

Submission of Evidence to Scrutiny

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Table of contents

Title	Page
Purpose	2
Summary	2
Proposal	3
Scrutiny Recommendations (2019/2020)	3
Internal/ External Audits and Inspection Findings (2019/2020)	5
Safeguarding Training Data and Outcomes	7
Developments this year (review of work plan)	10
Reviewed Annual Corporate Safeguarding Work Plan 2019/2020	17
Key Data for Safeguarding	20
Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit	23

Future Work, Areas of Stress/ Risk, and Recommendations	28
Corporate Safeguarding Work Plan (2021/2022)	30
Resource Implications (Employment and Financial)	33
Appendices	34

Purpose To, present the annual corporate safeguarding report, which monitors, scrutinises and objectively plans on the theme of “*safeguarding*” being fundamentally embedded within all aspects of council services, functions and duties.

To provide Scrutiny with essential and key information to allow effective scrutiny of the Councils’ safeguarding practice.

To update Cabinet members on the work undertaken to improve arrangements for safeguarding and protecting children and adults who require specific Council services and to ensure that these arrangements are effective.

The Committee is requested to scrutinise and review the progress of the work plan for Corporate Safeguarding arrangements.

Summary

This is the fourth review of the annual corporate safeguarding report. Further revisions to the format and data presented within this annual report have been made and it is anticipated that this will be the final version of the report model presented for scrutiny moving forward. The Welsh Audit Office Inspection (2019) had recommended that the full range of information and data across the full portfolio of Safeguarding arrangements and requirements was presented to the Council's Overview and Scrutiny Committee as standard practice annually, however, respecting the wishes of the committee to provide only streamlined and targeted information within the report (February 2021), revisions to the format and data presented have been made to this report. Therefore the changes are as follows;

- Safeguarding team specific plans are no longer reported, only where key issues are identified will these be shared with members for their scrutiny.
- The following report structure will be presented:
 - o Scrutiny Recommendations (from previous reporting year)
 - o Internal/ External Audit and Inspection outcomes
 - o Safeguarding Training Data and outcomes
 - o Developments this year, including a review of the Corporate Safeguarding Work Plan
 - o Key data for Safeguarding
 - o Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit (New 2021)
 - o Future Work, Areas of stress/ risk, and Recommendations
 - o Corporate Safeguarding Work Plan (Current/ Future Year)
 - o Resource Implications
- The committee have previously been advised of the new and increased number of Quality Standards (Key Performance Indicators) associated with 'Safeguarding' required to be reported to Welsh Government from April 2021 (from 3 to 26). As scrutiny of that data remains the responsibility of the committee for the Annual Director's Report for Social Services, there is no expectation on members of this group to formally comment on the data however, where possible, a selection of this data has been shared for context purposes when considering how effective safeguarding performance is being achieved within Council services.
Members are respectfully reminded that the reporting timeframe of this document comes before the official data set return for Welsh Government therefore there will be limitations on the data both in terms of final figure data and limitations on benchmarking data to other local authorities (as there will be a lack of unpublished data).

Proposal To scrutinise and review the progress of “safeguarding” being embedded within Council services, and to scrutinise and review the effectiveness of the proposed work plan for corporate safeguarding arrangements.

1. Scrutiny Recommendations (2019/2020)

1.1 “Members were happy to see that the report now has explanations on the graphs but again there are no comparisons with other local authorities, which would be helpful in future reports”.

This recommendation has been duly noted and accepted. Accompanying narrative and description for data/graphs is now routinely provided to aid interpretation and the most available performance data is provided for the time of reporting for Newport specifically. However, members are respectfully reminded that where data returns for Welsh Government/ Welsh Audit Office/ Estyn purposes are required these are collected and submitted at certain periods and therefore, wider data is only published at specific periods and may not be available to fit in with the timetabling for this report. Where benchmarking is possible this evidence will be presented for scrutiny. This means that published data across all authorities will not be made available/ published until June 2022 onwards (this is due to figures not being published in the first year when authorities are transitioning into new reporting measures/ frameworks).

1.2 “Comment was also made about the feedback from the Audit Office to give a more detailed report, as a Member fed back that there is already a lot of information included for a lay person”

This recommendation has been accepted and acted upon in the reformatting of the report to a more streamlined and synthesised report. As per Members wishes and comments in relation to the “operational” nature of the individual priority plans of the Safeguarding Unit, these have been removed from the report and only where key issues or areas of risk are identified will they be highlighted for Members attention.

The report has also been streamlined to provide consistent topics for Members to be presented with on a yearly basis with a focus solely on corporate compliancy requirements and targeted actions to improve council services resulting from the annual self-assessment audits and analysis of data/ trends. This should result in a shorter report whilst still providing the level of detail that Members require to effectively scrutinise the Council’s effectiveness of embedding ‘safeguarding’ across its service areas and evidencing that statutory responsibilities are being met. Where areas of risk or stress are identified that these are being monitored/ addressed, and the corporate work plan is progressive in moving forward areas of identified need.

1.3 “Feedback was given on the online training courses which members felt was difficult to operate due to the number of passwords required to use it and the layout. It was suggested that the Council follow a more simplified system that other organisations use”.

The comments have been noted. Members are respectfully advised that the on-line learning platform used for all of Newport City Council’s e-learning is hosted by the NHS platform, the supplier is used for Health authority training along with other local authorities in the region. There is only one username and password requirement for all on-line training courses once registered, this is linked to the employee’s registration details so all mandatory e-learning and any additional e-learning is registered to their personal training account and is linked to their I-Trent account. Assistance with log-in difficulties can be gained by contacting the I-Trent team and step-by-step user guides have also been developed. It is noted within the Training section (5) that elected members training figures are low at --%, in comparison to other service areas where there has been a much higher completion rate for e-learning safeguarding compulsory training. Although a small number of members had contacted the staff within the Safeguarding Unit to query accessing the “Safeguarding Involves Us All” e-learning training on I-Pads, these issues were resolved for those Members and the course successfully completed, therefore, there are no known access issues to the training platform. Members are therefore advised to contact I-Trent if they are experiencing individual difficulties accessing the training platform to complete the mandatory e-learning courses.

1.4 “Members voiced concerns of the potential risks if the Council do not go ahead with a 3 yearly check (DBS- Education), as well as making sure that Subject Access Requests are completed without breaching any timescales and risking fines”

The recommendation from the previous year’s report and this year’s report regarding the 3 yearly DBS checks within Education have been duly noted and accepted. The costs of the 3 yearly DBS checks within Education as routine practice have been presented to Cabinet to endorse, once approved this action will be passed to People and Business Change and Education Services to implement as an on-going task and removed from the Corporate Safeguarding Work Plan (see reviewed Corporate Safeguarding Work Plan 19/20).

Members are advised that in terms of meeting our statutory duties for Subject Access Requests and Police Requests a business case has been submitted to facilitate a post to manage the significant increase in the volume of applications received by the authority has been made in April 2021. This creation of this post will ensure that the management of the processes and information itself will ensure that the Council will be less likely to encounter breaching timescales and risk incurring fines and citizens and partner agencies will receive appropriate information in a secure and timely manner.

1.5 “Members expressed the importance of the department having the expertise to be able to make recommendations, and approaching with issues such as depriving individuals of their liberty, professionally and sensitively as wrong decisions could leave the Council open to legal challenges. Processes need to be water tight”.

The comments are duly noted and accepted. Members were advised and assured that in terms of the changes in the legislation and practice from Deprivation of Liberty Safeguards to Liberty Protection Safeguards (LPS) that the full implementation for practice had been delayed until 2022. Currently the authority has enough experienced and dedicated staff who have been fully briefed and trained in the Mental Capacity Act and are able to carry out Best Interest Assessments. As part of the on-going identified training strategy, both in-house and as part of the wider regional consortium, more training on the new legislation/ practice to increase knowledge and skill will be on-going (see Corporate Work plan 2021/ 2022). This strategy will also include considerations for young people where LPS may be required, although this is a slightly different system where the social worker applies to the court for an inherent jurisdiction and the judge would make a decision, staff within the service area (CYP) would require adequate training on the new legislation.

2. Internal/ External Audits and Inspection Findings (2020/2021):

2.1 There has been 1 internal audit completed within this period for “The Safeguarding Training and Local Authority Designated Officer (LADO) Internal Audit- March 2021”, an internal scoping exercise commissioned by Children’s Services focusing on Child Protection Conferences in 2020 and the implementation of recommendations resulting from the pilot Joint Inspectorate Review of Child Protection Arrangements (JICPA) inspection (December 2019) have been applied into practice.

2.2 The Safeguarding Training and LADO Internal Audit- March 2021

The objective of the audit was to examine and evaluate the mandatory training in VAWDASV and Corporate Safeguarding is available to all staff and is received within a reasonable timescale; and NCC LADO activities are conducted in accordance with the Wales Safeguarding Procedures and the Gwent Safeguarding Protocol. In summary, although the audit identified some significant and moderate risks which require addressing, no critical risks were identified. A ‘Reasonable’ assurance rating was awarded which reflects that systems are reviewed and adequately controlled. There were a number of favourable strengths identified in terms of the LADO processes currently in place and of the 1 significant weakness and 3 moderate weaknesses identified these are actionable relating to work flow processes.

The strengths of the audit highlighted that Employees were regularly informed of the mandatory safeguarding courses and these were linked to their I-Trent training accounts, the courses were featured on the Learning & Development directory (as e-learning only). The audit however, did not make allowances for the lack of opportunity to facilitate any face to face training during the last year of the pandemic for either VAWDASV or “Safeguarding Involves Us All” therefore it would be expected that completion rates would be expected to be slightly lower in service areas where it is known where staff cannot access e-learning (i.e.City Services). It is also worth noting that the “Safeguarding Involves Us All” course only launched in late May 2020 so adjustments taking into account year to date training data should have been applied to reflect these variables (eg. May 2020- February 2021 = 9 months) so the completion rate would not be expected to be obtained at ¾ into the year and with the pandemic the lack of opportunity to facilitate face to face learning the original 90% completion target would have been unobtainable. Therefore, this outcome requires to be challenged with the audit team.

However, this internal audit regarding mandatory training in combination with the data analysis at section 3 clearly highlights the low compliance within the Council for the completion of Compulsory Safeguarding Training and when benchmarked with other local authorities, this has remained unsatisfactory for the past three years despite campaigns/ actions across service areas. There is a clear risk to the Council that action could be taken by Welsh Government if non-compliance in terms of VAWDASV training is not met. Members are directed to sections 3 and 7 for further analyses.

2.3 Implementation of recommendations resulting from the pilot Joint Inspectorate Review of Child Protection Arrangements (JICPA) inspection (December 2019) have been applied into practice

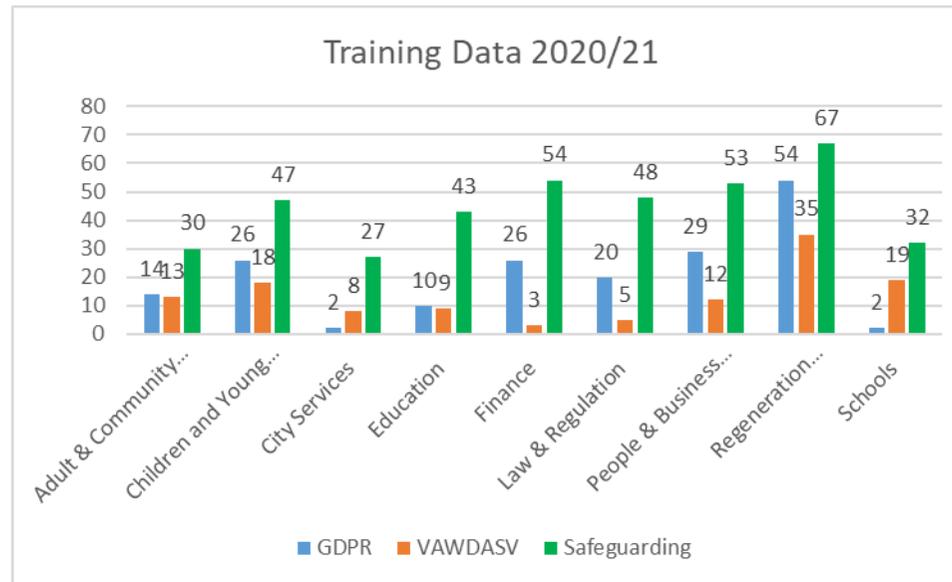
Following the successful pilot JICPA inspection, which occurred in December 2019, Children and Young People Services received positive feedback from inspectors in relation to the child exploitation pathways and interventions being employed in practice and the development of a new toolkit to replace the former child sexual exploitation scoring toolkit formally used (known as SERAF). The Child Exploitation Measurement Tool trialled and developed in Newport has now been accepted regionally and rolled out for use from April 2021. Members can view the toolkit within the appendices for their interest.

2.4 Internal Child Protection Case Conference Scoping Exercise- Barnardo's Cymru, Newport Strategic Partnership (January 2020)

The intention of the scoping exercise/ research was to gain insight into alternative methods to facilitating child protection conferences, gaining the views of practitioners; families; young people and viewing alternate methods in action from other regions (Swansea). The research also considered the views of those involved in relation to the required paperwork for child protection conferences, including quality; how and when this was shared; etc. Direct service User participation within the exercise was limited, partially due to the pandemic, however from the research findings and the comparative opportunities with the Swansea model of practice the findings have been both helpful in implementing positive service user and practitioner informed collaborative changes to the conference practice model in Newport. We have been able to start developing changes to the child protection forms generated from the WCCIS system we take to conferences to make them more “user friendly” for both practitioners and families. Although the pandemic forced all child protection conferences into a “virtual” format we have now been able to successfully review a model where the conference is more accessible for remote log in for professionals but to allow the opportunity for parents/ young people and the Conference Chair and Social Worker to still physically attend the conference and be part of the discussion regarding concerns for their children. Further developments to the child protection process will continue with audits and reviews throughout the forthcoming year.

3. Safeguarding Training Data and Outcomes

- 3.1 Compliance rates with Mandatory Safeguarding Training for ALL employees, including elected members and volunteers, remains low this year. There are 3 specific mandatory courses with associated regulatory requirements for council employees to complete, these are the General Data Protection Regulations Training (GDPR); Violence against Women, Domestic Abuse and Sexual Violence and the newly launched (2021) “Safeguarding Involves Us All- Awareness Training”.
- 3.2 Firstly it is important to stress that there are mitigating factors for training figures being low in this period which must be taken into account, these factors have also been given due regard by regulatory bodies as they have not issued fines/ regulatory actions during this period, however, this continued acceptance will not be continually extended. The Covid-19 pandemic has impacted on a number of the workforce itself being affected in some way (directly; caring responsibilities; in-shielding; etc.) resulting in their work patterns changing reducing the number of staff physically working over the period; the pandemic has prevented the opportunity to provide face to face learning resulting in a number of service areas being unable to access the mandatory training as they have limited/ no e-learning opportunity.
- 3.3 The “Safeguarding Involves Us All- Awareness Training” **e-learning** module was launched in May 2020, (NB. face to face sessions have not been deliverable to date due to the pandemic but are planned). The launch comprised a campaign utilising staff communications such as newsletters, bulletins and announcements. The Safeguarding Champions then provided targeted communications to their service area, including informing team managers of those who can't access staff intranet facilities often e.g. school staff. The Safeguarding Champions followed up over several weeks to ensure the e-learning module was included in all service area meetings and helped answer questions about who had to undertake the training i.e. all Newport City Council employees, volunteers and elected members.



3.4 The data table at 3.4 shows the completion of the 3 mandatory courses for e-learning only in % for the service area workforce. It demonstrates that the campaign for the newly launched course had a significant impact on the uptake of course completion. Although the campaign also highlighted the requirements of staff to complete other mandatory courses in e-bulletins and whilst logged onto the NHS platform the mandatory courses for VAWDASV and GDPR are visible for completion, performance for these other courses remains low in comparison.

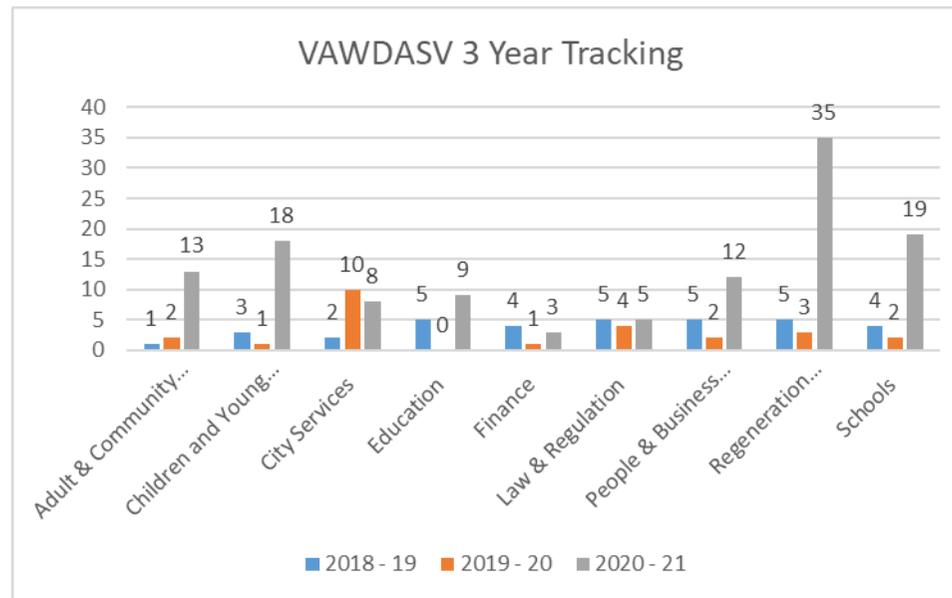
Overall compliance for the entire workforce for the “Safeguarding Involves Us All” training for **e-learning only** at month 10 of year 1 is currently 38.3%.

School staff participation for the “Safeguarding Involves Us All course” is significantly higher and there is another planned push for participation for the end of the summer term to fit in with most schools training schedules. School staff are delivered bespoke sessions to fit in with their training schedule. The Education Safeguarding Co-ordinator includes GDPR matters, including protection of confidential data, regularly within their bulletins to schools.

From the Safeguarding Champion’s work, the Safeguarding team are aware of which service areas require in-person training and these sessions will be launched when pandemic conditions permit. In lieu of the training, those team managers have been asked to remind their remote workers of their corporate responsibilities for safeguarding, where the safeguarding policies can be accessed and the name of their Safeguarding Champion if they have any questions. City Services have highlighted to the Safeguarding team that they require in person

sessions to reach all remote workers and staff with limited access to IT equipment during their working day, this is an area addressed through the self-assessment audit feedback and work plan (2021/2022).

22% of Elected Members completed the “Safeguarding Involves Us All” module and 10% undertook the “VAWDASV” e-learning during 2020/21. The Safeguarding team will set up a support window to ensure technical issues experienced can be addressed and improved take up of mandatory training by elected members occurs throughout 2021/2022.



3.5 The data at 3.5 shows the participation rates across the last 3 years for the e-learning module only. The current requirement for the VAWDASV training is to complete the course once. The training is delivered via in person sessions but is not reflected here. The data reflects that the “Safeguarding Involves Us All” campaign in 2020 did influence the uptake/ completion of the VAWDASV training also in most service areas across the council, however, the compliancy rate for the course is still well below the 90% expectation.

- 3.6 This continued trend in the low uptake in mandatory training across the workforce requires to be addressed by the Council collectively. Regulatory bodies have accepted mitigating factors to date and there have been improvements seen across the service areas in terms of the new training launched in 2020, however, the council requires a corporate steer from People and Business Change to ensure that “Mandatory Safeguarding Training” is completed for new starters and current employees which is formally tracked and appropriate review/ action taken when not complied with.
- 3.7 It is therefore a strong recommendation to Members that Cabinet endorse the work plan action (2021/2022) at 1 for People and Business Change to adopt new ways of working into their priority planning for both new starters to the authority and current employees (including volunteers) in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council’s commitment to ensuring “Safeguarding Involves Us All”; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.

4. Developments this Year (including Review of Corporate Safeguarding Work Plan 2019/2020)

4.1 Safeguarding Involves Us All- E-learning Launch

The compulsory basic safeguarding course for all employees “Safeguarding Involves Us All” was successfully launched, albeit slightly delayed from its original timetabling, in late May 2020. The campaign and roll out using the safeguarding champions, newsletters and targeted e-bulletin features has helped in the improved compliancy rate for this course specifically in comparison to other compulsory courses (as illustrated in section 3). The impact of Covid-19 lock down has been both an obstacle and an aid in terms of course completion which has impacted on numbers for completion. Those who have access to e-learning whilst home working have had the opportunity to complete mandatory training, however, due to the lack of ability to provide face to face training opportunities in those service areas where high levels of employees who do not have computer access (i.e. City Services) there are lower numbers affecting their overall figures, this therefore then impacts on overall compliancy rates.

The 90% target rate for completion within the first year of launch for all employees was always a high target to deliver upon. This figure was set to mirror the VAWDASV compliancy training date figure. We are aware as an authority that this figure was not attained within year 1 and still has not been attained within year 3 despite it being a Welsh Government requirement, although no other local authority has attained this target either, Newport’s performance needs to improve.

More positively for Members to be aware there has been positive feedback received in relation to the “Safeguarding Involves Us All” training module across the service areas and reports that the training has been useful.

Members attention is drawn to section 3 training data for the specific “Safeguarding Involves Us All” e-learning, highlighting the launch success with the campaign that accompanied the new training module and the effective use of the Safeguarding Champions across the council service areas in aiding the identification of where face to face learning requires to be targeted for service areas.

We are currently working with People and Business Change for all new starters to the authority to complete the Mandatory Safeguarding Training Courses as Pre-requisites before joining the authority and commencing their employment as the next phase of this project. This on-boarding process approach will assist in terms of compliance and regulation. Members are referred to future development and the Corporate Safeguarding Work Plan (2021/ 2022).

We are also continuing to develop the tiered safeguarding training framework for all employees in every Council service area, which will set out the specific safeguarding training required for their role, Members are again referred to future development and the Corporate Safeguarding Work Plan (2021/2022).

4.2 Volunteers/ Chaperones Register for Newport City Council

Members are advised that a mapping exercise across all Council service areas has been undertaken and a project group between the Safeguarding Unit and People and Business Change is in place to effectively manage and implement a central register of volunteers/ chaperones used across the organisation as per Welsh Audit Office recommendations (2019 inspection). The project has identified where volunteers (paid/ unpaid) and chaperones are used currently/ or potentially could be used. Checks are currently being made to ensure that those volunteers identified have the correct safeguarding checks (i.e. proportionate safeguarding training; onsite risk assessments in place for their volunteering duties; contact details up to date for the register for HR purposes). The current “Volunteer Policy” will then be reviewed and updated following the agreements relating to procedural changes made linked to the recruitment/ training/ updating of volunteers details with central HR. Members are referred to the Corporate Safeguarding Work Plan (2021/2022) for the on-going development of this work.

4.3 Safeguarding Information for Citizens on the Newport.gov website

Members were advised in the previous year’s report that there has been a delay in the intended work to the Newport.gov website on informing citizens (including young people) about Safeguarding Information, however, Members are assured that during this period critical and key changes have been made to ensure essential information has been updated and clearly communicated. All links to the former South East Wales Children’s Safeguarding Board and Gwent Wide Adult Safeguarding Board Websites have been removed and the new Gwent Safeguarding Board Website has replaced this information, we also ensured that these changes were accompanied with Communications and Marketing campaigns via our social media platforms to reach as wide an audience as possible.

We have also ensured that essential changes to our service information have been made so that citizens can easily access information about safeguarding children and adult's at risk as well as now being able to access information and report concerns via the "Report It" button on the website which is a new feature this year.

The Safeguarding Unit has completed a full review of the current website information, in addition to including the regulatory requirements regarding citizen information required for "Caring for Someone Else's Child"; "Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law- Smacking Ban", and has reviewed many other local authority websites regarding similar safeguarding information. We have a clear project plan to implement these changes to the website as part of the forthcoming year's work-plan (2021/2022).

4.4 Launch of the Annual Newport City Council Corporate Safeguarding Self -Assessment Audit Tool

In February 2021 the new mandatory Annual Newport City Council Corporate Safeguarding Self -Assessment Audit Tool was disseminated across all council service areas for completion to inform this annual corporate safeguarding report. 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 audit tool (see appendices) focuses on three standards for the service area to consider providing evidence, rag status and opportunity for reflection/ narrative for each standard:

- 1. Policy/Practice (Robust)- How robust are your safeguarding practices in your service area?*
- 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?*
- 3. Culture (Effective)- How effective is your service area approach to safeguarding?*

Members are advised that there was a full return rate from the 8 service areas for the mandatory self-assessment audit, this was supported with full guidance notes and opportunity for support to complete the document with assistance from the Safeguarding Team colleagues and Safeguarding Champion for the Service Area.

It is the intention that the service area self-assessment audits will be completed annually and will now form one of the key features of this Annual Corporate Safeguarding Report. Therefore, it is integral that compulsory annual completion is maintained by service areas.

The key themes from the self- evaluations have been extrapolated and analysed and provided at Section 6. More detailed analyses of the evaluations will be provided directly to the Heads of Service.

4.5 New Data Reporting Requirements and ‘Children- Abolition of Defence of Reasonable Punishment- Wales Act 2020’

Members have previously been advised of the change in Welsh Government safeguarding specific quality performance indicators increasing to 26 from April 2021 (see appendices for new safeguarding specific performance indicators). Of these new performance indicators there is already a data expectation in place which is linked to the Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020 (“the Children Wales Act”), although this will not come into effect until March 2022 there are clear duties on local authorities to ensure that not only practice is in place to manage and support citizens in relation to these changes but also in relation to our recording/ reporting duties being in place in advance.

The NCC performance team have already ensured that the new reporting requirements are built into the WCCIS system to capture the required data in relation to this required data; eg:

CH/ 005a Of those contacts received during the year: The number where physical punishment by a parent or care was a factor
CH/ 005b The number where physical punishment by a parent or carer was the only factor

Practitioners will be required to ensure that the correct coding of contacts on WCCIS is completed to meet the new reporting requirements from April 2021 both within Children and Adult Services at the Newport Safeguarding Hub and across relevant teams where they employ a duty function (eg. Pathways/ First Contact Team, etc.).

The aim of the Children Wales Act (2020) is to help protect children’s rights by prohibiting the physical punishment of children by parents and those acting in loco parentis within Wales, including visitors to Wales. In doing so, children in Wales would have the same legal protection from physical punishment as adults. In practice this might typically involve a smack given as a telling-off to a child (whether on the child’s bottom, legs or other part of the body). The definition is not limited to smacking. A case where a parent shook a child, or poked a child in the chest or pulled their hair, as a punishment for perceived wrong-doing, for instance, will also be caught.

Also more broadly, the local authority will have a duty under section 2 of the Act to communicate the new law in relation to protecting children’s rights. This is where information about the new legislation will require to be made available to citizens and professionals working with children and young people and it is the strategy to begin building this information into the Newport.gov website review at this stage where more links

can be added once Welsh Government publish more literature. Members are directed to the Work plan (2021/2022 for more detail) and to the appendices for more information on the legislation itself if they are interested.

4.6 Child Protection Case Conference developments in practice (Scoping Exercise- Barnardo's Cymru, Newport Strategic Partnership -January 2020)

Members are asked to reflect on the positive information resulting from this exercise provided within section 2. Continued work on the processes of child protection conferences in Newport and further child/ parent engagement will remain on-going throughout 2021/ 2022 and an audit of the changes currently implemented will also be required to take place to quality assure that effective change has occurred.

4.7 Newport Safeguarding Hub update

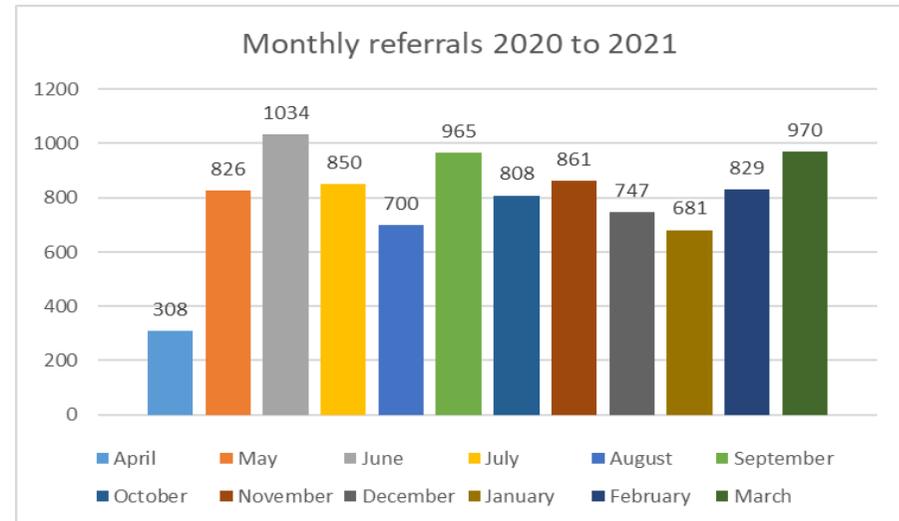
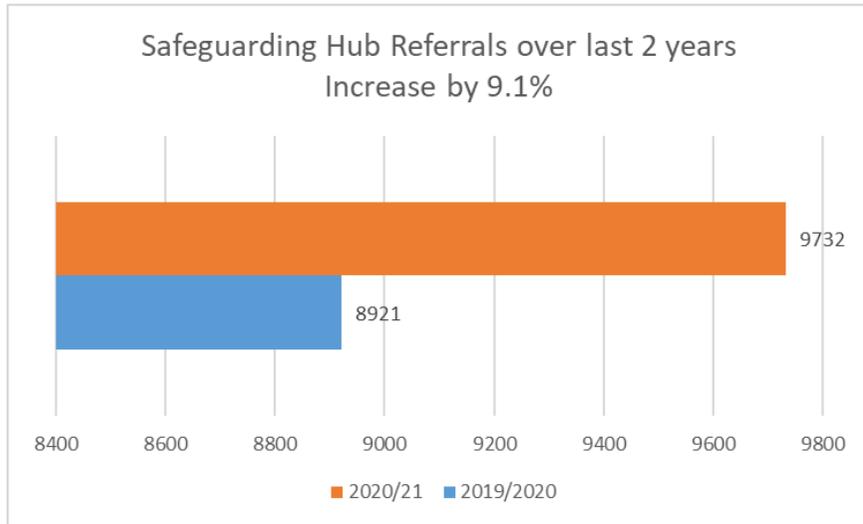
The Newport Safeguarding Hub is the authority's 'front door' process with the co-location of Police and Social Services personnel enabling sharing of immediate information and improved and timelier decision making for safeguarding children and adults. It remains clear that the safeguarding Hub, would be further enhanced with an improved interface between Health and Education representatives which go beyond single points of contact (SPOC), however, these agencies report issues of co-location are due to resource availabilities. Wider partnership co-location in the hub such as the Early Intervention Team responding to PPN's (police notifications) and joint agency decision making remains effective.

The Newport Safeguarding hub model and its successes has resulted in the model being adopted regionally. There are now 2 Safeguarding Hubs in Gwent split East and West, with the East covering Newport and Monmouthshire while the West covers Caerphilly, Torfaen and Blaenau Gwent. Although the two areas have slight differences in terms of structure, the vision of the Safeguarding Hub is the same, and that is to have Police and Children's Services co-located at the Front door to allow for timely decision making, improved quality of referrals and improved early intervention.

The "adult at risk" safeguarding pathway process is still presenting through two referral pathways through both the Safeguarding Hub and First Contact Team. The single pathway for all adults at risk (duty to enquire referrals) to be managed through one point of access and determine the initial action requires further work and remains an outstanding area of stress/ risk. This means the reliability of data still comes from two referral points and from a practice perspective the management of the process when responding to the regulatory timescales/ requirements on which team will undertake the process may be compromised. Having one streamlined process would alleviate any discrepancies.

The quality measures (performance indicators) for the Newport Safeguarding Hub were not linked to the Corporate Safeguarding Report at the time of the last annual report (due to its Pilot status) and they are now clearly the reporting responsibility of the Annual Director's Report for

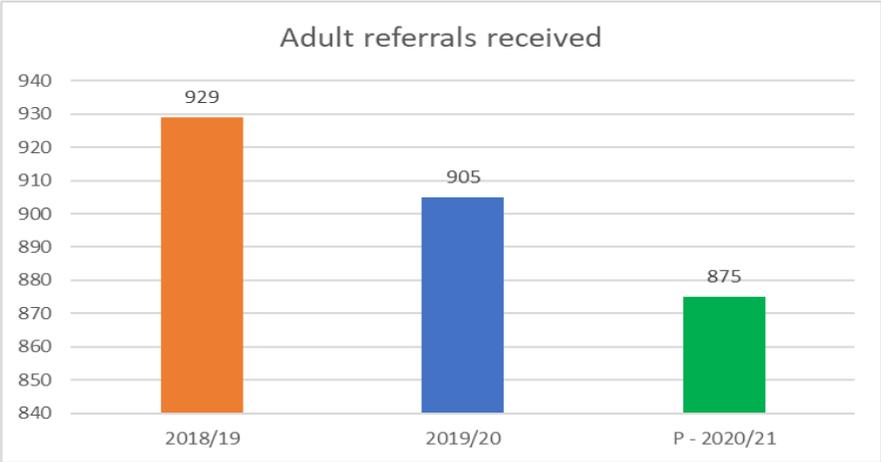
Social Services. However, as discussed there are safeguarding performance measures captured at The Safeguarding Hub which will be presented for Member’s awareness to assure them of the authority’s performance in terms of statutory responsibilities; Children’s safeguarding processes (contacts/strategy discussions/ initial conferences); Adults at Risk (duty to enquire); which will be presented here. Members are also directed to Section 5 for additional Key Data for Safeguarding.



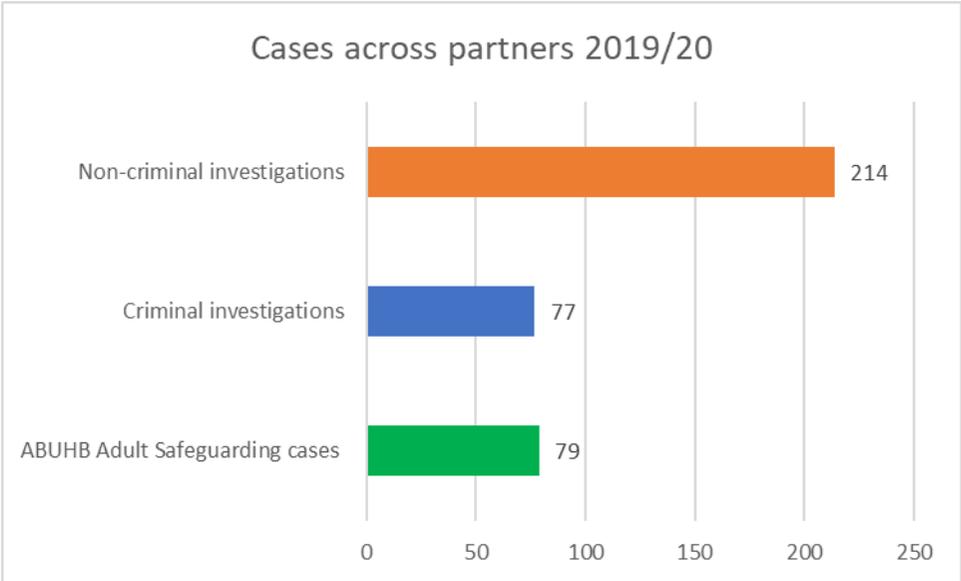
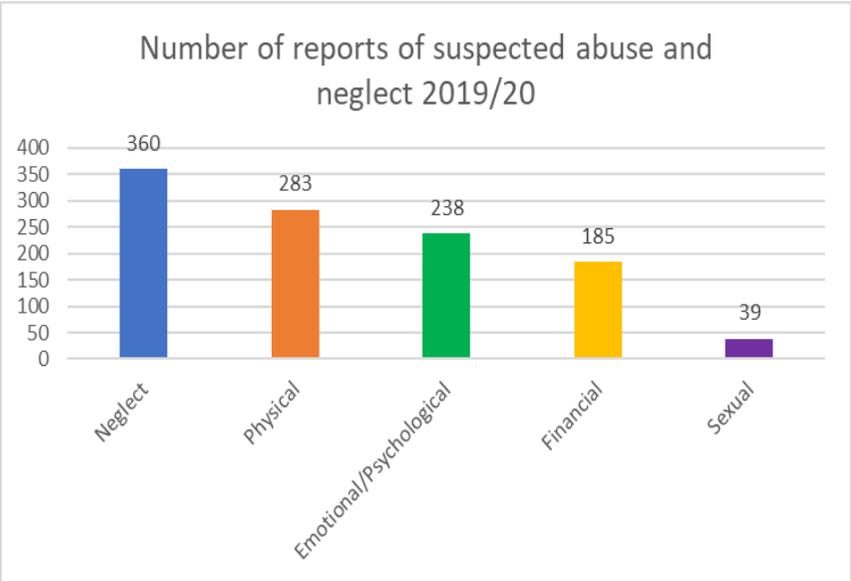
There was a significant downturn in referrals (Children’s Services) in April 2020 due to the initial pandemic lockdown, this would be expected, however, since this time the number of referrals that have progressed through the Hub has since accelerated.

Referrals to the Safeguarding Hub (Children’s Services) have overall increased by 9.1% compared to 2019/20. Abuse or Neglect continues to be the most frequent referral category. The referrals attributed to Family in Acute Stress category has increased 55% during the pandemic (1248 average to 2262). The current resource provision of early intervention support with a step up- step down model via the prevention service and children’s duty team is the correct practice model in place to address the needs of families in acute stress, responding to need and escalating only those families where thresholds are appropriate.

The data suggests that there are effective controls within the safeguarding HUB, that there is compliancy and effective safeguarding arrangements in terms of children’s decision making and the statutory responsibilities for timely decision making.



The total number of adult referrals received in 2018/19 was 929. The total number of reports of an adult suspected of being at risk received in 2019/20 was 905. This represents a drop of 24 referrals and a percentage drop of 3%. The projected figure for this year 2020/21 for the total number of reports of an adult suspected of being at risk is 875 referrals, a further 3% drop.



5. Reviewed Annual Corporate Safeguarding Work Plan 2019/2020

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it's making a difference? (performance measures)	RAG status	Reviewed Status
<p>1. Launch e-learning basic safeguarding training for ALL employees and members- ensure compliancy across all service areas within the first year for course completion is as close to target 90%</p>	<p>1) 1st April 2020- all new employees will complete the e-learning package as part of their on-boarding learning prior to commencing employment as per IT requirements 2) All employees/ members to be notified of mandatory course completion requirements commencing from May 2020 (Launch of e-learning May with face to face training for those in remote sites or non access to computers from June onwards) 3) First review of data completion August 2020 before service area scrutiny by QA and POD 4) Corporate SG report- data scrutiny February 2021</p>	<p>1) April 2020 2) May 2020 3) August 2020 4) February 2021</p>	<p>All new employees will have completed basic safeguarding awareness training and know their council duties and responsibilities prior to commencing their position.</p> <p>Target completion rate of existing employees and members will be met and be up to date with basic safeguarding awareness and their council duties and responsibilities.</p> <p>This can be scrutinised and tracked through the data within the annual figures within Corporate SG report and where non-compliance is identified the service area can be challenged.</p>	<p>Green</p>	<p>Amber E-learning side of the module launched only due to pandemic</p> <p>F2F launch will be delivered once safe to do so (Date tbc)</p> <p>New Starter on-boarding process being developed by PBC, on-going to be rolled over into work plan (2021/2022)</p>
<p>2. Implementing the safeguarding self-assessment tool for every council service area to complete annually which ensures that "safeguarding" is embedded throughout their service area and that they remain compliant in terms of</p>	<p>1) Endorsement of the annual safeguarding self-assessment tool to be ratified as an action by Scrutiny and Cabinet via the Corporate Safeguarding Action Plan (20/21) 2) Self- assessment toolkit to be designed by Quality Assurance (based on WAO proforma and Keeping learners safe proforma) and ratified by Corporate Safeguarding</p>	<p>1) February 2020 2) June 2020 3) June- September 2020 4) September 2020 5) February 2021</p>	<p>Self-assessment undertaken in each service area annually, (September period) - identifying areas of strengths and areas of risk/ threats (ie. training; checks) which can then be addressed by the service area themselves to action and scrutinised through the collated data of the annual corporate safeguarding report- where patterns are identified</p>	<p>Green</p>	<p>Green- fully implemented and now part of Annual Corporate SG reporting cycle each year. Identified areas of work will be added to the work plan.</p>

<p>their duties and responsibilities and take action to address where areas of risk/ weakness are identified.</p>	<p>Service Manager and HOS (Children & Adults) 3) Awareness raising of the self-assessment toolkit via all heads of service and Safeguarding Champions in June Forum; bulletins up to launch 4) Implementation of self-assessment tool-kit in September (drop in sessions on completion of tool-kit to be scheduled and support of safeguarding champion also made available) 5) Data returns and collation by Quality Assurance on self-assessment from November- December for reporting in February 2021.</p>		<p>action can be taken to mitigate risk or highlight areas of good performance within Council Services and reflected in other service areas (February period).</p>		
<p>3. Develop a corporate register of volunteers/ chaperones/ mentors (paid/ unpaid) for all Council Service areas</p>	<p>1) Scoping exercise in every council service area identifying every team where volunteers/ chaperones/ mentors (paid/ unpaid) are or may be used 2) Following an audit of each service area identifying where volunteers/ chaperones/ mentors are currently used a central register will be created and held by P.O.D. 3) Creation of a register where Volunteers, etc. may be used within service areas and what training/ checks would be required for their role- this requires to be linked to the Volunteers Policy and then publicised; cascaded to staff through varying forums. (to be completed in collaboration with POD & training).</p>	<p>1) June 2020 2) September 2020- NB. timescale dependent on POD partners to develop system or link to I-Trent 3) November 2020- NB. Timescale dependent on POD partners re. creation of central register at point 2</p>	<p>There will be a centrally located register held by POD of all volunteers used across all council service areas. Should information be required about a volunteer (ie. their training/ safeguarding check status) then this information can be quickly accessed.</p>	<p>Green</p>	<p>Amber-</p> <p>1) Commenced to point of identification across all service areas- PBC to now develop central register and link to I-Trent.</p> <p>2) Review of Policy/ Procedure by PBC (support by Safeguarding Unit) by July 2022</p> <p>3) Roll over to Work Plan (2021/2022)</p>

<p>4. Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p> <p>Safeguarding Champions Forum to identify volunteers/ chaperones/ mentors will also be utilised in June 2020.</p>	<p>Arrange project meeting with Safeguarding Unit; Training Department and POD- lead officers Claire Broome (SS Training) and Lynsey Thomas (Safeguarding Unit) - May 2020</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p> <p>This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.</p>	<p>Green</p>	<p>Amber</p> <p>This work will be rolled over to 2021/2022 work plan for development post Volunteers Register completion.</p>
<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information, advice or assistance and to promote the Council’s commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/</p>	<p>Review the current Newport.gov webpages below- can this information be presented in an alternate format to improve ease of access: How Social Services Can Help? Safeguarding and Abuse: (Child Protection/ Adults at Risk) Develop a webpage for children/ young people- “I’m worried about someone or something”</p>	<p>Content development of pages and ratification of content by CSMT by end of quarter 1 (June 2019) Dissemination strategy to be agreed with Comms & Marketing department upon agreement of information content (June 2019)</p>	<p>Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.</p>	<p>Amber</p>	<p>Amber</p> <p>- Essential changes to the website were made including the “report it” features. - Full scoping of current content completed and comparison review with other LA’s completed.</p> <p>This work will be rolled over to 2021/2022</p>

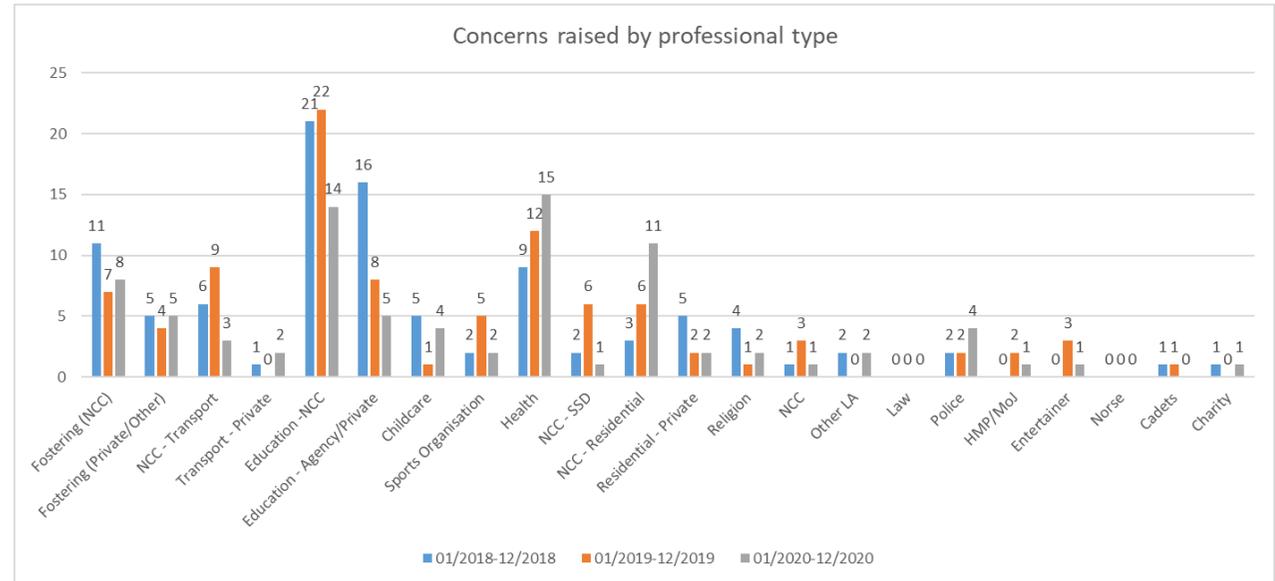
policy/ council procedures).		IT web page content development and launch by end of quarter 2 (September 2019)			
6. Review Schools DBS Procedures	DBS review for Education staff completed, costs provided and recommendations made to Cabinet to endorse 3 yearly process (February 2021). Schools will be required to hold the information locally and update.	Completed for Corp SG work plan- action to be passed to Education services and People and Business Change to now fully implement as continued process	Full data available from HR, schools holding all staff information, SLT agree timescales for DBS reviews for existing staff if, over 3 years. Schools ability to provide full data for inspection purposes.	GREEN for Corp SG Actions	This work requires to be fully endorsed by Cabinet and passed as an action to Education Services and People and Business Change to fully implement as a continued process

6. Key Data for Safeguarding

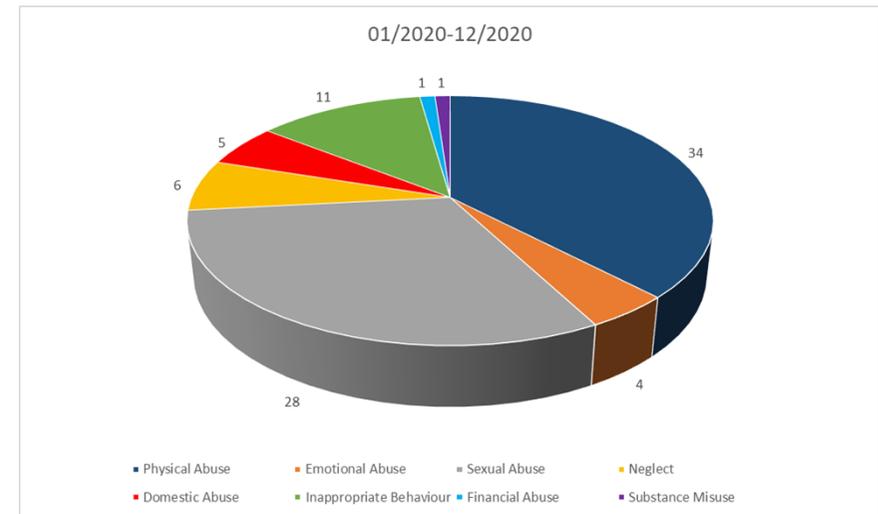
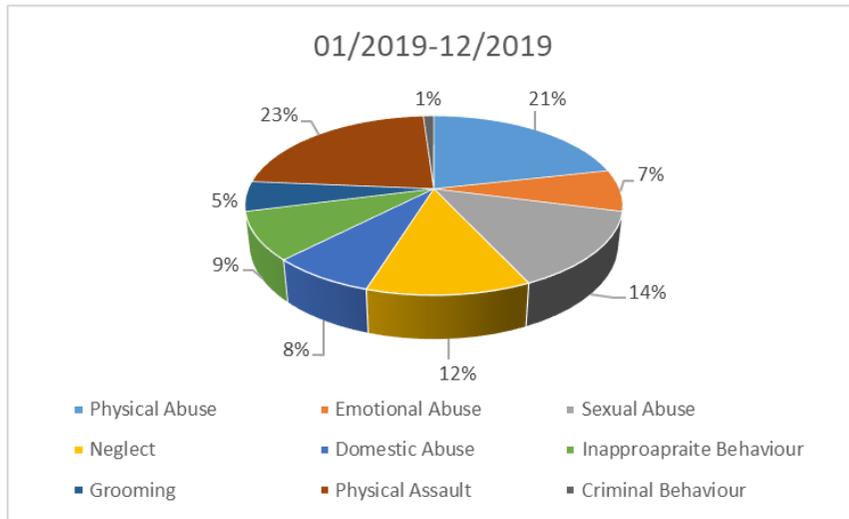
6.1 Members will be routinely provided with the performance data regarding referrals to the Local Authority Designated Officer (DOS/LADO); the performance figures provided to Welsh Government relating to the number of children named on Newport's Child Protection Register as at 31st March each year; the number of children "looked after" as at 31st March and the number of children accommodated during the course of the year. The adults at risk (duty to enquire) statistics and reporting in relation to child assessment through to child protection processes will also be routinely provided. On this occasion for the 2021 report Adult at risk statistics and reporting in relation to child assessment through to child protection conferences have been included within the Newport Safeguarding Hub update at 4.7 but for all future reports they will be synthesised into section 5.

6.2 This data refers to professional strategy meetings, concerning staff or volunteers working with children and adults at risk. They are now referred to as Professional concerns.

	Total PSMs	Substantiated	Un-substantiated	Unfounded	Demonstrably False
2018	94	19%	27%	5%	1%
2019	93	33%	22%	5%	0%
2020	90	22%	17%	10%	0%
		Threshold for PSM not met	No further action	Passed to other LA	Awaiting outcome/ carried forward
2018		17%	20%	9%	1%
2019		9%	15%	2%	14%
2020		9%	27%	2%	13%



The tables at 6.2 provide data on the number of professional strategy meetings convened by the LADO, their outcomes, and the referral sources over the past 3 years. Members are advised that there has been a change in the outcome category introduced by the Wales Safeguarding Procedures. Thus malicious and demonstrably false are no longer used and a new category, “deliberately invented or malicious”, has been introduced from 2020.



The figures on practitioner concerns broadly follow normal reporting trends however, as we would expect Covid 19 has had an impact, particularly in respect of referrals received from Education and Education Transport in this period, whereas other areas, e.g. Health, are slightly raised.

There has been no significant trend or concern identified within the professional strategy meetings (professional concerns) occurring within this period. Processes are in place and are well controlled. The role of the LADO will be publicised across the authority as part of the work-plan (2021/2022) to further extend and promote council service knowledge of the position and function.

6.3 The number of children named on Newport’s Child Protection Register as at 31.3.21 was 158. Members are advised that there has since been a reduction in this number to 133 as at 27.4.21. This is very positive as it show successful progress in terms of collaborative working with families and risk reduction.

6.4 The number of children “looked after” as at 31.3.21 was 376. The number of children who ceased to be “looked after” during the course of the year was 92. Members are reminded that ceasing “LAC” status can be favourable for a number of reasons including “Turned 18 years old and continuing to live with foster parent/s in a ‘When I Am Ready arrangement’; Adoption; Returned home to live with parents, relatives, or other person with parental responsibility (not under a residence order or special guardianship order); Special guardianship order made to former foster carers; Transferred To Care Of Adult Social Services).

Comparatively to last year's Child Looked After figures (380 as at 31.03.20), there has been a slight reduction. The authority's significant investment in remodelling residential children's services throughout 2020 and moving forward anticipates a further drive in safely reducing the Child looked after population and returning "out of authority" placements to in-house provisions.

7. Key themes from the Annual Newport City Council Corporate Safeguarding Self -Assessment Audits

7.1 Following detailed analysis of the 8 service area self-assessments the key themes have been extrapolated and provided for Members within this report. The targeted focus per standard and how these identified areas for improvement or areas for support will be reported in more specific detail to the service area Heads of Service directly to link to their own priority plans, however, the themes will be linked to the objectives within the Annual Corporate Safeguarding Work Plans to ensure that identified areas of need are being addressed, reviewed and delivered upon.

Standard 1- Policy/Practice (Robust)- How robust are your safeguarding practices in your service area?

<i>Key Theme- What we identified</i>	<i>What we can do to improve/ support this</i>	<i>Who can do this? When and How?</i>
There are gaps in existing staff completing new basic safeguarding training (ie. "Safeguarding Involves Us All")	<p>The "Safeguarding Involves Us All" campaign occurs annually and communications and events are held over national safeguarding week (November), reminding all Newport City Council colleagues of their corporate responsibilities, on-going Safeguarding Champions communications to continue. A targeted campaign will now address participation in the e-learning training or identify the need for in-person sessions to capture all existing staff post the pandemic and a return to some on-site provisions.</p> <p>Wider work to be completed by People and Business Change directly in relation to ALL mandatory safeguarding training and links to staff check-ins and I-Trent to track compliance on training.</p>	<p>Continued profile raising of the "Safeguarding Involves Us All" training by Safeguarding Unit/ Safeguarding Champions/ NCC Employee Engagement- Staff News/ NCC Social Services Training Department/ People and Business Change.</p> <p>(Timeframe throughout year, linking to Champions Forums; key dates in SG calendar; Rollout of People & Business Change I-trent processes).</p> <p>People and Business Change to implement changes in how mandatory training for new starters and current employees is monitored and reported. Recommended as part of priority plan for 2021/ 2022.</p>

<p>It is acknowledged across service areas that reaching remote workers in terms of training and whole council communications is a challenge.</p>	<p>We need to review our current strategies of communication in more detail with the Employee Engagement/ Staff News department in addition to the Safeguarding Champions to improve whole council communication strategies.</p> <p>To work with service areas specifically in identifying the challenges/ issues for remote workers and then find solutions with training department / SRS/ face to face resources/ etc. to remove barriers.</p>	<p>This will be an on-going task as part of SG Champions forums (bi-annually).</p> <p>Completion through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021)</p>
<p>Some Service Area managers have been unable to state who the 'Designated Safeguarding Leads/Officers' for the teams are and have confused these with their Safeguarding Champion.</p>	<p>The role of the "Designated Safeguarding Lead/Officer" (<i>ie. person responsible for making child/ adult at risk referrals</i>) is an <u>entirely different</u> role to the "Safeguarding Champion" for the Service Area (<i>ie. person who disseminates information about Safeguarding and takes a corporate lead for information sharing</i>)- it is vital that senior service managers are able to identify these differences and additionally that those with DSL/O responsibilities and duties have the adequate training/ resources/support to fulfil these obligations.</p> <p>A clear need for a new campaign on identifying who the DSL/O is for every team in every service area is needed and ensuring that those people are adequately trained for the role/ supported and that they are known and promoted to their teams/ service areas as the person responsible for making child/adult at risk referrals needs to be undertaken.</p>	<p>Safeguarding Unit/ SG Champions via the Annual Corporate Safeguarding Workplan (2021/2022)</p> <p>Completion through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021)</p>
<p>There is limited review of volunteers, mentors and students for some service areas. The pandemic has prevented utilising</p>	<p>The Safeguarding Self-Assessments have highlighted that when volunteer use commences better procedures are required to ensure volunteers have adequate training and checks and registers are maintained centrally. There is</p>	<p>Safeguarding Unit and People and Business Change (ongoing 2021, feedback on new processes to wider service areas asap)</p>

<p>volunteers for most areas at this current time.</p>	<p>already a project in place with People and Business Change which is reviewing the process of volunteers across the service area to ensure practices are safe and robust and reviewed annually.</p>	
<p>Not all Services Areas are clear if there are gaps within the DBS checks for their staff and how often they are required for each role. It has been highlighted that colleagues moving roles across the council may have missed having a new DBS check.</p>	<p>Service Areas will need to be responsible for conducting a review of their own cohort of staff to ensure that if their Job Description requires a DBS check that this has been completed as necessary. Service Areas will need to work with People and Business Change in identifying those roles within their service areas.</p>	<p>Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021) where concerns re. DBS requirements have been highlighted.</p>
<p>Service Areas refer all complaints, including those regarding safeguarding matters to the Complaints team. The service areas assume that the Complaints team will liaise with the LADO and often don't make direct referrals/contact with the LADO. Service Areas don't keep safeguarding complaint statistics and are unaware of how many safeguarding complaints are raised during the course of the year.</p>	<p>Promote and Raise the profile of the DOS/LADO within the organisation- particularly highlighting the function in relation to professional concerns.</p> <p>Ensuring that moving forward that service areas begin to be mindful about complaint statistics for their service area as outcomes should be informing priority planning/ practice, specifically in relation to safeguarding complaints and how these complaints should be recorded and stored themselves as a department and not just by the "Complaints" team or LADO.</p>	<p>Safeguarding Unit will run a campaign to feature the role of the LADO (2021/2022 workplan); SG Champions to also disseminate information.</p> <p>Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021) in improving record keeping processes.</p>

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?

<i>Key Theme- What we identified</i>	<i>What we can do to improve/ support this</i>	<i>Who can do this? When and How?</i>
Service areas were unable to report if Designated Safeguarding Officers/Leads details are displayed at sites the public access and some were unsure that this was a requirement.	As part of the campaign regarding the role of DSL/O it will be made clear on the requirements where the need to display the details for a DSL/O for the members of the public to be aware of will be highlighted.	Safeguarding Unit will provide detail within a DSL/O specific campaign within the Work plan (2021/2022); also disseminate via SG champions forums. Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021).
Service Areas have generally confirmed that volunteers are verbally informed of basic safeguarding matters often due to them working with Newport City Council employees when undertaking tasks. There appears to be minimal awareness that volunteers should be expected to adhere to the same corporate safeguarding responsibilities as a paid employee and that the mandatory training also applies to volunteers.	It is clear that the current project work regarding the centralised register of volunteers and the promotion of the revised “Volunteers Policy” that will come as a result of the processes resulting from this work is vitally needed to ensure that our processes around the use of volunteers is both safe and robust to protect our citizens.	People and Business Change and Safeguarding Unit from Annual Corporate Safeguarding WorkPlan 2019- 2020 and on-going. Campaign in relation to Volunteers/Mentors/ Chaperones Policy across the organisation and the new centralised register and training requirements to be launched as part of Work Plan (2021-2022)
Service areas believe that Commissioning and Contract teams will ensure that safeguarding expectations are communicated with contractors as per corporate procedures.	Site inspection/ mystery shopping/ auditing/ etc. by service areas could be introduced to test if contractors/ suppliers are fulfilling obligations in line with NCC corporate safeguarding policies and procedures.	Safeguarding Unit to review with Commissioning and Contracts in relation to their processes regarding reviews of safeguarding expectations for training/ compliance with tendered services (work plan 2021- 2022).

<p>There are limited examples of site specific risk assessments and there is reliance on corporate policies only.</p>	<p>Advice and communications to be disseminated about planning for off-site risk assessments for staff when hosting meetings or engaging with citizens in other locations outside of council buildings.</p>	<p>Safeguarding Unit/ Health and Safety Department/ SG Champions (bi-annual forums)</p> <p>Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021).</p>
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Standard 3- Culture (Effective)- How effective is your service area approach to safeguarding?

<i>Key Theme- What we identified</i>	<i>What we can do to improve/ support this</i>	<i>Who can do this? When and How?</i>
<p>The level of training for remote working staff was highlighted again as a barrier and the need for in-person sessions to be arranged due to minimal access to IT equipment.</p>	<p>To work with service areas specifically in identifying the challenges/ issues for remote workers and then find solutions with training department / SRS/ face to face resources/ etc. to remove barriers as quickly as possible now that pandemic situation is beginning to lift.</p>	<p>Safeguarding Unit/ SG Champions/ SRS/ Training Department/ People and Business Change/ Specific Service areas in identifying those remote workers/ teams who require face to face training or where IT is a barrier to complete e-learning. (Work plan 2021- 2022).</p>
<p>Safeguarding of data and information to members of the public is well understood and services areas are confident that their staff know not to pass on confidential/identifying information to the public. Gaps of knowledge have been identified where staff are unsure how to respond to requests from agencies such as police, solicitors and court and the need for certain data to be redacted to prevent data breaches and potential</p>	<p>The mandatory GDPR training for all employees is an opportunity to address this identified gap. Numbers for the training is low across service areas currently, therefore we need to look at improving uptake of this training and potential access issues for certain service areas. This needs to be linked to the mandatory training on-boarding process and current staff training work of People and Business Change.</p> <p>The Data Protection Group (co-ordinated by Information Management Team) is already in place and sends information across all service areas, more detailed information/ guidance on how teams</p>	<p>People and Business Change to ensure that GDPR training as a mandatory training course is also promoted and tracked for new and existing employees to ensure compliancy.</p> <p>Safeguarding Unit to pass a recommendation to the Information Management Team regarding specific advice/ guidance and the processes they must follow for teams when they are approached to provide information (April 2021).</p>

safeguarding risks is an identified area of need.	respond to requests for information from agencies should be promoted/ progressed further.	Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021).
The promotion of safeguarding as a culture to staff and public is still developing and all service areas acknowledge work is required.	<p>Continued support through the bi-annual safeguarding champions forums; information and dissemination of safeguarding news and features through annual events such as “Safeguarding Week”- 16 Days of Activism- Newsletter Features. Promoting and highlighting the good work we do and the compliments we receive for our safeguarding work as a Council not just the negative aspects of the work.</p> <p>Completion of the annual self-assessment audit and support from the Safeguarding Unit in implementing identified actions from those audits in addressing identified areas of need.</p>	<p>Safeguarding Unit/ Safeguarding Champions/ NCC Employment Engagement- Staff News (Workplan 2021- 2022)</p> <p>Annual completion by the 8 service areas, detailed analyses by Safeguarding Unit and support in implementing recommended identified areas for action.</p>

8 Future Work, Areas of stress/ risk, and Recommendations

8.1 Due to the Covid-19 pandemic this has resulted in some delays in actions from the previous year’s work plan targets either being met or commenced for some work streams. The outstanding work has therefore been rolled over into this year’s work plan (2021- 2022) and new target dates have been set, however, due to the on-going endemic Members are respectfully asked to remember that the ever changing climate that we remain in that the service will always need to remain adaptable and reflexive, and the proposals stated will need to have a degree of flexibility to their completion.

8.2 The Council continues to prepare for the change in practice from Deprivation of Liberty Safeguards to Liberty Protection Safeguards which will now occur in 2022. As part of the on-going identified training strategy, both in-house and as part of the wider regional consortium, more training on the new legislation/ practice to increase knowledge and skill will be on-going and is clearly identified both within the Annual Corporate Work plan (2021/2022) and in the specific adult and children’s social services priority plans regarding training on new regulations/ legislation.

- 8.3 It has been clearly identified through the service area safeguarding self- assessments that the role of the Designated Safeguarding Lead/ Officer (*the person who is responsible for making child/ adult at risk referrals for the team/ department*) needs to be urgently re-clarified and a campaign is needed so that everyone is clear within the Council on who is the DSL/O in their team/ department to report their concerns to. Members should be assured that the DSL/O themselves across the organisation are generally line managers/ team managers, so when an employee reports a concern to them that they would know to make a referral (both due to their line management responsibilities but also due to their training they have received), however, it is likely that the terminology within service areas of identifying themselves as a “DSL/O” may have been misunderstood/ misinterpreted. This work is identified on the Work Plan (2021/ 2022).
- 8.4 The Safeguarding Unit, collaboratively with the Social Services Training Department and People and Business Change Department, will continue to progress on the secondary phase of “skill-scanning” of all job descriptions within the council (including volunteers) to ensure that every post is reviewed to ensure that the correct level of safeguarding training and checks required for that role is “assigned” and then can be reviewed by the responsible line manager at the correct intervals. This work is identified on the Work Plan (2021/ 2022).
- 8.5 Following the initial review and changes of Child Protection Conference Processes within Children’s Services a quality assurance audit will require to be undertaken to ensure that practice changes have delivered the anticipated outcomes. Next phases of the process review can then be progressed to include further consultation opportunity with children/ young people/ parents. This work is identified on the Work Plan (2021/ 2022).
- 8.6 As highlighted to Members, there is an area of risk to the Council in relation to poor performance for mandatory training where fines/ regulatory action may be taken regarding safeguarding training. Although there have been mitigating factors affecting performance (including the pandemic; access issues for specific service areas) which have been acknowledged by both the Senior Children/ Adult Management Team and Welsh Government to prevent action being taken currently, this on-going low performance and non-compliance requires to be formally addressed. It is therefore a strong recommendation to Members that Cabinet endorse the work plan action at 1. for People and Business Change to adopt new ways of working into their priority planning for both new starters to the authority and current employees (including volunteers) in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council’s commitment to ensuring “Safeguarding Involves Us All”; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.

9 Corporate Safeguarding Work Plan (2021/ 2022)

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it's making a difference? (performance measures)	RAG status
<p>1. Mandatory safeguarding training compliance to be corporately addressed by People and Business Change urgently via new ways of working for both new starters to the authority (via on-boarding process) and for current employees (via I-Trent tracking and employee check ins and if necessary, capability procedures for non completion) in order to avoid fines/ regulatory action for continued non-compliance.</p>	<p>People and Business Change to ensure that Mandatory Safeguarding Training is addressed as part of their priority planning for 2021/2022.</p> <p>New starters- via on-boarding process: Project currently being reviewed by Jane Westwood (PBC April 2021)</p> <p>Current Employees- via I-trent/ employee check-ins. Proposed by Rachael Davies (PBC April 2021)</p>	<p>Proposed for PBC to progress as a matter of urgency</p>	<p>Compliance rates for mandatory safeguarding training will improve across all service areas and the council will not receive fines or regulatory action.</p> <p>The council will be able to easily track compliance with mandatory training and address with service areas where there are issues with low up take and identify if barriers exist and address these swiftly.</p> <p>Completion of mandatory safeguarding training for all employees will result in a work force that is aware of its duties and responsibilities.</p>	<p>RED</p>
<p>2. Launch e-learning basic safeguarding training for ALL employees and members- ensure compliancy across all service areas within the first year for course completion is as close to target 90%</p>	<p>- E-learning side of module successfully launched; implementation of face to face (F2F) facilitation to be established as soon as endemic relaxation will allow.</p>	<p>- F2F training date tbd in relation to endemic situation</p> <p>- On boarding process tbc by PBC by July 2021</p>	<p>All new employees will have completed basic safeguarding awareness training and know their council duties and responsibilities prior to commencing their position.</p> <p>Target completion rate of existing employees and members will be met and be up to date with basic safeguarding awareness and their council duties and responsibilities.</p> <p>This can be scrutinised and tracked through the data within the annual figures within Corporate SG report and where non-compliance is identified the service area can be challenged.</p>	<p>AMBER for Face to Face learning and on-boarding process for new starters</p>
<p>3. Develop a corporate</p>	<p>Creation of a register where</p>	<p>- PBC to collate the details of</p>	<p>There will be a centrally located register</p>	<p>AMBER</p>

<p>register of volunteers/ chaperones/ mentors (paid/ unpaid) for all Council Service areas</p>	<p>Volunteers, etc. may be used within service areas and what training/ checks would be required for their role- this requires to be linked to the Volunteers Policy and then publicised; cascaded to staff through varying forums. (to be completed in collaboration with POD & training).</p>	<p>the current list of volunteers/ chaperones across the organisation (May 2021)</p> <ul style="list-style-type: none"> - PBC (with support of SG Unit) to update Volunteers Policy to ensure new processes reflect requirements and Corporate SG requirements regarding mandatory training (July 2021) - Campaign/ dissemination/ SG champ forum of revamped Volunteers Policy in August 2022 	<p>held by POD of all volunteers used across all council service areas. Should information be required about a volunteer (ie. their training/ safeguarding check status) then this information can be quickly accessed.</p>	<p>due to roll over from previous work plan task (19/20)</p>
<p>4. Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p>	<p>Arrange project meeting with Safeguarding Unit; Training Department and PBC- lead officers Claire Broome (SS Training) and Lynsey Thomas (Safeguarding Unit) – July 2021</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p> <p>This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.</p>	<p>AMBER due to roll over from previous work plan task (19/20)</p>
<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information,</p>	<p>Review the current Newport.gov webpages to ensure that the information is up to date/ useful/ engaging</p>	<ol style="list-style-type: none"> 1) Content development of pages and ratification of content by CSMT by August 2021 2) Dissemination strategy to be agreed with Comms & 	<p>Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.</p>	<p>AMBER due to roll over from previous work plan</p>

<p>advice or assistance and to promote the Council's commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/ policy/ council procedures).</p> <p>“Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law” in 2022 is promoted on Newport.gov website.</p>		<p>Marketing department upon agreement of information content IT web page content development and launch by September 2021)</p>		<p>task (19/20)</p>
<p>6. Child Protection Conference Process quality assurance review and audit</p>	<p>Audit and evaluation of the process changes and feedback from practitioners/ partners/ service users.</p>	<p>1) Virtual conference change occurring early summer (June/ July 2021), therefore, 1st audit review within 3 months approx. October 2021</p> <p>2) Case file audit of WCCIS form development for Child Protection Conference to assure quality to coincide with virtual conference changes at 1.</p> <p>3) Practitioner/ child/ agency feedback on process changes to inform review and audit-findings to CSMT December 2021</p>	<p>Child Protection Conferences in Newport are a collaborative process which engage all of those participants involved, promoting the voice of the child and central to the process.</p>	<p>Green</p>
<p>7. Campaign Promoting the role of the “Designated Safeguarding Lead/Officer”</p>	<p>A clear need for a new campaign on identifying who the DSL/O is for every team in</p>	<p>- Individual service area feedback from self evaluations commencing June 2021</p>	<p>Within the 2022 annual corporate safeguarding self assessments there will be a more informed knowledge base and</p>	<p>GREEN</p>

<p>(ie. person responsible for making child/ adult at risk referrals) and the differences with the “Safeguarding Champion” for the Service Area (ie. person who disseminates information about Safeguarding and takes a corporate lead for information sharing)- it is vital employees know who to report their concerns to and that those with DSL/O responsibilities and duties have the adequate training/ resources/support to fulfil these obligations.</p>	<p>every service area is needed and ensuring that those people are adequately trained for the role/ supported and that they are known and promoted to their teams/ service areas as the person responsible for making child/adult at risk referrals.</p>	<p>- SG Champions forum highlighting information (September 2021) - DSL/O Campaign September 2021</p>	<p>response across the entire service area that it is the role of the “DSL/O” as the person who makes child/ adult at risk referrals.</p> <p>Improved knowledge across all service areas in safeguarding terminology/ language.</p> <p>Every employee knows who to report their concerns to if they have concerns for a child or adult at risk and the names of designated safeguarding leads/ officers are known/ displayed amongst teams/ departments.</p>	
<p>8. Liberty Protection Safeguard training across Newport adult and children services prior to regulation changes in 2022</p>		<p>Regional consortium training calender tbc</p>	<p>Adequately skilled workforce who have received the specialised regional training who are able to adapt to the transition from DoLs to LPS when it is applied in 2022.</p>	<p>GREEN</p>

9. Resource implications (employment and financial)

Members are reminded that the work plan (2021/2022) for corporate safeguarding will result in resource and financial commitments across the service areas. Including the DBS re-checks with Education; Improved monitoring and scrutiny of mandatory safeguarding training by People and Business Change; and the resource strains identified regarding the pressures on service areas where new procedures for safeguarding (LPS) are being implemented from 2022. Although, each service area is already extensively stretched the proposals within the corporate work-plan require to be objectively scrutinised and considered to ensure that as an authority we remain compliant in terms of WAO and Welsh Government recommendations, and where recommendations have been made through external/ internal audits and inspections we have done our utmost to make the required changes.

Appendices



Newport City
Council Corporate S



7 Minute Briefing-
Ending Physical Pun