



# City and Hackney Safeguarding Children Board Section 11 Report 2011

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## 1. Introduction

Section 11 (s11) of the Children Act 2004 places a statutory duty on key persons and bodies to make arrangements to ensure that in discharging its functions, they have regard to the need to safeguard and promote the welfare of children and that the services they contract out to others are provided having regard to that need. Improving the way key people and bodies safeguard and promote the welfare of children is crucial to improving outcomes for children.

*Working Together to Safeguard Children (2010)* requires Local Safeguarding Children Boards (LSCBs) to monitor the effectiveness of organisations' implementation of their duties under s11 of the Children Act 2004. The LSCB has a key role in achieving high standards in safeguarding and promoting welfare, not just through co-ordinating services but also through evaluation and continuous improvement. For example, by asking individual organisations to self-evaluate under an agreed framework of benchmarks or indicators and then sharing results with the Board.<sup>1</sup>

## 2. Background

The City and Hackney Safeguarding Children Board (CHSCB) conducted the first s11 audit with key statutory agencies in 2009. This was a highly detailed and in-depth assessment and all agencies completed their own action plans following the audit and have reported regularly to the Board on the implementation of these plans. The Board agreed that a s11 audit would be conducted biennially and that the process of the next audit should be enhanced to involve strategic commissioned services and the independent and voluntary sector. In particular, it was agreed that the audit should include commissioned agencies because they are also obliged to comply with s11 of the Children Act 2004. According to statutory guidance regarding s11,

*where private or voluntary organisations are commissioned to provide services on behalf of [a statutory agency]....the agreement under which the arrangements are made should require that the private or voluntary organisation concerned takes this guidance into account in the provision of the services and, if they decide to depart from it, have clear reasons for doing so.<sup>2</sup>*

The CHSCB commenced a second s11 audit in November 2010 for statutory agencies to self-assess their progress in ensuring arrangements are effectively in place to fulfil their commitment to safeguard and promote the welfare of children and young people. The audit asked agencies to report briefly on all key aspects of the requirements but focus, in depth, on two specific areas. These are:

- internal training provision and;
- arrangements for ensuring that services commissioned by the agency meet s11 requirements.

The audit was extended to include independent, voluntary sector and community and faith-based sector organisations who do not provide commissioned services on behalf of any of the statutory agencies. It was recognised that where s11 does not place statutory obligations on these organisations, they would be encouraged to complete the audit, as it represents a standard of good practice and will help organisations improve their arrangements in keeping children and young people safe.

The audit returns were expected back by the end of February 2011. The deadline was extended by one month for independent, voluntary and commissioned agencies.

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<sup>1</sup> *Working Together to Safeguard Children (2010)*, 3.28

<sup>2</sup> *Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (2007)*

### 3. The 'Audit Tool'

The CHSCB developed a simplified self-assessment audit tool, which is based on the 8 key features outlined in statutory s11 guidance<sup>3</sup> and the Safe Network Core Standards<sup>4</sup> produced by the NSPCC.

The key requirements from the statutory s11 guidance are as follows:

1. senior management commitment to the importance of safeguarding and promoting children's welfare;
2. a clear statement of the agency's responsibilities towards children, available for all staff;
3. a clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children;
4. service development that takes account of the need to safeguard and promote welfare and is informed, where appropriate, by the views of children and families;
5. staff training on safeguarding and promoting the welfare of children for all staff working with or (depending on the agency's primary functions) in contact with children and families;
6. safe recruitment procedures in place;
7. effective inter-agency working to safeguard and promote the welfare of children; and,
8. effective information sharing.

The NSPCC Safe Network Core Standards aim to set a minimum level of practice consistent with operating a safe organisation for smaller voluntary and community sector organisations. It is anticipated that many voluntary and community organisations will want to apply these standards within their organisation and the CHSCB is keen to ensure that our audit supports them in this rather than developing an additional set of standards. The CHSCB s11 audit incorporates the standards for the areas of 'child protection' and 'safer staff and volunteers' with a few additional areas also being covered.

The self-assessment tool takes an electronic format and generates an action plan for agencies. The tool requests auditors to self-assess how well they are meeting elements of standards by scoring 'Not met', 'Partly met' and 'Fully met'. If the rating is 'Fully met', agencies must provide evidence to support the score. If the rating is 'Not met' or 'Partly met', agencies are asked to provide information on what plans are in place to meet or improve upon the current standard with timescales. Also, they are instructed to identify a lead person to monitor the implementation of the action plan and to provide feedback and evidence against agreed action plans.

Some elements of the audit questionnaire are only aimed at statutory and commissioned agencies.

### 4. Statutory agencies

The following statutory agencies were asked to undertake the s11 audit and instructed to ask the agencies that they contract services from, to undertake the audit.

1. Adult Social Care – Hackney Council
2. British Transport Police Authority
3. Cafcass

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<sup>3</sup> *Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (2007)*

<sup>4</sup> *Safe Network Standards: Core standards and guidance for safeguarding children in the voluntary and community sector (2010)*

4. Children's Social Care – Hackney Council
5. City of London Family and Young People's Services
6. City of London Police
7. City of London maintained school (including a children's centre)
8. Community Health Services – City and Hackney
9. Drug and Alcohol Action Team (DAAT) – Hackney Council
10. East London NHS Foundation Trust (ELFT)
11. Hackney Borough Police - Metropolitan Police Service (MPS)
12. Hackney Homes
13. Homerton University Hospital
14. NHS City and Hackney PCT Commissioning
15. Probation Service
16. The Learning Trust \*
17. Youth Offending Team (YOT) – Hackney Council
18. Youth Services – Hackney Council

\* Please note that the Learning Trust s11 audit encompasses maintained schools and early year providers (over 90+ nurseries and children's centre including private alternative providers).

At the time of the writing, the audit has not been returned by the British Transport Police Authority. However, they have expressed an interest in taking part in the audit locally and becoming more involved with the London Safeguarding Children Board on a regional level in relation to standardising the s11 auditing exercise.

The NHS City and Hackney Commissioning PCT also administered the s11 audit with GP practices in City and Hackney. The Board is grateful for the support of the Designated Doctor and Nurse in encouraging GP practices to participate in the audit for the first time.

## **5. Commissioned agencies**

Statutory agencies were instructed to administer the s11 audit tool with agencies that they commission, if applicable. Statutory agencies had to ensure that commissioned agencies' audits were completed within timescale, collate the audits and submit them all together to the CHSCB. Statutory agencies are responsible for addressing any identified areas that require improvement and overseeing the action plans for their commissioned agencies.

## **6. Independent and voluntary sector agencies**

The CHSCB worked closely with the Hackney CVS (community and voluntary sector) to engage voluntary, community and faith organisations to participate in the s11 audit.

A number of awareness-raising activities have taken place to raise the profile of safeguarding and the rationale behind voluntary agencies taking part in the s11 audit:

- The audit was sent to all voluntary organisations in the Hackney CVS directory including the children and young people provider networks.
- A workshop was held at Hackney CVS offices on 25<sup>th</sup> November 2010 to provide guidance on how to complete the audit. A total of 24 voluntary organisations attended this event and organisations generally reported that they felt more confident as a result.
- An article about the audit was placed in the December issue of Hackney CVS Spark magazine.
- All independent schools in Hackney were invited by written letter to participate in the audit in November 2010.
- A meeting was held at Interlink Foundation on 16<sup>th</sup> December 2010 to provide information about the audit to Jewish Orthodox provider organisations.
- The audit has been advertised via the CHSCB, Hackney CVS, the Community Empowerment and the Youth Provider Network websites.
- The Business and Performance Manager and Community Partnership Advisor attended all four Youth Provider Network (Shoreditch, Stoke Newington, North-East and Homerton) meetings in March 2011 to present on the importance of participating in the s11 audit to youth provider groups in Hackney.

A total of 52 independent and voluntary organisations indicated to the CHSCB that they wished to participate in the audit.

## 7. Methodology of reporting

This report will analyse the audit responses from the following cohorts:

1. Statutory agencies
2. GPs
3. Commissioned agencies
4. Independent and voluntary sector agencies

The audit had a total of 34 questions (including 3 specifically for statutory agencies and 1 for commissioned agencies) divided into the 8 requirements of s11 as outlined above in the 'Audit Tool' (section 3).

The audit analysis will be based on quantitative data from the audit self-assessed ratings. The total percentages for each audit question will be presented for each cohort organised around the 8 key requirements. The analysis will also include qualitative information from the audit responses. The reporting will focus on exceptions which requires attention by individual agencies and by the Board.

Individual agency action plans will not be presented in this report. All agencies are responsible for monitoring their own action plans. Statutory agencies are also responsible for monitoring the action plans of commissioned agencies and ensuring that any areas of non- or part-compliance are addressed urgently. The Board will ask for progress reports from statutory agencies on a 6-monthly basis.

This report will use the findings to make general recommendations to the CHSCB, statutory, commissioned, independent and voluntary sector agencies. The report will also comment on the effectiveness of the self-assessment tool and whether any changes should be made to the s11 audit process.

## 8. Findings – Statutory agencies

This section outlines the key findings of the audits completed by statutory agencies. Audit returns have been received from a total of 17 statutory agencies.

The findings are organised around the 8 key requirements of s11 and will focus on exceptions which requires attention by individual agencies and the Board. The total percentages for the responses for each standard are outlined below and analysis is provided in the 'comment' section for each requirement. The following agencies are fully meeting all standards: Children's Social Care, Metropolitan Police Service, NHS City and Hackney PCT Commissioning and Youth Offending Team.

N.B. Standard 2.5 is not listed below as it only applied to commissioned agencies.

### 1. Senior management commitment to the importance of safeguarding and promoting children's welfare

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
1.1	There is a named person responsible for safeguarding at senior management level / trustee / on senior management committee.	0	0	100	0
1.2	All staff or volunteers that come into contact with children and young people are able to access supervision or support in relation to safeguarding.	0	24	76	0

#### Standard 1.1

All statutory agencies are compliant with Standard 1.1 and provided information on how they are fully meeting this standard.

#### Standard 1.2

76% of statutory agencies are compliant and 24% are partly compliant with Standard 1.2.

ELFT, Hackney Homes, Homerton Hospital and the Learning Trust (TLT) have partly met this standard. All ELFT staff in CAMHS (Child and Adolescent Mental Health Services) and Adult services have supervision which includes addressing safeguarding children issues. In addition, staff have access to the Safeguarding Children Team. ELFT plans to develop additional safeguarding support for staff in supervisory roles. Hackney Homes have identified that they need to hold briefings for all Hackney Homes services and refresher briefings for housing management staff. Within the hospital, named professionals receive regular supervision and midwives receive ad hoc supervision; however, the process is not yet formalised with a safeguarding supervision policy in place. TLT has identified that advice needs to be given to schools on training and supervision of volunteers in schools.

Comment:

The audit findings demonstrate that a minority of statutory agencies do not have sufficient supervisory and support arrangements in relation to safeguarding children for staff members. ELFT, Hackney Homes, Homerton Hospital and TLT have all self-assessed their agencies as only partly compliant in this area. The agencies have identified that they need to strengthen their supervisory arrangements in terms of accessibility, policy and guidance.

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

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
2.1	The organisation has a child protection policy in place that provides clear guidance on what action to take if there are concerns about a child's safety or welfare.	0	0	100	0
2.2	An effective complaints process is in place and available to all child and adult service-users.	0	0	100	0
2.3	FOR STATUTORY ORGANISATIONS ONLY There are arrangements in place to ensure that organisations commissioned to provide services on your behalf have regard to the requirements of section 11 of Children Act 2004.	0	12	59	29
2.4	FOR STATUTORY ORGANISATIONS ONLY There are arrangements in place to ensure that organisations which receive grants or financial support can demonstrate that they safeguard children. This should be an explicit requirement in order to receive grant.	0	6	59	35

**Standard 2.1, 2.2**

All statutory agencies are compliant with these standards and provided information on how they are fully meeting them.

**Standard 2.3**

This standard is specifically for statutory agencies. 59% of agencies were compliant, 12% were partly compliant and 29% did not answer this section.

Hackney Youth Services and the Learning Trust (TLT) have partly met the standard. Work is ongoing within Hackney Youth Services to ensure that providers have regard to the requirements of s11 of Children Act 2004. Specific reference is made to safeguarding children in all TLT contracts, Service Level Agreements and framework



agreements. However, some documents contain more detailed and specific references to promoting the well-being of children than others. Community Health Services, City of London Police, ELFT, Hackney Borough Police (MPS), Hackney Homes and the City of London maintained school all indicated that they do not commission services in this area.

**Standard 2.4**

This standard is specifically for statutory agencies. 59% of agencies were compliant, 6% were partly compliant and 35% did not answer this section.

The Learning Trust (TLT) has partly met the standard. TLT has identified that there needs to be a consistency of approach for all organisations. Community Health Services, City of London Police, ELFT, Hackney Borough Police (MPS), Hackney Homes, Homerton Hospital and the City of London maintained school all indicated that they do not commission services in this area.

Comment:

The audit placed a focus on statutory agencies ensuring that organisations commissioned to provide services on their behalf have regard to the requirements of s11 of Children Act 2004. The audit included two specific questions for statutory agencies to self-assess their commissioning and funding processes. TLT, in particular, rated themselves as partly compliant due to the lack of consistency in contracts. Hackney Youth Services self-assessed as partly compliant because work is currently underway to ensure that providers are meeting S11 requirements. Some agencies have indicated that this is not relevant as they do not commission services.

**3. A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children**

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
3.1	There is a named person/s who takes the lead on safeguarding on the front-line service.	6	0	94	0
3.2	Staff and volunteers are aware of their responsibilities if they are concerned about a child or young person and know the procedures to follow in such circumstances.	0	6	94	0

**Standard 3.1**

94% of agencies were compliant and 6% were not compliant with Standard 3.1. Hackney Homes are not meeting Standard 3.1 and have reported that heads of services have been instructed to identify lead officers from their operational services to assume this role.

**Standard 3.2**

94% of agencies were compliant and 6% were partly compliant with Standard 3.2. Hackney Homes are partly compliant with Standard 3.2, as staff in a particular service-area need to have a briefing about what to do if they have concerns about a child or young person and know the procedures to follow in such circumstances.

Comment:

Statutory agencies were fully compliant with all standards in this section of the audit with the exception of Hackney Homes. This agency has actions in place in order to comply with the standards as outlined above.

#### 4. Service development takes account of the need to safeguard and promote welfare and is informed by the views of children and families

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
4.1	The organisation takes into account the need to safeguard children, when planning a new service or considering how to improve a service.	0	12	88	0
4.2	Service development plans are informed by the views of children and families.	0	6	88	6

##### Standard 4.1

88% of statutory agencies are compliant and 12% are partly compliant with this standard.

Homerton Hospital and Hackney Homes have partly met the standard. Hackney Homes is planning to develop a process with service departments to take into account the needs of safeguarding children when developing new or improving relevant services. The Homerton is working towards integrating with City and Hackney Community Health Services. There are currently two safeguarding children teams and plans are being made to have an effective, integrated team that supports the whole workforce.

##### Standard 4.2

88% of statutory agencies are compliant with this standard, 6% are partly compliant and 6% did not answer this section.

City and Hackney Community Health Services has partly met the standard. Community Health Services have reported that there are several pieces of work addressing this issue so that there is consistency across the service.

Comment:

The audit findings show that the majority of statutory agencies have rated themselves as fully compliant with planning services taking account of safeguarding and consulting service-users in service development. Hackney Homes and the Homerton self-assessed as partly compliant with regards to service planning. Hackney Homes has recognised that a process needs to be developed to ensure that service department takes into account the need to safeguard children. Due to the integration of Community Health Services, work is underway to ensure the Safeguarding Children teams are effective and integrated to support the whole workforce. Community Health Services reported that in relation to consulting children and families, several pieces of work are taking place to address this requirement and that there is consistency across the service.

## 5. Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
5.1	All staff and volunteers have training on child protection when they join the organisation which includes an introduction to the organisation's child protection policy.  The induction should be within first six months of employment and before inter-agency training.	12	12	76	0
5.2	A record is kept of staff or volunteers who have completed induction training when they join the organisation.	6	6	88	0
5.3	The organisation ensures that all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect.	6	29	65	0
5.4	Training should include information on local thresholds as set out in the Hackney Child Wellbeing Model. (NB. This is a local, not a legal, requirement. Agencies based in the City of London do not use the Hackney Child Wellbeing Model)	18	6	71	6
5.5	There is a training plan for staff according to their level of need within the organisation regarding safeguarding children training.	12	12	76	0
5.6	The organisation reviews staff training needs to ensure knowledge of child protection is maintained and up-to-date.	6	24	71	0

### Standard 5.1

76% of statutory agencies are compliant, 12% are partly compliant and 12% are not compliant with this standard.

Hackney DAAT (Drug and Alcohol Action Team) and Hackney Homes have not met the standard. The DAAT has planned a review into the training needs for staff and induction practices. The DAAT has informed the CHSCB that the service plans to implement a bespoke training programme for all staff to go through to ensure the requirements of s11 are fully met. The staff induction by Hackney Homes does not include an introduction to the organisation's child protection policy. Hackney Homes plans to rectify this and plans are in place to ensure that all staff are briefed on safeguarding children in their induction.

Adult's Social Care (ASC) and City of London Police have partly met the standard. ASC has identified that there is a need to develop a more comprehensive induction pack that includes safeguarding adults and children. City of London Police has identified that checks need to be made as to whether all Police Community Support Officers, Special Constables and frontline staff have received child protection training.

### Standard 5.2

88% of statutory agencies are compliant, 6% are partly compliant and 6% are not compliant with this standard.

Adult's Social Care (ASC) has not met this standard. ASC has reported that robust and comprehensive-recording keeping will be introduced following organisational restructuring in July 2011. The City maintained school has partly met this standard as CRB checks are recorded but there is not currently a central recording system of staff who have completed induction training. The school plans to review the current record-keeping practices.

### **Standard 5.3**

65% of statutory agencies are compliant, 29% are partly compliant and 6% are not compliant with this standard.

Hackney Homes has not met this standard. Hackney Homes plans to introduce basic training for staff how to recognise and act on signs of child abuse or neglect.

Adult's Social Care (ASC), Cafcass, City of London Family and Young People's Services, Homerton Hospital and the Learning Trust (TLT) have partly met the standard. ASC has reported that child protection training will be incorporated into the 'Safeguarding Adults' training programme from September 2011. Cafcass reported that all staff are not employees and has no control over self-employed practitioners except that if they are not up to the standard required they will not be commissioned so there is an incentive to avail themselves of training both by this organisation and by their own affiliated organisation. City of London reported that there has been limited take-up on safeguarding training provided by the CHSCB. Homerton reported that there is a requirement for all clinical staff working in paediatrics, neonatal, maternity, sexual health, A&E and allied paediatric health care to have Level 3 child protection training, which is delivered by City University. The standard is partly met as the current uptake is at 40%. TLT self-assessed as part-compliant because currently, there are separate databases recording staff who have completed safeguarding training. In order to more easily identify which staff have undertaken safeguarding training, there is a need for recording to be transferred to a single database.

### **Standard 5.4**

71% of statutory agencies are compliant, 6% are partly compliant and 18% are not compliant with this standard. 6% of agencies did not answer this section.

Adult's Social Care (ASC), Hackney Homes and Hackney Probation Service have not met the standard. ASC has indicated that their service is not aware of the threshold levels for the different tiers of service for families and children. ASC will seek further information on local thresholds and ensure that this information is incorporated into training from September 2011. Similarly, Hackney Homes does not currently include information on local thresholds in training and plans to revise staff training accordingly. The Probation service has requested that they meet with the independent chair of the Board, in order to forge a stronger relationship between the Board partner agencies and probation. This should enable the probation service to gain a greater understanding of local safeguarding governance arrangements, including the Hackney Child Wellbeing Model.

Hackney Youth Services has partly met the standard. Training on the Hackney Child Wellbeing Model (defining locally agreed thresholds for services) for some staff was previously identified as a training need. The extended Youth Service training programme included specialist training on the model but has not as yet been provided to Youth Service staff.

The City maintained school left this section blank.

### **Standard 5.5**

76% of statutory agencies are compliant, 12% are partly compliant and 12% are not compliant with this standard.

Hackney DAAT and Hackney Homes have not met the standard. The DAAT has planned a review into the training needs for staff and induction practices. Hackney Homes has also planned a review to ensure that training on safeguarding children is targeted at relevant staff and related to their roles.

Adult's Social Care (ASC) and the Learning Trust (TLT) has partly met the standard. ASC has reported that the training programme will need to be revised to include safeguarding training. TLT has reported that a rolling programme of training is delivered and staff are proactively identified to participate. However, it has been identified that record-keeping on staff safeguarding children training needs to be improved.

#### **Standard 5.6**

71% of statutory agencies are compliant, 24%% are partly compliant and 6% are not compliant with this standard.

Hackney Homes has not met the standard. Hackney Homes plans to put in place arrangements for reviewing training needs through the annual appraisal process.

Adult's Social Care (ASC), Hackney DAAT, Homerton Hospital and the Learning Trust have partly met the standard. ASC has reported that a learning needs analysis is undertaken annually and acted upon. ASC has reported that the service will work in partnership with the Children and Young People's service to deliver child protection training. An initial meeting has taken place with the independent chair of the CHSCB to discuss partnership working. The DAAT reports that more could be undertaken to ensure the general level of skills and understanding is increased regardless of no direct contact with children as part of the core function of client facing role. Homerton reported that the uptake of Levels 1, 2 and 3 child protection training could be improved. TLT has identified that improved record-keeping will ensure a comprehensive understanding of training needs is maintained and will inform future training planning.

#### Comment:

The findings from this section are of particular importance to the Board. The revised version of *Working Together to Safeguard Children* (2010) placed greater responsibility on individual agencies to ensure:

- all staff receive induction training with familiarisation to the organisation's child protection procedures
- staff working with children are appropriately trained in child development and how to recognise and act on signs of abuse
- staff undertaking specialist roles receive necessary specialist training.

The s11 audit focuses on these requirements. The audit also asks agencies to report on whether their safeguarding training includes information on local thresholds as set out in the 'Hackney Child Wellbeing Model'. This is not a legal requirement from s11 of the Children Act 2004. However, the CHSCB is currently conducting extensive activity across the borough to ensure that staff are aware of the thresholds as set out in the partnership agreed model. It was agreed that by including a standard in relation to the model in the s11 audit, it would prove an effective method of monitoring how agencies are escalating information related to thresholds down to staff. It should be noted that the Hackney Child Wellbeing Model does not apply for agencies based in the City of London.

The audit findings demonstrate several agencies (35% overall) are not fully compliant with the standard that requires all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect. It is the highest percentage of statutory agencies partly meeting or not meeting a standard throughout the audit. Adult's Social Care, Cafcass, City of London Family and Young People's Services, Homerton Hospital and the Learning Trust all self-assessed their agencies as partly compliant with this standard. This rating is given due to a lack of staff take-up on internal training, multi-agency training and weaknesses in database systems which hinder the identification of training needs. Hackney Homes self-assessed as not compliant with this standard as training is not currently provided for staff on recognising and acting upon signs of child abuse or neglect.

The findings demonstrate that 24% of agencies are only partly meeting and 6% are not meeting the standard that staff training needs are reviewed to ensure knowledge of child protection is maintained and up-to-date. Adult's Social Care, Hackney DAAT, Homerton Hospital and TLT all self-assessed their agencies as partly compliant with this standard. The agencies highlight that improvements need to be made with regards to the introduction of child protection training into training programmes, levels of staff take-up of internal training and record-keeping systems. Hackney Homes self-assessed as non-compliant and plans to ensure that child protection training needs are discussed within the annual appraisal system.

Three statutory agencies were not compliant with the standard that training should include information on local thresholds as set out in the Hackney Child Wellbeing Model. Adult's Social Care and Hackney Homes reported that training currently did not include information on the Hackney Child Wellbeing Model and that further information needed to be sought in order for the model to be cooperated in their training programme. Hackney Probation requested that closer links could be forged between their agency and the CHSCB in order to have an understanding of local processes such as the Hackney Child Wellbeing Model. Hackney Youth Services was partly compliant with this standard as training on the model has not been extended to all staff.

## 6. Recruitment, vetting procedures and allegations against staff

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
6.1	The organisation has an accessible safer recruitment policy which covers how to recruit safely for staff and volunteers who have contact with children.	0	12	88	0
6.2	All staff and volunteers who have contact with children are properly selected and have appropriate checks in line with current legislation and guidance: <ul style="list-style-type: none"> <li>- At least 2 references are always taken up</li> <li>- Identity and qualifications are verified</li> <li>- Face to face interviews</li> <li>- Previous employment history is checked</li> <li>- Any anomalies or discrepancies are checked</li> <li>- Necessary checks are carried out and repeated every 3 years (e.g. enhanced CRB)</li> </ul>	0	6	94	0
6.3	The organisation has a retention policy for the results of checks carried out on staff	0	12	88	0
6.4	FOR STATUTORY ORGANISATIONS ONLY  Staff involved in recruitment are suitably trained (e.g. at least one member on the short listing / interview panel must have been on safer recruitment training)	6	6	82	6

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
6.5	There are clear procedures for handling allegations of abuse against staff and volunteers.	0	6	94	0
6.6	There is a 'whistle-blowing' procedure for all staff/volunteers who have concerns about poor practice.	0	0	100	0
6.7	The organisation has disciplinary procedures in relation to allegations of abuse against staff and volunteers in line with the <i>London Child Protection Procedures</i> .	0	6	94	0
6.8	Records are maintained detailing checks taken in respect of staff and volunteers.	0	6	94	0
6.9	In the case of an allegation against a staff member or volunteer, the organisation ensures that immediate consideration is given to how best safeguard children (e.g. suspension or not working unsupervised).	0	0	100	0
6.10	There is a named senior person to whom allegations or concerns should be reported.	0	0	100	0

### Standards 6.1

88% of statutory agencies are compliant and 12% are partly compliant with this standard.

The City maintained school and Hackney Homes have partly met this standard. The school has reported that key staff have been trained in safer recruitment but the policy should be reviewed and tailored to the school. Hackney Homes has also indicated that their recruitment policy should be reviewed to ensure that safer recruitment is covered.

### Standard 6.2

94% of statutory agencies are compliant and 6% are partly compliant with this standard.

The City maintained school has partly met this standard. The school has reported that CRBs are checked for all adults on site and that safer recruitment procedures are followed for employed staff. However, currently references for volunteers are not taken up directly by the site as this is currently carried out by partner agencies. The school plans to check that procedures and record-keeping practices are in place to ensure all volunteers have had references taken up and stored centrally.

### Standard 6.3

82% of statutory agencies are compliant and 12% are partly compliant with this standard.

The City maintained school and Hackney Homes have partly met this standard. The school has reported that the retention policy for checks on volunteers, students and work-experience placements needs to be revised. Similarly, Hackney Homes has reported that a review of their retention policy is required to ensure that it fully meets the standard.

**Standard 6.4**

82% of statutory agencies are compliant, 6% are partly compliant and 6% are not compliant with this standard. 6% of agencies did not answer this section.

The Learning Trust (TLT) has partly met the standard. Currently, one school does not comply with this requirement due to a recent staff change. Following the TLT s11 audit of early years settings, a small number of settings identified a need for safer recruitment training. Hackney DAAT has not met the standard. The DAAT has set a target for the relevant staff to be trained in safer recruitment by September 2011. Hackney Homes did not answer this section.

**Standard 6.5**

94% of statutory agencies are compliant and 6% are partly compliant with this standard.

East London Foundation Trust has partly met the standard. There are draft procedures in place which need final ratification by relevant committees.

**Standard 6.7**

94% of statutory agencies are compliant and 6% are partly compliant with this standard.

Hackney Homes has partly met the standard and plans to review their disciplinary procedures in relation to allegations of abuse to check whether they are in line with the London Child Protection Procedures.

**Standard 6.8**

94% of statutory agencies are compliant and 6% are partly compliant with this standard.

Hackney Homes has partly met the standard and have reported that their systems need to be reviewed periodically to ensure compliance and that there is a clear recording system for allegations in place.

**Standards 6.6, 6.9, 6.10**

All statutory agencies are compliant with this standard and provided information on how they are fully meeting this standard.

Comment: The majority of statutory agencies are fully compliant with the standards in the 'Recruitment, vetting procedures and allegations against staff' section.

The findings show that one agency is partly meeting and another is not meeting the standard in relation to safer recruitment are suitably trained (e.g. at least one member on the short listing / interview panel must have been on safer recruitment training). TLT self-assessed as part-compliant with the standard as one school is not currently compliant due to staff changes and it has been identified that there is a need for safer recruitment training for early years settings. Hackney DAAT self-assessed as not meeting this standard, but plans to have the relevant staff trained in safer recruitment by September 2011. The City maintained school partly met Standards 6.1, 6.2, 6.3 and Hackney Homes partly met Standards 6.1, 6.3, 6.7, 6.8. Both agencies have indicated that the arrangements regarding safer recruitment need to be strengthened.



## 7. Inter-agency working to safeguard and promote the welfare of children

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
7.1	The organisation has a commitment to inter-agency working and understand the roles and responsibilities of other organisations.	0	0	100	0
7.2	Staff are able to identify children who would benefit from additional services. They are clear about the circumstances in which a referral to Children's Social Care is necessary.	0	24	76	0
7.3	Staff are able to make referrals to Children's Social Care of a high quality.	0	24	76	0
7.4	There are accessible policies in place to support effective interagency working in individual cases.	0	6	88	6

### Standard 7.1

All statutory agencies are compliant with this standard and provided information on how they are fully meeting this standard.

### Standard 7.2

76% of agencies were compliant and 24% were partly compliant with this standard.

Hackney DAAT, Hackney Homes, Homerton Hospital and The Learning Trust (TLT) have partly met the standard. The DAAT reports that the rating is due to staff are not coming into contact with children but states that staff would certainly benefit from more training on understanding thresholds and when to make a referral to Children's Social Care. The service plans to implement a bespoke training programme for all staff to go through to ensure the requirements of s11 are fully met. Hackney Homes reports that further guidance should be produced for staff within the 'Working Better Together' framework in order for staff to be more able to identify children who would benefit from additional services. Homerton reports that the Hackney Child Wellbeing Model is currently only taught at Level 3 training and needs to be included within Level 2 training. TLT has self-assessed as part-compliant because recent Serious Case Reviews have highlighted the continued need for a transparent assessment of the application of thresholds.

### Standard 7.3

76% of agencies were compliant and 24% were partly compliant with this standard.

Hackney Homes, Hackney Youth Services, Homerton Hospital and the Learning Trust have partly met the standard. Hackney Homes has planned a review into the quality of referrals and ensure all known information is provided. In the Hackney Youth Service, staff are aware of the process but may not always have the full set of required information in order to make a high quality referral. The Homerton Hospital reports that there is currently a joint audit being undertaken with Hackney Children's Social Care to review the quality of referrals. The Learning Trust self-assessed as partly meeting the standard because guidance needs to be re-issued to schools and early years settings on practices such as record-keeping and making referrals.

#### **Standard 7.4**

88% of agencies were compliant, 6% were partly compliant and 6% did not answer this section.

The Learning Trust (TLT) has partly met the standard. The Common Support Framework is currently being rolled out to replace the Common Assessment Framework. There remains a challenge to ensure that all schools recognise the benefits of using this tool. Cafcass did not answer this section.

#### Comment:

The audit findings have demonstrated there are some improvements to be made in this area for some statutory agencies. A significant proportion (24%) of agencies are only partly compliant with the standard that staff are able to identify children who would benefit from additional services. Hackney DAAT, Hackney Homes, Homerton Hospital and TLT have all self-assessed their agencies as partly compliant with this standard. The DAAT reports that the rating is due to staff not coming into contact with children but states that staff would benefit from more training. Hackney Homes has identified that more guidance on thresholds could be provided for staff within the 'Working Better Together' protocol between the local authority and Hackney Homes, The Homerton Hospital has identified that the Hackney Child Wellbeing Model needs to be incorporated into Level 2 training in order for staff to have a better understanding of the tiers of services in Hackney. TLT has self-assessed as partly compliant due to recent Serious Case Reviews highlighting continued need for a transparent assessment of thresholds.

Similarly, 24% of statutory agencies have reported that they are partly meeting the standard that staff are able to make referrals to Children's Social Care of a high quality. Hackney Homes, Homerton Hospital, TLT and Hackney Youth Services have rated their agencies as partly compliant with this standard and recognise that they need to provide more training and guidance to staff in order to enable them to make high-quality referrals.

The majority of agencies are fully compliant with the standard that there are accessible policies in place to support effective inter-agency working in individual cases. TLT is the only agency partly compliant with this standard and this is due to the current rollout of the Common Support Framework which will replace the Common Assessment Framework. TLT have reflected that it remains a challenge to ensure that all schools recognise the benefit of using the Common Support Framework tool.

## 8. Information sharing

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
8.1	The organisation has a clear understanding of the responsibility to share information relevant to safeguarding children and guidance on information sharing for staff.	0	0	100	0
8.2	All staff and volunteers who come into contact with children should understand the purpose of information sharing in order to safeguard children.	0	12	88	0
8.3	Staff are aware of who to go to should they require clarification on information sharing	0	6	94	0

### Standards 8.1

All statutory agencies are compliant with this standard and provided information on how they are fully meeting this standard.

### Standard 8.2

88% are compliant and 12% are partly compliant with this standard.

Hackney DAAT and Hackney Homes have partly met the standard. Both agencies have indicated that that they need to ensure staff are trained on the purpose of information sharing.

### Standard 6.3

94% are compliant and 6% are partly compliant with this standard.

Hackney Homes has partly met the standard. The agency reported that staff and managers in property, estate environment and asset management services need to be made aware of the process.

### Comment:

Statutory agencies are fully compliant with all standards in this section of the audit. The only exceptions are the Hackney DAAT and Hackney Homes which self-assessed as partly compliant with Standards 8.2 and 8.3. The agencies have reported that their training programmes need to be revised to ensure that information-sharing is included and that staff are aware of the internal information-sharing processes.

## 9. Findings – GPs

This section outlines the key findings of the audits completed by GP practices. Audit returns have been received from a total of 19 GP practices. The findings are organised around the 8 key requirements and will focus on exceptions which requires attention by GP practices and the NHS Commissioning PCT. The total percentages for the responses for each standard are outlined below. Please note: the percentages are rounded up to no decimal figures, therefore percentages do not always exactly total 100%. This report will not provide detailed analysis on the audit responses, because the NHS Commissioning PCT is leading on these audits.

N.B. Standards 2.3, 2.4, 2.5 and 6.4 are not listed below as they only applied to statutory and commissioned agencies.

Standards			% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
1. Senior management commitment to the importance of safeguarding and promoting children's welfare	1.1	There is a named person responsible for safeguarding at senior management level / trustee / on senior management committee.	0	5	89	5
	1.2	All staff or volunteers that come into contact with children and young people are able to access supervision or support in relation to safeguarding.	0	16	79	5
2. A clear statement of the agency's responsibility towards children is available to all staff	2.1	The organisation has a child protection policy in place that provides clear guidance on what action to take if there are concerns about a child's safety or welfare.	0	21	79	0
	2.2	An effective complaints process is in place and available to all child and adult service-users.	0	0	100	0
3. A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children	3.1	There is a named person/s who takes the lead on safeguarding on the front-line service.	0	21	63	16
	3.2	Staff and volunteers are aware of their responsibilities if they are concerned about a child or young person and know the procedures to follow in such circumstances.	0	16	74	11
4. Service development takes account of the need to safeguard and promote welfare and is informed by the views of	4.1	The organisation takes into account the need to safeguard children, when planning a new service or considering how to improve a service.	16	21	53	11

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
children and families	<b>4.2</b> Service development plans are informed by the views of children and families.	11	32	42	16
5. Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families	<b>5.1</b> All staff and volunteers have training on child protection when they join the organisation which includes an introduction to the organisation's child protection policy.  The induction should be within first six months of employment and before inter-agency training.	5	21	68	5
	<b>5.2</b> A record is kept of staff or volunteers who have completed induction training when they join the organisation.	5	21	68	5
	<b>5.3</b> The organisation ensures that all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect.	0	21	74	5
	<b>5.4</b> Training should include information on local thresholds as set out in the Hackney Child Wellbeing Model. (NB. This is a local, not a legal, requirement. Agencies based in the City of London do not use the Hackney Child Wellbeing Model)	5	5	79	11
	<b>5.5</b> There is a training plan for staff according to their level of need within the organisation regarding safeguarding children training.	5	5	84	5
	<b>5.6</b> The organisation reviews staff training needs to ensure knowledge of child protection is maintained and up-to-date.	0	11	26	58
6. Recruitment, vetting procedures and allegations against staff	<b>6.1</b> The organisation has an accessible safer recruitment policy which covers how to recruit safely for staff and volunteers who have contact with children.	5	37	47	11

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
	<b>6.2</b> All staff and volunteers who have contact with children are properly selected and have appropriate checks in line with current legislation and guidance: <ul style="list-style-type: none"> <li>- At least 2 references are always taken up</li> <li>- Identity and qualifications are verified</li> <li>- Face to face interviews</li> <li>- Previous employment history is checked</li> <li>- Any anomalies or discrepancies are checked</li> <li>- Necessary checks are carried out and repeated every 3 years (e.g. enhanced CRB)</li> </ul>	5	32	58	5
	<b>6.3</b> The organisation has a retention policy for the results of checks carried out on staff	11	26	58	5
	<b>6.5</b> There are clear procedures for handling allegations of abuse against staff and volunteers.	11	16	58	16
	<b>6.6</b> There is a 'whistle-blowing' procedure for all staff/volunteers who have concerns about poor practice.	5	11	74	11
	<b>6.7</b> The organisation has disciplinary procedures in relation to allegations of abuse against staff and volunteers in line with the <i>London Child Protection Procedures</i> .	5	16	68	11
	<b>6.8</b> Records are maintained detailing checks taken in respect of staff and volunteers.	16	21	58	5
	<b>6.9</b> In the case of an allegation against a staff member or volunteer, the organisation ensures that immediate consideration is given to how best safeguard children (e.g. suspension or not working unsupervised).	16	21	58	5
	<b>6.10</b> There is a named senior person to whom allegations or concerns should be reported.	0	16	74	11
7. Inter-agency working to safeguard and promote the welfare of children	<b>7.1</b> The organisation has a commitment to inter-agency working and understand the roles and responsibilities of other organisations.	0	21	74	5

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	
	<b>7.2</b>	Staff are able to identify children who would benefit from additional services. They are clear about the circumstances in which a referral to Children's Social Care is necessary.	0	26	68	5
	<b>7.3</b>	Staff are able to make referrals to Children's Social Care of a high quality.	0	16	74	11
	<b>7.4</b>	There are accessible policies in place to support effective interagency working in individual cases.	5	32	53	11
8. Information sharing	<b>8.1</b>	The organisation has a clear understanding of the responsibility to share information relevant to safeguarding children and guidance on information sharing for staff.	0	5	89	5
	<b>8.2</b>	All staff and volunteers who come into contact with children should understand the purpose of information sharing in order to safeguard children.	0	5	89	5
	<b>8.3</b>	Staff are aware of who to go to should they require clarification on information sharing	0	5	84	11

General comment: A total of 19 GP practices submitted a s11 audit return out of a possible 44 GP practices operating in the City and Hackney. This report will not look at the qualitative responses provided by the GP practices as the NHS City and Hackney Commissioning PCT are leading on the analysis of these audit returns.

The audit results demonstrate that potential areas for development for GP practices are in relation to the following standards:

- Only 53% fully met Standard 4.1 - the organisation takes into account the need to safeguard children, when planning a new service or considering how to improve a service.
- Only 42% fully met Standard 4.2 - service development plans are informed by the views of children and families.
- Only 26% fully met Standard 5.6 - the organisation reviews staff training needs to ensure knowledge of child protection is maintained and up-to-date.
- Only 47% fully met Standard 6.1 - the organisation has an accessible safer recruitment policy which covers how to recruit safely for staff and volunteers who have contact with children.
- Only 53% fully met Standard 7.4 - there are accessible policies in place to support effective interagency working in individual cases.

There are also a significant number of standards where GP practices have self-assessed as only part-compliant, particularly in the sections 'Service development', 'Staff training', 'Recruitment, vetting procedures and allegations against staff' and 'Inter-agency working'.

## 10. Findings - Commissioned agencies

This section outlines the key findings of the audits completed by commissioned agencies which are directly commissioned by statutory agencies to deliver services on their behalf. Audit returns have been received from a total of 31 commissioned agencies.

These findings are organised around the 8 key requirements and commissioning agency. The analysis will focus on exceptions which require attention by individual agencies and their commissioning agencies. Commissioning agencies are also expected to have done their own analysis of returned audits and are responsible for overseeing the action plans of commissioned agencies.

N.B. Standards 2.3, 2.4 and 6.4 are not listed below as they only applied to statutory agencies.

### 1. Senior management commitment to the importance of safeguarding and promoting children's welfare

		Children's Social Care – Hackney Council				City of London Family and Young People's Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16* commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5* commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
1.1	There is a named person responsible for safeguarding at senior management level / trustee / on senior management committee.	0	6	94	0	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0
1.2	All staff or volunteers that come into contact with children and young people are able to access supervision or support in relation to safeguarding.	0	6	94	0	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0

\* Two agencies have contracts with both Children's Social Care and NHS City and Hackney PCT Commissioning.



**Comment:** The majority of commissioned agencies are fully compliant with the standards within this section of the audit. One Children’s Social Care commissioned agency has self-assessed as partly meeting Standard 1.1 and another Children’s Social Care commissioned agency has self-assessed as partly meeting Standard 1.2. Both agencies have identified appropriate actions to improve their arrangements in these areas. There are no grave concerns in this area for commissioning statutory agencies.

**2. A clear statement of the agency’s responsibility towards children is available to all staff**

		Children’s Social Care – Hackney Council				City of London Family and Young People’s Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
<b>2.1</b>	The organisation has a child protection policy in place that provides clear guidance on what action to take if there are concerns about a child’s safety or welfare.	0	13	88	0	0	0	100	0	0	0	100	0	0	0	100	0	0	13	88	0
<b>2.2</b>	An effective complaints process is in place and available to all child and adult service-users.	0	0	100	0	0	0	100	0	0	0	100	0	0	20	80	0	0	38	63	0
<b>2.5</b>	FOR COMMISSIONED ORGANISATIONS ONLY The commissioning process included a requirement upon your organisation to safeguard	0	0	81	19	0	0	100	0	0	0	100	0	0	20	80	0	0	0	75	25

children.																				
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**Comment:** A minor proportion of commissioned agencies are only partly meeting Standards 2.1 and 2.3. With regards to Standard 2.1, the agencies have reported they need to review and update their safeguarding policies. In relation to Standard 2.3, two agencies are in the process of developing and adopting a complaints procedure and the other two agencies have reported that they need to improve the accessibility of their procedures to children and young people.

19% of Children’s Social Care and 25% of Youth Services / Youth Offending team commissioned agencies did not provide information on Standard 2.5. It could be ascertained that the omissions were just oversights by the auditors; however, statutory agencies should check that the commissioning process for these agencies did include a requirement upon these organisations to safeguard children. One PCT commissioned agency self-assessed as partly meeting this standard; this is due to safeguarding being on the agenda for an upcoming contract review with the commissioners.

### 3. A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children

		Children’s Social Care – Hackney Council				City of London Family and Young People’s Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
3.1	There is a named person/s who takes the lead on safeguarding on the front-line service.	0	25	75	0	0	0	100	0	0	0	100	0	0	20	80	0	0	0	100	0
3.2	Staff and volunteers are aware of their responsibilities if they are concerned about a child or young person and know the procedures to follow in such circumstances.	0	0	100	0	0	0	100	0	0	33	67	0	0	20	80	0	0	0	100	0

Comment: Commissioned agencies are generally fully compliant with the standards in this section of the audit. Only a small minority of agencies are partly meeting Standards 3.1 and 3.2. The agencies (commissioned by Children’s Social Care) which have rated themselves as partly compliant with Standard 3.1 have reported that they need to ensure that the named person’s role is clearly defined, trained appropriately for the role and have deputy arrangements in place. For Standard 3.2, the partly compliant agencies (commissioned by DAAT and PCT) have identified training gaps and that staff safeguarding procedures needed to be strengthened.

#### 4. Service development takes account of the need to safeguard and promote welfare and is informed by the views of children and families

		Children’s Social Care – Hackney Council				City of London Family and Young People’s Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
4.1	The organisation takes into account the need to safeguard children, when planning a new service or considering how to improve a service.	0	13	88	0	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0
4.2	Service development plans are informed by the views of children and families.	6	13	81	0	0	0	100	0	0	0	100	0	0	40	60	0	0	0	100	0

Comment: The audit returns demonstrate that commissioned agencies are largely fully compliant with only a minority of exceptions. With regards to Standard 4.1, one of the partly compliant agencies (commissioned by Children’s Social Care) has stated that their management reviews and business planning takes account of safeguarding, but do not currently have specific written reference to safeguarding children.

One Children’s Social Care commissioned agency has self-assessed as not meeting Standard 4.2; the auditor does not explain the rating and does not provide an action plan on how it should be improved. Three agencies (commissioned by Children’s Social Care and the PCT) have self-assessed as partly compliant with this standard. One agency has provided detailed information about how their organisation invites service-user consultation, however states that in most cases, the agency is commissioned to provide services in line with a detailed service specification and as part of a contractual arrangement. Another agency reflects that there is often minimal input or response from parent consultation in development of services and is planning to implement a parent steering group into order to gather views of parents, families and carers.

### 5. Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families

		Children’s Social Care – Hackney Council				City of London Family and Young People’s Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
5.1	<p>All staff and volunteers have training on child protection when they join the organisation which includes an introduction to the organisation’s child protection policy.</p> <p>The induction should be within first six months of employment and before inter-agency training.</p>	0	13	88	0	0	0	100	0	0	0	100	0	0	20	80	0	0	25	75	0

5.2	A record is kept of staff or volunteers who have completed induction training when they join the organisation.	0	25	75	0	0	0	100	0	0	0	100	0	0	40	60	0	13	25	63	0
5.3	The organisation ensures that all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect.	0	44	56	0	0	0	100	0	0	33	67	0	20	20	60	0	0	13	88	0
5.4	Training should include information on local thresholds as set out in the Hackney Child Wellbeing Model. (NB. This is a local, not a legal, requirement. Agencies based in the City of London do not use the Hackney Child Wellbeing Model)	31	19	50	0	0	0	100	0	0	33	67	0	40	20	40	0	38	38	25	0
5.5	There is a training plan for staff according to their level of need within the organisation regarding safeguarding children training.	0	31	69	0	0	0	100	0	0	0	100	0	0	40	60	0	0	13	88	0
5.6	The organisation reviews staff training needs to ensure knowledge of child protection	0	31	69	0	0	0	100	0	0	0	100	0	0	40	60	0	0	13	88	0

is maintained and up-to-date.																				
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**Comment:** The audit findings demonstrate that ‘Staff training on safeguarding’ is an area where a significant proportion of commissioned agencies do not have sufficient arrangements in place. Statutory agencies need to challenge commissioned agencies to make sure that the gaps are addressed.

There are significant percentages of commissioned organisations only partly meeting the standards within this section. In relation to Standard 5.1, some of the responses from the partly compliant commissioned agencies indicate that their induction processes do not currently cover child protection, but have made plans to improve upon this standard.

In relation to Standard 5.2, the part-compliant agencies have reported that record-keeping arrangements need to be improved and the non-compliant agency has plans to implement a system.

A significant proportion of commissioned agencies (29% overall) are only partly compliant with Standard 5.3 and this figure represents the highest percentage of part-compliance throughout the audit findings. It is evident from the findings that some organisations need to ensure that all their staff are trained in recognising signs of abuse, and those in specialist roles receive the appropriate training.

23% of agencies overall (commissioned by Children’s Social Care, PCT and Youth Services/Youth Offending Team) have self-assessed as partly meeting Standards 5.5 and 5.6. Two agencies have identified that they need to use the supervision and appraisal processes to ensure that staff are appropriately trained. Four of the agencies did not submit an action plan on how they were to going to improve upon these standards. Statutory agencies will need to follow-up with commissioned organisations to ensure that they do implement an action plan.

Nine agencies (commissioned by Children’s Social Care, PCT and Youth Services/Youth Offending Team) reported that they are not awareness of the Hackney Child Wellbeing Model, the partnership-agreed model which defines levels of service delivery in Hackney and local thresholds in these agencies. Familiarity with local arrangements and thresholds is an area that statutory agencies will need to support their commissioned agencies with.

## 6. Recruitment, vetting procedures and allegations against staff

Standards	Children’s Social Care – Hackney Council				City of London Family and Young People’s Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
	Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'

6.1	The organisation has an accessible safer recruitment policy which covers how to recruit safely for staff and volunteers who have contact with children.	6	19	75	0	0	100	0	0	0	0	100	0	20	20	60	0	13	0	88	0
6.2	All staff and volunteers who have contact with children are properly selected and have appropriate checks in line with current legislation and guidance.	0	19	81	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0	
6.3	The organisation has a retention policy for the results of checks carried out on staff	0	0	94	6	0	100	0	0	0	100	0	0	20	60	20	0	13	63	25	
6.5	There are clear procedures for handling allegations of abuse against staff and volunteers.	0	0	94	6	0	100	0	0	0	100	0	0	20	80	0	0	25	75	0	
6.6	There is a 'whistle-blowing' procedure for all staff/volunteers who have concerns about poor practice.	0	0	100	0	0	100	0	0	0	100	0	0	0	100	0	0	25	75	0	
6.7	The organisation has disciplinary procedures in relation to allegations of abuse against staff and volunteers in line with the	0	0	100	0	0	100	0	0	0	100	0	0	20	80	0	0	50	50	0	

	<i>London Child Protection Procedures.</i>																					
<b>6.8</b>	Records are maintained detailing checks taken in respect of staff and volunteers.	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0	0	13	88	0	
<b>6.9</b>	In the case of an allegation against a staff member or volunteer, the organisation ensures that immediate consideration is given to how best safeguard children (e.g. suspension or not working unsupervised).	0	0	100	0	0	0	100	0	33	0	67	0	0	20	80	0	0	13	88	0	
<b>6.10</b>	There is a named senior person to whom allegations or concerns should be reported.	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0	0	0	100	0	

Comment: A minor proportion of commissioned organisations (10% overall) are not meeting Standard 6.1. Three agencies have stated that they do not have a safer recruitment policy. Commissioning agencies will need to ensure that the commissioned agencies implement such a policy as a matter of urgency.

With regards to Standard 6.2, 10% of agencies overall are only partly meeting this standard which is due to previous employment records not always being taken up. These agencies have identified that these checks will have to be taken for all future employees.

Overall 10% of agencies are only part-compliant with Standard 6.5, 6% of agencies are part-compliant with Standard 6.6 and 17% of agencies are part-compliant with Standard 6.7. These agencies have identified that that clearer protocols need to be put in place in relation to the requirements in these standards.

One DAAT commissioned agency has self-assessed as not meeting Standard 6.9 and this is due to a lack of procedures for handling allegations of abuse against staff and volunteers. This particular organisation has set an action to improve upon this standard. The agencies (commissioned by the PCT and Youth Services/Youth Offending Team) which are part-compliant with this standard have highlighted that they need to improve their procedures in order to ensure immediate consideration is given to how best safeguard children.



Evidently, there are some issues of concern for the attention of statutory agencies particularly with regards to the implementation and the quality of recruitment / allegations procedures in commissioned organisations.

## 7. Inter-agency working to safeguard and promote the welfare of children

		Children's Social Care – Hackney Council				City of London Family and Young People's Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
7.1	The organisation has a commitment to inter-agency working and understand the roles and responsibilities of other organisations.	0	13	81	6	0	0	100	0	0	0	100	0	0	0	100	0	0	13	88	0
7.2	Staff are able to identify children who would benefit from additional services. They are clear about the circumstances in which a referral to Children's Social Care is necessary.	6	19	63	13	0	0	100	0	0	33	67	0	0	40	60	0	0	25	75	0
7.3	Staff are able to make referrals to Children's Social Care of a high quality.	6	25	63	6	0	0	100	0	0	0	100	0	0	20	80	0	0	13	88	0
7.4	There are accessible policies in place to support effective	6	19	63	13	0	0	100	0	0	0	100	0	0	40	60	0	13	13	63	13

interagency working in individual cases.																				
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**Comment:** The audit findings for Standards 7.2 and 7.3 demonstrate that a significant proportion of commissioned agencies are not necessarily clear about local thresholds and how to make referrals of a high quality to Children’s Social Care. A number of agencies have reflected upon their lack of awareness of the Hackney Child Wellbeing Model and one agency has specifically stated that their staff have a limited knowledge of Tier 2 services in Hackney. This is an issue for statutory agencies to address urgently with their commissioned agencies. Some agencies have also recognised that staff need further training in order to make high-quality referrals. Two agencies have specifically stated that these standards are not relevant to their organisations.

Overall 10% of commissioned agencies are part-compliant with Standard 7.1 and 16% are part-compliant with Standard 7.4. The responses suggest that the agencies are committed to inter-agency working in principle but need to ensure all staff understand the roles and responsibilities of other organisations. The agencies have put in place plans to strengthen their policies on inter-agency working.

### 8. Information sharing

		Children’s Social Care – Hackney Council				City of London Family and Young People’s Services				Drug and Alcohol Action Team (DAAT) – Hackney Council				NHS City and Hackney PCT Commissioning				Youth Services & Youth Offending Team – Hackney Council			
		Total percentages from 16 commissioned agencies				Total percentages from 1 commissioned agency				Total percentages from 3 commissioned agencies				Total percentages from 5 commissioned agencies				Total percentages from 8 commissioned agencies			
Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'	% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
8.1.	The organisation has a clear understanding of the responsibility to share information relevant to safeguarding children and guidance on information sharing for staff.	0	19	75	6	0	100	0	0	0	0	100	0	0	40	60	0	13	0	88	0
8.2	All staff and volunteers who come into contact	0	19	75	6	0	0	100	0	0	0	100	0	0	60	40	0	13	0	88	0

	with children should understand the purpose of information sharing in order to safeguard children.																					
<b>8.3</b>	Staff are aware of who to go to should they require clarification on information sharing	0	6	88	6	0	100	0	0	0	0	100	0	0	0	100	0	0	13	75	13	

Comment: The findings in this section demonstrate that there are some gaps in some commissioned agencies in relation to their information-sharing arrangements. One agency (commissioned by Youth Services/Youth Offending Team) has self-assessed as not meeting Standards 8.1 and 8.2 and this particular agency has reflected that they need to develop an information-sharing policy to meet these standards. The other agencies which are part-compliant with Standards 8.1, 8.2 and 8.3 have stated that they need to improve their policies around information-sharing and ensure that staff are trained in the importance of sharing information in order to safeguard children.

## 11. Findings - Independent and voluntary sector agencies

This section outlines the key findings of the audits completed by voluntary and independent sector agencies. The range of agencies from this sector includes youth mentoring charities, tenant resident associations, youth clubs, theatre groups, and independent schools and nurseries.

Audit returns have been received from a total of 31 independent and voluntary agencies. The individual agencies will not be named in this report. The analysis refers to 'voluntary' agencies', which also includes 'independent' agencies.

N.B. Standards 2.3, 2.4, 2.5 and 6.4 are not listed below as they only applied to statutory and independent agencies.

### 1. Senior management commitment to the importance of safeguarding and promoting children's welfare

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
1.1	There is a named person responsible for safeguarding at senior management level / trustee / on senior management committee.	3	3	94	0
1.2	All staff or volunteers that come into contact with children and young people are able to access supervision or support in relation to safeguarding.	0	3	97	0

Comment: The majority of voluntary agencies are fully compliant with the standards within this section of the audit (94% and 97% for Standards 1.1 and 1.2 respectively). The results demonstrate that senior management within voluntary agencies are overwhelmingly committed to the importance of safeguarding and ensuring staff and volunteers are supported in this aspect. One voluntary agency not meeting Standard 1.1 has identified that the organisation needs a board member to be responsible for safeguarding and an appropriate action has been set to achieve this standard. An additional agency has self-assessed as part-compliant due to named senior person leaving the organisation and is in the process of identifying their replacement. There is one independent school part-compliant with Standard 2.2 and it has identified that additional induction should be arranged for all new staff that arrive mid-term with explicit instructions of where to go for help and guidance.

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

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
2.1	The organisation has a child protection policy in place that provides clear guidance on what action to take if there are concerns about a child's safety or welfare.	0	0	100	0
2.2	An effective complaints process is in place and available to all child and adult service-users.	0	16	84	0

Comment: All voluntary agencies were fully compliant with Standard 2.1. A minor proportion of voluntary agencies (16%) self-assessed as partly meeting Standard 2.2. The agencies have generally reported that they need to improve the accessibility and enhance awareness of their organisation's complaints procedure to child and adult service-users.

## 3. A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
3.1	There is a named person/s who takes the lead on safeguarding on the front-line service.	3	13	84	0
3.2	Staff and volunteers are aware of their responsibilities if they are concerned about a child or young person and know the procedures to follow in such circumstances.	0	3	97	0

Comment: The majority of voluntary agencies are generally compliant with the standards in this section of the audit. 13% of agencies are part-compliant with Standard 3.1 and have identified that they need to strengthen their deputy cover arrangements and provide training for the designated roles. One agency in particular has commented that due to the small size of their organisation they do not need a named lead person on the frontline service, as this role is fulfilled by the senior lead person (as outlined in Standard 1.1). A further agency is not meeting this standard as they do not currently have a named person.

With regards to Standard 3.2, all agencies are fully compliant except one agency which has self-assessed as part-compliant with the standard. This agency has identified that their staff need to attend the multi-agency safeguarding training provided by the CHSCB.

#### 4. Service development takes account of the need to safeguard and promote welfare and is informed by the views of children and families

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
4.1	The organisation takes into account the need to safeguard children, when planning a new service or considering how to improve a service.	0	0	100	0
4.2	Service development plans are informed by the views of children and families.	0	19	81	0

**Comment:** All voluntary agencies are fully compliant with Standard 4.1 which demonstrates that these agencies take account into the need to safeguard children, when planning a new service or considering how to improve a service. However, for Standard 4.2, a fairly significant proportion of agencies (19%) have self-assessed that they are only partly meeting this standard. These agencies have identified that they need to review how their service development plans are informed by children and families. Some agencies have identified that they need to consult more widely with young people and in other cases, more consultation with parents is needed. One particular agency has responded that young people's views are not taken into account until they are married which reflects the religious culture of the organisation's community.

#### 5. Staff training on safeguarding and promoting the welfare of children for all staff working with or in contact with children and families

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
5.1	All staff and volunteers have training on child protection when they join the organisation which includes an introduction to the organisation's child protection policy.  The induction should be within first six months of employment and before inter-agency training.	0	6	94	0
5.2	A record is kept of staff or volunteers who have completed induction training when they join the organisation.	6	6	87	0
5.3	The organisation ensures that all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect.	0	6	94	0
5.4	Training should include information on local thresholds as set out in the Hackney Child Wellbeing Model. (NB. This is a local, not a legal, requirement. Agencies based in the City of London do not use the Hackney Child Wellbeing Model)	23	23	52	3
5.5	There is a training plan for staff according to their level of need within the organisation regarding safeguarding children training.	0	16	81	3

<b>5.6</b>	The organisation reviews staff training needs to ensure knowledge of child protection is maintained and up-to-date.	3	13	84	0
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**Comment:** The audit findings for this section demonstrate that a significant number of voluntary agencies do not have sufficient arrangements in place for 'Staff training on safeguarding' in certain areas. In particular, the results show a considerable number of voluntary agencies (46%) are not meeting or only partly meeting Standard 5.4. It is the highest non- and part-compliance rate in the entire audit; a total of 15 organisations are in this category. The responses suggest that there is lack of awareness of the Hackney Child Wellbeing Model among these agencies. The voluntary agencies have acknowledged that they need to find out more local thresholds and include this information within their internal training. This response also highlights the need for the CHSCB to promote better awareness of the Hackney Child Wellbeing Model to all agencies working with children and young people across the borough.

The compliance rates are relatively high for Standards 5.1, 5.2 and 5.3 (94%, 87% and 94% respectively). The agencies which have self-assessed partly meeting these standards have reported that they have action plans in place to review their induction training content, record-keeping arrangements and training on child development according to latest guidance. Two agencies are not currently complying with Standard 5.2, but both have identified that they need to devise a procedure to keep a record for new-starters who have attended induction training.

For Standards 5.5 and 5.6, 16% and 13% of voluntary agencies have self-assessed as part-complying with these standards. The agencies have identified that they need to review internal training to ensure that staff and volunteers are receiving appropriate safeguarding training for their roles. A number of agencies have also acknowledged the need to review their training to ensure it is up to date with latest guidance and legislation.

## 6. Recruitment, vetting procedures and allegations against staff

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
<b>6.1</b>	The organisation has an accessible safer recruitment policy which covers how to recruit safely for staff and volunteers who have contact with children.	3	13	84	0
<b>6.2</b>	All staff and volunteers who have contact with children are properly selected and have appropriate checks in line with current legislation and guidance: <ul style="list-style-type: none"> <li>- At least 2 references are always taken up</li> <li>- Identity and qualifications are verified</li> <li>- Face to face interviews</li> <li>- Previous employment history is checked</li> <li>- Any anomalies or discrepancies are checked</li> <li>- Necessary checks are carried out and repeated every 3 years (e.g. enhanced CRB)</li> </ul>	0	3	97	0
<b>6.3</b>	The organisation has a retention policy for the results of checks carried out on staff	0	13	87	0

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
6.5	There are clear procedures for handling allegations of abuse against staff and volunteers.	0	6	87	6
6.6	There is a 'whistle-blowing' procedure for all staff/volunteers who have concerns about poor practice.	6	10	77	6
6.7	The organisation has disciplinary procedures in relation to allegations of abuse against staff and volunteers in line with the <i>London Child Protection Procedures</i> .	6	13	74	6
6.8	Records are maintained detailing checks taken in respect of staff and volunteers.	0	3	87	10
6.9	In the case of an allegation against a staff member or volunteer, the organisation ensures that immediate consideration is given to how best safeguard children (e.g. suspension or not working unsupervised).	6	0	87	6
6.10	There is a named senior person to whom allegations or concerns should be reported.	0	0	94	6

Comment: The compliance rates are relatively high for all standards within this section, with the minor exception of Standard 6.7. Only 74% of agencies are meeting this standard which relates to organisations having disciplinary procedures in relation to allegations of abuse against staff and volunteers.

13% of agencies are part-compliant and 3% are non-compliant with Standard 6.1. Some agencies have identified that they need to review their safer recruitment policy, and in other cases devise a specific policy in relation to safer recruitment.

The majority of agencies are fully compliant with Standard 6.2; only one agency has self-assessed as partly meeting this standard. This agency has reported that appropriate checks are completed for staff and volunteers which work directly with children and young people. However, a safer recruitment policy will not be adopted across the whole organisation as it is only relevant for a minority of staff and volunteers.

13% and 3% of voluntary agencies are partly meeting Standard 6.3 and 6.8 respectively, in relation to keeping records of checks and how long they should be retained. The agencies have reported that records of the results of checks are kept, but they do not have a specific policy in relation to the retention of records. One agency has identified that the record-keeping process needs to be improved.

Standards 6.5, 6.7, 6.9 and 6.10 of this section of the audit relate to an agency's arrangements for circumstances where there may be an allegation of abuse against a staff member or volunteer working with children and young people. For Standard 6.7 in particular, several agencies have recognised that they need to check that their disciplinary procedures are in line with guidance within the *London Child Protection Procedures*. The results show that voluntary agencies do need to be supported in strengthening their organisational arrangements in managing allegations.

10% of agencies are part-compliant and 6% are non-compliant with Standard 6.6. These agencies have action plans in place to draft a 'whistle-blowing' procedure and ensure it is included within their child protection policy.



## 7. Inter-agency working to safeguard and promote the welfare of children

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
7.1	The organisation has a commitment to inter-agency working and understands the roles and responsibilities of other organisations.	0	10	90	0
7.2	Staff are able to identify children who would benefit from additional services. They are clear about the circumstances in which a referral to Children's Social Care is necessary.	0	13	87	0
7.3	Staff are able to make referrals to Children's Social Care of a high quality.	0	26	71	3
7.4	There are accessible policies in place to support effective interagency working in individual cases.	3	16	77	3

Comment: It is evident from the audit findings that voluntary agencies are committed to inter-agency working in order to safeguard and promote the welfare of children. It should be highlighted that nearly over a quarter of agencies are only part-compliant with Standard 7.3. These agencies have identified that their staff require further training to be confident and competent in making high-quality referrals to Children's Social Care. One agency has pointed out that referrals are made to another service provider within their community because there is a 'dichotomy' between the local authority requirements for referrals and community traditions. For Standards 7.1, 7.2 and 7.3, the part-compliant agencies have reported that staff would benefit from undertaking further training, preferably in a multi-agency setting, to learn about local thresholds and to become more knowledgeable about the other types of services available to children and families.

## 8. Information sharing

Standards		% 'Not met'	% 'Partly met'	% 'Fully met'	% 'Not Answered'
<b>8.1</b>	The organisation has a clear understanding of the responsibility to share information relevant to safeguarding children and guidance on information sharing for staff.	0	3	97	0
<b>8.2</b>	All staff and volunteers who come into contact with children should understand the purpose of information sharing in order to safeguard children.	3	3	90	3
<b>8.3</b>	Staff are aware of who to go to should they require clarification on information sharing	0	3	94	3

Comment: The results show that voluntary agencies are generally fully compliant with standards in the 'Information-sharing' section of the audit. There are only a minor proportion of agencies who are either partly meeting or not meeting the standards. For Standard 8.1, one agency has self-assessed as part-compliant and has identified that it needs to review its information-sharing guidance to ensure it is sufficient. For Standard 8.2, one agency has self-assessed as part-compliant and has recognised that the organisation needs to review legislation in relation to information-sharing when consent is not needed. Another agency has self-assessed as not meeting the standard and the organisation is now in the process of designing a training programme for staff to ensure that they understand the purpose of information sharing in order to safeguard children. The same agency is also partly meeting Standard 8.3; however the organisation will ensure that staff are made aware of the name person for clarification on information-sharing.

## 12. Conclusion

The conclusion of this report will consider the response rates, themes arising from the audit returns and make general recommendations to the Board and individual agencies.

### Response rates

The response rates were relatively high for this year's s11 audit process.

The CHSCB received a total of 98 audit returns back from all agencies:

- 17 audit returns from statutory agencies (including 1 maintained school and children's centre from the City of London)
- 19 audit returns from GP practices
- 31 audit returns from commissioned agencies
- 31 audit returns from independent and voluntary sector agencies

The response rates were as follows:

- Statutory agencies – 94%\*
- GP practices – 43%
- Independent and voluntary sector agencies – 62%
- Commissioned agencies – figure unknown\*\*

\* At the time of writing, the British Transport Police has not returned the s11 audit to the CHSCB.

\*\* It is difficult to ascertain the response rate for commissioned agencies. Statutory agencies were asked to administer the s11 audit with their commissioned agencies and coordinate the returns process to the CHSCB. Therefore the Board does not have an exact figure for the number of agencies commissioned by all statutory agencies.

In general, the response rates are very encouraging. The response rate is high for statutory agencies. The CHSCB did not receive an audit return within the deadline from British Transport Police; however, efforts are being made to ensure that the BTP do submit the s11 audit.

Individual General Practices in City and Hackney were for the first time invited to participate in the current Section 11 audit. Nineteen of the 44 practices agreed to participate and were supported in doing so by the Designated Nurse, a member of the Quality and Assurance sub-committee. The enthusiastic participation of the nineteen pilot practices in the audit was welcomed by the Quality and Assurance sub-committee. The PCT Commissioning should encourage the further 25 GP practices to participate in the s11 audit to ensure that these surgeries have appropriate safeguarding arrangements in place.

The response rate for independent and voluntary sector agencies was 62%. A total of 52 agencies from this sector expressed an interest directly to the CHSCB in participating in the audit and the CHSCB received a total of 32 audits returns by the deadline. The CHSCB acknowledges that there are clearly hundreds of voluntary agencies working with children and families in City and Hackney. However, the CHSCB is very satisfied with this response rate; particularly as voluntary agencies are not statutorily obliged to fulfil s11 requirements. It demonstrates that the various means of publicisation of the s11 audit to voluntary agencies were successful in generating awareness of the importance of having appropriate safeguarding children arrangements in place. In particular, the CHSCB is grateful to Hackney CVS for their enthusiastic promotion of the s11 audit tool to the voluntary sector. The returns were received from a range of voluntary agencies including youth mentoring charities, tenant resident associations, youth clubs, theatre groups, nurseries and independent schools and nurseries. The audit responses provide a valuable insight into how voluntary agencies are addressing their safeguarding arrangements, where there are any gaps and where more support is needed.

The response rate for commissioned agencies is not known. The response rate cannot be determined because the CHSCB does not know the total figure of commissioned agencies by statutory agencies in City and Hackney. Statutory agencies were responsible for coordinating the s11 audit with commissioned agencies. This is a potential flaw in the auditing process, because the CHSCB was not informed of the number of agencies which are commissioned by each individual statutory agency. For future s11 audits, in order to get a more accurate picture of safeguarding arrangements in commissioned agencies, the CHSCB should ensure statutory agencies provide more detail about the agencies that they commission and confirm that they have all been included in the audit.

## Themes

The s11 audit results have highlighted where strengths and weaknesses are in safeguarding children arrangements across all agencies in City and Hackney. The reporting has focused on exceptions which require attention by individual agencies and by the Board. However, this report recognises that statutory agencies have made significant progress since the last s11 audit in 2009, which is evident in the high compliance rates. GP practices, commissioned agencies, independent and voluntary sector organisations were invited to participate in the s11 audit for the first time. The compliance rates of the commissioned agencies and voluntary sector organisations were generally positive. The GP findings presented a mixed picture of the degree to which safeguarding processes were in place.

Firstly, it must be acknowledged that the findings are based on self-assessed auditing and this may affect the accuracy of the actual safeguarding picture in Hackney. The findings are based on the auditor's analysis of whether their individual agency is not, partly or fully meeting a standard. Therefore, the results should be accepted but a degree of scepticism is healthy. Furthermore, in general, agencies have provided detailed, informative qualitative responses to qualify their self-assessed rating for each standard, and have identified actions where improvements are needed. A minor proportion of agencies in the commissioned, independent and voluntary sector have not provided qualitative information nor implemented an action plan. The CHSCB recommends that statutory agencies instruct these commissioned agencies to provide qualitative information on the audit tool and ensure that action plans are implemented where needed.

For statutory agencies, the area which requires the most attention by individual agencies and the Board is 'Staff training'. This section was of particular importance to the Board, as the latest edition of *Working Together to Safeguard Children (2010)* placed greater emphasis on internal training provision. Individual statutory agencies should ensure that staff receive an induction within six months of employment including child protection, are trained in child development and in how to recognise and act on signs of abuse, and staff receive specialist safeguarding training according to their level of need. The s11 audit findings demonstrate there is further work to be done to all ensure that all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect. This should be addressed by the statutory agency internal training departments and by the CHSCB multi-agency training programme.

The analysis of the data from the GP audits suggests that areas for further development include assurance that all practices have a named safeguarding lead, that practices review their arrangements for safe recruitment and that practices develop procedures for managing allegations of abuse against staff. This report has not analysed the findings extensively, because the NHS Commissioning PCT is leading on these audits. The Board recommends that the NHS Commissioning PCT continues to support GPs in the identified areas for development of safeguarding arrangements.

The themes arising were quite similar for commissioned, independent and voluntary sector agencies. 'Staff training', like statutory agencies, is an area to be addressed by individual agencies and the Board. This section included a standard that internal training should include information on local thresholds as set out in the Hackney Child Wellbeing Model. The findings demonstrated that there was a distinct lack of awareness of the Hackney Child Wellbeing Model among both cohorts. The CHSCB will need to ensure that the voluntary sector becomes more aware of the local agreed thresholds. Statutory agencies will need to ensure that commissioned agencies are made familiar with the model.

Other areas of attention from the findings of these cohorts are some weaknesses in arrangements regarding complaints processes, training, allegations against staff members, service development, inter-agency working and information-sharing. Individual agencies need to ensure that they have accessible complaints processes for all service-users including children and young people. It is clear from the findings that there are some gaps in these cohorts with regards to handling of allegations against

staff or volunteers and 'whistle-blowing'. Individual agencies should ensure that procedures are in place with regards to these issues and are in line with guidance the *London Child Protection Procedures*. The Board should support the voluntary sector in developing procedures relating to complaints, allegations and 'whistle-blowing'.

A section of the audit focused on how service-development should take into account the need to safeguard children. The findings demonstrate agencies in these sectors find it challenging to consult with children and families in service development. The Board should support agencies in these sectors in how to consider the views of children and families when developing new services or considering how to improve a service.

The findings demonstrated that the agencies in these cohorts are committed to inter-agency working in order to safeguard and promote the welfare of children. However, the findings did display that staff in these agencies are not always clear about the circumstances in which a referral to Children's Social Care is necessary, which is due to a lack of understanding about local thresholds. The Board should address this lack of awareness of the Hackney Child Wellbeing Model by providing training in a multi-agency setting in order for staff and volunteers to learn about local thresholds and to become more knowledgeable about the types of services available to children and families.

The findings suggest that the voluntary sector and commissioned organisations understand the importance of sharing information in order to safeguard children. However, the results show that agencies from these sectors need to ensure that information-sharing policies are in place and staff are trained to understand the purpose of sharing information in order to safeguard children. The CHSCB should provide guidance to the voluntary sector on information-sharing.

## **General recommendations**

### Statutory agencies

1. To be fully compliant with s11 requirements in line with identified gaps in individual s11 audits by September 2011.
2. To ensure that when commissioning agencies, they are satisfied that they are compliant with s11 requirements.
3. All statutory agencies when commissioning out services must ensure that the commissioned agency is familiar with local procedures and thresholds.
4. To ensure that internal training includes information on local procedures and thresholds.
5. To ensure that all staff working or have contact with children are appropriately trained in child development and in how to recognise and act on signs of child abuse or neglect
6. NHS Commissioning PCT to continue to support GPs to develop appropriate safeguarding children arrangements.
7. All statutory agencies to monitor progress of Recommendation 8 and 9.

### Commissioned agencies

8. To be fully compliant with s11 requirements in line with identified gaps in individual s11 audits by September 2011.
9. To ensure, with monitoring by statutory agencies, that they have appropriate procedures in place in relation to complaints, allegation management and 'whistle-blowing'.

### CHSCB

10. To review the multi-agency training programme to ensure that that all training addresses the impact of abuse on child development and the importance of being able to recognise and act on signs of child abuse or neglect.
11. To raise awareness of local procedures and thresholds throughout the children's workforce (including staff from commissioned, independent and voluntary sector agencies) through multi-agency training and promotion on the Board website.
12. To support independent and voluntary sector agencies to develop appropriate procedures in relation to complaints, allegation management and 'whistle-blowing'.
13. To monitor progress of Recommendation 1.

## Appendix A: Glossary

<b>Cafcass</b>	Children and Family Court Advisory and Support Service.
<b>CHSCB</b>	City and Hackney Safeguarding Children Board
<b>Common Support Framework</b>	The Common Support Framework is Hackney's response to the need to provide appropriate, integrated and effective support for families in the most efficient way possible. It incorporates elements of the Common Assessment Framework but places the emphasis upon delivery plan(s) and outcomes rather than information gathering and duplicate assessments.
<b>CRB</b>	Criminal Records Bureau
<b>DAAT</b>	Drug and Alcohol Action Team
<b>ELFT</b>	East London NHS Foundation Trust
<b>GP</b>	General Practitioner
<b>Hackney Child Wellbeing Model</b>	The Child Wellbeing Model was developed by Hackney's Children and Families Strategy Group which comprises of senior management representatives from all the key agencies working with children in the borough. The model, implemented in March 2009, is owned by all agencies and outlines at which service Tier (from universal through to Tier 3) different types of needs and risks will be dealt with.
<b>Hackney CVS</b>	Hackney CVS is Hackney's leading voluntary and community sector support agency.
<b>London Child Protection Procedures (4<sup>th</sup> edition, 2010)</b>	It sets out the procedures which all London agencies, groups and individuals must follow in order to safeguard children and promote their welfare in the home and within the community.
<b>LSCB</b>	Local Safeguarding Children Board
<b>MPS</b>	Metropolitan Police Service
<b>PCT</b>	Primary Care Trust
<b>s11</b>	Section 11 of Children Act 2004 places a statutory duty on key persons and bodies to make arrangements to ensure that in discharging its functions, they have regard to the need to safeguard and promote the welfare of children and that the services they contract out to others are provided having regard to that need. Improving the way key people and bodies safeguard and promote the welfare of children is crucial to improving outcomes for children.
<b>Safe Network Standards: Core standards and guidance for safeguarding children in the voluntary and community sector (2011)</b>	A set of national core standards, designed to help non-statutory organisations put in place clear safeguarding arrangements for children and young people (launched in February 2011).
<b>Statutory guidance on making arrangements to safeguard and promote the welfare of children under s11 of the Children Act 2004 (2007)</b>	This guidance explains how Board Partners should come together as Local Safeguarding Children Boards (LSCBs) to coordinate and ensure the effectiveness of partners both individually and together for the purposes of safeguarding and promoting the welfare of children, including arrangements made under the s11 duty.
<b>TLT</b>	The Learning Trust
<b>Working Together to Safeguard Children (2010)</b>	Sets out how organisations and individuals should work together to safeguard and promote the welfare of children and young people in accordance with the Children Act 1989 and the Children Act 2004
<b>YOT</b>	Youth Offending Team