…”* |  |  |  |  | |
| **How do you rate your compliance with this standard?** | | | | |
| **Blue  Green  Amber  Red** | | | | |

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| **Part 2: Service Delivery and Effective Practice  CHECKLIST** | |
| **Compliance Criteria** | **Response** |
| We ensure effective contribution to joint working and safeguarding investigations by participating in operational or strategic multi-agency meetings, ensuring that non-participation is addressed to ensure that there is a sustained contribution to the process. | Yes/No |
| If we lead multi-agency safeguarding meetings we take, circulate and store minutes and ensure that any regular meetings are appropriately tied in to the safeguarding system so that strategic issues can be escalated | Yes/No |
| Staff, managers, officers and members work across individual service and agency boundaries, and beyond traditional definitions of their roles, to improve outcomes. | Yes/No |
| There this a clear policy on appropriate information sharing both across and within agencies to ensure children and adults with care and support needs are safeguarded and their welfare promoted and that this policy is complied with and made explicit to all service users. | Yes/No |

**Part 2: Service Delivery and Effective Practice**

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| **2A - Service delivery & development takes into account the need to safeguard and promote welfare and is informed, where appropriate, by the views of service users and their families** | | | | |
| **How effectively does service development take into account need to safeguard? How can you demonstrate improved outcomes?** | | | | |
| **Compliance Criteria** | **Describe / identify how your organisation meets this standard.** | **What impact has this had on outcomes for children and adults with care and support needs?** | **Actions required to raise to green/blue** | **Lead and Timescale** |
| 1. Service development has taken into account the need to safeguard and promote the welfare of children and adults with care and support needs and they are actively involved in design and development of services. |  |  |  |  |
| 1. Children and adults with care and support needs from black and minority ethnic backgrounds and other diversity strands are appropriately consulted in the development of services and of equality policies to ensure that all aspects of the planning and delivery of services reflect the needs of the changing population of Oxfordshire. |  |  |  |  |
| 1. There is a responsive process in place to act on identified unmet need and feed into business planning and identify where gaps are met elsewhere and what happens if there is not |  |  |  |  |
| 1. Children and adults with care and support needs who have experienced abuse are supported and are able to access services that are appropriate to them, including signposting to and supporting through effective criminal, civil or social justice frameworks |  |  |  |  |
| 1. There are services available to support carers. |  |  |  |  |
| 1. There are services available for perpetrators to address their behaviours, where appropriate to your organisational responsibilities. |  |  |  |  |
| 1. Extended family members, friends and neighbours are engaged in safeguarding when this is appropriate. |  |  |  |  |
| **How do you rate your compliance with this standard?** | | | | |
| **Blue  Green  Amber  Red** | | | | |

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| **2B - There is effective inter-agency working to safeguard & promote the welfare of children and adults with care and support needs** | | | | |
| **How effective is inter-agency working by your organisation?** | | | | |
| **Compliance checklist – policies & procedures, organisational arrangements** | **Describe / identify how your organisation meets this standard.** | **What impact has this had on outcomes for children and adults with care and support needs?** | **Actions required to raise to green/blue** | **Lead and Timescale** |
| 1. We make practitioners aware of the multi-agency procedures and tools for identifying, assessing and recording safeguarding concerns, such as the Neglect Tool, CSE Screening Tool, self-neglect tool, Risk Assessment Tool, Mental Capacity Assessment Form, and we ensure that they are using them |  |  |  |  |
| 1. We are compliant with the requirements of the Prevent duty and in particular in relation to policies and procedures regarding staff training, referring to the Channel panel and use of public resources e.g. rooms, ICT equipment, commissioning arrangements. |  |  |  |  |
| 1. We are delivering/contributing to effective prevention and early help. |  |  |  |  |
| 1. Training addresses need for effective information sharing both across and within agencies and encourages staff to use professional judgement and Staff know where to seek advice on information sharing both across and within agencies & have confidence in their professional judgement. |  |  |  |  |
| **How do you rate your compliance with this standard?** | | | | |
| **Blue  Green  Amber  Red** | | | | |

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| **2C – Commissioning arrangements are robust and effective**  **COMMISSIONERS ONLY TO COMPLETE – YOUR COMMISSIONED SERVICES SHOULD BE COMPLETING THE PROVIDER FORM AND YOU SHOULD BE ANALYSING THIS** | | | | | |
| **How effective are the organisations commissioning arrangements?** | | | | | |
| **Compliance checklist – policies & procedures, organisational arrangements** | **Describe / identify how your organisation meets this standard.** | **What impact has this had on outcomes for children and adults with care and support needs?** | **Actions required to raise to green/blue** | **Lead and Timescale** |
| 1. Commissioning and contracting set out quality assurance and service standards in order to safeguard children and adults with care and support needs. |  |  |  |  |
| 1. Contract monitoring has a focus on safeguarding, dignity and respect, and any shortfalls in standards are addressed. |  |  |  |  |
| 1. Safeguarding referrals/alerts across providers are tracked and under or over-reporting patterns addressed. |  |  |  |  |
| 1. Actions take place to safeguard individuals when standards in services put people at risk. |  |  |  |  |
| 1. Commissioned services understand the process for escalating service gaps to the commissioning body. |  |  |  |  |
| 1. We have developed mechanisms for people who are organising their own support and services to manage risks and benefits e.g. Direct Payments |  |  |  |  |
| **How do you rate your compliance with this standard?** | | | | | |
| **Blue  Green  Amber  Red** | | | | | |

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| **Part 3:**  **Performance and Resource Management  CHECKLIST** | |
| **Compliance Criteria** | **Response** |
| There is a clear training strategy for our organisation. | Yes/No |
| We have staff access training relevant to their roles such as radicalisation; female genital mutilation; sexting; self-harm; self-neglect, peer on peer abuse, etc. | Yes/No |
| A clear induction process is in place for all staff, trustees and volunteers that addresses safeguarding & is delivered in a timely way. | Yes/No |
| Training explores issues of diversity in relation to safeguarding. | Yes/No |
| Safer recruitment & selection procedures are in place in line with statutory guidance and is audited. | Yes/No |
| Safer recruitment training is in place for managers involved in recruitment. | Yes/No |
| A senior manager has been identified for the managing allegations process who understands when to refer to the adult safeguarding manager or Designated Officer and acts upon guidance from the adult safeguarding manager or Designated Officer appropriately | Yes/No |

### Part 3: Performance and Resource Management

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| **3A - There is effective regular training on** **safeguarding & promoting the welfare of children and adults with care and support needs for all staff working with or in contact with these groups  3B - Safer recruitment procedures, including vetting procedures and those for managing allegations by children and adults with care and support needs against professionals, are in place** | | | | |
| **How effective is training on safeguarding & promoting welfare of children and adults with care and support needs for all staff & volunteers working with these groups? Can you demonstrate improved outcomes as a result?  How robust are organisation’s recruitment, vetting and managing allegations procedures?** | | | | |
| **Compliance checklist – policies & procedures, organisational arrangements** | **Describe / identify how your organisation meets this standard.** | **What impact has this had on outcomes for children and adults with care and support needs?** | **Actions required to raise to green/blue** | **Lead and Timescale** |
| 1. We have made staff aware of current safeguarding concerns |  |  |  |  |
| 1. We can evidence safeguarding training undertaken by staff through a database. We have a system in place which we monitor to check who has been / needs to be trained, e.g. “*we can tell you that. % of our staff are trained to the right level…”* |  |  |  |  |
| 1. We can demonstrate impact of training on practice | *e.g. from having asked staff/volunteers at supervision how their practice has changed through their safeguarding training.* |  |  |  |
| 1. Support is available for staff who are subject to allegations. |  |  |  |  |
| **How do you rate your compliance with this standard?** | | | | |
| **Blue  Green  Amber  Red** | | | | |

### Part 4: Outcomes for and the experiences of people who use services

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| **People’s experiences of safeguarding** | | | | | |
| **How do organisations capture the views and experiences of service users and use these to improve the service for them?** | | | | | |
| **Compliance checklist – policies & procedures, organisational arrangements** | **Describe / identify how your organisation meets this standard.** | **What impact has this had on outcomes for children and adults with care and support needs?** | **Actions required to raise to green/blue** | **Lead and Timescale** |
| 1. Safeguarding is personalised, so that service users experiencing or receiving safeguarding services are treated sensitively and respectfully and outcomes are consistent, regardless of the ethnicity, cultural identity / diversity, gender, sexuality, disability or age of the service user. |  |  |  |  |
| 1. Outcomes are defined by the individuals concerned or, where people lack decision- making capacity, by their representatives or advocates. Advocacy is available and used appropriately for children and adults with care and support needs who are (or may have been) experiencing abuse. |  |  |  |  |
| 1. The safeguarding process is proportionate, puts individuals in control and where this is not possible (for instance where there is concern that an individual or organisation could harm others) this is fully discussed and the person’s views considered as much as possible. |  |  |  |  |
| **How do you rate your compliance with this standard?** |  |  |  |  |
| **Blue  Green  Amber  Red** | | | | | |

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| **Part 5 – Impact Assessment** | | |
| In the context of significant organisational change, reducing public sector budgets and high activity levels, Oxfordshire Safeguarding Children Board (OSCB) and Oxfordshire Safeguarding Adults Board (OSAB) undertake an annual joint Impact Assessment on current pressures and activity by each member agency. Each agency undertakes this from a strategic perspective across their organisation and not as an individual member of either or both boards.  To ensure we focused on the top priorities each agency was asked to list their top three pressures - therefore this report should not be seen as a comprehensive list of the pressures and issues facing the agencies but the key issues and common themes across the partnerships. | | |
|  | **Response** |
| What are the three key financial and organisational pressures that your organisation is facing that relate to safeguarding children and their families and adults with care and support needs? |  |
| 1. What is your performance data telling you about the three most worrying pressure points in relation to safeguarding children and their families and adults with care and support needs? |  |
| 1. What steps are you taking as an individual organisation to address these pressure points and what are the risks for your agency in managing them? |  |
| 1. What are the implications for your partners as a result of these pressures? |  |
| 1. What do you need from your partners to address these pressures? |  |
| 1. What are the implications and risks if this multi-agency response is not possible? |  |