

## Newport City Council Corporate Safeguarding Self -Assessment Audit Tool (2021)



### Introduction

The following self-assessment framework is set out in three sections covering three identified standards underpinning 'safeguarding' and requires each service area to think about their own practices and procedures within their relevant settings. It is designed to give an understanding of how the theme of 'safeguarding' is being successfully achieved in a particular service area currently, and how this might be developed. In addition, the self- assessment gives the Council with an overview of safeguarding practices across the entirety of its service areas and can ensure that safeguarding compliancy and duties are being effectively met, the data from the annual self-evaluations will be integral to informing planning of service delivery and thus improving the wellbeing outcomes for Newport citizens.

The self-assessment audit will be completed annually and will ask you to consider the last rolling 12 month period.

**3 standards: 1. Policy/Practice (Robust)- How robust are your safeguarding practices in your service area?** (p&p's adopted and in use/ safe recruitment/ compliancy/training/ audits and inspections/ reporting)

**2. Environment (Safe)- How safe does your service area feel to citizens that access your services, and to your staff working in your service area?** (atmosphere/ buildings/ e-safety/ information sharing/ complaints and compliments)

**3. Culture (Effective)- How effective is your service area approach to safeguarding?** (effectively working with others to protect children and adults at risk and generally promote the wellbeing of citizens, ie. through commissioned services/ effective communication and engagement with staff and volunteers to embed safeguarding into practice and service area planning)

### Guidance for the completion of the Self-Assessment Audit Tool

The audit tool is a self- assessment tool that covers the three standards. Within each of the standards there are measures which you should provide evidence to demonstrate how effectively your service area is currently meeting each standard and where improvements can be made. In the evidence section you have been provided with some brief examples in italics, this is **not** a minimum list of expectations and is provided as an illustrative example for assistance only, it is your responsibility as the service manager for your service areas to provide the correct evidence to illustrate how the measures are being effectively met. Think carefully about the practices and procedures across your relevant service area and RAG rate as outlined below.

Be aware that you may need to think about **multiple sites/ venues** when answering the questions, you are submitting the self- evaluation in respect of **your portion** of the service area, however, this will then be collated with the returns of the other service managers to make a **collective self evaluation for the entirety of the service area.**


Where relevant, be specific in your audit regarding which service is being commented upon if you identify an issue with one specific site/ service in your area. For example, in your portfolio you may be responsible for multiple sites and identify that the practices for on-site contractors attendance is being managed differently to the policy in place and that of other sites. Therefore, your audit should capture the main RAG rating for your general performance and if a specific issue for a certain site/service is identified this should be recorded within the “Further action required” box as to how this will be addressed.


Be prepared to allow enough time to gather the required information and consult with your team managers/ admin/ etc. who may have the information per site/ venue, etc. Remember that you can also contact your Safeguarding Champion(s) in your service area, HR partners (eg. for data on training records), Safeguarding Quality Assurance Team for any other advice or assistance on the completion of this self-assessment tool.


### **Self-assessment rating**

The traffic light system relates to how a service area assesses itself against achieving the minimum standard. If your service area assesses itself, as red or amber you should record in the “Further action required” box what you feel is necessary, or if you are unsure identify that support/ advice from the Corporate Safeguarding Unit to improve on this measure is required to move forward.

At the end of each standard you have the opportunity to reflect on the measures providing a narrative on what you feel as a service area you do well; where you can improve and if you require any assistance in embedding ‘safeguarding’.

 Green Means everything is in place, up to date, and meets the required minimum standard

 Amber Means that something requires review or improvement

 Red Means something needs to be developed as a matter of urgency or the measure needs to be addressed urgently

Once completed the self-evaluation form should be returned on the specified date to the Safeguarding Unit (Quality Assurance Team):

Lynsey Thomas ([lynsey.thomas@newport.gov.uk](mailto:lynsey.thomas@newport.gov.uk)) and Lauren Twamley ([lauren.twamley@newport.gov.uk](mailto:lauren.twamley@newport.gov.uk))

<b>SERVICE AREA</b>	Contracts and Commissioning
<b>PERSON COMPLETING THIS AUDIT</b>	Brian Lovatt
<b>ROLE/POSITION</b>	Team Manager
<b>DATE COMPLETED</b>	
<b>Please list ALL the individual services / organisations / establishments that <u>you</u> are responsible for and reporting on in this audit.</b>	

**STANDARD 1: Policy & Practice (Robust) How robust are your safeguarding practices in your service area?**

Standard 1	Evidence	RAG status	Further action required
1.1 Up to date safeguarding policies in place	<i>Ncc Corporate Policies and any other Specific Policies (name)</i>		
1.2 Up to date safeguarding training in place and accessed by your service area	<i>Ncc Corporate safeguarding training courses; External safeguarding courses (name)</i>		
1.3 Is your service area compliant with the basic safeguarding training requirements for new starters, existing staff and volunteers?	<i>Provide data on completion of staff in service area for mandatory training courses (safeguarding involves us all; VAWDASV; GDPR; carers awareness)</i>		
1.4 Do you have safer recruitment processes in place? (In line with the NCC Safer Recruitment Policy/ Volunteers Policy)	<i>All staff and volunteers have DBS checks prior to employment if they are engaged in regulated activity and the DBS is recorded and update in line with policy; Those people involved in recruitment within your setting have undertaken appropriate training; etc.</i>		

1.5 Up to date safeguarding checks (eg. DBS) are in place for all required roles/ posts within your service area (staff/ volunteers)	<i>Provide list of all staff/volunteers with DBS in service area to verify DBS is up to date</i>		
1.6 Does your service area utilise volunteers (paid or unpaid); chaperones or mentors? If yes, are all of these volunteers/chaperones/mentors registered centrally with Human Resources and up to date with their basic safeguarding training and safeguarding checks?	<i>Provide list of all volunteers/ chaperones/ mentors for service area (annual register to HR)</i>		
1.7 There is a named Designated Safeguarding Officer/ Lead in every required site/ location across the Service Area whose training is up to date and all staff know who this person is and how to contact them.	<i>List or DSO/L for the service area and confirmation of their SG training being up to date- how their post is communicated to staff and any changes.</i>		
1.8 There is a named Safeguarding Champion for the service area who is responsible for disseminating safeguarding communications across the service area.	<i>Named SG for service area, where there are any changes, how they embed/ cascade information.</i>		
1.9 Handling allegations against workers and volunteers (Professional Concerns)- managers and staff alike know how and who to report concerns to.	<b>How many incidents/ reports made by your service area in this year to the Local Authority Designated Officer (LADO)? (MUST BE PROVIDED)</b>		
1.10 Staff are able to recognise when children or adults are at risk or in need of additional support and can make appropriate referrals to services (ie. Families First; Preventions; Adult Services; Age Concern; Lighthouse Project; Children's Services)	<i>Think about how many referrals your service area has made to protect/ safeguard/ support where this is not your primary services function.</i>		
1.11 Have any audits been undertaken in your service area within the last rolling 12 months, which have included any focus on safeguarding? What was the outcome of the audit and how have you applied this to your service planning?			

(For example: Finance may think about audits on home visits; City Services consider audits in relation to customer service contacts for social services)			
Reflection opportunity for – How Robust are your safeguarding practices in your service area? What are you good at? What can you improve on? What do you need assistance with?			

**STANDARD 2: Environment (Safe)- How safe does your service area feel to citizens that access your services, and to your staff working in your service area?**

Standard 2	Evidence	RAG status	Further action required
2.1 Citizens using your service are made aware of all safeguarding policies and procedures and how these are applied within your setting(s)	<i>Policies/procedures are accessible online; in folders on site upon request; displayed; etc.</i>		
2.2 The named Designated Safeguarding Officer/ Lead for each site where citizens access to attend for services or information, is clearly displayed or is accessible.	<i>Name each DSO and site and where information is accessible</i>		
2.3 In every site across the service area the staff (including volunteers) would know what to do and who to contact in case of an emergency involving a child (up to the age of 18 years old) or an adult at risk, and would know who to seek advice from in the service area regarding safeguarding information	<i>Training data for mandatory safeguarding involves us all compliancy; team meeting agendas; Safeguarding Champions information; communication of policies/ procedures and where these are displayed and made available to staff; any other training</i>		
2.4 <u>Monitoring Public Access Points on site</u> - Do you know who is in and out of the building at all times?	<i>Are badges issued? Signing in &amp; out? CCTV?</i>		

How do staff and citizens feel assured by the safety measures in place?			
2.5 When services/ contractors attend your properties there is a policy/ procedure in place which is routinely followed regarding supervision whilst on site and/ or a risk assessment in place if working in areas unsupervised?	<i>Policy/ procedures- reviewed risk assessments</i>		
2.6 Do you risk assess for safeguarding and general safety when using premises other than your own and have a reporting system in place for any issues identified? (for example: NCC youth worker facilitating session on-site at ABUHB premises; NCC solicitor working out of law courts in another district- risk assessment of rooms for consultation)	<i>Policies/ procedures (name)</i>		
2.7 Information about a child or adult at risk OR concern about a professional/ volunteer when shared either by a citizen or staff member is done so safely, securely and maintained confidentially (ie. Stored and shared in line with GDPR and council requirements)	<i>Describe how referrals or records are kept securely in-line with your site policy; risk assessments; etc.</i>		
2.8 <u>E-Safety</u> : Do you have and implement a policy for the safe use of internet access by service users (including children and young people)?	<i>Policy (name), is it up to date and reviewed in line with regulations and site requirements</i>		
2.9 <u>Complaints and Compliments</u> (rolling 12 months): How many complaints within your service area linked to safeguarding? (Think about- professional concerns; safety in buildings: including workman access unsupervised; anti-social behaviour; staff concerns for safety)	<i>Should always include the number of Professional Concerns referrals made by your service area.</i>		

<p>How many compliments within your service area linked to safeguarding? (Think about- feedback from citizens about services received from staff/ volunteers; feedback via engagement/ consultation surveys or forms at site)</p>			
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Reflection opportunity for – How safe does your service area feel to citizens that access your services, and to your staff working in your service area? What are you good at? What can you improve on? What do you need assistance with?

**STANDARD 3: Culture (Effective)- How Effective is your service area approach to safeguarding?**

Standard 3	Evidence	RAG status	Further action required
<p>3.1 <u>Commissioned services</u>- Do you commission services for your service area? How can you evidence that every service commissioned delivers a safeguarding standard consistent with our own service (ie. In line with our corporate safeguarding policies/ expectations)?</p>	<p><i>What services are commissioned? Have you dispensed with any services within the last 12 months due to non-compliance or issues with standards? Policies/procedures provided by organisation at time of commissioning and at point of review; inspection reports</i></p>		
<p>3.2 All staff/ volunteers receive appropriate training (at the relevant levels) to understand to whom they are directly accountable with regards to the wellbeing of children and adults at risk, and to enable them to fulfil safeguarding responsibilities proportionate to their role</p>	<p><i>Staff teams (including volunteers) know who the DSO and SG champs are for service area; know who is responsible for making child/ adult at risk referrals/ knows what to do in an emergency situation; training data for corporate SG mandatory training compliancy rates for service area; refresher training for staff</i></p>		

3.3 All staff/ volunteers are made aware of updates and changes in safeguarding legislation/ policy/ practice and how this may have a direct impact on your specific service area.	<i>Communications from safeguarding champions/ safeguarding unit/ staff briefings/ team meetings- what you have done in your service area to make changes/ adaptations</i>		
3.4 <u>Working with others:</u> How is guidance and training regarding information sharing made available to staff (both at induction and existing staff)? Are staff aware of what can and can't be shared with others (eg. Agencies such as police/ solicitors) and in what formats (eg. Redacted records)?	<i>GDPR training data for service area; specific training; Policy/ procedure (name)</i>		
3.5 Consent to share information and when consent is not required is covered in training/ guidance and in supervision/ appraisals as standard practice	<i>Safeguarding training awareness Supervision policies</i>		
3.6 All strategic planning takes into account the need to safeguard citizens and to promote their welfare; as a service area we reflect on what has gone well and areas for improvement and ensure that new learning is embedded into our practice and in service area planning	<i>Evidence from priority plans; citizen consultation; complaints and compliments; audits and inspections; training; updating risk assessments; reviewing commissioned contracts; etc.</i>		

Reflection opportunity for – How Effective is your service area approach to safeguarding?  
 What are you good at? What can you improve on? What do you need assistance with?