

Section 11

Audit Template and Practitioner Questionnaire Template

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Section 11 Safeguarding self-assessment

1. Introduction:

This is the safeguarding self-assessment for 2015.

Template

The template is the same as last year with a few extra questions that the OSCB thinks are important in the light of recent audit work and case reviews.

RAG rating

A decision has been made to maintain the RAG rating. There will be two ratings – one by the agency and one following the peer review and evaluation.

- **Blue** – all points met and all points evidenced with examples of best practice to share with others (100% met). You must provide an example to achieve blue – no example, no blue. Following on from the audit in 2013 the OSCB has specified what should be provided in particular to achieve this rating.
- **Green** – all points met and most points evidenced (75% met)
- **Amber** – some points met but not much evidence would appreciate receiving examples of good practice (50% met)
- **Red** – most points need work (25% met)

Questionnaire

A questionnaire for frontline staff was based on the template used by Oxford University Hospitals. The suggestion is that this is used with a small number of staff and that the agency indicates both the number/percentage of staff who participate. The OSCB proposes that smaller organisations provide a minimum return of ten and larger organisations aim for a minimum return of 100 colleagues. The agency is asked to summarise the findings from their questionnaires rather than submit the individual responses from members of staff.

Section 11 guidance notes

What is Section 11?

Safeguarding children is everyone's responsibility. Section 11 of the Children Act places a statutory duty on key organisations to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children. Section 11 requires you to carry out your existing functions in a way that takes into account the need to safeguard and promote the welfare of children. This template enables you to prove that you are doing that.

What's new for 2015?

Since the last template was released the OSCB has published three serious case reviews which raise questions for local partners to answer. The return this year therefore asks for specific information on escalation procedures and supervision as well as other current issues such as radicalisation of young people. There is also a dedicated section on the transport of vulnerable children.

District Councils are asked to consider the safeguarding work that is addressed through the partnerships that they lead on; community safety and housing.

The compliance checklist is numbered because we would like you to think about these issues specifically – but these are suggestions rather than a definitive list. Feel free to tell us more or different things. We suggest that you respond with affirming information e.g.

Effective complaints systems are in place, in line with current statutory guidance, for children, staff & other people to make complaints - *'we know this because we have asked have received .. complaints. We know that over the last 12 months what has bothered them most is ... and as a result we have'*

Remember that this is the third year of the practitioner questionnaire return. To obtain a blue rating you need to have completed this or, an alternative safeguarding questionnaire, which helps you assess and report on the effectiveness of strategic arrangements for safeguarding children from the practitioner's perspective.

Guidance notes to support the completion of the S11 self-assessment tool

This assessment tool has been designed to provide agencies with the opportunity to highlight areas of strength and to identify areas for development in respect of their section 11 duties and responsibilities. This will assist the OSCB in identifying where to target support in order to drive safeguarding standards upwards. In completing the assessment tool please note:

- If an agency decides that a particular strand within the assessment tool is not applicable the agency must set out why the standard is not relevant
- When referring to children, the standard includes all children and young people aged 0 to 18 years

- Safeguarding and promoting the welfare of children is defined within Working Together 2015 as:
 - Protecting children from maltreatment
 - Preventing impairment of children's health or development
 - Ensuring that children grow up in circumstances consistent with the provision of safe effective
 - Taking action to enable all children to have the best outcomes

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

Evidencing the standards

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

The self-assessment must demonstrate the **impact** of policies and practice on identifiable improved outcomes for children young people and families for which evidence is available.

Who does Section 11 apply to?

Section 11 compliance is a mandatory requirement for key organisations involved with children and young people, including:

- local authorities and district councils that provide children's and other types of services, including children's and adult social care services, public health, housing, sport, culture and leisure services, licensing authorities and youth services;
- NHS organisations, including the NHS Commissioning Board and clinical commissioning groups, NHS Trusts and NHS Foundation Trusts
- the police, including police and crime commissioners and the chief officer of each police force in England and the Mayor's Office for Policing and Crime in London
- the British Transport Police
- the probation services
- Governors/ Directors of Prisons and Young Offender Institutions;
- Directors of Secure Training Centres; and
- Youth Offending Teams/ Services.

STANDARD 1 – senior management commitment to the importance of safeguarding and promoting children's welfare

Job descriptions clearly set out the expectations placed on the named person.

Corporate / business plans highlight the improved outcomes expected as a result of the plan so that measured improvements in safeguarding, including child protection, are easily identifiable.



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Ofsted and CQC guidance should be used where applicable throughout www.ofsted.gov.uk, www.cqc.org.uk. Where voluntary services are contributing to the process safe network standards are to be used www.safernetwork.org.uk

To include reference to Health and Wellbeing Boards and Children's Partnerships where applicable.

STANDARD 2 – A clear statement of the agency's responsibility towards children is available to all staff

How do you know that your staff are aware of their safeguarding responsibilities eg how many staff are trained and level of training, induction training, professional development that highlights safeguarding knowledge, appraisals etc.

Provide evidence of complaints made regarding safeguarding issues including compliance with procedures. Include how the agency used complaints to improve service outcomes through organisational learning. You may include learning from serious case reviews, single and multi-agency audits etc

Evidence how your agency ensures that any contracted/commissioned agency has the required level of safeguarding knowledge, including those who provide locum services. Evidence how you monitor contractual safeguarding compliance matched to outcomes including, for the voluntary sector, safe network standards.

Agencies need to ensure that they have identified where there are 'hidden issues', which would cover any form of abuse (such as gang activity, child sexual exploitation, missing children, faith-based child abuse) that your agency is aware of but not addressing.

STANDARD 3 – A clear line of accountability within the organisation for work on safeguarding and promoting welfare

Even if safeguarding is not your core business, agencies must evidence the accountability structure in place to ensure that children and young people are safeguarded and their welfare promoted, for example, through Think family/ hidden harm / safe networks / CQC standards/ Ofsted etc

STANDARD 4 – Service development takes into account the need to safeguard and promote welfare and is informed, where appropriate, by the views of children & families

Some suggestions for evidence within this section may include:

Equality impact assessments that include a specific area on safeguarding

How you have utilised young people forums to inform strategic planning or decision making

The methods that have been used to ensure the diverse needs of children are identified and addressed.

Identify the outcomes your agency prioritised and evidence how these have been progressed towards achievement.

STANDARD 5 – Training on safeguarding & promoting the welfare of children for all staff working with or, depending on the agency's primary functions, in contact with children & families



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Agencies must consider single and multi-agency training undertaken: You may have discussed training elsewhere, this can be cross referenced.

A database for recording attendance at training can be in a number of formats including excel spreadsheet / word / electronic

STANDARD 6 – Safer recruitment procedures including vetting procedures and those for managing allegations are in place

How do you promote the role of the LADO within your agency (intranet / internet / websites / Team Meetings etc)? What evidence do you have to demonstrate that processes are embedded within your organisation and referrals made whenever an allegation is made.

Evidence could include referrals made to the Independent Safeguarding Authority (ISA) that they have been fully completed, not stopped due to staff resignation / checks made including DBS and professional registration.

STANDARD 7 - Effective inter-agency working to safeguard & promote the welfare of children

How do you utilise data and provide examples. For example provide an example of how you have acted on your data to improve early intervention provision.

Where applicable evidence how your organisation has used interagency protocols.

Show how you have worked effectively with LSCB partners to successfully deliver Care plans and appropriately support any s47 investigation.

Evidence to include where agencies are sharing intelligence to ensure early help is sought where necessary. Agencies need to have a clear understanding of what's available for children and young people who might require help, but don't meet the threshold for children's social care.

Evidence to include how you monitor agency attendance at child protection conferences and core groups and ensure effective contribution to child in need and looked after children planning

Further examples could include attendance at multi agency meetings/ evidence of how non-attendance at key meeting is addressed within your agency/ Agency progression of child in need plans / team around the child plans etc / dispute escalation procedures in place for resolving disagreement internally and externally on case issues

STANDARD 8 – Effective information sharing

If information sharing arrangements are effective it will include secure transfer of information such as secure email, password protection etc.

Effective and appropriate information sharing could be identified through increased cases of early identification of need.



Section 11 self-assessment tool

This is a self-assessment tool that aims to assess the effectiveness of the arrangements for safeguarding children at a strategic level. Each agency or organisation must ensure that any statements made within the tool are backed by evidence. Wherever possible, evidence of impact on improving outcomes for children should be identified.

The tool assesses each organisation against 8 standards based on the requirements of Section 11 of the Children's Act 2004. Throughout the self-assessment, consideration must be given to **evidencing improved outcomes for children young people and their families** as a result of the arrangements.

This audit was completed by:	
Name:	Val Johnson/Jennifer Kotilaine
Position:	Policy & Partnership Manager/Safeguarding Coordinator
Signed:	
Date:	25 November 2015

STANDARD 1 – Senior management have commitment to the importance of safeguarding and promoting children's welfare

How effective is the commitment of senior management to safeguarding and promoting the welfare of children within your agency / organisation?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> 1. There is a named person at senior level responsible for safeguarding and championing role clearly in job description and that they understand and undertake their responsibilities 2. Strategies and plans include reference to safeguarding and are clear about responsibilities <ul style="list-style-type: none"> ▪ the impact of our services ▪ how we decide to work with one family and not another ▪ The quality of our work ▪ Whether the timing of our interventions are appropriate for the child's safety 3. Safeguarding activity is routinely monitored within the organisation, issues are identified at the appropriate level and resources are put in place to resolve them. We can explain (a) our agency's internal escalation arrangements for safeguarding concerns and (b) how we know that they are complied with 4. Senior managers demonstrate good understanding of safeguarding and to ensure that practice continues to improve for example: 5. We will come prepared to discuss this at the peer review in 2016 and 	<p>The Executive Director of Community Services has overall responsibility for safeguarding (both children and adults at risk) in Oxford City Council.</p> <p>He is supported in this role by four Designated Safeguarding Officers:</p> <ul style="list-style-type: none"> • Policy & Partnership Team Leader (co-ordination and information) • Corporate Lead HR/OD (LADO, Chair of Named Safeguarding Officers Group, safe recruitment and training) • Head of Housing & Property • Corporate Secretariat Manager (coordination of Serious Case Reviews) <p>Their responsibilities are set out in their job descriptions and also within the Council's Safeguarding Policy and Procedures. The Policy and Procedures also set out the responsibilities of Councillors, Heads of Services, Line Managers, staff, and volunteers.</p> <p>There is a lead Executive Board Member with responsibility for safeguarding children and adults at risk.</p> <p>Each service area has a 'Named Safeguarding Officer' who can provide advice and support to members of staff on safeguarding issues.</p> <p>The Corporate Plan sets out activities and targets for improving the health and wellbeing and safety of children, young people, and adults at risk</p>

<p>bring evidence to obtain a blue rating.</p>	<p>particularly in relation to:</p> <p>Support to get young people into training and employment Increasing housing stock Improved housing standards (including adapting Council housing for the disabled) Reduced homelessness for families, young people, and adults at risk Promotion of Youth Ambition City Council Children & Young People's Plan 2014-2017 Training on Safeguarding and Child Sexual Exploitation</p> <p>The Oxford City Council Children & Young People's Plan, the Youth Ambition Strategy, and the Oxford Community Safety Partnership Action Plan set out in detail the range of service provided by the Council that active promote the health and wellbeing of children, young people and adults at risk by helping to keep them safe.</p> <p>The Policy & Partnership Team Leader continues to be responsible for the Council's Safeguarding Work Programme. She is currently assisted by a Safeguarding Coordinator.</p> <p>The s 11 Action Plan is reviewed every six months by the Designated Officers and the Named Safeguarding Officers Group. There is an annual report to the Executive Board on the outcome of the s 11 Audit and Action Plan (April).</p> <p>A briefing for Members on safeguarding has been developed and now forms a compulsory part of induction of New Members. Members have in the last year met with the Chair of the OSCB for a separate information session on the Board's work.</p>
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	<p>How do you know? – include evidence of any improved outcomes directly linked to safeguarding and the promotion of children’s welfare to obtain a blue rating</p>		
	<p>To obtain a blue rating you MUST answer 3 on escalation arrangements thoroughly and cite evidence:</p> <p>Job descriptions Annual report to City and Executive Board and Council Minutes of Safeguarding Named Officers Group Corporate Plan City Council Children & Young People’s Plan 2014-2017 Youth Ambition Strategy Ageing Successfully Group minutes Briefing presentation for Members Named Safeguarding Officers Group minutes Escalation arrangements ASBIT referrals to MASH</p>		
On the basis of the evidence you have provided how would you RAG rate your agency?	<p>➤ Green – all points met and most points evidenced (75% met)</p> <p>➤</p>		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Advance the priorities of the safeguarding work programme	Keep the safeguarding work programme under	Val Johnson	On-going

	review		

STANDARD 2 – There is a clear statement of the agency’s responsibility towards children and this is available to all staff

How clearly are the agency’s responsibilities towards children communicated to all staff?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> Staff feel able to raise concerns – <i>we know because we can cite examples of frontline practitioners doing this e.g.</i> Staff encourage children, young people and carers to raise concerns or make complaints if appropriate Effective complaints systems are in place, in line with current statutory guidance, for children, staff & other people to make complaints - <i>we know because we know what has bothered them over the last 12 months is...</i> Child friendly complaints information is used Recommendations / outcomes on practice are communicated to staff – <i>we do this via...</i> Where relevant to your organisation, commissioning arrangements include monitoring of section 11 responsibilities - <i>we know because we ask them complete the S11 commissioning template...</i> <p>Please check all the above and say what actions you are taking if any of them are not happening.</p>	<p>The ‘Oxford City Council Safeguarding Children and Adults at Risk Policy and Procedures’ are available on the City Council intranet ‘Keeping People Safe’ section. A leaflet has been produced which promotes the use of the information on ‘Keeping People Safe.’ The Policy and Procedures were last updated in November 2015.</p> <p>Directors, Designated Safeguarding Officers, Named Safeguarding Officers and other relevant staff receive notes of OSCB and OSAB meetings (with a briefing note), regular copies of newsletters from the OSCB and OSAB and any other relevant communications.</p> <p>Children and young people are able to raise their concerns in various consultation events related to the City’s Youth Ambition programme and also how Big Lottery money should be spent in regeneration areas. In the past year, four consultations have been held with children and young people who have identified employment, education, health & wellbeing (including health relationships) etc as areas they are concerned about.</p> <p>The Council has begun working to address safeguarding issues faced by young carers in the City.</p> <p>Any other concerns or complaints are considered at a corporate level or by the Named Safeguarding Officers Group.</p> <p>The Council works with voluntary sector partners and contractors to ensure</p>

that they have suitable safeguarding policy and procedures in place. This is monitored through standard monitoring procedures. In the City Council's contract with Fusion Lifestyle (leisure provider), for example, there is a mandatory reporting requirement that any safeguarding concerns are to be made within 2 working hours. Monthly reports are provided to the City Council by Fusion and any defaults to the agreement result in financial implications for Fusion. Any incidents relating to contracted staff are reported to the LADO.

The Council is actively looking at safeguarding issues within the city, for example: gang activities, child sexual exploitation, missing children, faith-based abuse; as well as issues relating to adults: such as human trafficking, sex workers, etc. There are dedicated staff members who undertake this work and a number of staff also provide training sessions on these issues for other service areas within the Council and for other agencies.

The Council is also have discussions with language schools across the City about the schools' safeguarding responsibilities.

The 'OSCB Information Sharing Protocol' is on the intranet.

Safeguarding is part of all staff training and appraisals. More on this can be found in section 5, below.

A winter communications campaign is being planned to remind all staff of the issues around safeguarding, their responsibilities and assistance on how to take appropriate action

A safeguarding questionnaire was circulated to all staff who have been identified as requiring safeguarding training as part of their role. This questionnaire has had over 150 responses. The results of this questionnaire indicate that 100% know to report safeguarding concerns to either a line manager, safeguarding officer or the MASH, and 97% are aware of the procedures to use when raising a safeguarding concern. 85% of the City

	Council staff are either quite confident or very confident in raising a safeguarding concern.
	How do you know? – include evidence of improved outcomes to obtain a blue rating
	<p>Keeping People Safe intranet page</p> <p>Keeping People Safe leaflet</p> <p>Questionnaires of front line staff</p> <p>Interviews with staff</p> <p>‘Your Oxford’ leaflet for taxi drivers</p> <p>Named Safeguarding Officers Group minutes</p>

On the basis of the evidence you have provided how would you RAG rate your agency?	➤ Blue – all points met and all points evidenced with examples of best practice to share with others (100% met)		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Ensure that Policy & Procedures and information and related information are kept up to date	On-going review of Policy & Procedures, as well as Keeping People Safe	Val Johnson	Every 6 months
Continue to look at safeguarding issues within the City	Keep the safeguarding work programme under review	Val Johnson	On-going



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STANDARD 3 – There is a clear line of accountability within the organisation for work on safeguarding and promoting welfare

How clear is the line of accountability within the organisation for work on safeguarding & promoting welfare?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> 1. A named person has ultimate accountability for safeguarding arrangements 2. There are clear lines of accountability from staff through organisation to the named person & flow chart of accountability is displayed and available to staff 3. Anyone who comes into contact with children or their families has their responsibility towards children's welfare explicitly stated in job description and this is reviewed in appraisals and 1 to 1s. 4. Staff are aware who has overall responsibility for their agency contribution, and are clear of their own responsibilities. 5. Staff receive adequate reflective supervision and support. <i>We can explain (a) our agency's supervision policies for safeguarding issues and (b) how we know that they are complied with...</i> 6. Staff workloads are manageable - <i>we know this because...</i> 7. Staff are able to spend enough time with children and young people (where appropriate) 8. Individual interventions have improved the safety and welfare of children (where appropriate) - <i>we know this because...</i> <p>Please check all the above and say what actions you are taking if any of them are not</p>	<p>The Executive Director of Community Services has ultimate accountability for safeguarding arrangements.</p> <p>He is supported in this role by four Designated Safeguarding Officers:</p> <ul style="list-style-type: none"> • Policy & Partnership Team Leader (co-ordination and information) • Corporate Lead HR/OD (LADO, Chair of Named Safeguarding Officers Group, safe recruitment and training) • Head of Housing & Property • Corporate Secretariat Manager (coordination of Serious Case Reviews) <p>Responsibilities and accountabilities are set out in the City Council's Policy & Procedures.</p> <p>The 'Keeping People Safe' intranet page sets out the details of each of these individuals, and will include an organisational flowchart. There is also a 'Keeping People Safe' leaflet which sets out where to go for advice and support to raise a concern or referral.</p> <p>The Named Safeguarding Officers Group meets at least every 6 months to discuss the implementation of the 'Safeguarding Action Plan' and any emerging issues. All Designated Safeguarding Officers attend these meetings, which are chaired by the City Council's LADO.</p>

<p>happening.</p>	<p>All posts have been reviewed to establish the level of involvement of each post directly with children, families, and adults at risk. This review has identified the level of training required for each post and has also identified whether disclosure and barring procedures are required.</p> <p>There is a safeguarding 'prompt' on the Council's appraisal form in the section on personal development and training requirements.</p> <p>A safeguarding questionnaire was circulated to all staff who have been identified as requiring safeguarding training as part of their role. This questionnaire has had over 150 responses. The results of this questionnaire indicate that 100% know to report safeguarding concerns to either a line manager, safeguarding officer or the MASH, and 97% are aware of the procedures to use when raising a safeguarding concern. 85% of the City Council staff are either quite confident or very confident in raising a safeguarding concern. 70% know the name of at least one of the City Council's four Designated Safeguarding Officers.</p> <p>How do you know? – include evidence of improved outcomes to obtain a blue rating</p> <p>To obtain a blue rating you MUST answer 5 on supervision thoroughly and cite evidence:</p> <p>Keeping People Safe leaflet & intranet page Appraisal Form</p>
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	Questionnaires of front line staff Named Safeguarding Officers Group minutes Safeguarding Organisation Chart		
On the basis of the evidence you have provided how would you RAG rate your agency?	➤ Blue – all points met and all points evidenced with examples of best practice to share with others (100% met)		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Update the ‘Keeping People Safe’ leaflet once adults at risk are included in the MASH	Review and revise ‘Keeping People Safe’ leaflet	Val Johnson	June 2016

STANDARD 4 – Service development takes into account the need to safeguard and promote welfare and is informed, where appropriate, by the views of children & families

How effectively does service development take into account need to safeguard? How is it effectively informed by views of children & families? How can you demonstrate improved outcomes?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<p>1. We hear from children, parents and/or carers about:</p> <ul style="list-style-type: none"> ▪ Feeling safe and being listened to ▪ Working with professionals ▪ Whether the right support was provided at the right time ▪ Experience of re-referrals and being passed from one agency to another (where appropriate) ▪ Their views on the child protection plan (if they have one) <p>We check that:</p> <p>2. Service development has taken into account the need to safeguard and promote the welfare of children</p> <p>3. Children & their families are actively involved in design, development & delivery of services & their involvement is demonstrated and what happens if it is not</p> <p>4. All practical information is made available and different methods of communication are available to children to express their views and hear what is available for them</p> <p>5. Children & young people are involved in the development of equal opportunity policies</p>	<p>There have been detailed Equalities Impact Assessments undertaken on the ‘Safeguarding Policy & Procedures’ and the ‘City Council Children’s Plan’ to ensure the diverse needs of children are identified and addressed.</p> <p>All of the Council Equality Impact Assessment Templates require Council officers to ‘consider whether the policy, strategy or spending decision could have an impact on safeguarding and /or the welfare of children and adults at risk.’</p> <p>The Council has a dedicated Consultation Team which supports and coordinates consultations across all Council services. This work includes approximately 50 online and postal consultations per year. Consultation activities also include public exhibitions, roadshows and focus groups. The subject of these consultation activities cover all service areas.</p> <p>The Council has a dedicated Consultation Officer for engaging with children and young people. In the past year have been held with children and young people who have identified employment, education, health & wellbeing (including health relationships), sports and leisure facilities, homelessness, crime & ASB as areas they are concerned about.</p> <p>There is also a Consultation Officer who considers how the Council’s</p>

6. There is a responsive process in place to act on identified unmet need and feed in to business planning and identify where gaps are met elsewhere
7. Please check all the above and say what actions you are taking if any of them are not happening.

consultations impact on older people.

The Youth Ambition Strategy sets out the Council's proposals to fully engage children and young people in the development and design of services.

The Council inspects privately rented properties and has identified families with young children living in Housing in Multiple Occupation as an area of concern. The Council has carried out a consultation on the standards it applies to licensed HMOs. The City Council's Scrutiny Committee has been looking at the issue of licensing guest houses. There has also been a complete review of taxi licensing in the County to improve the standard of safeguarding.

The City Council Children Plan 2014-2017 was developed with the active engagement of children and young people across the city.

The Outcomes that the Council has prioritised are set out in section 1, above. These are details in the Corporate Plan, the Children and Young People's Plan, the Youth Ambition Strategy.

In the past year many of the City Council's key policies, including its Housing Strategy, Homelessness Strategy, Culture Strategy, and Anti-Social Behaviour Policy have taken safeguarding and the welfare of children, young people and adults at risk into account. All service development takes account of safeguarding (where relevant) through the City Council's policy development framework.

Commissioning arrangements ensure safeguarding responsibilities are met through contract monitoring. See Standard 2 above.

How do you know? – [include evidence of improved outcomes](#)

	<p>To obtain a blue rating you need to provide evidence:</p> <ol style="list-style-type: none"> 1. how you ensure service development takes account of safeguarding. 2. how commissioning arrangements ensure safeguarding is clearly defined in regards to your safeguarding duties. This needs to include how contract monitoring will address any safeguarding issues or areas for development. (We know that this issue is emerging through our case review quality assurance work) <p>Corporate Plan</p> <p>Equality Impact Assessment Form</p> <p>Equality Impact Assessment on Safeguarding Policy and Procedures and the City Council Children & Young People's Plan</p> <p>City Council On-line Consultation section of the web site</p> <p>City Council Youth Ambition Strategy and Action Plan</p> <p>Children and Young People Work Plan, events & activities</p> <p>City Council Children & Young People's Plan 2014-2017</p> <p>Youth Ambition Strategy</p>
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On the basis of the evidence you have provided how would you RAG rate your agency?	➤ Blue – all points met and all points evidenced with examples of best practice to share with others (100% met)		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Develop method to measure impact of Policy & Procedures across Council	Analyse data from MASH referrals and case audits	Val Johnson	On going
Assess effectiveness of strategic relationships for safeguarding children	Questionnaire for staff	Val Johnson	October 2016



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STANDARD 5 – There is effective training on safeguarding & promoting the welfare of children for all staff working with or, depending on the agency’s primary functions, in contact with children & families

How effective is training on safeguarding & promoting welfare of children for all staff & volunteers working with or in contact with children & their families? Can you demonstrate improved outcomes as a result?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> 1. A clear induction process is in place for all staff, trustees and volunteers that addresses safeguarding & is delivered in a timely way – we can provide you with some sample materials... 2. All staff and volunteers are appropriately trained and supported – we have established who needs to do what training.... 3. We can evidence safeguarding training undertaken by staff through a database. We have a system in place which we monitor to check who has been / needs to be trained – we can tell you that ..% of our staff are trained to the right level... 4. We contribute trainers and / or resources to the OSCB multi-agency safeguarding training programme 5. Our in house safeguarding training covers current issues such as radicalisation of young people; female genital mutilation; sexting; self-harm; peer on peer violence to the appropriate level of detail. 6. Training enhances staff awareness of diversity issues in relation to safeguarding 7. We can demonstrate impact of training on practice from having asked staff (and volunteers where appropriate)at supervision how their practice has changed 	<p>Oxford City Council Services have key points of close contact with children, young people, and adults at risk through</p> <p>Housing Sustainability Team Housing Options Team (limited) Anti-Social Behaviour Team Domestic Abuse work Drug, Human Trafficking and Child Sexual Exploitation Work Leisure Services (limited)</p> <p>Safeguarding is included in the induction programme of all staff and volunteers.</p> <p>There is a ‘prompt’ on the development section of the Council’s appraisal form to ensure Safeguarding training and development needs are addressed through the appraisal process.</p> <p>There has been a comprehensive review of all individual staff posts in order to identify a minimum level of training required and where gaps exist. This information is included in its centralised electronic records. Service area managers have been informed of the training requirements for their area. Line managers are responsible for ensuring that staff are trained at the appropriate level.</p>

<p>through their safeguarding training</p> <p>Please check all the above and say what actions you are taking if any of them are not happening.</p>	<p>The City Council has organised generalist safeguarding training on both children and adults to be delivered to relevant staff. The training relating to children is delivered by the OSCB whilst the training relating to adults has been delivered by an external provider. It is hoped that this training will be provided in future by the OSAB once it has been developed.</p> <p>The material used to deliver the City's safeguarding awareness sessions has been redesigned. It has been delivered both within service areas and also at a corporate level. Designated presenters for these sessions come from direct services, housing, customer services, environmental health (planning & regulation), community services. The awareness sessions are organised on an ongoing basis to meet staff need. Corporate sessions are organised quarterly, the latest such sessions being September – December 2015.</p> <p>A briefing on safeguarding has been developed for Members and has been delivered both to existing Members and as a part of the mandatory induction for new Members. It is expected that this training will continue to part of the mandatory induction for future Members.</p> <p>Our briefings consider different types of abuse and its prevalence among certain age groups and genders. This information enhances staff awareness of diversity issues in relation to safeguarding.</p> <p>Our in house briefing sessions, both for staff and Members, do not cover issues such as radicalisation, FGM, sexting, self-harm, peer-on-peer violence. However, OSCB training does cover these areas and this training is being delivered to all relevant staff.</p> <p>Staff deliver training on sexual exploitation, domestic violence and other specialist areas across the City. Training on human trafficking is being piloted with Housing Officers.</p>
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There is currently a drive to expand our training pool.

A multi-agency approach to managing offenders relation to CSE is being discussed by the OSCB.

The City Council is aware of its duty to identify and support Young Carers and is developing its work in this area. Four members of the Anti-Social Behaviour Investigations Team attended the Young Carers conference in Oxford and a meeting of key personnel has been convened and a plan formulated over how to take this issue forward corporately. Some key members of staff will be attending Young Carer focus groups to help improve inter-agency data sharing etc. A further strategic meeting will be held on completion of the focus groups. Current identified training issues are:

- All staff being trained to notice Young Carers / or the possibility of a Young Carer situation
- Safeguarding Officers to be trained in key methods of communicating with a Young Carer when an initial referral has been made internally by a staff member.

A safeguarding questionnaire was circulated to all staff who have been identified as requiring safeguarding training as part of their role. This questionnaire has had over 150 responses. 93% of those responding had completed safeguarding training in the past 3 years, with 50% having completed training in the past 12 months. Of the 7% who have not completed training, 4% were booked in to complete their first safeguarding training at the time the questionnaire was administered.

The results of this questionnaire indicate that 100% know to report safeguarding concerns to either a line manager, safeguarding officer or the MASH, and 97% are aware of the procedures to use when raising a

	<p>safeguarding concern. 85% of the City Council staff are either quite confident or very confident in raising a safeguarding concern.</p>
	<p>How do you know? – Include evidence of improved outcomes</p> <p>To obtain a blue rating...</p> <ol style="list-style-type: none"> 1. Your agency training plan should show that all levels of the organisation have a clear plan for safeguarding training (where appropriate). 2. You should tell us the qualifications of your trainers 3. You should tell us how many of the appropriate colleagues are up to date with their training (no / %)

	<p>4. You should tell us how you assess the impact of training (internal and external)</p> <p>OSCB & OSAB Training Programmes</p> <p>Internal Training Programme</p> <p>Training records of attendees on training sessions</p> <p>Questionnaires of front line staff</p> <p>Named Safeguarding Officers Group minutes</p>

On the basis of the evidence you have provided how would you RAG rate your agency?	<p>➤ Blue – all points met and all points evidenced with examples of best practice to share with others (100% met)</p>		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Measure training outcomes in practice	Analyse data from MASH referrals; also develop internal system of file review	Val Johnson	On-going
Assess effectiveness of training for staff	Use data from safeguarding questionnaire as well as safeguarding training feedback forms	Val Johnson	March 2016



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STANDARD 6 – Safer recruitment procedures including vetting procedures and those for managing allegations are in place

How robust are organisation's recruitment, vetting and managing allegations procedures?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> 1. Safer recruitment & selection procedures are in place in line with statutory guidance 2. Agencies commissioned to provide services have safer recruitment in place 3. Safer recruitment training is in place for managers involved in recruitment 4. We have procedures for managing allegations 5. A senior manager has been identified for the managing allegations process & knows who the Local Authority Designated Officer (LADO) is, when to contact them and acts upon guidance from the LADO appropriately 6. Support is available for staff who are subject to allegations 7. Audit processes are in place to monitor safer recruitment & managing allegations <p>Please check all the above and say what actions you are taking if any of them are not happening.</p>	<p>The Council's recruitment processes have procedures which comply with safe recruitment best practice and the relevant staff receive training on them.</p> <p>The Council has recently reviewed its Recruitment & Selection Policy, which incorporates Safeguarding, as agreed by Council in July 2015. It has also provided specific guidance to managers and has also held Recruitment & Selection training workshops in 2015 which included reference to Safer Recruitment. Administrative processes have been reviewed and a comprehensive checking process is in place, to ensure appropriate levels of checks are completed.</p> <p>As part of its commitment to safeguarding children and adults at risk the City Council and its recruiting managers follow 'safer recruitment' practices when recruiting to jobs where the post holder is working with children or adults at risk.</p> <p>The City Council has developed procedures for managing allegations made against staff and also to cover whistle blowing.</p> <p>There have been no incidents reported by the City Council to the County Council LADO during the past year.</p> <p>There have been no staff-related incidents in the past year. There has been</p>

one incident related to a staff member of an external contractor this year. The police have been involved and the staff member of the external contractor has been suspended.

There have been 23 referrals from the City Council service areas to the County Council in the past year: 9 relating to adults, 14 relating to children. The nature of referrals in order of prevalence are

- Sexual abuse/CSE: 6
- Homelessness (including children sleeping in cars): 4
Mental health (including suicide threats): 3
- Neglect: 3
- Domestic violence: 2
- Financial abuse: 2
- Physical health: 2
- Self-neglect: 2
- Parental substance misuse: 1

(Some referrals are made for more than one reason. This is why the number of referrals does not match the number of different concerns raised in the referrals.)

All safeguarding referrals are copied to the Corporate Secretariat Manager and escalation of safeguarding concerns is dealt with at a corporate level by the Policy & Partnerships Team Leader in consultation who informs the other Designated Safeguarding Officers as appropriate. The MASH has started to undertake case audits which the City Council has been involved in.

There have been 12 corporate safeguarding referrals that have been made in the relevant period: 7 of these have been in relation to adults; 5 in relation to children.

No referrals have been made to the LADO in 2015.

How do you know? – [include evidence of improved outcomes to obtain a blue rating](#)

Recruitment and Selection Policy and Procedures

	<p>Recruitment Guidance for Managers Recruitment records and files Interviews with staff Questionnaires of front line staff Safeguarding audit October 2015</p>
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<p>On the basis of the evidence you have provided how would you RAG rate your agency?</p>	<p>➤ Green – all points met and most points evidenced (75% met)</p>		
<p>Are any actions required to improve effectiveness?</p>	<p>How will you do this?</p>	<p>Who will lead?</p>	<p>Timescale?</p>
<p>Ensure that there is a corporate record of all safeguarding referrals made</p>	<p>All referrals must now be copied in to two of the Designated Safeguarding Officers</p>	<p>Val Johnson/Mike Newman</p>	<p>Ongoing</p>

STANDARD 7 – There is effective inter-agency working to safeguard & promote the welfare of children

How effective is inter-agency working by your organisation? How do you demonstrate improved outcomes as a result?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> 1. We listen to all our staff to make sure we understand where a child might be at risk of abuse or neglect. 2. We listen to and accept feedback from staff in other agencies where there are concerns a child might be at risk of abuse or neglect 3. We make practitioners aware of the multi-agency tools for identifying, assessing and recording safeguarding concerns for example: <ul style="list-style-type: none"> ▪ The Guide to Good multi-agency working (the local assessment protocol) ▪ Threshold of needs matrix ▪ The neglect tool ▪ Parental substance misuse tool ▪ The child sexual exploitation screening tool ▪ Self harm risk and resilience screening tool ▪ Multi-agency risk management and action plan <p>We:</p> <ul style="list-style-type: none"> ▪ Show them where to find the tools on our / the OSCB website ▪ Check that they use them, for example, through supervision <ol style="list-style-type: none"> 4. We make practitioners aware of the multi-agency procedures by: <ul style="list-style-type: none"> ▪ Directing them via a link from our own intranet pages ▪ Letting them know when the procedures are updated 5. We ensure effective contribution to Section 47 investigations and Child 	<p>There is a Named Safeguarding Officer in each service area to provide advice and support to staff.</p> <p>The Council receives concerns from a variety of sources, including Members, local residents, community volunteers and community association and our contracting organisations. All concerns are listened to and acted upon accordingly. We have set up a system where all referrals are logged centrally.</p> <p>The Council has also been involved in the development of the MASH, particularly as regards sharing housing (and other) information, as relevant. It was part of a pilot scheme relating to information sharing by district councils into the MASH. This scheme is now permanent.</p> <p>With the implementation of the MASH, the Council has been able to analyse data relating to referrals, which indicates that it is ‘outstanding’ in sharing relevant information in a timely fashion.</p> <p>Staff are made aware of the tools and resources available to them through training and the ‘Keeping People Safe’ intranet page. The OSCB and OSAB websites are fully advertised where possible.</p> <p>A number of staff are actively involved in delivering specialist training, such as substance misuse, domestic violence and child sexual exploitation We have used both the OSCB, OSAB and Community Safety Interagency</p>

<p>Protection Plans by participating in multi-agency meetings ensuring that non-attendance addressed – we check data from OCC and aware of how well we are participating in long-term support to children</p> <p>6. We have made relevant staff aware of current safeguarding concerns such as radicalisation of young people; female genital mutilation; sexting; self harm; peer on peer violence in the following ways</p> <p>7. If we lead multi-agency safeguarding meetings we take, circulate and store minutes and ensure that any regular meetings are appropriately tied in to the safeguarding system so that strategic issues can be escalated</p> <p>Please check all the above and say what actions you are taking if any of them are not happening.</p>	<p>Protocols the share information, for example on work with the Thriving Families Programme, the Welfare Reform Scheme and to manage anti-social behaviour.</p> <p>The Anti-Social Behaviour Investigation Team, Housing Officers and other relevant staff attend safeguarding case conferences on children and adults at risk, where the council has involvement in the case. Council staff have a good record of attendance at Child Protection and Case Conferences and Serious Case reviews when required. Such attendance is monitored through an OSCB system, as otherwise the Council is not informed when staff are invited but do not attend.</p> <p>The City Council has considered the recommendations arising out of the Bullfinch serious case review and took an active role in the CSE ‘stocktake’ exercise.</p> <p>The City actively supports the Kingfisher Team and the City’s safeguarding lead (Executive Director of Community Services) chairs the Oxford Safer Communities Partnership and the CSE subgroup.</p> <p>Oxford City Council is a key member of the OSCB Taxi and Transporting Vulnerable People subgroup which is actively developing a Joint Operating Framework for all Oxfordshire Licensing Authorities with regards to safeguarding.</p> <p>The City’s Human Exploitation Coordinator chairs the Say Something if You See Something working group on behalf of the OSCB CSE Subgroup. The intention is to develop a local industry forum for hotels and guest houses, licensed premises and taxi drivers in safeguarding and reporting concerns.</p> <p>Oxford City Council chairs the Sex Workers Intervention Panel, set up to support the case management of this vulnerable group.</p>
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City Council officers lead on the Oxford Community Safety Partnership's action plans for Human trafficking, CSE, sex working, sexual abuse, domestic abuse, Preventing extremism, FGM and Honour-based violence.

Some key services directly contribute both to care plans for children and to early help and intervention work, such as

- Housing Sustainability Team
- Domestic Abuse, Drug, Human Trafficking and Child Sexual Exploitation work
- Positive Futures Programme

The City Council also works with the County Council's Occupational Therapists to help children and adults at risk access disabled facilities grants. There are also other funding streams available such as the affordable warmth programme, flexible home loan and essential repairs grants.

The Council, along with the Thames Valley Police, is having discussions with the City's various language school around the schools' safeguarding responsibilities.

When appropriate, the Council has used escalation procedures four times in the past year. Three of these escalations have related to vulnerable adults, one escalation has dealt with children.

A safeguarding questionnaire was circulated to all staff who have been identified as requiring safeguarding training as part of their role. This questionnaire has had over 150 responses. The results of this questionnaire indicate that 100% know to report safeguarding concerns to either a line manager, safeguarding officer or the MASH, and 97% are aware of the procedures to use when raising a safeguarding concern. 85% of the City Council staff are either quite confident or very confident in raising a safeguarding concern.

	<p>The questionnaire shows that 30% of staff have raised safeguarding concerns with either a line manager or Named Safeguarding Officer and 55% of staff say that their safeguarding concerns have resulted in a referral.</p> <p>The launch of the MASH in the past year has also strengthened inter-agency working between the Council and its partners.</p> <p>How do you know? – To obtain a blue rating you should:</p> <ol style="list-style-type: none"> 1. Show that you have reviewed internal guidance for working with / involvement with other departments/agencies. 2. Show that you have reviewed induction information to ensure working with partners is clearly stated. 3. Show that you have a central recording system for allegations, referrals or other concerns to enable internal monitoring and assist with external scrutiny (such as multi-agency case reviews and audits). 4. Show that you have reviewed contracted services arrangements to ensure working together to safeguard children is embedded as part of their way of working <p>Focus groups held with staff</p> <p>Interviews held with partners</p> <p>Feedback from staff training courses evaluation sheets</p> <p>Monitoring Attendance Sheets are Case Conferences and Child Protection Meetings</p>
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	<p>Service area logs of 'concerns' and corporate log of 'referrals'</p> <p>Emails regarding escalations</p> <p>Questionnaires of front line staff</p>

On the basis of the evidence you have provided how would you RAG rate your agency?	➤ Blue – all points met and all points evidenced with examples of best practice to share with others (100% met)		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Improve alignment of services with County Council	Participation on MASH steering group	Val Johnson	Ongoing
Establish system of regular safeguarding assurance reporting throughout organisation	Attendance at MASH case audit meetings	Val Johnson	Ongoing
Review approach to recording concerns with a view to developing a clear corporate process	Ensure that central record is kept of safeguarding referrals	Val Johnson	July 2016



Oxfordshire Safeguarding Children Board

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STANDARD 8 – There is effective Information Sharing

How effective are the organisations arrangements for information sharing governance?	
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.
<ol style="list-style-type: none"> 1. We have a clear policy on appropriate information sharing to ensure children are safeguarded and their welfare promoted and that this policy is complied with 2. We can evidence how this impacts on outcomes for children 3. Training addresses need for effective information sharing and encourages staff to use professional judgement 4. Staff know where to seek advice on information sharing & have confidence in their professional judgement <p>Please check all the above and say what actions you are taking if any of them are not happening.</p>	<p>The Council works within the OSCB Information Sharing Protocol and this is placed on the ‘Keeping People Safe’ section of the Council’s intranet.</p> <p>All training provided includes a section the importance of information sharing. There have also been a series of training sessions held across the Council on data protection delivered by the Council’s Data Protection Officer. The Data Protection Officer worked closely with key service areas on developing arrangements for effective information sharing arrangements, including secure transfer of information such as secure email and password protection. The Named Safeguarding Officers Group has also received special training from the Data Protection Officer on information sharing.</p> <p>There has been an increase in referrals made by service areas and also made at a corporate level. We believe that this is due to the programme of awareness-raising that we have undertaken with these service areas, encouraging staff to share any concerns that they might have.</p> <p>Work is being done on improving information sharing relating to Young Carers between agencies so that the City Council can become aware of identified Young Carers and their needs.</p> <p>It is hoped that the new reporting features of the MASH will allow the Council to keep track of and learn from the outcomes of their referrals. However, the MASH has not yet been able to produce reports to show the outcomes of</p>

	<p>specifically City Council referrals.</p> <p>When referrals have been made by service areas, there has unfortunately not always been a response from social services. Of the 23 referrals made by service areas in the past year, there were 8 referrals that were never responded to at all by social services. Only 7 referrals had a response from social services within 5 days, and in 5 cases social services only responded after 5 days. (The remaining 3 referrals only had responses after being chased by City Council staff directly.) The MASH has now put in new procedures to improve information feedback.</p> <p>The information sharing protocols between the Council, the County Council and OSCB have been refreshed through the implementation of the MASH and specifically through the involvement of the City Council in sharing relevant information, when requested, to assist the MASH in conducting its inquiries. In a recent MASH report, the City Council has been described as having an 'outstanding' record for information sharing responsiveness, currently 100%.</p> <p>How do you know? – to obtain a blue rating you should have links to the information sharing protocol on the OSCB website where appropriate within your organisation and appropriate agreements in place where this protocol is too strategic for your purposes</p> <p>Keeping People Safe intranet page Training Programme Review of MASH data Named Safeguarding Officer Group minutes Safeguarding audit October 2015</p>
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On the basis of the evidence you have provided how would you RAG rate your agency?	➤ Green – all points met and most points evidenced (75% met)		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
Keep information sharing protocols under review	Analyse data from MASH	Val Johnson	On-going

Additional section on transport for 2015 return - if your agency is responsible for transporting children then please outline the nature of these responsibilities and respond to each of these points as appropriate to your role in transporting children.

Nature of responsibilities in terms of transporting children: The City Council does not transport children.	Describe responsibilities: The City Council licenses taxi drivers and hackney cab drivers. It responds to complaints by the public and police. It works with the police to ensure that drivers with recent
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	convictions are identified and risk assessed.
Compliance checklist – policies & procedures, organisational arrangements:	Describe / identify how your organisation meets this standard.
1. Identification of a named person at senior management level to champion the importance of safeguarding in taxi licensing transport and to promote the welfare of Children and Young People throughout the service. This person is known as the designated safeguarding transport lead.	For Oxford City Council Licensing Authority: Richard Adams
2. The senior manager with the lead for taxi licensing transport is responsible for monitoring the actions of their staff and persons licensed by the authority service providers to safeguard and promote the welfare of children and young people and adults at risk.	Richard Adams
3. All relevant partners report on compliance with the Joint Operating Framework agreed by the county council, city and districts.	Richard Adams attends the OSCB task and finish group on taxi licensing and the transportation of children and vulnerable adults. The City Council is the lead authority on many of the actions.
4. Staff who are responsible for driver vetting and quality monitoring receive training to be able to undertake the relevant checks, to be alert to fraud and potential safeguarding risks.	The vetting processes of Oxford City Council's Licensing Team are seen as a national benchmark. Details of vetting processes are in the City Council's Driver Application Pack.
5. Trained staff manage face-to-face DBS checks and vetting procedures for the issuing of licences/ badges	Yes. This is detailed within the Driver Application Pack.
6. Agencies who are not part of the Joint Operating Framework but who have a responsibility for transporting children report as relevant on safeguarding arrangements in relation to vetting/training; information sharing; policy development; enforcement, complaints, allegations	N/A (This is a County Council issue through the LADO and management of contracts which they hold for the transportation of children and vulnerable adults.)

management; performance monitoring arrangements; and quality standards.	
7. Where appropriate service-users, parents/carers are involved in any planned service re-design e.g. through one-off consultations on specific projects, consulting on-going user groups or drawing on feedback on existing services.	N/A (Relates to County Council)
8. Where appropriate children and adults' views of what makes them safe, and feel safe, when being transported, are taken into account.	N/A (Relates to County Council)
9. Best practice nationally should be used to inform developments e.g 'Say Something if You See Something' from National Working Group on child sexual exploitation.	This is in the process of being implemented. However a vast amount of information is provided within the Taxi and Alcohol Licensing functions at Oxford City Council – and within Taxi Licensing functions at neighbouring Districts.
10. There is a statement which explicitly states that all children, young people and adults at risk have an equal right to protection and should be listened to if they express concerns about safety.	Will be in the Joint Partnership Agreement between County and Districts at CEO level. This is more relevant to the county's integrated transport hub.
11. A Drivers and Escorts' Code of Conduct will be established detailing the boundaries of appropriate behaviour between staff and children and adults at risk.	N/A (Relates to County Council)
12. The Code of Conduct is made available to service-users, parents/carers and who to contact if they have a concern, allegation or complaint about the service	N/A (Relates to County Council)
13. Staff, providers and service users understand that discriminatory, offensive, violent and bullying behaviour are unacceptable and that complaints will be acted upon.	Drivers and customer complaints are dealt with through our "Policy on the Relevance of Warnings, Offences, Cautions & Convictions."

<p>On the basis of the evidence you have provided how would you RAG rate your agency?</p>	<p>➤ Green – all points met and most points evidenced (75% met)</p>		
Are any actions required to improve effectiveness?	How will you do this?	Who will lead?	Timescale?
<p>By way of assistance, please see below for the Children's Safeguarding Standards Framework: Transport Services</p> <p>These standards are derived from section 11 of the Children Act 2004 which requires organisations to have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children. The standards are common to all partner organisations and are applied to children's transport services. They are included so that the OSCB has a fuller picture of how the City Council meet the Framework Standards.</p>			

Standard



Senior management commitment to the importance of Safeguarding and Promoting Children and Young People's welfare.

Tim Sadler on the OSCB and Richard Adams oversee the safeguarding arrangements within the taxi licensing function.

A clear statement of the agency's safeguarding responsibilities towards Children and Young People is available for all staff (and volunteers).

This is covered corporately. A safeguarding explanation is contained in the licensing pages on our website.

Partner organisations/services have an accountability structure for work to safeguard and promote the welfare of Children and Young People.

Safeguarding concerns are dealt with through a council sub-committee process made up of Members. They review the case and determine the action to be taken against the driver.

Issues of immediate concern are raised with the senior manager and an Immediate Suspension of the license issued if necessary.

Oversight of training and awareness-raising by the senior manager. All aspects of taxi licensing safeguarding are overseen by the OSCB task and finish group for Taxi Licensing and the transportation of children and vulnerable adults. This work is captured within a Joint Operating Framework to be approved by the OSCB Board and Oxon Chief Exec's meeting.

All organisations ensure service development takes account of the need to safeguard and promote the welfare of Children and Young People.

This work is captured within the Joint Operating Framework. It covers for work streams – information sharing, training and awareness raising, policy alignment and vetting and enforcement.

All partner organisations will ensure personnel are trained in safeguarding and promoting the welfare of Children and Young People.

All taxi licensing staff are trained in safeguarding to a Generalist level.

All partners will ensure that all staff with access to Children and Young People are properly selected and vetted to ensure inappropriate individuals do not gain access to Children and Young People.

Taxi licensing staff do not have roles that gives them direct access to children. All staff are safeguarding trained.



Organisations will contribute to effective interagency working to safeguard Children and Young People.

Taxi licensing teams is a lead agency on the OSCB Taxi Licensing and the transportation of children and vulnerable adults task and finish group.

Partner organisations will have arrangements for effective information sharing.

Information sharing is a work stream within the Joint Operating Framework. Oxford has led on the development of formal information sharing procedures to be signed off by the group.

All partner organisations address issues of diversity in their work to safeguard Children and Young People.

The taxi licensing team investigates all complaints against drivers, including issues of diversity. Substantiated complaints are put before a licensing sub-committee for determination by Members. All drivers must attend a diversity awareness training course that includes safeguarding, and pass the associated test.

All partner organisations will work closely and effectively through agreed mechanisms to monitor performance in safeguarding and promoting the welfare of Children and Young People and evaluate effectiveness of the standards.

The Joint Operating Framework will contain a performance regime to gain oversight of the safeguarding responses. The Licensing Authority provides quarterly updates to the licensing committee on performance and key issues.

All partners have written procedures for handling complaints and allegations against staff.

This is covered at a corporate level.

All partner agencies have processes in place so a safe working environment is created and maintained.

The General Licensing Team have recently been awarded ISO 9001 and Customer Service Excellence, including an extensive review of processes and procedures.

