

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 18 NOVEMBER 2014

Title of report	CHILDREN, YOUNG PEOPLE AND ADULT SAFEGUARDING REPORT 2013/14
Key Decision	a) Financial No b) Community No
Contacts	Councillor Trevor Pendleton 01509 569746 trevor.pendleton@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk Head of Community Services 01530 454832 john.richardson@nwleicestershire.gov.uk
Purpose of report	That Members are requested to take note of Adults, Children and Young Peoples Safeguarding actions undertaken by NWLDC during 2013/14
Reason for Decision	For Cabinet to be informed of procedures and annual data in relation to the Council's statutory duty to ensure compliance with safeguarding duties as detailed in Sections 10 and 11 of the Children Act 2004 and Working Together 2013
Council Priorities	Homes and Communities
Implications:	
Financial/Staff	The Housing Choices Senior Strategy and Partnerships Officer is the lead professional safeguarding officer for the Council, a role identified through the practice guide Working Together 2013. There are a further ten members of staff who act as Designated Safeguarding Officers, managing concerns and helping to develop and promote good safeguarding practice.
Link to relevant CAT	Designated Safeguarding Officers Group
Risk Management	Not applicable
Equalities Impact Screening	Not applicable.
Human Rights	None discernible

Transformational Government	Not applicable
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Designated Safeguarding Officers
Background papers	<p>The Children Act 2004 http://www.legislation.gov.uk/ukpga/2004/31/contents</p> <p>The Children Act 2004 Section 10 http://www.legislation.gov.uk/ukpga/2004/31/section/10</p> <p>The Children Act 2004 Section 11 http://www.legislation.gov.uk/ukpga/2004/31/section/11</p> <p>Working Together 2013 http://www.education.gov.uk/aboutdfe/statutory/q00213160/working-together-to-safeguard-children</p> <p>No Secrets 2012 http://www.leics.gov.uk/safeguarding_no_secrets.pdf</p> <p>NWLDC Safeguarding Children and Young People Policy http://www.nwleics.gov.uk/pages/safeguarding</p> <p>NWLDC Safeguarding Adults Policy http://www.nwleics.gov.uk/pages/safeguarding_adults</p>
Recommendations	<p>THAT CABINET:</p> <p>NOTES THE CONTINUING FOCUS ON SAFEGUARDING IN NWLDC</p>

1.0 BACKGROUND

1.1 Implementation of Working Together 2013

The practice guidance that sits alongside the Children Act 2004, Working Together, was updated and refreshed in 2013 as a result of the Munroe Review, undertaken after the death of baby Peter Connolly in 2007. The Leicestershire and Rutland Safeguarding Boards have implemented this new practice guidance and refreshed monitoring and auditing processes to ensure that partner agencies are compliant with those standards. District and Borough Councils undertook a joint audit of all safeguarding practices in

December 2013. The audit demonstrated that NWLDC is compliant with its responsibilities with 2 identified areas for improvement.

Standard requiring action	Action required	Lead officer or team	Comments	Completed
1.2 The organisation has a robust plan for the implementation of PREVENT, a countywide, police lead project to tackle suspected links to terrorism, supported by a strategy for training and local policies and procedures for managing prevent issues	The organisation has a nominated PREVENT lead. PREVENT and training is promoted to and attended by appropriate staff	NWL Community Safety Team	PREVENT training is being offered to all relevant staff and included in the Council's safeguarding training course.	Yes
6.2 Information about any particular organisational challenges a. how these have been overcome b. action plans to address	Clarify relationships with Adult Social Care, referral pathways, thresholds and 2 way communication methods	NWL Lead Professional Safeguarding Officer, the Senior Strategy and Partnerships Officer for housing Choices, via Leics District And Borough Safeguarding officer group	District Implementation Group representative, the CEO for Hinckley and Bosworth Borough Council will take this to Leics and Rutland Safeguarding Board meeting	Discussed at Leics District and Borough Safeguarding Officer Group. Ongoing

1.2 Training competency framework

The Local Safeguarding Boards of Leicester, Leicestershire and Rutland, have been working together to draw up a framework of expected competencies for Safeguarding Training. This framework is now published on the Safeguarding Boards' website and is ready for implementation. The Local Safeguarding Boards will be briefing board partners during 2014/15 through a series of free workshops being run at different venues in Leicestershire and Rutland.

1.3 E- Learning

NWLDC is utilising Learning Pool, our online learning resource, to ensure that all staff have a baseline level of safeguarding awareness. The basic level Safeguarding course has been written and developed by the Housing Choices Senior Strategy and Partnership Officer and the HR Officer. The course is being rolled out during 2014/15 with a quarterly review to identify which staff have not yet accessed the course and how they can be encouraged to do so. Some staff will still require a more in depth level of training in line

with the new competency framework. This can mostly be delivered in house as part of the Silver and Gold safeguarding courses but some staff may need to access multi agency training. As of end of Quarter 2 14/15, 198 officers have completed the online course. During Q3 and Q4 the training will be rolled out to staff who are not office or computer based, e.g. Waste management, Grounds Maintenance.

1.4 **New Designated Safeguarding Officers**

In 2013/14 the NWLDC Anti Social Behaviour Co-ordinator from the Stronger and Safer Communities team became a Designated Safeguarding Officer (DSO). There are now eleven officers covering our main service areas.

1.5 **Domestic Abuse Services**

During 2013/14, eight NWLDC staff have been trained to carry out risk assessments using a tool called CAADA DASH (Coordinated Action Against Domestic Abuse, Domestic Abuse, Stalking and Honour Based Violence). Trained staff include members of the housing, homelessness, children's services and community safety teams. Three of the trained officers are also council DSOs.

1.6 Awareness has been raised with customer service staff as to the importance of assessing those who present domestic abuse issues and a list of those trained to carry out CAADA DASH has been shared with frontline staff and is listed on NWLDC's intranet/safeguarding pages.

1.6.1 During Q4 of 2013/14, 7 DASH risk assessments have been carried out by trained staff at the Council Offices for customers presenting characteristics of, or fleeing from, domestic abuse. Of the assessments that have been carried out, 4 appropriate onward referrals have been made. One lady was sent to refuge following assessment and we have received positive feedback from Women's Aid Leicestershire Limited (WALL) who are commissioned to deliver emergency Domestic Abuse services in Leicester and Leicestershire, as to how well NWLDC handled the case.

1.6.2 Processes for CAADA DASH assessment are being developed for internal use. A decision has been taken by the NWLDC DSO group that all DASH forms completed must be considered as part of NWLDC's wider safeguarding procedures and stored securely together with an Incident Referral Form as per our safeguarding policy.

1.6.3 A further CAADA DASH training date was undertaken in May 2014, paid for through Homelessness Prevention budgets. Twelve NWLDC officers attended this training, predominantly from Housing Management and Housing Choices.

1.7 **Learning from referrals**

As the number of concerns being reported by our internal staff to the DSO's increase, we are learning from our experiences and constantly revising our advice and practices.

1.7.1 We have had issues making referrals to Adults and Communities also known as Adult Social Care (ASC) at Leicestershire County Council, as there has been a lack of clarity over what action we would like ASC to take. To address this, when making the initial contact with ASC, we now detail in our email that we would like them to do an "assessment" on the client. This gives them a clear steer as to our expectations.

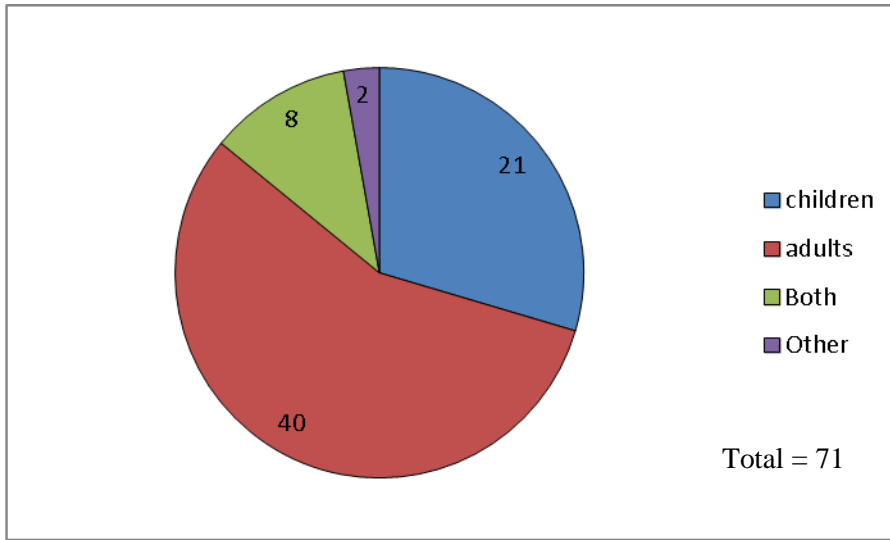
1.7.2 We have begun to contact GP surgeries as a method of information sharing when ASC feel that the concern doesn't meet their thresholds. This has led to three cases being

shared with GP practices and ensures that the GP is aware of a possible change in a patient's mental state.

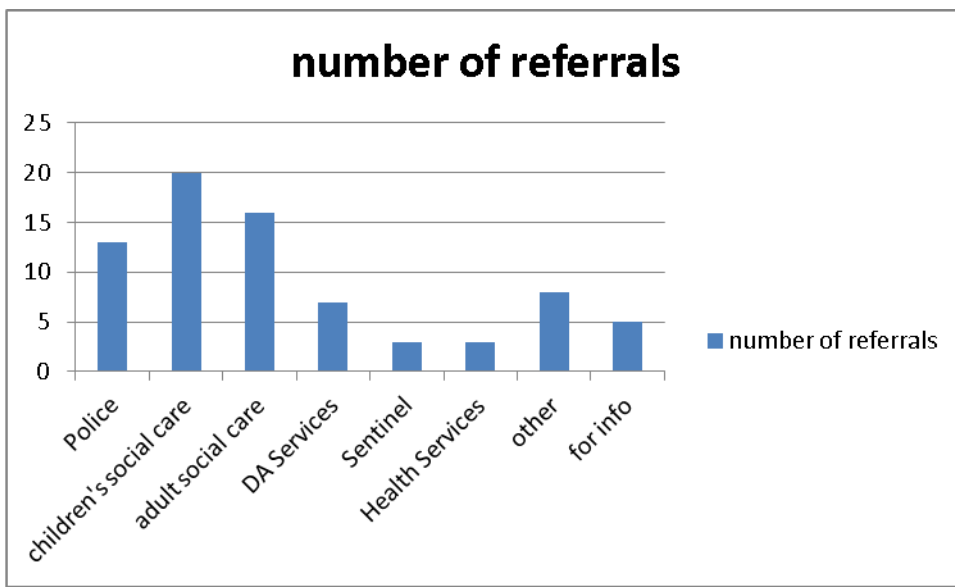
2.0 2013/14 STATISTICS

2.1 2013/14 Safeguarding Incidents

This chart details the total number of incidents or concerns reported to DSO's in 2013/14 (by victim). "Other" refers to locations rather than people.



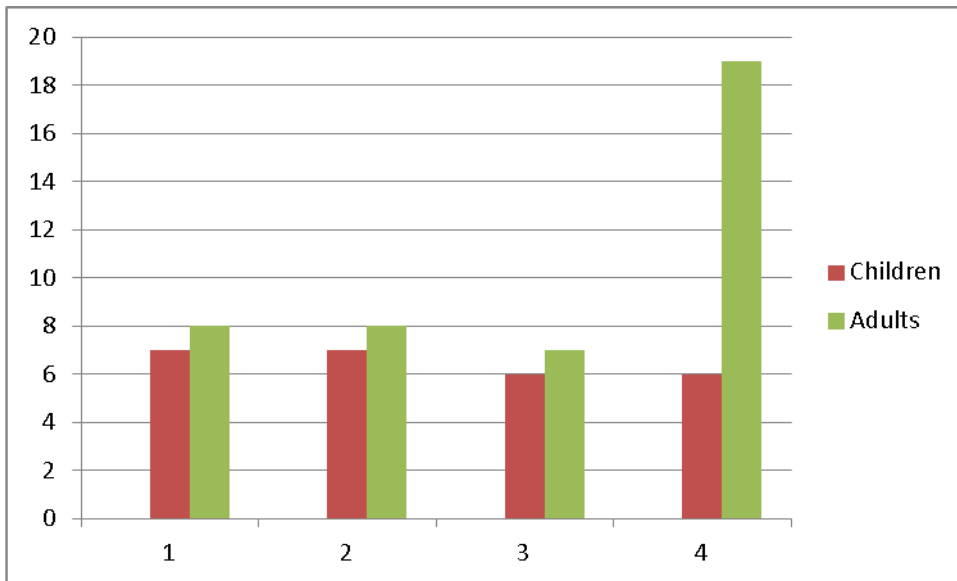
2.2 This chart details the number of referrals made to agencies from DSO's or other officers. The number of referrals out (75) is higher than the number of referrals in (71) as one incident form could lead to more than one referral being made, e.g. to the police, social care and to Domestic Abuse (DA) services.



"Other" refers to one off information share with services such as First Contact or internal services such as Housing officers.

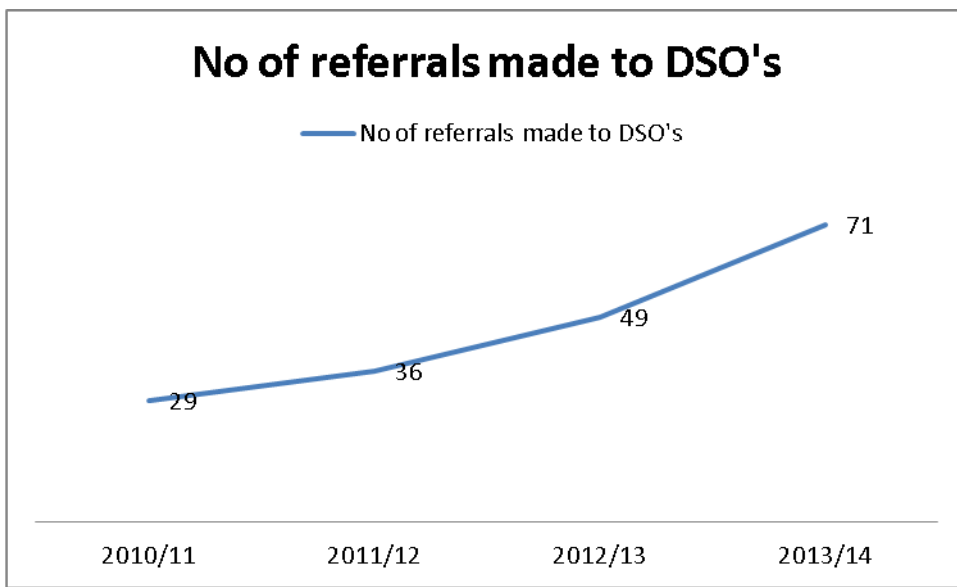
“For info” refers to reports where information is stored on the Safeguarding files for cross referencing but there is no further action taken. This decision is made by the Safeguarding Action Group.

2.3 This graph shows the quarterly breakdown of incidents for 2013/14



The spike of referrals in Q4 reflects the same pattern as the 2012/13 figures and is also in line with stats from other agencies, as there is an increase in people accessing services after Christmas. This Q4 spike also includes our new procedures for dealing with Domestic Abuse as this is now recorded in line with Safeguarding procedures. This particularly impacts on the recording of Adult cases.

2.4 Annual referral numbers comparison



This graph demonstrates an upward trend which is to be expected as more staff have become aware of their responsibilities and their options. A high number of referrals come

via housing services, either Housing Management or Housing Choices. These officers tend to manage the case themselves so this does not impact on the workload of DSOs.

3.0 RESOURCE COMMITMENTS

- 3.1 The NWLDC DSO group meets quarterly to discuss internal procedures, any barriers that are being experienced when referring to other agencies, blockages from within NWLDC, good practice, training requirements and also to consider individual cases.

Current Designated Safeguarding Officers are:

John Richardson	Head of Communities
Claire MacRory	Senior Strategy and Partnership Officer for Housing Choices
Amanda Shakespeare-Ensor	Senior HR Officer
Karen Talbot	Safer and Stronger Communities Team Manager
Sarah Favell	Community Safety Team leader
Jason Knight	Leisure Services Team Manager
Sue Hallam	Housing Choices Team Manager
Tina Roberts	Housing Officer
Dea Stanley	Housing Officer
Duncan Gibb	Leisure Centre Manager
Dave Burge	ASB Officer

- 3.2 There is also a quarterly meeting (Safeguarding Action Group) of relevant DSO's who manage the Safeguarding information to take an overview of cases and ensure that we provide the best possible service for vulnerable clients and that we have discharged our Safeguarding responsibilities. This meeting is attended by the Corporate Lead for Safeguarding ensuring that there is a link through to the Corporate Leadership Team. This link is identified as a standard in the Working Together 2013 guidance.
- 3.3 As a result of these meetings, we have been able to track cases that have gone to Social Care and ensure that we get feedback from those agencies. We are aware of when Social Care has decided that the case doesn't meet their thresholds and we are able to either escalate the case or to find an alternative approach. We are also confident in closing cases when we know that the appropriate agency has taken it on and we have discharged our duty. Any cases that we close, we still keep on file and cross reference.
- 3.4 The Corporate lead for Safeguarding will be changing in Q3 of 2014/15 to reflect the move of the Lead Safeguarding Officer into the Housing Choices team. The Corporate lead will then be the Head of Housing. This alignment is also appropriate as the Housing teams make the majority of Safeguarding referrals.

4.0 RESOURCE AND FINANCIAL IMPLICATIONS

- 4.1 Officer time is required for DSO's to undertake their roles, including attending relevant training courses.
- 4.2 The costs of DSO training for new DSO's, which is approximately £400 per DSO, is met from service budgets

5.0 SUMMARY OF 2013/14 SAFEGUARDING

- 5.1 The number of referrals continues to increase, especially in relation to adult safeguarding and domestic abuse. NWLDC is continuing to focus on this through training, meetings, increasing number of Designated Safeguarding Officers and maintaining relationships via the county wide forums and aligned focus groups.
- 5.2 It is anticipated that the statutory guidance for the new Care Act 2014 which was published in May 2014, will be implemented during 2015. This act focuses on Adults in need of Health and Social Care services and draws together other agencies that adults may utilise, with an increased awareness of the importance of Housing services. The Council will be required to update procedures in order to ensure compliance with this new legislation. This will happen in line with the annual policy refresh undertaken by the Lead Safeguarding Officer in Q3 of each year.