

# Salford Safeguarding Standards for the Voluntary, Community & Social Enterprise Sector

## Guidance Notes

Updated December 2016

Salford City Council

Salford  
Safeguarding  
Children Board

  
*Salford Clinical Commissioning Group*



Keeping vulnerable adults safe

IN Salford

# **Salford Safeguarding Standards - Guidance Notes**

## **Salford Safeguarding Standards for the Voluntary, Community and Social Enterprise Sector**

### **Foreword**

The Salford Safeguarding Children and Adults Boards are committed to working with all 1364 Salford voluntary, community and social enterprise organisations to continuously improve the services and activities they provide. As part of this the Salford Safeguarding Standards for the Voluntary, Community & Social Enterprise Sector have been updated in 2016 by Salford Voluntary, community and social enterprise Services (Salford CVS) in partnership with Salford Safeguarding Children Board (SSCB), Salford Safeguarding Adults Board (SSAB) and representatives from Salford City Council and NHS Salford Clinical Commissioning Group. In this revised version we are including for the first time standards that help to demonstrate safe practice with vulnerable adults.

The voluntary, community and social enterprise sector has an important role to play in supporting and safeguarding children and adults in Salford. In Salford there is a large and very diverse range of organisations, from small local community groups to innovative social enterprises and local branches of national charities. Every organisation involved with children, families or vulnerable adults has a responsibility when it comes to safeguarding. All organisations need to ensure that their staff and volunteers have access to good advice, support and information and that safe recruitment standards are applied. The Salford Safeguarding Standards provide voluntary, community and social enterprise organisations with an accessible tool to show that they have the right arrangements in place to deliver their activities safely. They also enable organisations to show that they comply with:

- The Section 11 (Children Act 2004) audit carried out every 2 years by the SSCB.
- The quality assurance requirements for services commissioned by NHS Salford Clinical Commissioning Group and other NHS bodies
- The quality assurance requirements for services commissioned by Salford City Council

There are 20 standards set out in the Salford Safeguarding Standards for the Voluntary, Community and Social Enterprise Sector and there is accompanying guidance to help organisations understand the standards and identify evidence to meet them so that you can

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report on your achievement. The Salford Safeguarding Standards are a helpful tool whether you are just starting out or run an established service. The standards offer an opportunity to self-assess safeguarding practice and identify areas for improvement. Salford CVS, the SSCB and SSAB are happy to provide further advice and assistance to you in completing the self-assessment based on the standards and in developing your safeguarding practice. For very small user led organisations Salford CVS will provide support to ensure that you have proportionate and useful policy and procedures documents in place that reflect the standards rather than a self-assessment through evidence record and action plans. Whatever the size of your organisation please get in touch to see how Salford CVS can help you to demonstrate that your services and activities are safe to the people of Salford.

Chris Fox, Chair of Salford CVS

Simon Westwood, Chair of Salford Safeguarding Children Board

Dr Stephen Pugh, Chair of Salford Safeguarding Adults Board

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### How your organisation can demonstrate that it meets the Standards:

To complete the Standards an organisation needs to complete an initial self-assessment.

To help you do this you are provided with four documents:

1. The Salford Safeguarding Standards for the Voluntary, Community & Social Enterprise Sector
2. Guidance to the Standards (this document): helps to explain the standards and suggests resources and evidence that your organisation may use.
3. An evidence record for your organisation to complete: this identifies the evidence that your organisation already has in place to demonstrate how you meet the Standards and where this evidence can be found.
4. An action plan for your organisation to complete: this identifies the actions that your organisation needs to take to fully comply with the Standards. Your action plan will identify what specific action will be taken, by who and when.

To meet the needs of commissioners and partners, there have been a number of developments around levels and routes to safeguarding compliance recently and these are detailed in Appendix A at the end of this Guidance to clarify the situation.

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<p><b>Accountability &amp; sharing information</b> Good arrangements for safeguarding mean that everyone has to be clear about their responsibilities. This is simply so that your management committee/trustees, staff and volunteers all know their responsibilities and who they are accountable to. It is also important that you are clear how and when you work with other organisations to safeguard children and adults at risk</p>	
<b>Standard One</b>	Has a clear written statement that sets out the responsibilities and duties of the organisation and individual trustees, staff and volunteers in relation to safeguarding children, young people and adults at risk.
Guidance	Suggested Evidence
<p>An accountability framework outlines what each person in the organisation is responsible for doing in terms of safeguarding and who they should report to.</p> <p>Operational front line staff are responsible for identifying and responding to allegations of abuse and substandard practice. Staff at operational level need to share a common view of what types of behaviour may be abuse or neglect and what to do as an initial response to a suspicion or allegation.</p> <p>Staff should remember that the welfare of the child or adult at risk is paramount and draw to the attention of line managers and/or designated safeguarding leads any concerns they may have for the welfare of a child or adult at risk. They must report and record any concerns they may have using agreed processes. Supervision and appraisals are used to reflect on practice in relation to safeguarding.</p> <p>Line managers are responsible for ensuring that allegations and concerns are effectively responded to and recorded and that staff are supported to deal with and reflect on safeguarding issues</p> <p>There are two safeguarding leads for safeguarding children, young people and adults at risk who are responsible for:</p> <ul style="list-style-type: none"> <li>• Updating and implementing policies and procedures</li> </ul>	<p>Accountability framework</p> <p>Organisational Chart</p> <p>Job descriptions / role descriptions</p> <p>Case recording templates</p> <p>Flowcharts outlining procedures for reporting allegations within the organisation and externally to the Bridge Partnership, the Local Authority Designated Officer (LADO) and Adult Social Care</p>

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- Ensuring that the voice of children and young people and adults at risk is heard throughout the organisation
- Promoting safeguarding across the organisation, keeping staff, volunteers and trustees informed of good practice, new legislation and guidance including learning from Serious Case Reviews/Serious Adult Reviews/ Domestic Homicide Reviews.

The organisation should also regularly review cases where there are safeguarding concerns for children and young people or adults at risk.

Trustees have primary responsibility for safeguarding in their Charity. For more information see the Charity Commission's Policy Paper:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/471896/safeguarding\\_strategy.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/471896/safeguarding_strategy.pdf)

Trustees need to ensure that there are robust safeguarding systems and procedures in place and that they know what is happening within their organisation.

Accountability relies on good governance within an organisation. Salford CVS can support voluntary organisations, community groups and social enterprises to ensure they have the right structures in place and provide training on roles and responsibilities for trustees. For more information call Salford CVS on 0161 787 7795.

In order to keep abreast of safeguarding issues in the city organisations should consider engaging with local forums including VOCAL Children, Young People and Families and VOCAL Health and Social Care. These groups provide a link to the work of both the SSCB and SSAB and offer a route for the voluntary, community and social enterprise sector to have a voice and to influence the work of these boards

Minutes of management committee/board meetings regarding safeguarding/accountability and information sharing

Minutes from local forums

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<b>Standard Two</b>	Has appropriate arrangements in place for effective information sharing between organisations to safeguard and promote the welfare of children, young people and adults at risk.		
<b>Guidance</b>	<b>Suggested Evidence</b>		
<p>Information sharing is key to both safeguarding children and adults at risk</p> <p><b>Adult Safeguarding</b></p> <p>Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding adults but has been highlighted as a difficult area of practice.</p> <p>There is good guidance regarding adult safeguarding and information sharing on both the SCIE website and within the guidance to the Care Act.</p> <p><a href="#">Adult safeguarding: sharing information</a></p> <p><a href="#">Safeguarding - Care and support statutory guidance - Guidance - GOV.UK</a></p> <p><b>Child Protection and Safeguarding</b></p> <p>Information sharing is a regular feature of Serious Case Reviews in England; this is also reflected in Salford. For example, the Child H Serious Case Review is critical of the information sharing and communication systems within and between agencies.</p> <p>“There were numerous examples where information should have been routinely shared between agencies but was not. This effectively meant that there was only a partial understanding by many agencies about the full extent of problems within the family”</p> <p><a href="http://www.partnersinsalford.org/sscb/documents/Lessons_from_case_reviews.pdf">http://www.partnersinsalford.org/sscb/documents/Lessons_from_case_reviews.pdf</a></p> <p>It is vital that all organisations understand how, when and with whom to share information. There is guidance about information sharing on the GM Safeguarding Policies and Procedures website: <a href="#">1.4 Information Sharing and Confidentiality</a></p>		<p>Information Sharing Policy &amp; Procedure</p> <p>Evidence that Staff/ volunteers are trained in the Mental Capacity Act</p> <p>Evidence of attendance at multi-agency meetings in relation to adults at risk</p>	

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DfES guidance [‘Information sharing advice for safeguarding practitioners’](#) (March 2015).

### **Information sharing is also key to Early Help.**

Early Help is intervening early and as soon as possible to tackle problems emerging for children, young people and their families or with a population most at risk of developing problems. Effective intervention may occur at any point in a child or young person’s life.

[http://www.partnersinsalford.org/documents/Early Help Strategy for Children Young People and Families 2016 to 2018\(2\).pdf](http://www.partnersinsalford.org/documents/Early_Help_Strategy_for_Children_Young_People_and_Families_2016_to_2018(2).pdf)

Staff may be invited to attend a Team Around the Child (TAC) meeting and it may be appropriate to use the Common Assessment Framework (CAF). Further information about CAF and TAC is available on Salford City Council’s website: [CAF and TAC • Salford City Council](#)

### **Salford Children’s Services Joint Working Protocol with Voluntary Groups, Community Organisations and Social Enterprises**

The aim of this protocol is to enhance partnership working between VCSE’s and Salford City Council’s Children’s Services. This protocol is intended to assist all partners in the delivery of **Salford’s Early Help Strategy** and to ensure clear expectations on key safeguarding processes. The protocol particularly recognises the need to work effectively together in the context of reduced resources so that Salford families continue to benefit from a range of appropriate services and activities in the city.

<https://www.salfordcvs.co.uk/sites/salfordcvs.co.uk/files/Salford%20Childrens%20Services%20Joint%20Working%20Protocol%20with%20VCSE%20-%20print.pdf>

Evidence that staff/volunteers are trained in completing the CAF

Records of completed CAFs

Records of attendance at relevant meetings for example, TAC, Child Protection or Child in Need meetings



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<p><b>Standard Three</b></p>	<p>Has two safeguarding leads for safeguarding children, young people and adults at risk who are responsible for:</p> <ul style="list-style-type: none"> <li>• Updating and implementing policies and procedures</li> <li>• Ensuring that the voice of children and young people and adults at risk is heard throughout the organisation</li> <li>• Promoting safeguarding across the organisation, keeping staff, volunteers and trustees informed of good practice, new legislation and guidance including learning from Serious Case Reviews/Serious Adult Reviews/ Domestic Homicide Reviews.</li> </ul>	
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>	
<p>Designated safeguarding leads are the named people in the policy/policies or those who take the lead on safeguarding within the organisation including:</p> <ul style="list-style-type: none"> <li>• Updating and implementing policy and procedures</li> <li>• Ensuring that the voice of children and young people and adults at risk is heard throughout the organisation</li> <li>• Ensuring the safeguarding principles outlined in the Care Act 2014 including Making Safeguarding Personal are demonstrated and reflected in the practice and culture of the organisation</li> </ul> <p><a href="#">Safeguarding - Care and support statutory guidance - Guidance - GOV.UK</a></p> <ul style="list-style-type: none"> <li>• Promoting safeguarding across the organisation and keeping trustees, staff and volunteers informed of good practice, new legislation and guidance including learning from Serious Case Reviews/Serious Adult Reviews/ Domestic Homicide Reviews.</li> </ul> <p>They should also review how the organisation has responded to any incidents and ensure that any learning is shared and support and guidance is sought where needed. This may include learning from involvement in a serious case review. Support for safeguarding reviews may come from Salford CVS, SSCB and Salford</p>	<p>The two members of staff who are the Safeguarding Leads are named in the organisation's Safeguarding Policy and Procedure.</p> <p>If/when there are issues/concerns/incidents around safeguarding these are logged/recorded and stored securely.</p> <p>Evidence that information regarding safeguarding is communicated across the organisation. Through meetings, emails or internal websites.</p> <p>Minutes from meetings or one to one sessions that demonstrate that safeguarding issues/concerns are discussed and that learning including learning from</p>	

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Safeguarding Unit.

There is information regarding Serious Case Reviews and the SSCB Case Review Subgroup on the SSCB website: [Case reviews - Salford Safeguarding Children Board](#)

Serious Case Reviews/Serious Adult Reviews/  
Domestic Homicide Reviews is shared and best practice is promoted.

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<b>Standard Four</b>	Is aware of the SSCB's and SSAB's current priorities and campaigns and can provide evidence of how they respond to these	
<b>Guidance</b>		<b>Suggested Evidence</b>
<p>The current priorities of the Salford Safeguarding Board can be found in the SSCB <a href="#">Annual Report</a>.</p> <p>2015-2017 priorities include</p> <ul style="list-style-type: none"> <li>• Early Help</li> <li>• Neglect</li> <li>• Child Sexual Exploitation</li> <li>• Children Affected by Domestic Abuse</li> <li>• Self-Harm (Emotional Health and Wellbeing)</li> <li>• Complex Safeguarding ((including human trafficking, sham marriages, Female Genital Mutilation (FGM) and Prevent - Radicalisation)</li> <li>• Missing from Home, Care and Education</li> </ul> <p>The current work and priorities of the Salford Adult Safeguarding Board can be found on their website: <a href="#">Salford Adult Safeguarding Board - Salford City Partnership</a></p>		<p>Evidence of any work to support the promotion of the SSCB campaigns for example displaying FGM information or participation in CSE awareness week.</p> <p>Evidence of staff/volunteers attending training linked to SSCB priorities.</p> <p>Evidence that as an organisation you respond to the safeguarding issues impacting on your service users or community. For example work with service users that highlights or impacts on issues such as Domestic Abuse, Child Sexual Exploitation.</p>

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Standard Five	Can demonstrate that they encourage the participation of children, young people and adults at risk and how their services have been shaped by their views.	
Guidance	Suggested Evidence	
<p>Serious Case Reviews frequently identify failures to listen to the “voice of the child”. For example the Serious Case Review into the death of Daniel Pelka found:</p> <p>“Of particular note was that without English as his first language and because of his lack of confidence Daniel’s voice was not heard throughout this case. Whilst some school staff were able to give helpful descriptions of Daniel in their observations of him in class, overall there is no record of any conversation held with him by any professional about his home life, his experiences outside of school, his wishes and feelings and of his relationships with his siblings, mother and her male partners”</p> <p>The Munro Review of Child Protection also highlights the importance of listening to and hearing children:</p> <p><a href="http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/175391/Munro-Review.pdf">www.gov.uk/government/uploads/system/uploads/attachment_data/file/175391/Munro-Review.pdf</a></p> <p>A safe organisation is likely to be one where children’s voices are heard throughout the organisation and where children and young people are able to participate in decisions that affect them in line with the UN Convention on the Rights of a Child.</p> <p><a href="http://www.unicef.org/crc/files/Rights_overview.pdf">www.unicef.org/crc/files/Rights_overview.pdf</a></p> <p><a href="#">Hear by Right Self-Assessment Tool   Participation Works</a></p> <p><a href="http://www.partnersinsalford.org/documents/documents/Salford_Children_and_Young_Peoples_Participation_Strategy_2013-18.pdf">www.partnersinsalford.org/documents/documents/Salford Children and Young Peoples Participation Strategy 2013-18.pdf</a></p> <p><b>Adult Safeguarding</b></p>	<p>Evidence of any changes to procedures, policy or practices made as a direct response to listening to service users.</p> <p>Examples of consultations undertaken with services and evidence of how your organisation has responded to these consultations.</p> <p>Resources used with services users to capture their views, thoughts or feelings.</p> <p>My Star, All About Me Activities or other resources used to engage individual children.</p> <p>Anonymised case recording that demonstrates empowering adults.</p> <p>Minutes or notes from any service user forums supported by your organisation.</p> <p>Evidence of your organisation’s involvement in Youth Day.</p>	

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The safeguarding principles within the Care Act 2014 recognises the need to empower adults to ensure they are supported and encouraged to make their own decisions.

It is key that adults are asked what outcomes they want from any safeguarding processes.

Making Safeguarding Personal means listening and hearing adults at risk and recognising that we are all individuals

The Care Act [Safeguarding - Care and support statutory guidance - Guidance - GOV.UK](#) describes:

“Making safeguarding personal means it should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

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<p><b>Organisation's policies and procedures</b> need to be updated and reviewed regularly. They should be easily understood and accessible to everyone in the organisation including through an induction process.</p>	
<p><b>Standard Six</b></p>	<p>Has up to date safeguarding policies and procedures in place which demonstrate the organisation's commitment (including senior management commitment) to keeping all children, young people and adults at risk <b>safe</b> and which include and promote equality and diversity.</p>
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>
<p>Your organisation will need to have agreed with its management committee or Board of Trustees a general safeguarding policy/policies that cover Child Protection and Adult Safeguarding and it is also important that all staff and volunteers are aware of and follow this policy/policies.</p> <p><b>Child Protection/Safeguarding</b></p> <p>The essential inclusions for a child protection policy are outlined below:</p> <ul style="list-style-type: none"> <li>• The welfare of the child is paramount</li> <li>• No child or group of children must be treated any less favorably than others in being able to access services which meet their particular needs</li> <li>• All children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs</li> <li>• The policy is reviewed, approved and endorsed by the board of trustees annually or when legislation changes</li> <li>• Who the policy applies to (i.e. all trustees, staff and volunteers)</li> <li>• Children and parents are informed of the policy and procedures as appropriate</li> </ul>	<p>Copy of the Child Protection/Safeguarding Policy</p> <p>Copy of the Adult Safeguarding Policy</p> <p>Evidence that the policy/policies are annually reviewed, for example minutes of trustee meetings</p> <p>Equality and Diversity Policy</p> <p>Other organisation specific safeguarding policies</p> <p>Evidence of accessing the Greater Manchester Safeguarding Procedures Site</p>

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- All concerns, and allegations of abuse will be taken seriously by trustees, staff and volunteers and responded to appropriately - this may require a referral to children's social care services, the independent Local Authority Designated Officer (LADO) for allegations against staff, trustees and other volunteers, and in emergencies, the police
- A commitment to safe recruitment, selection and vetting
- Reference to principles, legislation and guidance that underpin the policy
- Arrangements for policy and procedures review
- Reference to all associated policies and procedures which promote children's safety and welfare e.g.: health and safety, anti-bullying, protection of children online, photography and whistleblowing

Salford CVS has developed a [model Child Protection policy](#) for voluntary organisations, community groups and social enterprises. This policy has been endorsed by the Salford Safeguarding Children Board. This is a model policy or template it must be amended to meet the requirements of an individual organisation and to ensure that it is consistent with current Salford Safeguarding Children Board Policies.

### **Adult Safeguarding**

Areas covered in an Adult Safeguarding Policy should include:

- A policy statement
- Aims
- Legislation - The Care Act 2014 - Mental Capacity Act 2005 (MCA)
- Key principles for adult safeguarding
- Recognising the signs of abuse
- Promoting Safeguarding

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- Reporting Procedures – including Salford Contacts and Designated Safeguarding leads
- Recording
- Links to Child Protection

Salford CVS has produced a [model Adult Safeguarding Policy](#) and Procedure to support groups develop their Adult Safeguarding policy and practice.

Organisations may also have other policies or procedures to cover children or adults in specific circumstances that are of particular relevance to that organisation for example; a Domestic Abuse and Violence Policy or a Policy on Working with Sexually Active Young People under the age of 18.

Organisations should be aware of the [Greater Manchester Safeguarding Children Procedures Manual](#), which contains a wealth of multi-agency safeguarding guidance, policy and procedures all organisations can make use of and refer to.



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<p><b>Standard Seven</b></p>	<p>Can demonstrate how they embed appropriate standards of behaviour/conduct by staff, volunteers, trustees and people using the service.</p> <p>This should include:</p> <ul style="list-style-type: none"> <li>• Anti-bullying/harassment policies</li> <li>• Equality and diversity</li> <li>• Code of conduct</li> <li>• Clear guidance on managing allegations against staff and volunteers</li> </ul>
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>
<p>Salford CVS has an example of a code of Conduct and an Anti-Bullying Policy on its website: <a href="https://www.salfordcvs.co.uk/policy-templates">https://www.salfordcvs.co.uk/policy-templates</a></p> <p>Information around safe working practices is available on the SSCB website: <a href="#">Safe working practices - Salford Safeguarding Children Board</a></p> <p>Further information around bullying is available on the Greater Manchester Safeguarding Procedures and SSCB websites: <a href="#">Bullying - Salford Safeguarding Children Board</a> and <a href="#">4.1 Bullying</a></p> <p>Service users are aware of procedures for reporting bullying or other concerns around abuse or neglect.</p> <p><b>Concerns about adults working or volunteering with children</b></p> <p>Voluntary, community and social enterprise sector organisations should contact the Local Authority Designated Officer, when they have information that suggests an adult who works or volunteers with children may have harmed a child.</p> <p>Currently the Local Authority Designated Officers (LADO) receive very few referrals from the voluntary, community and social enterprise sector. This may be because</p>	

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there are fewer allegations regarding staff and volunteers within our sector or that as a sector we are under reporting.

In addition to discussing a concern with an appropriate manager or designated officer in your own organisation, you should contact the LADO in regard to any allegation concerning a member of staff or a volunteer that suggests they:

- Behaved in a way that has harmed or may have harmed a child
- Possibly committed a criminal offence against children
- Behaved in a way that indicates they are unsuitable to work with children

The LADO should be consulted within one working day of any allegation that meets the criteria above. The contact number for the LADO is 0161 603 4328.

The SSCB provide regular seminars for managers on managing allegations against professionals and volunteers. For further details please contact SSCB training on: 0161 603 4322 / 4350 or email [SSCBTraining@salford.gov.uk](mailto:SSCBTraining@salford.gov.uk)

In addition, please refer to the Greater Manchester Safeguarding Partnership Guidance on

Managing allegations of abuse made against adults who work with children and young people:

[5.1 Managing Allegations of Abuse made against Adults who Work with Children and Young People](#)

**In addition the following guidance may be useful:**

[Safeguarding adults • Salford City Council](#)

[About Safeguarding | Salford CCG](#)

[Care Quality Commission](#)

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<b>Standard Eight</b>	Has a complaints policy and procedure in place	
<b>Guidance</b>		<b>Suggested Evidence</b>
<p>Salford CVS can support you to develop a written compliments, comments and complaints policy. Please call Salford CVS on 0161 787 7795.</p> <p>Service users need to be aware of how to raise complaints and the producers for reporting abuse or neglect including how to contact any regulatory body for example Ofsted or the CQC.</p> <p>It is important to explore what barriers there are for services users to complain. For example is the complaints procedure accessible to children, people whose first language is not English or who have poor literacy.</p>		<p>Compliments, comments, and complaints policy</p> <p>Analysis of compliments, comments, and complaints policy</p> <p>Records of actions taken following a complaint*</p> <p>Evidence of adapting a complaints policy to reach all services user e.g. an easy read version, pictorial version or suggestion box</p> <p><i>*Tell us if you keep these. Do not provide confidential documents as evidence.</i></p>

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<b>Standard Nine</b>	Has as a Whistle Blowing Policy in place.	
<b>Guidance</b>		<b>Suggested Evidence</b>
<p><b>Whistleblowing</b></p> <p>Safeguarding policies include a statement on 'whistleblowing'. The first priority for all trustees, staff and volunteers should be children and adults using their service.</p> <p>Further advice on whistleblowing is available at:</p> <p><a href="#">Whistleblowing for employees - GOV.UK</a></p> <p><a href="#">New whistleblowing advice line for professionals   NSPCC</a></p>		Whistle Blowing Policy

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<p><b>Responding to and reporting concerns, suspicions and allegations</b> are vital to ensuring that children and young people and adults at risk are safe. Standards 10, 11, and 12 are at the heart of keeping children and adults safe in our work and communities. The procedures referred to should be included in your organisations general safeguarding policy (Standard 6).</p>	
<p><b>Standard Ten</b></p>	<p>Has a procedure in place for the response to a disclosure from a child, young person or adult at risk, which includes information sharing, confidentiality and consent</p>
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>
<p>Salford CVS has developed a <a href="#">Model Child Protection Policy</a> and <a href="#">Model Adult Safeguarding Policy</a>. Both of which cover responding to a disclosure.</p> <p><b>Child Safeguarding</b></p> <p>The Child Protection policy has specific sections on how to respond to a disclosure from a child or a young person i.e. section 3.5 <i>What to do if children talk to you about abuse or neglect</i>.</p> <p>Guidance on information sharing can be found at section 3.4 <i>When you must not discuss your concerns with parents/carers</i>, 3.6 <i>Consult about your concern</i>, 3.7 <i>Make a referral</i> and 3.8 <i>Allegations against adults who work with children</i>.</p> <p>Guidance on confidentiality and consent can be found at section 3.9 <i>Confidentiality</i>.</p> <p>It is important that you are familiar with the Greater Manchester and national guidance on information sharing. Details listed above in Standard Two.</p> <p>There is also national guidance DfES guidance <a href="#">‘What to do if you’re worried a child is being abused’</a> (March 2015)</p> <p><b>Adult Safeguarding</b></p> <p>The adult safeguarding procedure covers responding to a disclosure in section 11 Responding Procedures.</p>	<p>Sections within your Safeguarding &amp; Child Protection Policy and Safeguarding Adults Policy on responding to a disclosure from a child or young person or adult at risk including guidance on information sharing and confidentiality and consent.</p>

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<b>Standard Eleven</b>	<b>Sets out clear procedures for recording, monitoring and reviewing concerns, suspicions and allegations of abuse or harm and reporting these to designated safeguarding lead persons and external agencies</b>	
<b>Guidance</b>		<b>Suggested Evidence</b>
<p>It is important to monitor to ensure that your concerns are being addressed and that you are aware of the situation as it changes for the child or young person or adult at risk. Reviewing helps you think about if you are responding to the child/young person's or adult at risk's needs in the right way. It is important to create a written record as this may be required as evidence for a response to concerns about a child or young person or adult at risk.</p>		<p>Written records of regular reviews*</p> <p>Case recording template*</p> <p><i>*Tell us if you keep these. Do not provide confidential documents as evidence</i></p>

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<p><b>Safe recruitment and selection.</b> It essential that there are robust recruitment and selection procedures are in place to identify and deter people who might abuse children or adults are otherwise unsuitable for employment</p>	
<p><b>Standard Twelve</b></p>	<p>Sets out a policy and procedure which ensures that all potential paid staff and volunteers are subject to a safe recruitment and selection process.</p>
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>
<p>The Greater Manchester Safeguarding Procedures website has detailed advice on safe recruitment: <a href="#">5.1 Guidance for Safe Recruitment, Selection and Retention for Staff and Volunteers</a></p> <p>Organisations need a safe recruitment and selection policy and procedure which covers all potential trustees, paid staff and volunteers. Organisations must ensure in that all potential new staff, volunteers and trustees.</p> <ul style="list-style-type: none"> <li>• Complete an application form or a letter of application. This includes: address, evidence of relevant qualifications paid work and voluntary work experience and all criminal convictions.</li> <li>• Provide two pieces of identification which confirm both identity and address.</li> <li>• Undergo an interview (formal or informal) involving at least two interviewers. The interview should probe the candidate’s attitude towards children/young people/Adults at Risk and his/her ability to support the organisation’s agenda for safeguarding and promoting welfare.</li> <li>• Provide at least two references which are followed up before a post is offered. One reference is from the last employer or an organisation that has knowledge of the applicant’s work.</li> <li>• If undertaking a regulatory activity or if the post is eligible consent to a Disclosure and Barring Service check (formally CRB check) to and sign up to the Update Service and agree to request an annual update.</li> </ul>	<p>Recruitment policy and procedure</p> <p>Application form/letter of application</p> <p>Self-disclosure form template</p> <p>Records of identification*</p> <p>Records of interviews*</p> <p>Records of references*</p> <p>Table of staff/volunteer CRB/DBS checks including date completed and date for renewal</p> <p><i>*Tell us if you keep these. Do not provide confidential documents as evidence.</i></p>

## Salford Safeguarding Standards - Guidance Notes

The organisation needs a system in place to ensure DBS's are updated either through the Update Service or through reapplying for a DBS check. At minimum DBS must be updated / renewed every three years.

Details on accessing DBS checks for your staff and volunteers can be obtained from the Home Office. Visit their website for more details: [www.homeoffice.gov.uk/agencies-public-bodies/crb/](http://www.homeoffice.gov.uk/agencies-public-bodies/crb/)

Salford CVS can process your DBS checks please call 0161 787 7795 or email [dbs@salfordcvs.co.uk](mailto:dbs@salfordcvs.co.uk).



## Salford Safeguarding Standards - Guidance Notes

<p><b>Management and support of paid staff and volunteers</b> Once your organisation has safely recruited staff and volunteers it is essential that they are effectively managed and supported to keep children and young people in their care safe and well.</p>	
<p><b>Standard Thirteen</b></p>	<p>Ensures that all staff and volunteers have a current job description/role profile as appropriate which outlines their main responsibilities including safeguarding and codes of conduct for behaviour.</p>
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>
<p>Salford CVS can support you with the development of job descriptions for staff and role profiles for volunteers. Please call 0161 787 7795.</p> <p>Salford CVS has an example of a code of conduct on its policy templates page <a href="https://www.salfordcvs.co.uk/policy-templates">https://www.salfordcvs.co.uk/policy-templates</a></p>	<p>Job descriptions (staff)</p> <p>Role profiles (volunteers including trustees)</p> <p>Codes of conduct</p> <p>Staff hand books</p> <p>Volunteer Policy/Handbook</p>

## Salford Safeguarding Standards - Guidance Notes

<b>Standard Fourteen</b>	Implements an induction programmer for all staff, volunteers and trustees which includes information about all the organisation's mandatory policies and procedures and completes a role review at the end of the induction and probationary period before individuals are confirmed in post.	
<b>Guidance</b>		<b>Suggested Evidence</b>
<p>The length of the induction and probationary period should be appropriate to the role and should also include reference to the accountability framework (refer to standard 1) and the training requirements for the role.</p>		<p>Induction programmes for staff and volunteers.</p> <p>Evidence that new staff have received and read policies and procedures.</p> <p>Induction checklist.</p> <p>Role review templates including suitability for the post, competencies and training.</p>

## Salford Safeguarding Standards - Guidance Notes

<b>Standard Fifteen</b>	Has an appropriate process in place for the supervision and appraisal of staff, volunteers and trustees within the organisation.	
<b>Guidance</b>	<b>Suggested Evidence</b>	
<p>Regular face-to-face supervision from skilled managers is essential to enable staff to work confidently and competently in difficult and sensitive situations.</p> <p>How often staff and volunteers should receive supervision and the format of supervision will vary, however, once every six weeks is seen as good practice within Social Care. It also important to remember that dealing with Child Protection and Adult Safeguarding issues is very stressful for staff / volunteers and it is essential that they are adequately supported.</p> <p>Salford CVS can support you with developing supervision templates, please call: 0161 787 7795.</p>	<p>Supervision/support session timetables</p> <p>Supervision records (staff)*</p> <p>Support session records (volunteers)*</p> <p><i>*Tell us if you keep these. Do not provide confidential documents as evidence.</i></p>	

## Salford Safeguarding Standards - Guidance Notes

<p><b>Standard Sixteen</b></p>	<p>Implements disciplinary and grievance procedures for all paid staff which comply with the ACAS<sup>1</sup> Code of Practice and has a system in place to enable volunteers to raise concerns regarding the organisation and for the organisation to address any concerns regarding volunteers.</p>	
<p>Details of the ACAS code of practice on disciplinary and grievance procedures can be found at: <a href="http://www.acas.org.uk/index.aspx?articleid=2174">www.acas.org.uk/index.aspx?articleid=2174</a></p> <p>Salford CVS can support you with developing a staff Disciplinary and Grievance policy and procedure, Volunteer Handbook and Volunteer Code of Conduct. Please call: 0161 787 7795</p>		<p>Staff disciplinary and Grievance procedure</p> <p>Volunteer Handbook</p> <p>Volunteer Code of Conduct</p>

<sup>1</sup> ACAS – Advisory, Conciliation and Arbitration Service

## Salford Safeguarding Standards - Guidance Notes

<p><b>Standard Seventeen</b></p>	<p>Ensures that all paid staff, volunteers and trustees have child or adult safeguarding training as appropriate to the service provided which should be renewed <u>at a minimum every 3</u> years as appropriate to their role.</p>	
<p>Paid staff and volunteers are trained and alert to the potential indicators of abuse and know how to act on those concerns in line with local guidance. General child protection and safeguarding awareness training and adult safeguarding training can be accessed via Salford CVS.</p> <p>The level of training an individual requires is dependent on their role and responsibilities and the competencies required for the post.</p> <p>As general guidance:</p> <p>Designated Persons should complete the SSCB Foundation Stage training.</p> <p>All staff should complete basic awareness training covering adult and children's safeguarding Adult Safeguarding training should cover the Mental Capacity Act 2005 and where applicable the Deprivation of Liberty Safeguards 2009.</p> <p><b>The SSCB provides regular training course and seminars:</b></p> <p><a href="#">Courses - Salford Safeguarding Children Board</a></p> <p>Salford CVS provides regular basic Child protection and Adult Safeguarding Training.</p> <p>For more details visit: <a href="http://www.salfordcvs.co.uk/">http://www.salfordcvs.co.uk/</a></p> <p><a href="#">Social Care Institute for Excellence (SCIE)</a> is a good resource for Adult Safeguarding training</p>	<p>Child Protection &amp; Safeguarding Awareness training certificates.</p> <p>Table which details course content and attendance and date of staff and volunteer safeguarding training.</p>	

## Salford Safeguarding Standards - Guidance Notes

**Organisations may choose to deliver their own in house training but his should mirror levels / competencies identified by the SSCB/ SSAB**

[SSCB Training - Salford Safeguarding Children Board](#)

[SCIE](#)

## Salford Safeguarding Standards - Guidance Notes

<p><b>Providing safer activities and trips</b> means that you are able to spot hazards, identify risks and understand what causes accidents. Your organisation should take appropriate measures to prevent them.</p>	
<p><b>Standard Eighteen</b></p>	<p>Ensures that all services and activities being provided are properly planned, organised and risk assessed to ensure that all reasonable steps are taken to prevent children, young people and adults at risk being harmed whilst participating in the organisation's activities.</p>
<p><b>Guidance</b></p>	<p><b>Suggested Evidence</b></p>
<p>An organisation should demonstrate a strong commitment to promoting Health and Safety. For example:</p> <ul style="list-style-type: none"> <li>• Take out employer's liability and public liability insurance to ensure that all activities and services and all people taking part are covered.</li> <li>• Check transport for appropriate insurance cover, and that the driver holds the correct driving license, the vehicle has the correct insurance, tax, MOT, seats and seatbelts and a first aid box.</li> <li>• Provide all paid staff and volunteers undertaking specialist roles (e.g. off site on trips) with appropriate training.</li> <li>• All activities are risk assessed to ensure that all reasonable steps are taken to prevent service user being harmed whilst participating in the organisations activities.</li> <li>• Planning should ensure that the activities are: age-appropriate, appropriately supervised, take account of staff ratio and use qualified instructors.</li> </ul> <p><a href="#">Recommended adult to child ratios for working with children   NSPCC</a></p>	<p>Health and Safety Policy</p> <p>Risk assessments</p> <p>Employer's liability insurance Certificate</p> <p>Public liability insurance certificate, specialist training certificates (such as First Aid, MIDAS)</p> <p>Checklist for using transport safely</p> <p>Written records of planning</p>

## Salford Safeguarding Standards - Guidance Notes

<b>Standard Nineteen</b>	Actively promotes the safety of children, young people and adults including personal and online safety.	
<b>Guidance</b>	<b>Suggested Evidence</b>	
<p>Service users are made aware of their right to be safe from abuse. This may be achieved through information being made available through activity sessions, leaflets/posters or advice.</p> <p><b>Adult Safeguarding</b></p> <p>The Care Act 2014 identifies that providing clear simple information about abuse and how to recognise the signs and how to seek help is key to preventing abuse.</p> <p><a href="#">Care and support statutory guidance - Guidance - GOV.UK</a></p> <p><b>Children’s Safeguarding</b></p> <p>Children and young people spend a lot of time online – it can be a great way for them to socialize, explore and have fun. But children do also face risks like <a href="#">cyberbullying</a> or seeing content that is inappropriate.</p> <p><a href="#">Online safety   NSPCC</a></p> <p>All computers used by children and young people should be equipped with ‘parent controls’. Children and young people should never be left alone whilst using the internet or a webcam. Please visit the Greater Manchester Policies and Procedures website:</p> <p><a href="#">4.2 Safeguarding Children and Young People Online</a></p>	<p>Information and resources used to promote children’s and adult’s personal safety</p> <p>Internet and/or mobile phone agreements</p> <p>E-safety training certificates</p> <p>E-safety policy/statement</p>	



## Salford Safeguarding Standards - Guidance Notes

Consent and Capacity	
Standard Twenty	Can demonstrate that the necessary skills and knowledge exist within the organisation to deal with issues of capacity and consent.
Guidance	Suggested Evidence
<p>Staff and volunteers working in the organisation who are involved in the care, treatment and support of people aged 16+ are trained to support implementation of the Mental Capacity Act 2005 and where applicable the Deprivation of Liberty Safeguards 2009.</p> <p><a href="http://www.scie.org.uk/publications/elearning/">http://www.scie.org.uk/publications/elearning/</a></p> <p>Organisations working with young people are aware of issues around consent and capacity.</p> <p><a href="#">Gallick competency and Fraser guidelines   NSPCC</a></p> <p>The Serious Case Review in to Child N identified that every opportunity should be taken through procedure, strategy and line management structures to reinforce the message that all young people must be treated as a child in accordance with the Children Act 1989 until they attain the age of 18 years. At the very heart of this review has been the extent to which Child N was seen as a child. The years between 16 and 18 present many dilemmas for professionals.</p>	<p>Evidence of staff training covering Mental Capacity Act 2005 and where applicable the Deprivation of Liberty Safeguards 2009.</p> <p>Evidence of staff training covering consent and capacity and vulnerable young people.</p> <p>Anonymised Mental Capacity Assessments.</p> <p>Anonymised case recording covering issues of consent and capacity.</p>

## Salford Safeguarding Standards - Guidance Notes

At 16 a child can marry with parental consent, can apply for state benefits in their own right and to all intents and purposes are seen as capable of making their own decisions. Under the Children Act 1989, a child is a child until they have passed 18 years, and concerns and questions about vulnerability should be responded to from this perspective. Child N was perceived as capable by most professionals she met, but her choices and vulnerabilities belied the fact that she was a child growing up faster than she was emotionally able to cope with.

[Overview report of the serious case review panel of Child N \(Adobe PDF format,963kb\)](#)

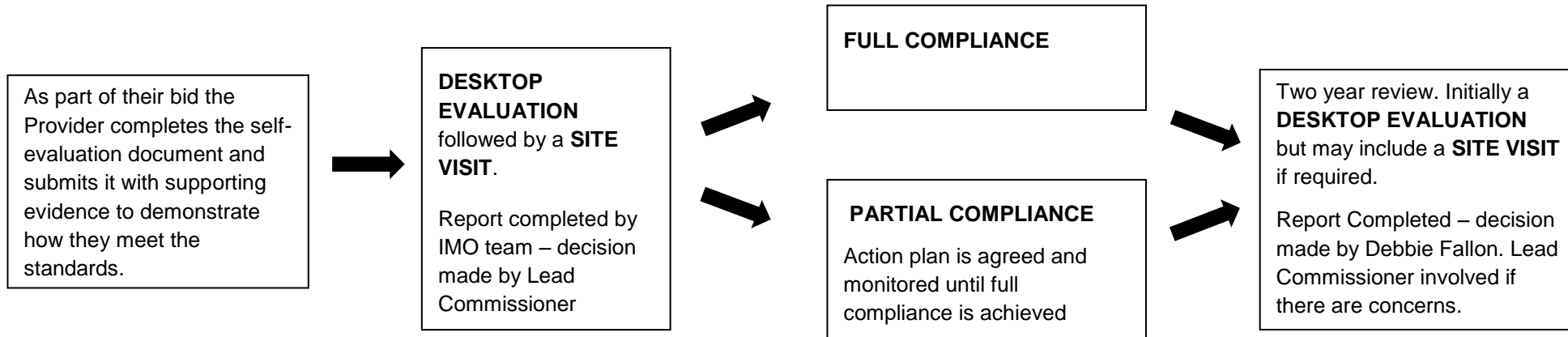
# Salford Safeguarding Standards - Guidance Notes

## Appendix A

### Safeguarding Evaluation in Salford City Council Children’s Services (Integrated Commissioning Unit)

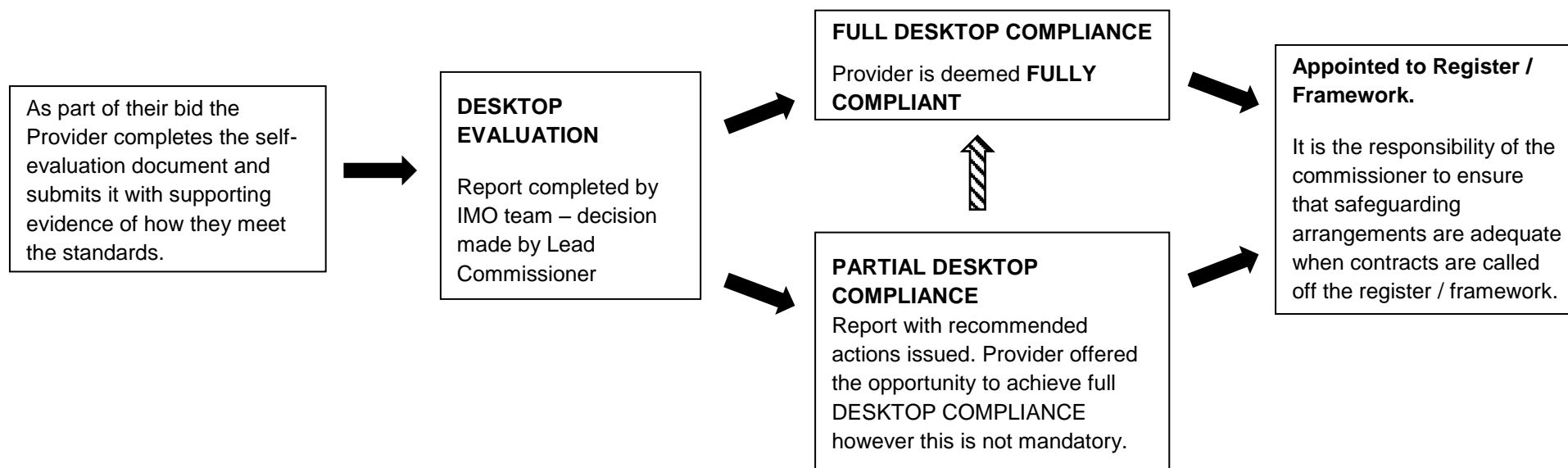
Safeguarding evaluation is embedded within the commissioning and procurement process for all tenders and quotations for Salford City Council Children’s Services. Service providers are required to be compliant with or working towards compliance with the 20 standards agreed by Salford Safeguarding Children Board (SSCB) in conjunction with Salford CVS. If an organisation is still delivering commissioned services a two year review will be undertaken to ensure that standards are being maintained and that providers are aware of changes in practice, legislation and current priorities. To meet the needs of commissioners and partners, there have been a number of developments around levels and routes to safeguarding compliance recently and these are detailed in this Appendix.

#### (A) Tender/Quotation for Services Commissioned Directly by Children’s Services



## Salford Safeguarding Standards - Guidance Notes

### (B) Establishment of a Register of Approved Providers or Framework by Children's Services



### Salford CVS and Safeguarding Evaluations

Salford CVS are commissioned by Salford City Council to provide support to Voluntary, Community and Social Enterprise (VCSE) organisations including to help them to meet the Salford Safeguarding Standards. Salford CVS also manage the distribution of grant funding on behalf of public sector organisations and when doing this they ask providers to complete the safeguarding self-evaluation templates (action plan and evidence record) and submit evidence as part of their application. In the case of very small user led organisations Salford CVS will provide support to ensure that they have proportionate and useful policy and procedures documents in place that reflect the standards. In these circumstances, because of the low value of such grants, Salford CVS do not evaluate the submissions. It is not possible for a provider to become compliant with the Salford Safeguarding Standards through this route and therefore this will not be accepted as evidence of compliance by Salford City Council in a tender or quotation submission. This is intended as a development exercise to identify any gaps and allow the provider to create their own action plan

## **Salford Safeguarding Standards - Guidance Notes**

to support improvement in their safeguarding policies, procedures and practice. To avoid duplication, the self-evaluation template, action plan and supporting documentation submitted to Salford CVS may also be submitted in a tender or quotation bid in order to complete the process described above as applicable.

### **Support for your organisation to meet the Standards:**

Support for voluntary, community and social enterprise organisations and social enterprises is available at every stage from Salford CVS.

We can help you to:

- Identify how your group would benefit from the Standards
- Signpost you to resources nationally and locally
- Provide pro forma documents and model policies
- Identify how you will engage all your staff and volunteers in putting the Standards into practice
- Help you to complete your evidence record and action plan
- Provide feedback on your evidence record and action plan

We hope you will find the Standards a helpful tool to develop and improve your organisation and to keep Salford's children and young people and vulnerable adults safe. We welcome feedback on the Standards, this guidance and the action plan and evidence record. We will use this feedback to review the Standards with Salford's Safeguarding Children Board partners.

For support or to provide feedback on these Standards please contact:

### **Salford CVS (Voluntary, community and social enterprise Services)**

The Old Town Hall  
5 Irwell Place  
Eccles

## **Salford Safeguarding Standards - Guidance Notes**

M30 0FN

Tel: 0161 787 7795

[www.salfordcvs.co.uk](http://www.salfordcvs.co.uk)

### **Salford Safeguarding Children Board (SSCB)**

Tel: 0161 603 4322

<http://www.partnersinsalford.org/sscb/>

### **Salford Safeguarding Adults Board (SSAB)**

Tel: 0161 603 4287

<http://www.partnersinsalford.org/adultsafeguardingboard.htm>