



Title: CHSCB Section 11 Audit 2009-2010 – Progress Report

**Author: Serena Tommasino
Safeguarding Project Manager**

Date: 18th January 2010

1. Introduction

This report is intended to update the City and Hackney Safeguarding Children's Board (CHSCB) on progress in relation to the 'section 11 audit 2009-2010'. In particular, it summarises the key lessons learnt and provides a brief review of the implementation of action plans. The Board is invited to challenge the approach outlined in the report and to make recommendations for improvements in this area.

2. Background and Process

The CHSCB conducted a 'section 11 audit' this year to assess the extent to which agencies in the City and Hackney are addressing their safeguarding responsibilities. Section 11 of the Children Act 2004 places a duty on key people and bodies to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. The implementation start date for section 11 was 1st October 2005.

The 'section 11 audit 2009-2010' was commissioned and led by the Quality Assurance (QA) Sub-committee. Participating agencies were required to assess and evidence their strategic and organisational arrangements in relation to their duties under section 11. Furthermore, agencies were expected to produce an action plan to address any significant issues or gaps that were identified in each agency's audit.

A 'section 11 audit report' was produced which synthesised the main findings of the audit across participating agencies, identified trends, examples of best practise and areas for improvement. The report also contained a number of key recommendations. The Board received and endorsed the 'section 11 audit report' and its key recommendations on the 20th July 2009.

A 'section 11 monitoring system' was set up and a monitoring officer was identified, as per recommendations. The monitoring process commenced on the 4th August 2009 and was led by the QA Sub-committee and the CHSCB team. As part of the section 11 monitoring process, participating agencies were asked to: 1) identify a 'section 11 monitoring lead person'; 2) provide any outstanding information; 3) revise their action plans in light of the key recommendations contained in the 'section 11 audit report'; and, 4) provide regular feedback and evidence of progress made against their action plans and of any issues that might delay their implementation. Full guidance and continuous and tailored advice was provided to all agencies by the monitoring officer.

3. Agencies' response and action plans

The agencies' response was proactive and generally positive. However, it should be noted that the punctuality and detail of the responses varied across the agencies. The



majority of agencies evidenced a strong commitment to improving their safeguarding arrangements both strategically and at an operational level. Particularly, they provided outstanding information, identified areas for improvement and evidenced actions taken. For instance, all participating agencies have now a Safeguarding Children Statement and have nominated a Safeguarding Senior Named Person and/or a Safeguarding Lead Officer (full contact details are now available on the CHSCB website). Moreover, the majority of agencies promptly revised their policies and procedures as necessary and reviewed their internal arrangements in order to better monitor safer recruitment and staff attendance to safeguarding training.

Individual agency's action plans were generally 'good' as they were SMART (Specific, Measurable, Achievable, Realistic and Time-bound) and outcome focused. Half of the participating agencies integrated the key recommendations from the 'section 11 audit report' endorsed by the Board in July 2009 in their individual agency's action plans. Also, the majority of agencies provided comprehensive and regular updates in respect of the implementation of their action plans. However, for a few action plans, the timescale for completion of actions needs to be clarified. Most of the action plans are on track to meet their deadlines. To date, two agencies have not provided the information that was missing from their section 11 self-audits.

The Metropolitan Police Service provided a local response to the audit in addition to the corporate response in order to comply with the CHSCB standards and expectations.

The Learning Trust (TLT) undertook a 'section 11 audit' of all Hackney maintained schools and academies. The aim of the school's audit was to assess the extent to which schools in the borough are addressing their section 11 safeguarding responsibilities and for TLT to determine how sound safeguarding practice is across schools in general. A 'schools section 11 audit report' outlining the key findings and recommendations was presented to the TLT Board in September 2009. Also, a similar audit tool has been devised for all maintained early years and play settings.

The Training Sub-committee promptly integrated the audit findings in the design of the CHSCB Multi-agency Training Programme 2010.

The Serious Case Review (SCR) Sub-committee took swift action to improve the monitoring arrangements of individual agency's SCR recommendations. In parallel, all agencies have taken steps to disseminate learning from the reviews within their own agencies. Also, the Board has planned a series of multi-agency seminars and briefing sessions to ensure that the lessons learnt from SCRs and Individual Management Reviews are integrated into agencies' practice and that front line staff are familiar with the lessons learnt.

4. Learning Lessons and Future Plans

This first 'section 11 audit' has enabled the CHSCB to gather extensive information about safeguarding arrangements and practise in the City and Hackney and to use it as a basis for future developments. Moreover, it has increased agencies' awareness of their safeguarding responsibilities under section 11; reinforced feedback and advisory mechanisms between individual agencies and the Board; and, enabled the Board to learn lessons for future audits. Finally, the 'section 11 audit' has also been a useful tool for



benchmarking current standards and models of good practice, as well as to identify areas for improvement and to target resources.

One advantage of the 'section 11 audit', for instance, was that it enabled the Board to gather comprehensive information in relation to agencies' existing practice of engaging with children and young people. A comprehensive list of how agencies are listening to and consulting with children and young people (and families) was collated and presented at the QA Sub-committee in November 2009. The committee felt that this is a useful tool. However, it was also noted that the practice examples were not necessarily focused on safeguarding. This will be addressed in the next 'section 11 audit'. At the moment, the QA Sub-committee is exploring the possibility of setting up a feedback system between the Children and Young People's Board to the CHSCB. This would aim at ensuring that there are processes in place for using existing consultation activities to gather information relevant to the safeguarding of children.

As part of the monitoring process, a small number of agencies (Drug and Alcohol Team, Hackney Homes, Safer Communities and Adult's Social Care) were identified as requiring extra support in order to further consolidate their safeguarding arrangements. A number of meetings between the Board's safeguarding group manager and project manager and individual agencies were arranged to provide support and tailored advice. This has proven to be an extremely positive exercise as it has further enhanced individual agency's understanding and commitment to their safeguarding responsibilities and to the Board's work. In the case of the Drug and Alcohol Team (DAAT), for example, this led to the revision of the 'Joint Protocol between Hackney DAAT and Children's Social Care'. This outlines the responsibility of services within the London Borough of Hackney to work in partnership to ensure the safeguarding of children and young people. The Protocol is currently under revision and it is due to be finalised by the summer 2010.

In relation to the monitoring process, the QA Sub-committee has now agreed that if an individual agency's action plan is of a standard that is sufficient to address identified need, the Sub-committee will stop monitoring its implementation. Agencies will then be responsible for the implementation of their action plans and would be expected to report to the QA Sub-committee any blockages, delays and lessons learnt.

While good progress has been made in local safeguarding arrangements, the audit process has generated further learning. There is space for further improvement of the audit tool. For instance, the tool was felt to be very lengthy. Moreover, the overall audit process – and particularly the monitoring aspect – has proven to be a time consuming process and has required considerable investment of resources by the Board team and the involved agencies.

A number of agencies that were not included in the current process, including the Ambulance Service, British Transport Police Authority, CAF/CASS, Connexions, Fire Service, Probation Service, are to be considered to take part in the next 'section 11 audit'. Moreover, a similar audit process should be considered in order to assess the extent to which the private and voluntary sector and community and faith based organisations are addressing their safeguarding responsibilities. Finally, this report recommends that the section 11 audit is conducted on a two year basis.

The QA Sub-committee felt that it is important to carefully design the future 'section 11 audit' process. It was agreed that a set of *Safeguarding Core Standards* should be developed



to reinforce the monitoring and evaluation of local safeguarding arrangements and to form the basis of the next 'section 11 audit'. Particularly, the *Safeguarding Core Standards* will provide a local benchmark of good practice to work towards. They will raise awareness and help organisations know what they need to do to safeguard children and young people and to minimise avoidable risks. When implemented they should help create safer environments for children and young people. They will be developed by a dedicated working group made of key partner representatives with extensive experience in auditing. The *Safeguarding Core Standards* are currently under development.

The QA Sub-committee also agreed to contact other LSCBs that have recently conducted section 11 audits. Initial meetings with both the Wandsworth and Merton Board have been arranged. The aim of the meetings is to share learning from the section 11 audit, to discuss how to further reinforce the Boards' function in relation to section 11 and to consider the possibility of collaboratively devising a common section 11 audit tool.

Appendix a. CHSCB Section 11 Audit Questionnaire 2009-2010

How does your agency evidence **commitment to safeguarding** issues?

- 1.1 Please attach an organisational structure chart for your organisation and explain how this links to the City and Hackney Safeguarding Children Board. (Mandatory for all agencies completing this audit.)
- 1.2 How do you ensure governance of safeguarding arrangements?
- 1.3 What arrangements have you in place to assure the competence of leadership & management in all areas of children's services?
- 1.4 Who is your named person at senior level or equivalent to champion the importance of safeguarding issues and promote the welfare of children throughout the organisation?

2. How does your agency exert its **safeguarding responsibilities**?

- 2.1 How do you ensure that everyone in the organisation is clear about where responsibility for the agency's safeguarding rests?
- 2.2 Does your organisation have a statement of your agency's safeguarding responsibilities and does that explain that safeguarding is everyone's responsibility?
- 2.3 Do all staff have a copy of this statement? Please provide a copy with the audit form.
- 2.4 Who is the lead officer for Safeguarding responsible for ensuring strategic and organisational arrangements within your agency/section/team? Please provide contact information.
- 2.5 What are the specific roles and responsibilities for this Lead Officer in relation to safeguarding?
- 2.6 How do you ensure that all staff know the process and arrangements for dealing with a child protection allegation against a member of staff, professional or carer?
- 2.7 How do you ensure that staff are aware of the agency whistle blowing policy in relation to safeguarding children and young people and are confident to implement the policy when necessary?

3. What systematic arrangements does yr agency have in place to ensure **accountability**?

- 3.1 What systematic arrangements does your agency have to monitor practice and manage performance?



- 3.2 What are your auditing procedures and how do you integrate lessons learnt into practice development?
 - 3.3 How does your agency ensure that all staff are informed about the expectations and standards required of frontline child protection practice?
 - 3.4 How have you ensured that all staff know to whom they should report or discuss child protection concerns? How is this recorded and monitored?
 - 3.5 What arrangements are in place to ensure that contracted staff, temporary and agency staff are aware of reporting procedures?
 - 3.6 What have you done to ensure that information and decisions of CHSCB, procedures and practice developments are disseminated to managers and front line staff?
 - 3.7 What system is in place to review your procedures and practice initiatives to ensure they continue to be up to date and fit for purpose?
 - 3.8 How does your agency ensure the competence of service and team managers in conducting effective supervision and monitoring of practice?
4. How does your agency promote **service and practice development**?
- 4.1 How do you ensure that the lessons learnt from Serious Case Reviews and Internal Management Reviews are integrated into your agency's practice and that frontline staff are familiar with lessons learnt?
 - 4.2 How do you monitor the implementation of recommendations from Serious Case Reviews and Internal Management Reviews?
 - 4.3 What specific actions has your agency taken in respect of ensuring the safeguarding needs of young people ages 13- 18 (for example, sexual exploitation, young runaways, drugs & alcohol etc) are met?
 - 4.4 Give examples of how your service or agency has promoted a more preventative safeguarding agenda in the past financial year.
 - 4.5 What area does your service/agency need to develop further in relation to safeguarding practice within 2009/10? How will you ensure that this happens?
 - 4.6 In what ways does your agency ensure that children and young people's views are listened to and taken seriously?
 - 4.7 What formal feedback does your service gain from children and young people? Please give examples.
 - 4.8 What involvement do children and young people have in the service development and commissioning of services? Please give examples.
 - 4.9 How does your agency ensure that equality and diversity issues are always taken into account when developing and providing services to children, young people and their families. Please give examples.
5. How does your agency promote **staff learning and development**?
- 5.1 Provide numbers of how many staff have and have not attended any relevant safeguarding training in the last financial year.
 - 5.2 What internal safeguarding training does your agency provide? Please give a list of your training and numbers of staff who have attended internal training.
 - 5.3 How have you met the training needs of experienced workers in relation to safeguarding?
 - 5.4 Do you think there are any gaps in the CHSCB training offered? Please give details.
 - 5.5 How do you ensure that all your staff are familiar with the revised 3rd edition of the London Child Protection Procedures and in relation to the following vulnerable groups:- children looked after; young carers, children with disabilities and/or special



educational needs; missing children, children who live in a household where there is domestic violence and sexually active children?

6. How does your agency ensure **safe recruitment**?

- 6.1 Please describe your agency recruitment & vetting procedures.
- 6.2 Are your agency's responsibilities and commitments to safeguarding included in: advertisements, job descriptions, recruitment & selection guidance and codes of conduct?
- 6.3 What systems do you have in place to monitor safe recruitment practice within your agency?
- 6.4 How do you ensure that this safe recruitment practice is undertaken in relation to agency, temporary, sessional contracted or self employed staff?
- 6.5 Do you undertake CRB disclosures for all staff working with children/young people including those with access to personal information?
- 6.6 How do you ensure that CRB disclosures are updated, and at what intervals?
- 6.7 Do you keep a central register of all CRB checks?
- 6.8 Do people who recruit staff to work with children have appropriate training?
- 6.9 How has your agency integrated the new vetting and barring scheme under the Safeguarding Vulnerable Groups Act 2006?

7. How does your agency promote **effective inter-agency working**?

- 7.1 What steps has your agency taken to ensure that all staff understand the importance of multi agency working and understand the roles and responsibilities of other professionals?
- 7.2 What processes are in place for resolving inter agency differences in relation to thresholds, actions to take, decision making, roles/responsibilities etc.
- 7.3 If some aspects of your agency's work is based and functions within a multi agency setting (e.g. a children's centre), what implications does this have for you in relation to your safeguarding duties?
- 7.4 How have you ensured clear procedures and protocols for communication between partner agencies?
- 7.5 How do you ensure that you operate effective inter agency working? What are the difficulties, if any, in your agency for this area?
- 7.6 Are there specific strengths or weaknesses in this area? Please give examples.

8. How does your agency ensure effective **information sharing**?

- 8.1 How do you ensure that all staff understand and implement government guidance in relation to information sharing arrangements between partner agencies?
- 8.2 How do you ensure clear information sharing protocols at the strategic level and information sharing agreements at the managerial and operational level?
- 8.3 Do all staff understand how and when to share information if they believe a child may be a child in need, including those suffering or at risk of significant harm?
- 8.4 What are the difficulties, if any, in your agency for this area?
- 8.5 Are there specific strengths or weaknesses in this area? Please give examples.

Action Plan - Actions your agency will take arising from this Audit

Appendix b. CHSCB S11 Audit Monitoring Summary Table - outlining the information provided by the participating agencies

Last updated: 20th January 2010 – Serena Tommasino

Abbr.	Agency	HUH	Homerton Hospital
ASC	Adult Social Care	MPS	Metropolitan Police Service
CSC	Children Social Care	PCT	Primary Care Trust
CoL	City of London	SC	Safer Communities
DAAT	Drug & Alcohol Action Team	TLT	The Learning Trust
ELFT	NHS Foundation Trust	YOT	Youth Offending Team
HH	Hackney Homes	YS	Youth Services

Key	Descriptor	Actions to be taken by all agencies
G	Good	Implement Action Plan
S	Satisfactory	Implement Action Plan
IA	Inadequate – Actions taken	Implement Action Plan
IN	Inadequate – No action taken	Revise Action Plan
IM	Information Missing	Provide outstanding information

		ASC	CSC	CoL	DAAT	ELFT	HH	HUH	MPS	PCT	SC	TLT	YOT	YS
1		Agencies' Commitment to Safeguarding Children												
	1.1	G	G	G	G	G	S	G	S	S	G	S	S	S
	1.2	IA	G	G	G	G	G	G	G	G	G	G	G	G
	1.3	S	G	G	S	G	S	G	G	G	G	G	G	G
	1.4 ¹	S	S	S	S	S	S	S	S	S	S	S	S	S
2		Agencies' Safeguarding Responsibilities Towards Children												
	2.1	IN	G	G	S	G	G	G	G	G	G	G	G	G
	2.2	S	G	G	G	G	IA	G	G	G	IA	G	S	S
	2.3	S	G	G	G	G	IA	G	G	G	IA	G	IM	S
	2.4	S	S	S	S	S	S	S	S	S	S	S	S	S
	2.5	S	G	G	G	G	G	G	G	G	IM	G	G	S
	2.6	S	G	G	IA	G	S	G	IA	G	IA	G	G	G
	2.7	G	G	G	IA	G	IA	G	G	G	IM	G	G	IA
3		Agencies' Lines of Accountability to Safeguard Children												
	3.1	IA	G	G	S	G	IA	G	G	G	IM	G	G	G
	3.2	S	G	G	IA	G	S	G	S	G	IM	S	G	G
	3.3	S	G	G	IA	G	G	G	G	G	G	G	G	G
	3.4	S	G	IA	IA	G	G	G	G	G	G	G	G	G
	3.5	S	G	IA	IA	G	S	G	S	S	IM	G	S	G
	3.6	IA	G	G	IA	G	S	G	S	S	IA	S	G	G
	3.7	S	G	G	IA	G	IM	G	G	S	IM	G	G	G
	3.8	S	G	G	S	G	S	G	G	G	IA	G	G	G

¹ Please note that for questions no. 1.4 and 2.4 all agencies were given a 'Satisfactory' for providing the name and title of the Safeguarding Senior Named Person and Lead Officer.

		ASC	CSC	CoL	DAAT	ELFT	HH	HUH	MPS	PCT	SC	TLT	YOT	YS
4		Service & Practise Development that takes account of Safeguarding Needs and of the views of Children, YP and their Families												
	4.1	IA	G	G	IA	G	IN	G	G	G	IM	G	G	S
	4.2	S	G	G	IA	G	IM	G	G	G	IM	G	G	S
	4.3	IA	G	G	G	G	G	G	G	G	G	G	G	G
	4.4	S	G	G	G	G	G	G	G	G	G	G	G	G
	4.5	S	G	G	G	G	IM	G	G	S	G	G	IM	G
	4.6	S	G	G	G	S	G	G	G	IM	G	G	G	G
	4.7	S	G	G	G	S	G	G	S	IM	G	G	G	G
	4.8	IN	G	G	G	G	G	G	IM	IM	G	G	G	G
	4.9	G	G	G	G	G	G	G	G	G	G	G	IM	G
5		Staff learning and development												
	5.1	S	G	IA	IA	G	IA	G	S	G	G	G	S	S
	5.2	No - IA	Yes - G	No - S	Yes - IA	Yes - G	Yes - S	Yes - G	Yes - G	Yes - G	Yes - IA	Yes - G	No - S	Yes -G
	5.3	IA	G	S	IA	G	IA	G	G	G	IA	G	S	S
	5.4	Yes - IN	Yes	Yes	Yes	Yes	IM	Yes	Yes	Yes	IM	Yes	IM	Yes
	5.5	IA	G	G	IA	G	IA	G	G	G	IA	G	S	G
6		Safe Recruitment Procedures												
	6.1	G	G	G	G	G	G	G	G	G	G	G	G	G
	6.2	S	G	G	G	G	G	G	G	G	G	G	G	G
	6.3	S	G	G	S	G	S	G	S	G	G	G	S	G
	6.4	S	G	G	S	G	S	G	G	G	G	G	S	G
	6.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes - IA	Yes	Yes	Yes
	6.6	S	G	G	S	G	G	IA	N/A	G	IM	G	S	G
	6.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	IM	Yes	Yes	Yes
	6.8	N/A	G	IA	S	G	IA	G	S	G	IM	S	G	G
	6.9	G	G	G	S	G	S	S	S	G	IM	S	IM	G

		ASC	CSC	CoL	DAAT	ELFT	HH	HUH	MPS	PCT	SC	TLT	YOT	YS
7		Inter-agency working to Safeguard Children												
	7.1	S	G	G	G	G	G	G	IA	G	G	G	G	G
	7.2	S	G	G	IA	G	G	G	G	G	G	G	G	G
	7.3	S	G	G	IA	G	IM	G	N/A	G	IM	G	IM	G
	7.4	G	G	G	IA	G	G	G	G	G	G	G	G	G
	7.5	G	G	IA	G	G	G	G	S	G	G	G	G	G
	7.6	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	IM	Yes	IM	Yes
8		Information Sharing to Safeguard Children												
	8.1	IA	G	G	G	G	IA	G	G	G	IA	G	G	G
	8.2	G	G	G	IA	G	IA	G	G	G	IA	G	G	G
	8.3	G	G	G	IA	G	IA	G	G	G	IM	S	G	G
	8.4	Yes-IN	No	Yes -IA	Yes - IA	Yes	Yes - IA	Yes	Yes	Yes - IA	IM	Yes	IM	Yes
	8.5	Yes	No	Yes	Yes	Yes	IM	Yes	Yes	Yes	IM	Yes	IM	Yes

Single-agencies' Action Plans														
	ASC	CSC	CoL	DAAT	ELFT	HH	HUH	MPS	PCT	SC	TLT	YOT	YS	
Action Plan (AP)	S	G	G	S	G	G	G	G	S	S	G	G	G	
Revised AP²	No	Yes	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	
Implementation Update received	No	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	
AP Timescale for completion	2010	March 11	Dec 09	2010	March 10	March 10	March 10	2010	Feb 2010	Oct 09	Dec 09	March 10	Oct 09	

² Revised Action Plans integrate the key recommendations from S11 Audit Report July 2009.