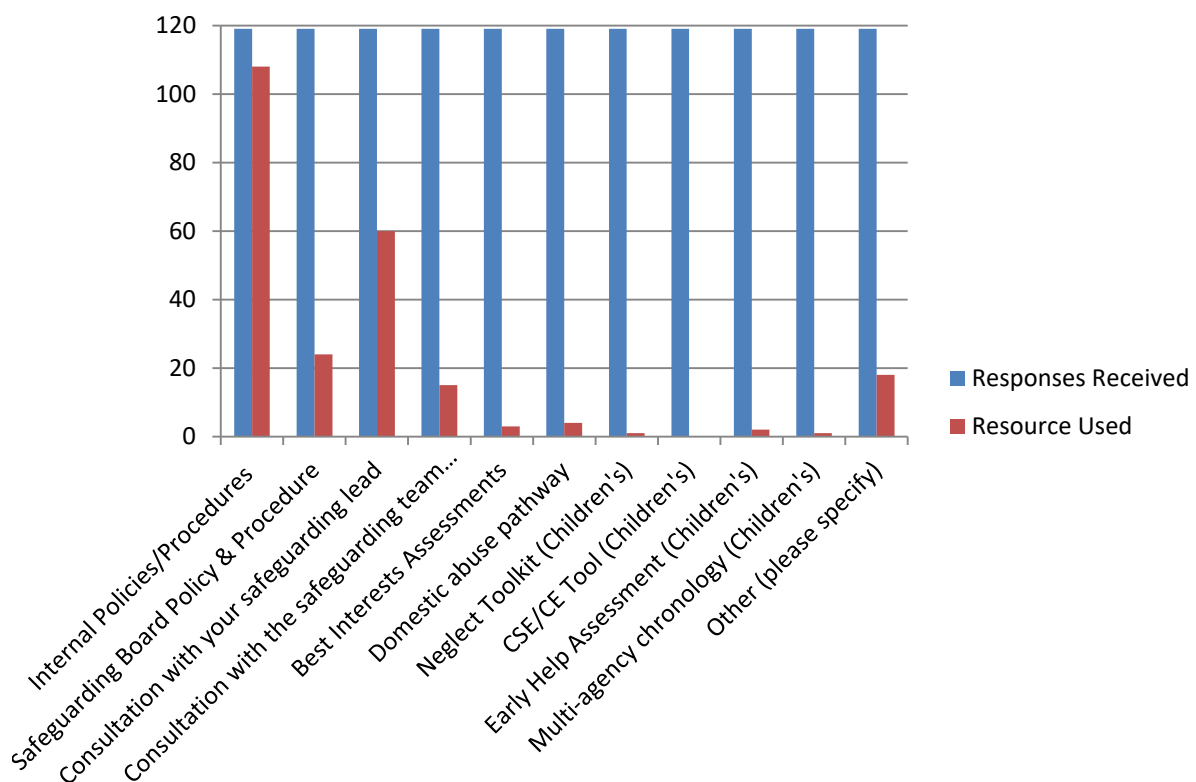


Appendix 2: Practitioner Questionnaire Summary

119 staff members completed the Safeguarding Practitioner Survey for Cherwell District Council (CDC) which accounted for the best response rate across Oxfordshire from all partner agencies. This also shows a 53% increase in the response rate seen in 2017 (78).

Unlike in 2017 when the survey was requested of all staff, this year we requested this only of front line teams operating for CDC.

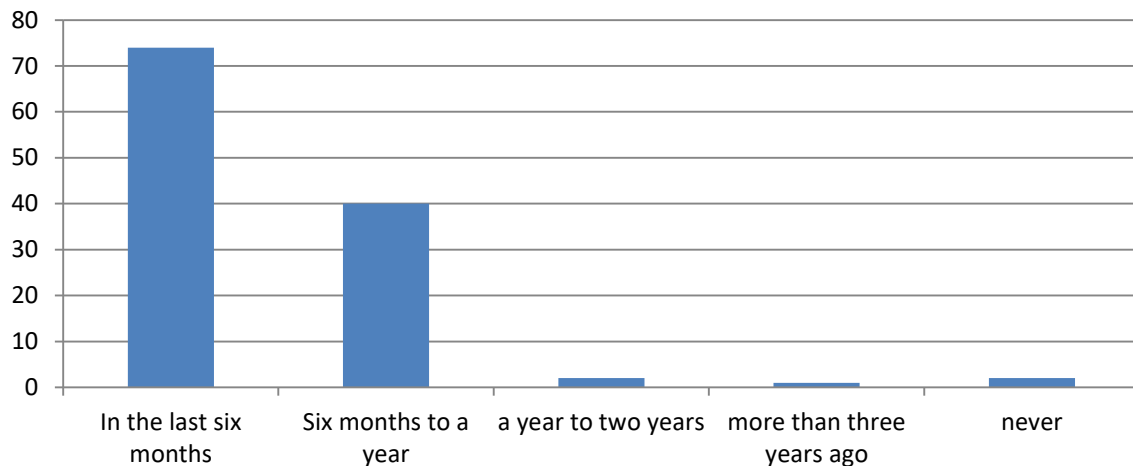
1. What resources do staff use when managing safeguarding concerns?



This demonstrates that staff rely more heavily upon internal policy, procedures and advice over those provided by the Safeguarding Boards. The 'Other' resources referenced were team/line manager, Police, Social Care, MASH etc. Most of the procedures/toolkits provided by the Safeguarding Boards are tailored for us by practitioners working 'with' vulnerable people (e.g. social care) and as such are not relevant to the services delivered by staff of a District Council. As such we do not signpost our staff to these toolkits and instead would ensure internal policies/procedures and awareness raising provide all staff with the required knowledge and resources they require to assess and refer safeguarding concerns appropriately.

2. When did you last have training?

Of 119 responses:



This shows that 96% of respondents have received safeguarding training within the last year which coincides with the launch of the Safeguarding Training Framework and subsequent all staff training exercise. Two people reported to have never received training. Whilst this is a concern as front line staff were targeted for this survey (thus these individuals are likely in roles exposed to vulnerable groups) the Safeguarding Team are working hard to ensure all staff have completed their mandatory training by the end of the financial year.

3. How did the training change how you have worked with any safeguarding issues you've encountered since the training?

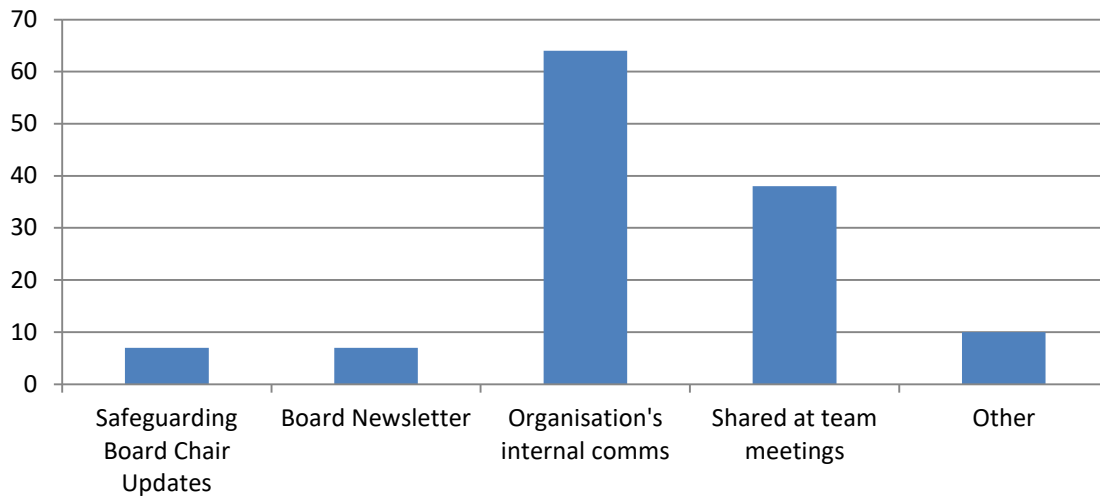
This was an open question. Responses primarily outlined that training had provided greater knowledge and awareness of safeguarding signs, communication/reporting mechanisms and current themes and issues. A small minority responded that it didn't have much of an impact due to them either not having any exposure or already having a good understanding/knowledge in the area.

4. Who represents your organisation at the Safeguarding Boards?

Only 50% of respondents correctly identified Nicola Riley or Maria Wareham as the CDC representative at the Safeguarding Boards. Other responses included unknown/not sure, the suggestion of other managers/Director of Wellbeing and the Safeguarding Team.

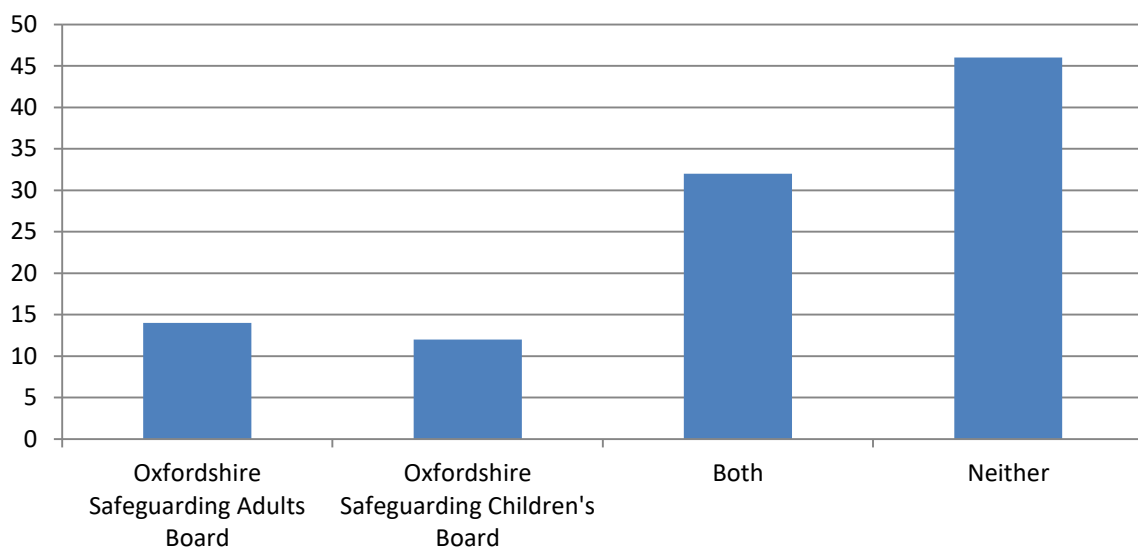
This demonstrates a need for improved awareness raising amongst staff.

5. How are you kept up-to-date on the work of the Safeguarding Boards?



This emphasises that the majority of information is shared via internal communication and shared at team meetings. This aligns with CDC's approach of circulating information via the Safeguarding Leads for onward cascade to their service areas. Where appropriate, the CDC newsletter 'in the loop' will also be used to cascade safeguarding messages and learnings.

6. Which of these websites have you visited?



These results show that whilst some members of staff have visited the Oxfordshire Safeguarding Board websites, the majority reported having visited neither. All level 2 staff will have been required to visit the Board websites to register for and book their Generalist/Level 2 Front Line Worker training; however it is likely they have not visited for any other purpose. At present, the assessment and referral of the majority of safeguarding concerns happens via the Safeguarding Team and staff are required to refer to internal policies/procedures and reporting mechanisms.

7. What would you do if someone made an allegation against one of your colleagues or a member of your organisation?

The majority of respondents reported that they would refer to the Safeguarding Lead/Officer and/or speak to their Line Manager. Some also reference use of the Whistleblowing and See it, Report it reporting procedure.

8. How do you know the service user feels safer as a result of your intervention/actions?

This question received mixed responses and from only 92 respondents. Many suggested that they wouldn't necessarily know while others reported that: it would give the user assurance; that it would help to prevent further incidents; that we are here to listen; and take their concerns seriously.

Some reported that they do not receive feedback from the Safeguarding Team and so do not know how their intervention/action has helped the user. This is an area for improvement as whilst we strive to feedback to the referrer, especially where their future interactions with the user may be impacted, this is not consistent and we (the Safeguarding Team) often do not get information back from partner agencies regarding outcomes.

9. Do you feel you have the opportunity to discuss safeguarding concerns/ issues within your organisation?

100% of respondents said that yes, they do have the opportunity to discuss safeguarding concerns/issues either within their teams/managers or with the safeguarding teams. Several respondents also commented that the interactions with the Safeguarding Team were very positive.

One respondent did report that they *"think some teams are very aware, and others are still blinkered, and as such there is little conversation within the organization as a whole"*. We have moved along way with our awareness raising over the last 18 months and this is apparently in the 91% increase in volume of safeguarding concern reports that we have seen when comparing our 2017 and 2018 YTD figures. We have seen concerns reported from departments other than those operating in customer facing roles, demonstrating that the learning is penetrating all areas. However our communication strategy for 2018/19 will aim to ensure this awareness raising continues and that safeguarding plays a key part in 'All Staff Briefings' and Chief Executive communications to ensure its importance is highlighted.

10. If you could change one thing about safeguarding in your agency or within Oxfordshire as a whole, what would that be?

91 staff members responded to this question and responses and whilst responses were mixed, overall the majority of staff reported that they would not change anything.

A handful of respondents requested for a more user friendly reporting process, however it is unclear whether these comments relate to the See it, Report it system prior to or since the recent changes were made on the 5 Sept 2018 to improve the user experience. We will continue to respond to feedback and make amendments where appropriate (whilst still ensuring we obtain the quality of information).

A few others reported a want for greater responsiveness from social services (children's and adults') rather than asking CDC to do further investigations as our staff are not trained social workers. This is an area of continued work and agreements for greater support from the Locality and Community Support Service (front door to MASH) when contact is required with parents (for more information/consent) has already been secured. We will continue to monitor the situation.

Other responses varied in nature, but none indicated any systemic problems with the safeguarding arrangements in place at CDC.

Conclusion

Overall the survey is positive and indicates that the majority of staff have: completed safeguarding training within the last 12 months; have good awareness of safeguarding; a good understanding of internal policies and procedures to follow when managing safeguarding concerns and know where to get advice when required.

There is a need for us to ensure that staff are regularly reminded of their responsibilities, are kept abreast of current themes/issues relevant to their roles and that our communication strategy for 2018/19 ensures good 'tone from the top' when delivering such messages to ensure the importance of the subject area doesn't diminish. We will also ensure that the Safeguarding area of the intranet is updated to reflect greater signposting information to help front line staff when dealing with vulnerable people. We will also ensure this reflects clearly who the Safeguarding Team for CDC is and their roles and responsibilities.

Our aim to introduce a new safeguarding software solution over the next 12 months will also help to further streamline the user experience when raising safeguarding concerns.