



POLICY MANDATE
6 February 2023
Safeguarding Policy and Procedure
Strategy and Resources EAB

Recommendation to Committee:

- (I) That the Committee is invited to review this policy mandate for the draft Safeguarding Procedure and Policy.

- (II) That the Committee is invited to comment on the appropriateness of the draft Safeguarding Procedure (Part 1) and Policy (Part 2) as set out in Appendix 1 and 2 respectively, with specific reference to:
 - Our commitment to safeguarding people we interact with and provide services for
 - The accessibility of the documents for all staff and councillors
 - Our statutory safeguarding duties
 - Our roles and responsibilities
 - Our training needs

Policy Mandate – Safeguarding Policy and Procedure

Policy Overview

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| Policy Title | Guildford Borough Council Safeguarding Policy and Procedure 2023-25 |
| Brief Description of Policy | <p>This new safeguarding policy and procedure replaces our existing policy which was approved in 2018 and updated in 2020. It also replaces the supplementary referral quick guides developed to support the existing policy in 2020 and most recently updated in 2022.</p> <p>The new Safeguarding Policy and Procedure is one document presented in two parts.</p> <p>Part one – Procedure: aims to provide a clear process statement for all staff, agency, volunteers, and councillors to be able to raise an alert and act on safeguarding concerns. The procedure aims to increase cooperation and compliance with our statutory duties, with a standardised approach, helping to reduce variation across the Council and to support employees to confidently raise concerns.</p> <p>Part two – Policy: articulates how the Council will respond to and fulfil its statutory duties set out in the legislation and statutory guidance. The Policy sets out our aims for safeguarding and our approach, in the context of our duties and those of Surrey Children and Adult Safeguarding Boards. The policy aims to increase awareness, provide clarity on roles and responsibilities and support decision making, within our safeguarding framework. The Policy also sets out how our staff will contribute to delivering our safeguarding duties.</p> |
| Status | Draft |
| Executive approval date | TBC- scheduled 16 March 2023- subject review of joint policy *CMB comments |
| Statutory/non statutory | Statutory |

Ownership

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| Policy Owner | Organisational Development in consultation with Joint Executive Head, Community Services |
| Lead Councillor | Councillor Julia McShane |
| Service Area | Safeguarding/Community |
| Policy Author and Job Title | Jo James, Senior Policy Officer |

Case for Change

Why do we need to produce this policy?

Our existing Safeguarding Policy was produced in 2018. We have a statutory duty to ensure we have effective safeguarding practices in place. It is recognised that safeguarding is subject to changes in legislation, duties, guidance, good practice, and terminology that needs to be reflected in our policies and procedures.

The existing policy and procedure were approved ahead of the publication of ‘Working Together to Safeguarding Children’- Statutory guidance on inter-agency working to safeguard and promote the welfare of children, July 2018. The Care Act-Care and Support Statutory Guidance was updated in November 2022 following changes to Section 74 of the Care Act 2014 on 1 July 2022.

Both the Surrey Safeguarding Children’s Partnership and Surrey Safeguarding Adults Board have made changes to their own policies and procedures since 2018.

In November 2021, our internal audit on safeguarding made a recommendation to review and update our policy and procedure to make it more accessible for our employees and to reflect more recent guidance.

Key Deliverables

| Key Deliverable | Description |
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| A clear Procedure | A process for all staff, agency, volunteers, and councillors to be able to confidently raise an alert and act on safeguarding concerns. |
| A clear Policy | Articulates how the Council will respond to and fulfil its statutory duties set out in the legislation and statutory guidance. Setting our approach in the context of our duties and those of Surrey Children and Adult Safeguarding Boards. |

Success Criteria

| Success Criterion | Description |
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| Alignment to statutory guidance and local safeguarding arrangements | The policy and procedure should reflect the latest statutory guidance and legislation relating to safeguarding and the local policies and procedures as set by the Surrey Safeguarding Children’s Partnership and Surrey Safeguarding Adults Boards |
| Communication and awareness | The policy and procedure will be embedded in regular communication to our staff, published on the Intranet and Council website and delivered through training appropriate to the level of need for individual roles. |
| Cooperation and compliance across the organisation | A clear policy and procedure will increase cooperation and compliance with our statutory duties, with a standardised approach for all employees. |
| Reduced variation of standards and risks | A clear policy and procedure will reduce variation in the ways we approach safeguarding, reducing the risk of missed opportunities to safeguard children and adults with care and support needs. |

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| Increased confidence in staff to raise concerns in the right way and at the right time | A clear policy and procedure will support our employees to understand their responsibilities, provide guidance and support to them where they have concerns and ensure they know where and when to raise concerns. |
| Effective monitoring and review | A schedule for monitoring and reviewing the policy and procedure will ensure it is relevant and reflects changes to legislation and practice. |

Strategic Objectives

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| Strategic Objectives (Corporate Plan) | To achieve its strategic priorities, the Council must respond to its statutory duties to safeguard children, and adults with care and support needs. Our strategic approach to safeguarding ensures we are tackling inequality and working with our communities to support those in need. |
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Scope

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| In Scope | <ul style="list-style-type: none"> statutory safeguarding functions to cooperate with Surrey County Council, the police and clinical commissioning group applies to all staff, agency workers, volunteers, and contractors employed by the Council also applicable to councillors undertaking official duties on behalf of the Council a referral pathway to raise concerns to Surrey County Council. embedding safeguarding practices in our recruitment and training of staff and volunteers involved in the delivery of our services setting out how we will discharge our duties across our functions compliments and supports the Surrey Safeguarding Children Partnership (SSCP) and Surrey Safeguarding Adults Board (SSAB) multi-agency procedures. |
| Out of Scope | <ul style="list-style-type: none"> undertaking enquiries to assess the risk of harm or abuse (Surrey County Council duty) delivery of specialist safeguarding training (delivered by the Safeguarding boards) |

Organisational Impact

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| Impact assessments required | Equalities Impact Assessment |
| Internal and External drivers for change | <p>Internal: KPMG safeguarding audit recommendations November 2021 and update report January 2023 Organisational operating model- roles and responsibilities Strategic Safeguarding Group annual action plan</p> <p>External: Updates and changes to legislation, statutory guidance, and local safeguarding arrangements Best practice and learning from safeguarding reviews Section 11 audit (SSCP)</p> |

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| | SSAB Quality Assurance |
| Services and organisational impact | Corporate Policy and Procedure for all Services Delivery of mandatory induction and training Terms of reference of Strategic and Operational Safeguarding Groups Roles and responsibilities of staff and managers |
| Key linked internal policies and procedures | HR policy- recruitment, training, whistleblowing and disciplinaries Procurement- discharged functions through contracted out services, modern slavery motion Data and Information Sharing |
| External key linked guidance, policies, and procedures | Surrey Safeguarding Children’s Partnership Procedures Manual Surrey Safeguarding Adults Board Policies and Procedures Working Together to Safeguard Children Care and Support Statutory Guidance The Mental Capacity Act Surrey MAISP - multi agency information sharing protocol |

Collaboration Considerations

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| What is the status of Waverley Policy? | Policy implemented June 2020 Review/renewal June 2022 Waverley Borough Council’s Safeguarding Policy has been reviewed in the development of this policy. The principles and statutory duties for safeguarding are applicable across both Guildford and Waverley Borough Council. Where appropriate, a similar approach to roles and responsibilities have been adopted in the policy. The dependency on internal structures, services, policies, and procedures currently requires specific reference and interpretation in a separate policy and procedure. |
| What discussion has been had with Waverley about this policy? | We have consulted Waverley Borough Council in developing this draft policy. |
| What opportunities are there for savings through the collaboration? | Opportunities for efficiencies in delivering safeguarding training have been discussed and will be developed further through collaboration priorities in Community Services. |

Strategic Assumptions

| Assumption | Description |
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| Training budget and resource | There is an assumption that the corporate training budget will resource mandatory level 0 and level 1 training as set out in the policy. |
| Provision of training by SSCP and SSAB | There is an assumption that SSCP and SSAB will continue to meet their statutory duty to make arrangements for providing specialist safeguarding training accessible to our staff. |

Strategic Issues

Issues*

| Issue | Description | Resolution target date |
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| 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. | March 23 through adoption of policy and procedure |
| Training | <p>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.</p> <p>There are clear training and development pathways for staff matched to their roles and responsibilities</p> <p>There is an effective and corporate approach to record, monitor and identify gaps and opportunities for training across the organisation</p> <p>There is an effective internal safeguarding induction programme and access to specialist external training</p> | Training pathway compliance achieved across organisation by December 2023 |
| Record Keeping | <p>There is a clear process and corporate system for:</p> <ul style="list-style-type: none"> - 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 | Interim arrangements in place Case management system requirements scoped and appraisal by December 2023 |
| Policies and procedures | <p>There is clear and accessible guidance and procedures on:</p> <ul style="list-style-type: none"> - 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 | March 23 through adoption of policy and procedure |

- 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

***The above issues are addressed through the [Strategic Safeguarding Group Action Plan 2023-24](#)**

Strategic Risks

| Risk | Description | Mitigation |
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| Unclear roles, responsibilities, and accountabilities | Without a clear policy and procedure that is embedded through training and awareness raising, staff will be unclear of how to cooperate and comply with our statutory duties | Policy and procedure set out clearly the roles and responsibilities of the organisation, our staff, our discharged functions, and our managers. |
| Failure to meet statutory safeguarding duties | The policy and procedure should reflect the latest statutory guidance and legislation relating to safeguarding and the local policies and procedures as set by the Surrey Safeguarding Children’s Partnership and Surrey Safeguarding Adults Boards | Policy and procedure updated to reflect current legislation, guidance, and local safeguarding arrangements |
| Failure to safeguard children or adult with care and support needs | Without a clear policy and procedure there will be a variation in the ways we approach safeguarding, which increases the risk of missed opportunities to safeguard children and adults with care and support needs. | Policy and procedure set a standardised approach for raising concerns and for training pathways aligned to needs in specific roles. |

Strategic Dependencies, Constraints, Opportunities

| Title | Description |
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| Training budget | There is a dependency on the corporate training budget to deliver level 0 and level 1 training. |
| Training provided by the boards | There is a dependency on the safeguarding boards to provide specialist training for level 1 and above There is a dependency on the availability and accessibility of training provided by the boards |
| Communication | There is a dependency on our internal communications to embed content on the promotion of safeguarding practices through our internal channels (staff emails and Intranet) |
| Safeguarding Culture | There is a dependency on CMB and JMT to demonstrate commitment to a safeguarding culture across the organisation through our Strategic Safeguarding Group |

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| Training | There is a constraint on the capacity and knowledge of internal staff to plan for, develop content and deliver safeguarding training which should be matched to the training pathways programme |
| Training | There is an opportunity for sharing staff capacity and knowledge in safeguarding with Waverley Borough Council, to deliver internal training within the training pathways programme |
| Culture | There is an opportunity to demonstrate our commitment to a culture of safeguarding through the adoption of the policy and procedure |
| Learning | There is an opportunity to continue to embed shared learning from case reviews through our Operational Safeguarding Group |

IT Project Requirements

| Requirement | Description |
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| Case Management System | <p>The internal audit in 2021 recommended a corporate record keeping system for safeguarding referrals. This is currently being managed through an interim process in Microsoft Teams and an Excel spreadsheet.</p> <p>A more secure and effective case management approach could be delivered through existing case management systems:</p> <p>Salesforce: our corporate customer records management</p> <p>ECINS: secure case management system used by Safer Guildford Partnership – managed by Surrey Police</p> <p>A business case is needed to scope the requirements of an effective and secure record keeping system and to assess the costs, capability, and development opportunities through ECINS and Salesforce. This is an action in the Strategic Safeguarding Group action plan 23-24 to address this.</p> |

Resources

Internal Resources

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| Internal Resources | <p>Commitment of Strategic Safeguarding Group membership</p> <p>Safeguarding leads to deliver level 0 and 1 training in house</p> <p>Annual partnership contribution to SSCP (£1,270) and SSAB (£1,055)</p> |
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External Resources

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| External Resources | SSCP and SSAB coordination and support function and training offer |
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Governance and approvals

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| Governance | <p>Policy and Procedure approval- Executive March 23</p> <p>Strategic Safeguarding Group Terms of Reference</p> <p>CMB receive biannual safeguarding report</p> <p>Corporate Governance and Standards Committee receive annual safeguarding report</p> |
| Assurance | <p>SSCP section 11 Audit- children’s safeguarding</p> <p>SSAB Quality Assurance- adult safeguarding</p> <p>Internal audit programme</p> |

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| Stakeholders | Operational Safeguarding Group Strategic Safeguarding Group Lead Councillor for Community CMB SSCP SSAB |
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Updates and review

| Description | Update Date | Updated By | Approval |
|---|---|-----------------------|---|
| Document links and URL's | quarterly | Senior Policy Officer | None |
| Content in line with statutory guidance and legislation | 6 monthly review or publication of significant new guidance/legislation Full review March 2025 | Senior Policy Officer | Lead Member for minor changes Executive for full Policy Review |
| Content in line with local safeguarding arrangements | 6 monthly review or publication of significant new guidance/legislation Full review March 2025 | Senior Policy Officer | Lead Member for minor changes Executive for full Policy Review |

Recommendations to the Executive

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| Date: *TBC 23 | Adoption of Policy, Procedure, and associated appendices | To adopt the Safeguarding Policy and Procedure which articulates our commitment to safeguarding and ensures managed compliance with our statutory duties consistently across the Council. |
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Recommendations/Comments from CMB

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| Date: 17 January 2023 | Progress draft policy and procedure to EAB Feb 23 and Executive March 23 | To progress the draft documents to EAB February 23 for consultation. To review the implications and opportunity to adopt a joint Guildford and Waverley Safeguarding Policy in June 23 as the preferred way forward. |
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Recommendations/Comments from EAB

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| Date: 6 February 2023 | Progress draft policy and procedure to Executive | |
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