

The City of Cardiff Council

Corporate Safeguarding Board

Corporate Safeguarding Progress Report

January 2019

DRAFT

Chair's Foreword

"I am pleased to have taken on the role of chairing the Council's Corporate Safeguarding Board, as part of my overall portfolio. Effective Corporate Safeguarding arrangements are a fundamental aspect of good corporate governance. I recognise the challenges that officers have encountered in bringing forward effectively developed tools to demonstrate good safeguarding practice across the entire Council. Clearly this requires culture and practice change which will require time to develop and embed. Safeguarding practice has changed fundamentally as a result of the new Social Services & Well-Being Act (2014). There are areas of the Council where safeguarding practice is really well developed – in social services and education. This is evidenced by regular and meaningful contributions to the work of the Corporate Safeguarding Board. Alignment with HR and Risk Management processes is also improving. Other parts of the council need further support in understanding and acting upon their safeguarding responsibilities. I have been pleased to see the development of a new e-learning module that is central to awareness raising amongst all staff and managers, and combined with a newly revised policy framework, this should now be ready to make progress and sustain improvements on this critical area of responsibility".

Councillor Chris Weaver

Chair, Corporate Safeguarding Board

Executive Summary

As Director of Social Services one of my most important statutory responsibilities is leadership of safeguarding children and adults at risk in Cardiff. This is a considerable accountability which I can only start to fulfil effectively if the responsibility that everybody has for safeguarding adults at risk and children is understood in real terms as colleagues across the council undertake their duties. Underpinning good safeguarding practice at a corporate level are the following cornerstones:

- Good governance
- Safe workforce
- Robust protection
- Safe services
- A preventative approach

Corporate safeguarding has obviously developed considerably in recent years through the work of the leadership of the Corporate Safeguarding Board and the development of a Corporate Safeguarding Policy. It is clear in the priorities set by the Council to support the well-being of vulnerable people and prevent escalation of need that safeguarding is at the heart of many services and service developments. Building on this progress, it is

also important to recognise where we need to strengthen the understanding and embedding of safeguarding practice and culture further. A safe workforce means that people have been safely recruited but also trained to the right level to support them to understand their individual responsibilities to report concerns regarding children and adults at risk. Managers who are Designated Lead Managers for safeguarding need to understand fully their role and be supported to fulfil it within their directorate. Each directorate needs to evaluate its safeguarding strengths and areas for development, understand its safeguarding risks, and ensure that safeguarding is properly reflected in commissioning and partnership arrangements. These are the priorities for the next reporting period, and a refreshed policy provides the basis to sustain and accelerate progress to safeguard our most vulnerable citizens and will be presented to Cabinet alongside this progress report. The commitment that colleagues across the Council have shown to embedding preventative approaches which keep people – adults and children – safe and well means I can have confidence that we can embed safeguarding across all service areas – through leadership and clarity in the next reporting period. The right measures to demonstrate progress, linked to an evaluate approach based on evidence, will be important and a priority for the next year's action plan. This demonstrates the impact of Corporate Safeguarding on outcomes for adults at risk and children will make it meaningful for all directorates.

Claire Marchant
Director of Social Services

1. Introduction

The Corporate Safeguarding Board (CSB) was established in March 2015 in response to specific recommendations from the Wales Audit Office (WAO). This is the second report of the Board and is structured to provide an overview of the Boards' actions and activities over the past 18 months and to reflect on the progress made to date. The initial part of the report relates to background information that is helpful in understanding the Board's function and purpose. This is then followed by the main body of the report that summarises the key activity and achievements of the Board during the period April 2017 to December 2018 in line with the recommended actions identified by the Wales Audit Office. The final part notes conclusions from the Board and priority actions for the coming year.

2. Background

2.1 Corporate Safeguarding

Corporate Safeguarding is the activity required by all Council Directorates to effectively protect the health, wellbeing and human rights of children and adults so that they are able

to live free from harm, abuse and neglect. Under the SSWBA, safeguarding is everybody's business and the Act imposes a duty on local authorities and other statutory partners to report all safeguarding concerns to relevant safeguarding departments. In order to effectively implement these duties and activities, the Corporate Safeguarding Board must seek to ensure that all staff are compliant and fully understand their duties under the Act.

2.2 The corporate safeguarding objective

Cardiff Council's 'Capital Ambition Our Commitments for Cardiff' lays out a five-year plan for the City of Cardiff. It is evident that the goals within the plan aim to ensure that individuals and communities across the city are supported to be as independent, active and as safe as possible. The Leader's foreword to the plan notes:

Tackling poverty and inequality will therefore be at the heart of this Administration. We will hold a relentless focus on education and jobs, resolute in our belief that securing an equality of opportunity can help people lift themselves out of poverty. And we will also ensure we get the basics right in how we care for the vulnerable and elderly in our city.

In that vein, it should be clear that safeguarding remains a thread that runs throughout the Capital Ambition and guides all staff, elected members and commissioned services. This reinforces the principle that safeguarding must be considered throughout all aspects of the work of the Council.

2.3 Wales Audit Office – Corporate Safeguarding Standards

The Corporate Safeguarding Board action plan (Appendix 1) has been developed to incorporate the recommendations made under seven key headings within the thematic Wales Audit Office Review of Corporate Safeguarding Arrangements in Welsh Councils, (2015). Whilst the Wales Audit Office (WAO) review concentrated specifically on children, the work of the Cardiff Corporate Safeguarding Board and agreed action plans have widened to include both adults at risk and children consistently. Over recent months, further actions for the local authority have now been added to the plan to strengthen safeguarding priorities across the council.

The seven headings developed by WAO to explain Corporate Safeguarding are:

- Corporate Leadership
- Corporate Policy
- Safer Recruitment of Staff
- Training and Development
- Partners, Volunteers and Commissioned Services

- Systems
- Scrutiny and Assurance

This report will discuss the key achievements and activity of the Corporate Safeguarding Board to date under the above seven key headings.

3. Governance

Improving the work of the Council's scrutiny committees to ensure they are providing assurance on the effectiveness of the Council's corporate safeguarding arrangements was an improvement proposed by the WAO for Cardiff. The Corporate Safeguarding Board was established to strengthen governance across the Council. The Board has operated according to the Terms of Reference attached (Appendix 2).

Recent discussions with the WAO have highlighted that a review of corporate safeguarding arrangements in Cardiff is planned. To prepare for the follow up review, a self-assessment exercise is being undertaken which will analyse the effectiveness of arrangements across the Council and highlight priorities for improvement.

3.1 Risk Management Arrangements:

The Council has in place a Risk Management Policy that establishes a dynamic approach to risk management and based on risk identification, risk mitigation, risk monitoring and reporting and a process of escalating the most significant risks through Directorate Risk Registers to the Corporate Risk Register. A key outcome of the Council's approach to Risk Management is that there is ownership and accountability within directorates with the Directors and Senior Management Team having a clear picture of the risks identified, and how they are being managed across the Council.

The Corporate Risk Register identifies the strategic risk relating to safeguarding. It is important that safeguarding risks are also identified across the Council, managed and controlled at other levels within the overall risk management system, including directorate risk registers and through individual risk assessments.

In light of this, the Corporate Safeguarding Board meeting agreed that the Corporate Safeguarding Board will establish and maintain a Safeguarding Risk Register that brings together the Safeguarding risks from individual service delivery plans, projects and directorate risk registers linked to the Corporate Safeguarding Policy. It is also proposed that specific processes and arrangements to support directorates to identify and manage risks are put in place including:

- SBARs (Situation Background Analysis Review) - these enable service areas to

identify risks, oversee mitigating action plans arising from significant event analyses in respect of compliance with the Council's safeguarding policy.

- A system of self-evaluation to be introduced in all directorates on their safeguarding performance from 2019/20. Self-evaluation to be triangulated in a number of ways including via an internal audit programme.
- At a regional level, the Cardiff and Vale Safeguarding Children Board and Safeguarding Adults Boards fulfil the statutory responsibilities set out in the Social Services and Wellbeing (Wales) Act. A local operational group is being established for Cardiff to enable multi-agency leadership of safeguarding to be actively undertaken and report to the Regional Boards.
- External regulatory reports from Estyn, Care Inspectorate Wales and Wales Audit Office, along with quality assurance and internal audit reports.

4. Key Achievements

4.1 Corporate Leadership

During the period of this report, the Corporate Safeguarding Board has met quarterly with the objective of ensuring that all Council directorates comply with key safeguarding requirements.

The current Terms of Reference and supporting action plan require the Board to identify and support a named person at senior level to promote the importance of safeguarding. In Cardiff, this named person is the statutory Director of Social Services. The Chair of the Board is the Cabinet Member for Finance, Modernisation and Consultation, Councillor Chris Weaver. The main objective of the Chair is to raise the profile of the Board and Safeguarding awareness across the Council including amongst elected members.

The Terms of Reference further require the Board to ensure that all Council Directorates comply with key safeguarding requirements and promote effective cross directorate through information sharing, data collection, front-line operational awareness, staff training and wider partnership engagement. The revised Safeguarding Policy recommends revision of the Board's membership to reflect the roles and responsibilities set out in the policy. Assurance will be sought from all Directors regarding their directorates understanding and engagement in safeguarding policies, procedures and training.

The Corporate Safeguarding Policy states, the Council should identify designated officers with responsibility for safeguarding within each directorate. Within the Corporate

Safeguarding Policy, Operational Managers, or equivalent roles across all directorates of the Council, undertake the role of the Directorate Lead Safeguarding Officer (DLSO). This is identified as the most effective option given that the previous model of identifying named individuals in each area, with repeated key changes in departmental structures and staff, proved to be one that required constant review and updating. By agreeing that all Operational Managers undertake the role ensures, a continued and consistent approach across the Council is promoted.

The role of the DLSO has been clarified as:

- To promote Safeguarding within their Directorate.
- To act as the key point of contact for advice and support relating to Safeguarding matters and issues within their Directorate.
- To collect and collate relevant information to support their Director in discharging their safeguarding responsibilities.

In order to support the key officers in their role, train, develop their understanding and knowledge of safeguarding matters, and promote good safeguarding practice across the authority, a Designated Lead Safeguarding Officers forum has been created and the inaugural meeting took place in November 2018. The meeting presented initial Safeguarding training and awareness for attendees, and also engaged in a positive discussion around staffing and safe recruitment issues within individual directorates. Attendees were also asked to comment on the revised Safeguarding Policy. Future agenda items will concentrate on self-evaluation, safeguarding risks across all areas, specific case scenario discussions and ensuring that the Safeguarding policy is embedded across all Directorates.

4.2 Corporate Policy

In November 2017, as part of the National Safeguarding Week events, the Board published and shared its first formal Corporate Safeguarding Policy across the council for all staff. The policy covers the work of all relevant Council services including workforce, Members, volunteers, partners and contractors. Whilst internal arrangements emanating from the policy are in the process of implementation, wider work to ensure that all external volunteers and commissioned services are supported to comply with the policy duties and objectives is needed.

To this end, and as agreed within the Corporate Safeguarding Board action plan, the Corporate Safeguarding Policy will be reviewed annually, and a new and revised policy is presented to Cabinet as a separate agenda item alongside this progress report. The revised policy aims to strengthen and widen the scope and activity of the Council to meet all of its safeguarding functions and set out more clearly roles and responsibilities across the Council.

4.3 Safer recruitment of Staff

Sourcing, recruiting and training the right people to work with children and adults at risk can be difficult. The WAO review found that most councils, including Cardiff, have established systems for the safe recruitment of staff that will come into contact with children, adults at risk and their families. Whilst examples of good practice exist, it was also found that there were some common weaknesses such as these arrangements not being consistently applied across all relevant Council services.

Cardiff Council has current policies in place for (i) Recruitment and Selection and (ii) Disclosure and Barring Service (DBS); although both policies are currently under review. The council ensures that Disclosure and Barring Service checks and compliance with safe recruitment policies cover all services that come into contact with children and adults at risk. Paragraph 2.8 the Council's Recruitment & Selection Policy states:

All appointments to jobs within the Council will be subject to the receipt of satisfactory written references together with medical checks and any other vetting checks deemed necessary for the role. Cardiff Council is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment.

The Council's application form also contains a self-declaration question for all applicants about previous convictions. The WAO review stressed the need for the consequences of not complying with the council's safeguarding policy being made clear to staff and members and linked to the council's disciplinary process. The Council's Disciplinary Policy states the following as examples of potential gross misconduct:

- Being an accessory to, condoning or failing to report a serious, potentially criminal disciplinary offence, e.g. an incident of abuse/suspected abuse of a child or vulnerable adult;
- Failing to report that a colleague was obtaining financial or other reward from Council clients
- Behaved in a way that has harmed a child / vulnerable adult, or may have harmed a child / vulnerable adult
- Behaved towards a child / vulnerable adult in a way that indicates that they are unsuitable to work with children / vulnerable adults

The aim, however, is to strengthen the need for compliance with the Safeguarding Policy further as part of the imminent review of the Safer Recruitment policies.

New guidance on improved online DBS processes were shared with all departments in August 2017. Within the Council, all staff registered with the Social Care Wales (SCW) are required to update their DBS checks every three years. No other roles within the authority require routine timely renewals.

As part of the work of the Corporate Safeguarding Board, it was identified that current DBS guidance does not request Councils to ensure that School Governors have current DBS checks. In order to raise this matter nationally, the Chair of the Regional Board has written to the National Independent Safeguarding Board expressing their dismay at this lack of vetting and scrutiny and requesting they take the matter on board nationally. To date, the National Board's response has not clarified the position further.

DBS Compliance:

Between 1st April 2017 and 31st March 2018 there were a total of 947 completed DBS checks applications completed. The following table highlights the time scales for completion of the checks across the authority:

DBS Applications completed on RCT online application between 1st April 2017 and 31st March 2018

Time Taken	Applications	Percentage
Less than a week	445	47%
One to two weeks	374	39%
More than two weeks	128	14%
Total	947	

Of the above 115 applications were done within a day, 3 applications took more than 40 days and these took 77,80 and 101 days respectively. Specific issues were highlighted in the three cases that explain the delays in completing the checks appropriately. The DigiGOV system prompts managers when the three-year checks are required. This requirement, as noted above, is only for posts where the post holders are subject to registration with the Social Care Wales.

4.4 Communication and Engagement:

During recent months, key officers across the authority have been developing a Communication Project Plan to promote Safeguarding and to encourage staff to undertake the Safeguarding E-learning Training Module. The aim of the plan is to deepen all employees understanding of what to look for when children or adults may be experiencing or at risk of harm or abuse, and how to report concerns. The campaign will

link in with the Corporate Safeguarding Policy and promote the Directorate Lead Safeguarding Officers (DLSO) role within each department. A strong campaign identity will be vital in engaging staff and will utilise on static collateral, intranet pages, training booklets, pop-up banners, posters, and the Council staff app.

There will be four key audiences we must target successfully:

- Internal – staff
- Schools- teaching community including cleaners, ground keepers etc.
- Management- to communicate and engage with staff
- Front facing staff- hard to reach, frequently engage with the public

A roll out of the Communication will commence in January 2019 with the main objectives of the plan being as follows:

- Encourage all staff to complete the Safeguarding E-learning Training Module
- Ensure all staff know how to report a safeguarding concern (process)
- Ensure all staff know their Directorate Lead Safeguarding Officer
- Ensure all staff know the role of their Directorate Lead Safeguarding Officer
- Increase awareness of the Safeguarding Policy
- Ensure all staff are aware that they have a statutory duty to report concerns about abuse and neglect.
- Highlight that all services within the Council have a key role to play and have to take full ownership of their safeguarding responsibilities.

5. Training and Development

5.1 The WAO proposed that the Council should ensure that all elected Members and staff who encounter children on a regular basis receive training on safeguarding, child protection issues and the Council's corporate policy on safeguarding. As noted previously, in Cardiff, this now incorporates adults, and training which is relevant for staff who encounter adults and children similarly.

Training was offered in the period 2016 to April 2017, but in light of the low take-up, it was agreed that other forms of training should be explored. As a result a programme for 2017-18 was developed including e-learning and Members training.

As part of the activities of National Safeguarding Week 2017, a council wide Safeguarding e-learning module was launched. The Corporate Safeguarding Policy mandates that all staff and elected Members within the Council should undertake the training. It is also identified that the training should be included as standard into the Council's staff induction programme. Further work has been identified by the Board to gather an accurate picture of all staff within departments who have successfully completed the training.

As at December 2018 1709 members of staff across the authority had completed the training. Renewed promotion of the training, wider communication and engagement and agreement from the Corporate Safeguarding Board that the training is mandatory across all directorates should ensure increased staff trained across the authority. A power-point based presentation is also developed so that the training session can be provided to staff who do not have access to e-learning resources.

Safeguarding training for elected Members was also reviewed during the year, and a new training programme was presented to elected members on the 9th of October 2017. 15 members attended, and arrangements are in hand to present the training as part of an annual rolling programme with additional dates agreed for 2018-19.

As part of a wider review of the Education Safeguarding Action Plan, Education Safeguarding Officers (ESOs) will be providing maintained schools with direct safeguarding training and a suite of documents from which the Schools can develop safeguarding policies relevant to their establishments. The suite of documents include

- Estyn pre-inspection framework document
- Safeguarding Education Group toolkit
- Child Protection guidance document

These documents have been shared with all schools with a view to being adopted and utilised.

5.2 Education:

Developments within the Education Directorate over that last 18 months have evidenced a greater understanding and strengthening of safeguarding measures across all schools. Developments have been made in the following areas:

- a. Education Safeguarding Officers are available for consultation with all schools on a case by case basis when required
 - Schools' safeguarding arrangements are reviewed and audited by the Education Safeguarding Officers in partnership with the school's
 - Pro-active offer to schools who are going into an inspection period, to review its safeguarding procedures
 - Engagement and support provided to the school's when safeguarding concerns or issues arise.

b. Operation Encompass:

Operation Encompass is a Police and Education early intervention safeguarding partnership, which supports children and young people exposed to domestic abuse. The intervention has already been implemented across many Police Forces and Local Authorities nationally and was rolled out in Cardiff in September 2018. The process

involves reporting to schools, before the start of the next school day, when a child or young person has been involved or exposed to a domestic abuse incident the previous day/evening.

The Police send through the information each school-day morning to the Education Welfare Service (EWS) who then contact the schools that the child or young person attends before the start of the school day if they are named in the police information. The contact phone call will only share very basic information, and merely advise the school of the incident. The information is given in strict confidence to a school's Designated Safeguarding Person (DSP) in the first instance; if they are unavailable, then it is shared with their deputy or a member of Senior Management Team.

The purpose of the call is to ensure that the school can support the pupil appropriately, whether this is overt/covert; to enable staff to understand the pupil's behaviour/emotion/presentation on that day; and to ensure that the school is able to make provision for possible difficulties. Initial feedback from schools has been positive and potential long-term benefits for the child have been highlighted in the process.

6. Partners, Volunteers and Commissioned Services

6.1 The Corporate Safeguarding Board's action plan notes the following expectations as regards partners, volunteers and commissioned services:

- There is a process of engagement, where appropriate, with partners on safeguarding issues to ensure common agreements, mutual learning and development of good practice
- The Council has written minimum standards for safeguarding for working with partners, volunteers and contractors
- The Council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the Council
- The Council requires relevant staff in partner organisations who are commissioned to work for the council in delivering services to children, young people and adults to undertake safeguarding training

To date, work in this area has been limited primarily to Social Services, Education and Housing Services by virtue of the services they provide directly to adults at risk and children. Where appropriate, however, tender and contract documentation for other directorate areas do include clauses to ensure compliance with the Council's Safeguarding Policy and wider legislation.

6.2 To promote wider directorate activity in these areas, initial discussions have commenced with the Shared Regulatory Services and Neighbourhood Services to align the current Taxi and Private Licensing Policy with the Corporate Safeguarding Policy.

This was highlighted as a necessity when safeguarding issues had been raised regarding a number of separate taxi drivers across the city.

To strengthen arrangements, the following have been agreed:

- Operational Manager Safeguarding sits on the Licensing appeal panel.
- Members training to include reference concerning taxi licensing and safeguarding
- All documents, contracts and policies concerning taxi licensing process etc. to be reviewed by the Operational Manager Safeguarding to ensure that safeguarding is adequately covered in all documentation
- Agreement that the Education Safeguarding Officers ensure that safeguarding training with schools reminds attendees to ask to check taxi drivers' badges etc. and report immediately any omissions or concerns.

6.3 In March 2017, Cardiff Council became the first public body to sign the Welsh Government's Code of Practice: Ethical Employment in Supply Chains. The Code's 12 commitments include tackling Modern Slavery and Human Trafficking. The Council has developed a Modern Slavery Statement to be adopted from the 1st of April 2019, which sets out the action that the council has taken, and will take, to ensure that there is no Modern Slavery and Human trafficking in its own business or supply chains. To this end the Council is working in partnership with Welsh Government, the wider public sector, suppliers, service providers and others to address Modern Slavery challenges and drive collaborative action with a view to reducing risks and incidence of modern slavery. In order to achieve compliance with the Modern Slavery Act Section 54 it is acknowledged that there should be agreement on the following:

- (i) A clear mandate from Senior Management around the need for all Council employees to receive appropriate Modern Slavery training relevant to their role within the organisation.
- (ii) That the Chief Executive and Lead Cabinet Member sign-off the Modern Slavery statement both now and in the future.

7. Systems

The WAO proposed that the Council should improve the range, quality and coverage of safeguarding performance reporting to provide adequate assurance that corporate arrangements are working effectively. In response to this, the Board's Terms of Reference require the Board to review and develop appropriate corporate safeguarding performance measures.

The WAO review requires that the Council has systems in place to record and monitor compliance levels on Disclosure and Barring Service checks, and the ability to track and monitor the attendance figures for staff attendance at Safeguarding training. As

discussed above, current systems within the authority including Digigov and supporting HR systems are in place to gather the relevant DBS data. In addition, as noted above, attendance figures for the newly launched e-learning module are now also being gathered. These training figures will be shared with the Board on a quarterly basis to ensure that all relevant staff have undertaken the training.

Current arrangements across the authority as regards what performance data is required for safeguarding is underdeveloped, and previous arrangements to gather some data directly from directorates proved ineffective. The following performance data provides examples that can be provided, but it is envisaged that future progress and annual reports will contain an agreed Performance Dataset across the whole authority:

Source of Contact/Referral between Q1 2017/18 and Q3 2018/19

Source/Quarter	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19
Emergency Duty Team	0	0	101	140	217	265	184
LA Housing Dept. or Housing Association	82	117	81	59	69	74	75
Legal	0	0	11	3	19	5	34
Local Authority's own Social Services Dept.	539	424	268	151	144	121	129
Other Departments of own or other LA	176	297	261	171	181	148	142
School	601	404	768	668	707	430	858
Grand Total	1398	1242	1490	1192	1627	1043	1422

The above figures highlight the source of referrals that have been received from directorates within the authority over the last 15 months. Current figures demonstrate that the majority of the referrals continue to come from what are seen as traditional sources i.e. housing, education/schools and other social services areas. The reasons for this can be noted as primarily twofold; firstly, other directorates remain unaware or unclear of the need to refer, and increased awareness of safeguarding requires action to ensure that all directorates are clear of the need to report cases appropriately, and; secondly, data gathering is currently limited to only capturing the data from specific directorates. This requires changing so that we are able to capture the full range of referral sources. The latter will ensure correct analysis of the referrals and the need to escalate any directorate concerns where required. It is, however, encouraging to note that there are clear referring mechanisms embedded across the authority in the directorates highlighted above.

Adult Protection and Child Protection Performance:

Adult Protection Performance Data Q1 2018-19

Number of Contacts and Referrals - Adults	
Total number of adult protection enquiries completed in the year	337
The number of adult protection enquiries completed in the year that were completed within seven days	299
Result	89%

All initial enquiries to the Adult Safeguarding Team should be completed within statutory 7 working days of the receipt of a safeguarding concern. Figures for Q1 onwards have evidenced a drop in the figures and below the 99% target set for the year. As a result, an in depth review has been undertaken and remedial actions undertaken.

Child Protection Performance Data Q1 2018-19:

Children on the Child Protection Register:

Category of abuse	Under 1	1 - 4	5 - 9	10 - 15	16 - 18	Total
Neglect	6	32	32	42	2	114
Physical abuse	2	3	11	14	2	32
Sexual abuse	1	4	2	3	0	10
Financial abuse	0	0	0	0	0	0
Emotional / psychological abuse	7	28	39	26	1	101
Total	16	67	84	85	5	257

In line with All Wales procedures all children on the Child Protection Register must have one or more category/categories of abuse clearly identified from the list above. The numbers of different categories of abuse above have highlighted the small number of cases which are identified as suffering sexual abuse in comparison to other categories of abuse. National research and wider work within the authority clearly demonstrates that this category is often under-reported, with professionals wary of using the category, or insufficient confirmed evidence to endorse the use of the category. This is an issue that has been highlighted by the Regional Safeguarding Children Board for wider audit of the issue.

Childrens Services Assessments for Q1 2018-19:

1	Number of children and families who received advice or assistance from the information advice and assistance service during the quarter	167
2	Number of assessments of need for care and support undertaken during the quarter	762
	2.1 Of those, the number that led to a care and support plan	60
3	Number of assessments of need for support for young carers undertaken during the quarter	2
	3.1 Of those, the number that led to a support plan	0
4	Number of assessments of need for care and support for children undertaken during the quarter whilst in the secure estate	2
	4.1 Of those, the number that led to a care and support plan	2

The high number of assessments undertaken during one quarter clearly demonstrates the increasing demand on social service resources to ensure children are safe and supported within the city. As highlighted within Welsh Government legislation and the Council's capital ambition, safeguarding must encompass wider well-being needs of children and adults at risk, in addition to child and adult protection investigations.

8. Scrutiny and Assurance

Safeguarding works closely with Internal Audit to agree an appropriate internal audit work programme. In the last year there have been audits of the Regional Safeguarding Board business unit and Corporate Safeguarding. The Corporate Safeguarding Board action plan (Appendix 1) identifies the work required in identifying and undertaking a rolling programme of internal audit systems testing and compliance reviews on the councils safeguarding practices.

In accordance with the Internal Audit Plan, an audit of the corporate safeguarding arrangements was undertaken with the fieldwork commencing in October 2018. The overall purpose of the audit is to provide assurances to senior management that there is a sound system of internal control within the area under review. The objectives of the audit will be to assess the levels to which:

- a) There is effective corporate oversight of safeguarding arrangements.
- b) Directorates have assessed their services for safeguarding risks and opportunities where safeguarding issues may be identified by their services.

c) Directorates have defined measures and reporting mechanisms in place to contribute to the corporate oversight of safeguarding.

The areas highlighted in the Internal Audit report around systematic policy implementation are addressed in the revised policy and action plan presented alongside this report to Cabinet.

9. Evaluation

To date Corporate Safeguarding Board members have reflected on the Board's operation during the previous years. The following themes have emerged from the discussion.

Members of the Board reflect that, in their opinion, the new Current Corporate Safeguarding Board is significantly more effective than a predecessor Board that was disbanded several years previously. This has been attributed to greater focus and structure in the Board's operation and the appointment of a Cabinet Member as Chair. This leadership is felt to provide a sense of gravitas and raised the profile of the Board significantly.

The key challenge is a perception that some directorates initially found it difficult to understand their role in safeguarding, and this ultimately influenced participation in the safeguarding process. The Board empathises that this has in part been heightened by a context of considerable corporate change and modernisation across the Council, but also highlighted that Corporate Safeguarding needs to be fundamental to those wider changes.

There is now a strong and committed response by the Chair and Directors to address any gaps in these Directorate commitment to the Board and this has resulted in improved engagement. Members of the Board believe that key to the success of the Board will be that when the training, monitoring and governance arrangements are embedded, all employees of the Council will understand their responsibility and what is required of them. The Chair and Board members are more confident that there is now a good platform for ensuring the effective implementation of the improvement Action Plan.

The agreed action plan and a newly formed Directorate Lead Safeguarding Officers forum will provide a firm base for systematically guiding and implementing the work of the Corporate Safeguarding Board.

The 2017/18 work programme concentrated on the continued implementation of a full action plan which met all actions identified in the Wales Audit Office review of Corporate Safeguarding 2015. As noted previously, the action plan covered the 7 key areas identified in the review:

- Corporate leadership
- Corporate policy
- Safer recruitment of staff
- Training and development
- Partners, volunteers and commissioned services
- Systems
- Scrutiny and assurance

10. Future work programme

The 2018-19 work programme will include the following:

1. The Corporate Safeguarding Board will establish and maintain a safeguarding risk register which brings together the safeguarding risks from individual service delivery plans, projects and directorate risk registers
2. Develop a revised Corporate Safeguarding Learning and Development Strategy and accompanying training plan.
3. Tracking, monitoring and reviewing staff uptake of the e-learning Safeguarding training module across all departments within the Council.
4. Implement a performance framework which enables progress and impact to be measured effectively and will inform the Corporate Safeguarding Board and the Council.
5. Implement safeguarding self-evaluation across every directorate to understand fully the effectiveness of Corporate Safeguarding arrangements in every part of the Council.
6. Implement a Communication and Engagement Strategy to ensure that all council staff and elected members have a clear awareness, understanding of, and compliance with the Corporate Safeguarding Policy
7. Review all current safer recruitment policies and protocols within the council, to ensure that all posts recruited to by the authority comply with and adopt a safe and effective recruitment process.
8. The Board to implement and regularly review a revised action plan in line with the DLSO Forum priorities.

11. Appendices:

1. Action Plan
2. Terms of Reference

CARDIFF COUNCIL
CORPORATE SAFEGUARDING ACTION PLAN
2017-18

★ Numbers in brackets denote the WAO Review recommendation number

	Action	CCC Action Plan 2016-17	Lead Officer	Timescale	Update
1.	Corporate Leadership				
1.1 (1.3)	The council regularly disseminates and updates information to all staff and stakeholders concerning the appointments of the named person at senior management level who promotes the importance of safeguarding and the welfare of children and adults throughout the organisation		Senior Communications Officer CS sub-group	On-going	Sub –group and Communications team to agree programme of updates on these appointments and CSP and training
1.2. (1.4)	The council regularly tests awareness and understanding of the corporate leadership roles i.e. Lead member for safeguarding and senior manager lead.		Head of Service	On-going	Corporate Safeguarding Policy notes all Heads of Service to ensure this action is undertaken.

1.3	The Council undertakes a communication and engagement plan across the authority for all staff		DLSO Communications Officer	January 2019	Project plan in place to guide and support the process. Overarching logo and poster agreed.
1.4	A council wide Designated Lead Safeguarding Officers (DLSO) Group to be convened to take forward all operational safeguarding actions across the Directorate		Director of Social Services OM Safeguarding	November 2018	Inaugural meeting arranged for the 25 th November 2018.
2.	Corporate Policy				
2.1	The Schools Safeguarding Policies is checked to ensure consistency with the council wide policy on safeguarding		Education Safeguarding Officers	May 2018	Education Safeguarding Officers will provide maintained schools with a suite of documents from which Schools will be able to develop their bespoke safeguarding policies. The suite of documents will be sent to maintained schools by 23 rd April 2018 and include <ul style="list-style-type: none"> • Estyn pre-inspection framework document • Safeguarding Education Group toolkit • Child Protection guidance document updated April 2018
2.2	The policy is publicised, promoted and distributed widely	2.2 Develop a communications plan as in 1.3	Sub-group & Senior Communications Officer	January 2019	Operational Managers and sub-group to agree plan in line with Communications team in 1.3 and 1.4

2.3	The policy is reviewed annually or whenever there is a significant change in the organisation or in relevant legislation		Corporate Safeguarding Board	October 2018	Draft updated policy now available and to be taken to full Council in December 2018
2.4 (2.5)	The policy is approved and signed by the Cardiff and Vale Regional Safeguarding Boards		OM Safeguarding Business Manager RSBs	March 2019	CSP to be presented to the Regional Boards on the 21 st of March 2019
2.5 (2.7)	All staff, members, volunteers, partners and contractors are required to comply with the policy – there are no exceptions		Operational Manager Procurement and Supplies	On-going	Procurement to ensure that all future contractual arrangements state compliance with the Council's CSP
2.6 (2.8)	The council regularly tests awareness and understanding of the policy		CSB Sub-group	On-going	DLSO group to be convened to identify key auditing, training and review actions required to support the Corporate Safeguarding Board's duties. First meeting of the group in November 2018.
2.7	A corporate Volunteer Policy to be developed to ensure that all volunteer organisations utilised by the council meet agreed council requirements as regards safeguarding issues.		HR	March 2019	
3.	Safer Recruitment of Staff				
3.1 (3.3)	The council ensures that Disclosure and Barring Service checks and compliance with safe recruitment policies cover all services that come into contact with children and adults	1.3 Review effectiveness of DBS arrangements for school governors.	Operational Manager (HR People Partner)	On-going	As in 3.1 & 3.2 above. All staff registered with Social Care Wales require updated DBS check every three years.

					Letter sent by Director of Social Services concerning DBS checks for school governors to the Chair of the National Safeguarding Board. Further letter sent by the Chair of the CSB December 2017.
4.	Training and Development				
4.1 (4.2)	Safeguarding is included as standard on council wide induction programmes		Academi Training	March 2019	DLSO group to ensure that mandatory Safeguarding awareness to be undertaken by all new staff
4.2 (4.3)	Safeguarding training is mandated and coverage extended to all relevant council service areas	2.2 (ii) Implement agreed training and awareness programme for elected members throughout the year.	Operational Manager Safeguarding Training and Development Officer	On-going annual programme	Elected members training undertaken on the 9 th of October 2017 . Additional dates for 2018-19 to be agreed.
4.3 (4.4)	The consequences of not complying with the councils safeguarding policy are made clear to staff and members and linked to the council's disciplinary processes		Operational Manager (HR People Partner)		The Council's Disciplinary Policy contains examples of gross misconduct which may cover this action, but requires improvement to ensure that a specific reference is included in the policy as regards safeguarding concerns.
5.	Partners, Volunteers and commissioned Services				
5.1	There is a process of engagement, where appropriate, with partners on safeguarding issues to ensure common		Corporate Safeguarding Board	January 2019	DLSO group to identify and agree the process and to also identify the key partners this action refers to.

	agreements, mutual learning and development of good practice				
5.2	The council has written minimum standards for safeguarding for working with partners, volunteers and contractors		Strategy and Development Manager Commissioning and Procurement Services	March 2019	
5.3	The council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the council		Strategy and Development Manager Commissioning and Procurement Services	March 2019	
5.4	The council requires relevant staff in partner organisations who are commissioned to work for the council in delivering services to children, young people and adults to undertake safeguarding training		Strategy and Development Manager Commissioning and Procurement Services	March 2019	
6.	Systems				
6.1	There is an integrated council wide system to record and monitor compliance levels on Disclosure and Barring Service checks		Operational Manager (HR People Partner)	On-going	Digigov and supporting HR systems in place to gather this data
6.2	The council can identify, track and monitor compliance with attendance safeguarding training in all council	1.2 Finalise the corporate safeguarding	Operational Manager Improvement and Information	On-going	Data to be gathered ¼erly and fed back to the CSB

	departments, elected members, schools, governors and volunteers	performance monitoring framework			
7.	Scrutiny and assurance				
7.1	<p>The council regularly reports safeguarding issues and assurances to Scrutiny Committee(s) against a balanced and council wide set of performance information. This covers:</p> <ul style="list-style-type: none"> • benchmarking and comparisons with others • conclusions of internal and external audit/inspection reviews • relevant service based performance data • key personnel data such as safeguarding training, and DBS recruitment checks • the performance of contractors, partners, volunteers and commissioned services on compliance with council safeguarding responsibilities 	3.2 Collect data to report against the new corporate safeguarding indicators.	Operational Manager Improvement and Information	On-going	
7.2	Risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing		Director Social Services OM Safeguarding	On-going	Agreed at CSB October 2018 that Safeguarding Risk Register is adopted across all Directorates.

	risk management plans across the council. The Corporate Safeguarding Board establishes and maintains a safeguarding risk register that brings together the safeguarding risks from individual service delivery plans, projects and directorate risk registers				
7.3	A rolling programme of internal audit systems testing and compliance reviews are undertaken on the councils safeguarding practices	<p>3.1 Roll out of the Directorates' Safeguarding Information Return.</p> <p>3.3. Agree corporate safeguarding audit programme.</p> <p>3.4 Audit compliance with the new Directorates' Safeguarding Information Return.</p>	<p>Operational Manager Improvement and Information</p> <p>Principal Auditor</p> <p>Principal Auditor</p>	January 2019	In accordance with the Internal Audit Plan, an audit of the corporate safeguarding arrangements is being undertaken with the fieldwork commencing in October 2018.

CORPORATE SAFEGUARDING BOARD - TERMS OF REFERENCE JULY 2018

OVERALL PURPOSE

The Corporate Safeguarding Board (CSB) will:

1. Ensure the compliance of all Council Directorates with key safeguarding requirements in relation to children and adults.
2. Ensure that all directorates within the council are aware of their contribution to keeping children, young people and adults at risk safe and free from harm or abuse.
3. Agree, implement and review clear actions for the group within a ratified annual action plan.
4. Support the Statutory Director of Social Services in the discharge of his/her wider safeguarding duties.
5. Review and develop relevant corporate safeguarding standards and policy.
6. Support HR in the delivery of a robust Safer Recruitment process to include key vetting and barring requirements and workforce development.
7. Provide an Annual Corporate Safeguarding Report, setting out the performance of all Directorates, in relation to vetting and barring, staff safeguarding training, and the operation of front-line services in terms of their effectiveness in identifying and referring safeguarding concerns.
8. To identify clear areas of safeguarding risk, and agree how the risks will be managed within the authority and by whom.
9. Review and develop appropriate corporate safeguarding performance measures.
10. Ensure that Safeguarding training is promoted and mandated across all Directorates within the authority.
11. Advise the Head of the Paid Service and recommend relevant action in relation to corporate safeguarding standards and policy.
12. Promote effective cross Directorate safeguarding practice particularly in terms of information sharing and data collection, front-line operational awareness, staff training and wider partnership engagement. Receive and consider recommendations and learning from Child / Adult Practice / Domestic Homicide Reviews.

MEMBERSHIP

Members will include the Director of Social Services; the Monitoring Officer, or senior nominee; the Operational Manager for Safeguarding and Independent Review; a relevant Operational Manager for each Directorate; Operational Manager for Improvement and Information who will also represent the SIRO; a lead officer from ICT; a Senior Auditor.

CHAIRING

The Board will be chaired by the relevant nominated Cabinet member.

FREQUENCY OF MEETINGS

The Board will meet quarterly.

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