

Guildford Borough Council Strategic Safeguarding Group Action Plan

Priorities

1. Awareness and Accountability:

There is effective awareness and responsibility of our duties to safeguarding & promoting the welfare of children and adults with care and support needs, across the organisation.

2. Training:

All staff have access to training that provides them with the right information, skills and knowledge to effectively carry out their roles, responsibilities and accountabilities to safeguard and promote the welfare of children and adults with care and support needs.

There are clear training and development pathways for staff matched to their roles and responsibilities

There is an effective and corporate process to record, monitor and identify gaps and opportunities for training across the organisation

There is an effective internal safeguarding induction programme and access to specialist external training

3. Record Keeping:

There is a clear process and corporate system for:

- recording and reporting safeguarding concerns
- recording the outcomes of assessments made (internally or externally)
- recording any actions taken to safeguarding and promote the welfare of children and adults with care and support needs

4. Policies and Procedures:

There is clear and accessible guidance and procedures on:

- the Council's duties to safeguarding promote the welfare of children and adults with care and support needs
- how to respond to a concern of abuse or the welfare of children or adults with care and support needs
- reporting concerns of abuse or the welfare of children or adults with care and support needs
- additional vulnerabilities and risk factors of some children and adults with care and support needs
- information sharing in the context of safeguarding
- safer recruitment and selection
- managing complaints, allegations and promoting whistleblowing

5. Governance:

There is clear leadership and commitment to safeguarding demonstrated through appropriate governance and standards

Current position/issues	Actions required	Desired outcome	Responsibility for action	Added to plan	6 month target	12 month target	Progress
Inconsistent awareness of guidance, procedures and policy and the Council's duties across whole organisation	Update policy and procedures and roll out new training programme and internal communications. Publish approved Policy and Procedure on Intranet and Council website	All staff, Councillors, volunteers and contractors have a clear understanding of the Council's duties and their own roles, responsibilities and accountability to safeguard and promote welfare	Jo James		Nov-21 Policy approval Exec March 23 Awareness training April 23 onwards	Ensure policy and procedure is embedded in mandatory training	Draft policy and Procedure in progress to be presented to EAB Feb 23 and Exec March 23
Irregular and ad hoc communications on safeguarding across the organisation	Schedule regular communications/campaigns and content across internal channels. Use Teams channel to communicate to SSG and OSG	Regular drip feeding/campaigns to promote our safeguarding duties	Comms		Nov-21 6 month internal comms promoting policy and refresher training available	Annual internal comms promoting policy and refresher training available	All staff comms to be scheduled when policy approved Regular Teams comms in progress
Inconsistent locations for guidance and procedures	Maintain content and shared access to Teams Safeguarding channels Maintain content and promote access to Safeguarding section of intranet	Clear and accessible shared locations for guidance, updates and procedures	Jo James Sam Hutchison		Nov-21 Update following JMT structure Needs maintaining	Maintaining	Last intranet update Aug 2022 Monthly review scheduled Regular updates posted Teams channel SSG and operational channels updated since JMT
Inconsistent knowledge and information sharing on latest practice and learning from reviews	Establish and deliver Operational Safeguarding Group aligned to ToFR	Operational staff have regular opportunities to learn from reviews and each other and share good practice	Sam Hutchison		Nov-21 Minutes recorded	Schedule Operational Group meetings	Teams channel set up to host key information and support Operational Safeguarding Group

Current position/issues	Actions required	Desired outcome	Responsibility for action	Added to plan	6 month target	12 month target	Progress
Unknown/ lack of accurate records for safeguarding training across the organisation	Coordinate a staff safeguarding training audit to identify training pathway needs and compliance aligned to SSCP and SSAB guidance	Managers are able to regularly assess and address training requirements and needs	Jo James Hannah Cornick		Nov-21 Schedule and deliver training to meet needs Compliance update from managers scheduled on SSG agenda	Compliance achieved and maintained	Training programme agreed aligned to pathways. Audit in progress Action plan to address audit needs to be produced in Feb 23
Staff and Managers not fully aware of training pathways, training requirements for their roles and access to training	Disseminate information to managers through audit Embed responsibilities through policy	Managers are able to regularly assess and address training requirements and needs	Jo James Hannah Cornick		Nov-21 Compliance update from managers scheduled on SSG agenda	Compliance achieved and maintained	Training pathways and access to training from SSCP and SSAB available on Teams channels Awareness of responsibilities and pathways and access to training to be delivered through new Policy launch
Inconsistent/incomplete recording of safeguarding training records across organisation	Clarify roles and responsibilities in policy documents	Managers are able to regularly assess and address training requirements and needs	Jo James Managers		Nov-21 Compliance update from managers scheduled on SSG agenda	Compliance achieved and maintained	Roles and responsibilities included in draft policy
Corporate induction and refresher training not consistently delivered to meet requirements. No refresher training available	Update mandatory induction and refresher training material for level 0 and 1 training and roll out to organisation	Staff and councillors are effectively trained in safeguarding and training is kept up to date	Jo James Hannah Cornick		Nov-21 Training agreed and scheduled roll out	SSG receive report on internal training programme	Training programme agreed. Audit outcome action plan to roll out Feb 23
Training records maintained and monitored	Roles and responsibilities set out in Policy	Accurate training records are maintained	Managers- monitoring all recording above level 1 HR recording up to level 1		Nov-21 Internal training schedule recording set up	SSG receive report on internal training programme	

Current position/issues	Actions required	Desired outcome	Responsibility for delivering action	6 month target	12 month target	Progress
Inconsistent approach to recording concerns, assessments, reporting referrals and recording outcomes reliant on service based records	Develop interim corporate recording keeping process practice minimum requirements for all staff to implement	Managed risk in absence of corporate case management solution	Sam Hutchison	Compliance update from OSG scheduled on SSG agenda	Compliance update from OSG scheduled on SSG agenda	Interim recording process and case review in place through Teams channel
Absence of/ inconsistent approaches to information sharing across the organisation critical to safeguarding	Develop requirements for a corporate information sharing and case management system to meet requirements. Implement system across organisation	Robust, auditable and user friendly corporate case management system for all services to use effectively	Sam Hutchison	Scoping and requirements complete	Completion of case management system appraisal	Scoping of case management requirements and options appraisal to be completed within 6 months Options available through existing case management systems: Salesforce ECINS Dependent on requirements and capacity to develop

Current position/issues	Actions required	Desired outcome	Responsibility for delivering action	Added to plan	6 month target	12 month target	Progress
Existing policy and procedures are thorough but too onerous on reader, content is heavily reliant on changes to SSCP and SSAB	Review existing policy and procedural documents and produce new policy rationalising content in line with Working Together guidance, SSCP and SSAB. Include recommendations in internal audit	Robust policies and procedures that are accessible to all staff and align to current legislative standards	Jo James	Nov-21	Approval Executive March 23	Annual review	Draft complete- enabler review Scheduled Forward Plan item Current policy on intranet Quick guides updated March and August 2022
Inconsistent awareness and familiarity with where to find policy and procedures	Share and communicate policy documents through Intranet and communications plan	Staff are confident about their responsibilities for safeguarding and where to go for information	Jo James	Nov-21	Update intranet post approval	Annual review	Current intranet pages up to date with current policy
Existing linked policies across organisation not up to date to reflect safeguarding policy	Undertake a review of linked policies and prioritise with Service Leads for updates	All associate policies and procedures that are accessible to all staff are up to date and align to safeguarding policy	Francesca Chapman HR policies Exec Heads of Service	Nov-21	Review and confirm priority update schedule	Update according to priority schedule targets	Linked policies identified in Safeguarding Policy

Current position/issues	Actions required	Desired outcome	Responsibility for delivering action	Added to plan	6 month target	12 month target	Progress
Governance and ownership of Safeguarding unclear and inconsistent	Produce Terms of Reference for Strategic Safeguarding and Operation Groups	Consistent and clear governance is established and maintained	Annie Righton Sam Hutchison		Nov-21 Review ToF R	Review T of R	Terms of Ref updated Nov 22 to reflect JMT changes
Actions to address issues and concerns are not recorded and tracked	Minutes and actions recorded in SSG and OSG	Accurate records, responsibilities and action tracking	Sam Hutchison		Nov-21 BAU	BAU	In progress BAU
Recommendations in KPMG internal audit	Deliver recommendations from KPMG internal audit where appropriate	Recommendations improve areas of practice and become BAU	Annie Righton Sam Hutchison		Nov-21 Progress report on action plan delivery to CMB	Progress report on action plan delivery to CMB	In progress update to CGSC Nov 22 full report to CGSC schedule Jan 23 Outstanding actions transferred to SSG action plan
Recommendations in section 11 audit	Deliver recommendations against Section 11 audit	Recommendations improve areas of practice and become BAU	Annie Righton Sam Hutchison		Nov-21 Progress report on action plan delivery to CMB	Progress report on action plan delivery to CMB	Actions embedded in SSG action plan