

**Cherwell District Council Safeguarding Self-assessment 2023. First Version.**

**1.1 How do strategies and plans clearly set out the organisation’s safeguarding responsibilities and commitment to promoting the welfare of children and adults with care and support needs?**

In the second box **Evidence**, you should **describe an example of how/when you’ve done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Governance and Structure Map- Each Board/Partnership member will also have an understanding of their individual accountability as the appropriate representative for their organisation in each forum. Where there is cross-over in membership of the Boards/Partnerships in respect of either an individual or partner organisation, members will be responsible for communicating and sharing relevant information or concerns that will facilitate effective joint working or a joint response to an issue. Some themes have relevance across a number of partnerships and in these cases the Boards/Partnerships will work together and take a pragmatic approach to achieve the best outcomes for people and ensure that there is no duplication of effort. In practice this means that each Board/Partnership has the opportunity to input into an area of work where it carries a responsibility</p>	<p>Monthly safeguarding briefings held and additional themed briefings each month. Cherwell representatives attend the following meetings/ strategy groups. PIQA. PAQA. Business Group meetings. Neglect Strategy group meetings. Districts Joint working group meetings (Cherwell representative attends all the above meetings as a representative for the districts) sharing good practice. OSAB/OSCB Board meetings. Engagement Group Meetings. CSE &amp; Exploitation group meetings.</p>	<p>All Safeguarding training is reviewed annually, DA training was reviewed by AW VAWG May 23 ensuring the internal training is in line with Reduce the Risk. Themed briefing held through the year on national and local themes. Training has been provided for all employees and volunteers, Council Members now have online safeguarding training access with over 50 % completing Adult and Child Safeguarding, 65% have completed PREVENT training. CDC has provided 28 internal safeguarding briefing over the year covering, Modern Slavery /Domestic abuse/ Safeguarding/ Suicide &amp; Mental Health/ Neglect/ Self-Neglect/ Behaviour Management for Youth Activators (in the holiday hubs)/ How to make a good referral. 183 staff have attended these internal training/briefing from Jan to Sept 23, this equates to a 20% increase in employees attending in the first 6 months</p>

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<p>and/or has relevant knowledge, expertise and experience. Where a piece of work with a cross-cutting theme is identified, the other Boards will initially be contacted to ascertain the relevance of the theme / area of work for them. This will help partner organisations maintain a good awareness and understanding of emerging risks that are relevant to their area of work and will enable the Boards/Partnerships to consider strategic actions that can manage and reduce these risks. Sharing information also supports the principle of mutual challenge and support. Community Partnership- The four district-led Community Safety Partnerships (CSPs) are multi-agency forums where relevant partners work together to assess local crime priorities and agree how to deal with these issues. The Partnerships develop local plans for their respective areas to ensure delivery of community safety priorities that address local risks. They have direct lines of communication with the Safeguarding Boards for relevant issues or concerns to be escalated as necessary. CSPs are also represented on each Safeguarding Board through district council representatives. Safeguarding Children and Vulnerable Adults Policy, this policy is for all staff and elected members who may come into contact with children, young people and vulnerable adults in the course of their work, whether it is in</p>		<p>of the year. All briefings/training is available to all including volunteers, new staff complete as part of the mandatory safeguarding training and all employees are requested to attend annual safeguarding briefing to update knowledge. This is linked to supervision and learning &amp; Development. Implementation of a Safeguarding Champion across services in CDC including Neglect Lead / Domestic Abuse lead/ New DA link worker in post from Sept 2023. Safeguarding Champions meet biannual these meetings, reviewing updates to policies / strategies, safeguarding action plan. Safeguarding Champions News bulletin is provided bimonthly this is to raise awareness of new training &amp; learning from SAR' s/CSPR's by DDSL/ OSCB/OSAB and any new identified themes or concerns. Early Help Strategy- Cherwell provided early help strategies by offering the following. Physical Activity &amp; Leisure opportunities/ preventative services. Funding targeted schemes for young people free swimming sessions and lessons. Funding for free school meals for children attending the Holiday Hubs activities. A subsidised leisure offers for young people, and those least able to afford to participate.</p>
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<p>someone's home, on council premises or in the community. Cherwell District Council (CDC) aims to work in a way that contributes to the safeguarding of children, young people and vulnerable adults, preventing harm and radicalisation. CDC have a statutory duty to have appropriate arrangements and procedures in place to safeguard and promote the welfare of the children, young people and vulnerable adults, living in our community. To meet this duty, we have the following in place: Training, Reporting Concerns, Recruitment, Multi Agency Working, Recording, Governance.</p>		<p>Youth Activators – Specific Early Years programme in early years settings</p> <ul style="list-style-type: none"> <li>•FAST – Family provision for the whole family offering free and heavily incentivised opportunities to be active as a family along with resources and equipment</li> </ul> <p>Arts Development – Funding Creative Education Partnerships in Cherwell</p> <p>Parks / Countryside sites</p> <p>Provide Funding Pots (small)</p> <p>Health / Active lifestyle promotion and resources</p> <p>Grants – co-ordinate bids and offer small funding (spark funding)</p> <p>Affordable Housing – tenancy support</p> <p>Community Centres / Outreach / Family support intergenerational work</p> <p>Preventative Services</p> <p>Brighter Futures, an initiative facilitating a multiagency approach to innovative working in the most disadvantaged communities in Banbury.</p> <p>Nature Connectivity for wellbeing (muddyfeet &amp; homestart)</p> <p>Liaison role with Early services in Cherwell (Bicester)</p>
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		Community Safety provide partnership oversight of Anti-social Behaviour, Child Exploitation and County drugs Lines, Modern day slavery.
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## 1.2 How do strategies and plans align with the multi-agency strategies and policies of the Safeguarding Boards?

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

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<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Cherwell workforces understand and fulfil their roles and responsibilities, leading to improvements in multi-agency working and outcomes for adults who are safeguarded. Utilising expertise, communication systems and resources across partner agencies. Approved support services are used through the social services and government support services. Senior managers attend panel meetings for strategic concerns in Domestic Abuse and Sexual Exploitation with Oxfordshire Safeguarding Board. Attending Case reviews to ensure best practice and learning is attained. The Community Safety Partnership plan reflects priorities which contribute to safeguarding children and adults with care and support needs. We do have a</p>	<p>Cherwell representatives attend the following meetings/ strategy groups. PIQA. PAQA. Business Group meetings. Neglect Strategy group meetings. Districts Joint working group meetings (Cherwell representative attends all the above meetings as a representative for the districts) sharing good practice. These themed sub-groups report to the Board on specific areas of work, namely learning and improvement; training; communication; and multi-agency working. OSAB/OSCB Board meetings. CSE &amp; Exploitation group meetings.</p>	<p>An integrated approach to tackling key issues and commissioning services by sharing information and intelligence. CDC DDSL representative for the Districts Joint Partnership group. The aim of the Joint District Safeguarding Partnership Group is to bring together safeguarding representatives from Cherwell District Council, Oxford City Council, South Oxfordshire District Council, Vale of White Horse District Council and West Oxfordshire District Council to share information and learning in order to support their statutory safeguarding roles and responsibilities. This includes the following: Establishing ways of analysing data and identifying trends on safeguarding themes to inform Oxfordshire Safeguarding Adult Board (OSAB) and Oxfordshire Safeguarding Children Board (OSCB) understanding of prevalence of abuse and neglect. This analysis of data and trends allows for a focus of resource into these particular areas of concern. Where appropriate this information will</p>

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<p>key role in the Joint Agency Tasking and Coordination Group which is the forum which brings together partners to share information on operational matters, including people at risk, and to determine the most appropriate response to deal with the issues concerned. The outcomes of agreed actions will be known to the group but not necessarily collated in a way we can provide as supporting evidence that the interventions, timing, etc. are appropriate. Sharing relevant information with Boards/Partnership helps maintain a good awareness and understanding of emerging risks that are relevant to our area. Working with the Partnership to consider strategic actions that can manage and reduce these risks. Key staff are on the OSCB &amp; OSAB Board meetings and Training Subgroup regularly contributing to meetings. Our own DDSL is a trainer and cascades information or learning across the district council. Through partnership working Cherwell District Council work to safeguarding children and adults with Oxfordshire safeguarding board. Referrals to social adult and children services, the referrals are reviewed by the safeguarding champion in the team.</p> <p>The development, delivery and quality</p>		<p>assist the Safeguarding Boards in raising awareness of safeguarding issues among the districts, organisations, and the wider public. Example the Districts have their own individual Neglect action plan and a Joint Districts Neglect action plan. CDC has implemented a Neglect Champion and improved the Neglect &amp; Self-Neglect training in each service area. Primarily Housing, Customer service and Community Safety teams. The business group has developed the Risk Register, which identifies key areas of concern, and it is monitored and reviewed at every meeting.</p>
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<p>monitoring of safeguarding service provision is the responsibility of the Oxfordshire Safeguarding Children Board (OSCB) and Oxfordshire Safeguarding Adults Board (OSAB).</p>		
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**1.3 How do strategies and plans promote the partnership responsibilities of the organisation?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**  
**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Cherwell District Councils continued Strategic links with OCC /NHS/TVP partnership in a locality are an essential element of the Safeguarding Boards border structure. The OSCB Business Group continues to work operationally under the OSCB. This group includes all the chairs of OSCB sub-groups and strategic leads for operational services. In addition, the Council's Deputy Designated Safeguarding lead is a representative on the group for</p>	<p>PIQA/PAQA Audits bimonthly meetings.            OSCB/ OSAB meetings bimonthly.            Business group meetings bimonthly.            Engagement group meetings.            CSE Exploitation group meetings.            Neglect Strategy Group meetings.            Health Shaping Families Partner- Food Projects and Community Development.            Ongoing.            DA link worker I post Sept 23.</p>	<p>Shared working protocols with the safeguarding boards.            Early Help Strategy            Cherwell representative attends themed sub-groups that report to the Board on specific areas of work, namely learning and improvement; training; communication; and multi-agency working.            Where a piece of work with a cross-cutting theme is identified, the other Boards will initially be contacted to ascertain the relevance of the theme / area of work for them. A strategic, planned approach to domestic abuse is being taken forward with Cherwell's active contribution to the development and delivery of a</p>

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<p>all Districts and Ox City. Its purpose is to recognise emerging concerns, problem solve, work collaboratively across the system and escalate issues when needed.</p> <p>To agree cross-boundary protocols, to adopt joint procedures and approaches to practise, joining subgroups and shared training. Link with the Safeguarding Adult Board, Safeguarding Children’s Board, Links with those who need to know (CSPR/ Rapid Reviews), links with other coordinating partnerships, District Councils, DASH, Reduce the Risk. Community Safety Partnerships (CSP) work together to assess local crime priorities and agree how to deal with these issues. The Partnerships develop local plans for their respective areas to ensure delivery of community safety priorities that address local risks. They have direct lines of communication with the Safeguarding Boards for relevant issues or concerns to be escalated as necessary. CSPs are also represented on each Safeguarding Board through district council representatives. The District Council is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, it expects and</p>		<p>countywide plan. Cherwell is now working towards a Domestic Abuse Housing Alliance (DAHA) accreditation and has recently employed a Domestic Abuse Housing Link workers to support complex cases and work towards achieving the DAHA accreditation.</p> <p>Neglect Lead in CDC attendees the Neglect Forum.</p> <ul style="list-style-type: none"> <li>• Offer training to front facing teams on using the neglect practitioner assessment tool, to support staff to check list their thoughts and thinking. This is a tool we currently do not use but are aware of and work with the LCSS link worker on concerns.</li> <li>• Bespoke training for Housing team on identifying concerns of neglect/self -neglect on a home visit. In line with the Framework for recording the condition of the home.</li> <li>• DDSL and Neglect Lead attend the neglect practitioner forums, to share good practice and cascade through our safeguarding champion network.</li> <li>• Ensure that learning from neglect serious case reviews is shared within our monthly safeguarding briefings including Neglect and Self-Neglect.</li> <li>• Ensure our Housing / Customer service and Community Service teams record all concerns on our internal See it Report it form.</li> </ul>
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<p>encourages employees, and others that it deals with, who have serious concerns about any aspect of the Council's work to come forward and voice those concerns.</p>		<p>Districts monthly meeting sharing and learning.</p> <p>To ensure free school meals were provided for those that are eligible and continued in school holidays/ holiday hub activities through participating in data mapping exercise to identify children and families.</p> <p>We have linked in with customer services to make them aware of everything on offer to residents including sending them documents for the knowledge hub.</p> <p>Cost of living web page has been updated to ensure it is correct as of October 23</p> <p>Food and support services leaflets have been added to website.</p> <p>Officer led deprivation focus group are meeting monthly to share practice, update others on what is available and how we can help.</p> <p>Food support mapping: visited most food support services in Cherwell to produce the food support services leaflet which is now in circulation. GFO have been given the new leaflet to go on their website and update their interactive map. Discussions continuing with Good Food Oxford re latest updates and actions linked to Cherwell Action Plan. Plans for key partners to meet to discuss local food hub. GFO and CDC to meet to finalise action plan. Updating the warm welcome network for this winter, exploring gaps and expanding the offer (esp. in villages) to support fuel poverty and social isolation. We've now updated the database, venue list for publication and an interactive map is in progress along with comms, pack distribution to go live Nov 1st. Physical packs are ready to go out this week.</p>
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#### 1.4 How do you know that staff across the organisation understand and act on their safeguarding responsibilities?

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Cherwell District Council does not work directly with children or families, however where the services in Cherwell do have contact with Children in the Holiday Activity Hubs or vulnerable adults via Housing &amp; Customer Service all staff have completed mandatory safeguarding training. Including PREVENT DUTY the following procedures will be implemented: Ensure employees are aware of the safeguarding children, young people and vulnerable adults' policy and procedures. Cherwell Holiday Hubs for children, all youth activity workers complete online safeguarding training. In addition, they attend a mandatory face to face safeguarding training and bespoke managing behaviour briefing. This has improved the safeguarding knowledge and appropriate actions to take if concerned for a child's wellbeing. Safeguarding audits have been completed on all sites with spot checks through the holiday periods. This has evidence the improved standards and processes for the program. The Activators completed feedback which highlighted the</p>	<p>Safeguarding Audits in the leisure Centres as part of the contract monitoring. Sept 2023.</p> <p>Holiday Hub youth activators safeguarding audit and spot check visit to all sites Aug 2023.</p> <p>Monthly safeguarding news bulletin to safeguarding champions.</p> <p>Safeguarding Champions meetings bi-monthly review processes, concerns raised from internal SIRI reporting or local themes for concern.</p> <p>Monthly awareness campaigns internally on viva engage/ CDC intranet page this reaches all staff and gives a link to training / briefings and signposting to supporting services internally and externally.</p> <p>Staff safeguarding survey July 2023.</p> <p>Frontline Worker and Voluntary Survey.</p> <p>DA Link worker in post Sept 23.</p>	<p>Leisure Centre Contract Safeguarding Audits. Holiday Hubs Safeguarding Audits and spot checks. DA link worker in place Sept 23 Neglect Lead May 23 DA lead May 23 Youth Activity workers more in-depth training, this will include scenarios going forward this was taken from the feedback form after each training session. Where youth activity workers asked for scenarios' for better understand and knowledge. Safeguarding Champions in all service areas and safeguarding news bulletin shared with all in CDC.</p> <p>Providing the online SIRI form for the Youth Activity workers, supported a better reporting and ensuring we make good referrals and use of the LCSS link worker.</p> <p>DDSL delivers drop-in sessions in team meetings on safeguarding using OSCB 7 min guides and updates on learning.</p> <p>Mandatory online training includes Safeguarding Children, safeguarding Adults and Prevent. Once the online training is complete a mandatory face to face safeguarding briefing is attended to ensure understanding of CDC's policies and reporting. It also gives a place for questions and dialogue for all</p>

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<p>confidence in reporting concerns and speaking to parents about concerns when appropriate. We have also made available a link to the CDC internal online reporting SIRI report for making reporting concerns easier. Ensure employees and members of the public can effectively report concerns about children, young people and vulnerable adults at risk Operate sound recruitment and selection procedures for employees to ensure suitability for working with children, young people and vulnerable adults Identify and enable appropriate safeguarding training to take place for employees whose work involves or impacts upon children, young people or vulnerable adults All training is recorded and monitored on the Safeguarding training register and regular safeguarding briefing provided as refresher training. Demonstrate best practice in ensuring the safety of children, young people or vulnerable adults. Regular appraisals and 1:1s reviewing competencies of role with line manager. Training needs and development of role identified. We have a legal obligation to ensure that job applicants do not have a history that would make them unsuitable for posts involving contact with children. If the role involves working with children, then the DBS policy and associated Safer Recruitment guidance must be adhered to. Within Customer Service the advisor's go with their gut instinct and completing a referral is second nature. If they feel there</p>	<p>Monitoring of the internal reporting concerns mechanism "See It Report It" (SIRI), we identify the categories of concern and which agencies clients have been referred to.</p> <p>We have recognised an increase in referrals to MASH and ASC this is in part due to the training and increase in knowledge across CDC services. These referrals are being scrutinised to see how many have made the threshold for safeguarding concern. Working with MASH and LCSS to ensure the referrals are appropriate or do we have an area that needs further training.</p> <p>How to make a good referral training is in place and been delivered to services in CDC Dec 23.</p>	<p>staff to have the questions answered. Feedback forms are completed after every session. This year 171 staff have attended safeguarding briefings.</p> <p>DA link worker completing the DAHA accreditation, building DA champions group with revised training. Reviewed policies and processes for DA in Housing.</p> <p>How to make a good referral training Dec 23. Several staff in CDC have received a commendation from the safeguarding board.</p>
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<p>is imminent danger to the individual or those around them, they will seek advice and/or call emergency services. The referral goes to the Team Leaders inbox (rather than an individual) where there is the potential for 1 of 3 to pick up and continue the process. The information is either escalated to the appropriate body, saved for future reference or further information is sought. Whatever the outcome, the Safeguarding Lead for CDC has access to the referrals to give them a final check. Continued resources through safeguarding briefings and training are provided through the internal newsletter. Information on Safeguarding is provided on the CDC intranet and links to training, briefings, and news stories with short clips are provided. Briefings are recorded and provided on the safeguarding page for all employees to have access to if unable to attend a briefing. There is a list of Named Safeguarding Officers, Designated Safeguarding leads and contact details on the 'Safeguarding' intranet page which has been reviewed and updated in June 2023. Safeguarding Champions are in each service area they attend bimonthly meetings, including champions news bulletin that provides updates and learning from SARs &amp; CSPR's. They feed this learning back through team meetings and input into the safeguarding action plan for Cherwell. Domestic Abuse Lead / Domestic Abuse link worker started Sept 23 and a</p>		
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<p>Neglect Lead are all been implemented this year to further support Cherwell's commitment and responsibilities to safeguarding. Cherwell safeguarding page signposts to the OSCB/OSAB and safeguarding services in OCC. Explains what to do if you need to make a referral, if an emergency or non-emergency. Contact details to discuss with the DDSL or DSL in CDC. Additional resources and information pages on DA/ Neglect/ Modern Slavery/PREVENT.</p>		
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**1.5 How do you know that senior management/board level leads are accountable for the organisation's safeguarding arrangements?**

**In the second box** Evidence, **you should** describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR.

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Each Board/Partnership member will also have an understanding of their individual accountability as the appropriate representative for their organisation in each forum. Where there is cross-over in membership of the Boards/Partnerships in respect of either an individual or partner organisation, members will be responsible</p>	<p>Safeguarding leadership/ DDSL/DSL meetings.                      Monthly Members &amp; Managers meetings review effective safeguarding measures are in place.                      Reviewing the following:</p>	<p>All staff and Board members comply with safeguarding training and attended the lead members portfolio meeting.                      Safeguarding Action plan / Risk management and review of processes/ strategies and themes of concern from the internal reporting mechanisms are discussed.</p>

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<p>for communicating and sharing relevant information or concerns that will facilitate effective joint working or a joint response to an issue. Some themes have relevance across a number of partnerships and in these cases the Boards/Partnerships will work together and take a pragmatic approach to achieve the best outcomes for people and ensure that there is no duplication of effort. In practice this means that each Board/Partnership has the opportunity to input into an area of work where it carries a responsibility and/or has relevant knowledge, expertise and experience. Where a piece of work with a cross-cutting theme is identified, the other Boards will initially be contacted to ascertain the relevance of the theme / area of work for them. This will help partner organisations maintain a good awareness and understanding of emerging risks that are relevant to their area of work and will enable the Boards/Partnerships to consider strategic actions that can manage and reduce these risks. Sharing information also supports the principle of mutual challenge and support. Lead Members/ Portfolio Meetings are held monthly, the purpose is to support excellent communications between officers and the representative lead members portfolio holders and to provide a clear link between the Senior Team and Executive / Cabinet.</p>	<p>Safeguarding must be included in induction programmes for all staff and volunteers. Providing effective safeguarding supervision arrangements for staff, commensurate to their role and function. Developing an organisational culture where all staff are aware of their personal responsibilities for safeguarding and information sharing. Developing and promoting a learning culture to ensure continuous improvement. Policies are in line with legislation and guidance.</p>	<p>This seeks to clarify the roles and responsibilities in relation to system working. In addition, it provides the flexibility needed at local level to support the professional practice of individuals and the partnerships working to promote healthy behaviours to keep individuals and communities safe from harm. Monthly Members meeting Safeguarding agenda item.</p>
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**1.6 How does your organisation demonstrate that your Senior managers/board level leads have the required knowledge, skills and expertise, and keep abreast of local and national developments and learning to ensure that practice continues to improve?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Senior managers attend the quarterly-held Strategic Safeguarding Group meeting. The purpose of this group is to share safeguarding information, policy and practice from within the organisation and across our partnerships. The role of the group to ensure safeguarding is strategically placed across service plans and embedded in day-to-day operational work. Line managers are kept informed of all safeguarding matters relating to their team. Line managers must ensure teams complete their safeguarding training. This information is monitored by our HR system iTrent and monthly updates are sent to service heads to support them to target members of staff that are due refreshers and ensure they attend. The deputy designated safeguarding lead is responsible for up-to-date information on the council's</p>	<p>Monthly safeguarding briefings for all staff.</p> <p>Senior managers /board level leads all have safeguarding training provided both on-line/ face to face and with monthly safeguarding briefings. DSL/ DDSL are named persons to provide expert advice to all staff. To oversee, implement and monitor the ongoing assurance of safeguarding arrangements.</p> <p>To ensure the adoption, implementation and auditing of policy and strategy in relation to safeguarding annually. This is agreed in the overview &amp; scrutiny meeting in Nov 23.</p> <p>To ensure that there is a programme of training to support those with responsibility for safeguarding or who are front line staff. Reviewed monthly.</p> <p>Working in partnership with other groups including commissioners/providers of health care</p>	<p>Self-Assessment                      Front line voluntary survey                      Safeguarding training feedbacks                      Senior Managers/ board level meeting minutes.                      Needs Identified learning shared and new process implemented as follow:                      DA link worker                      DA lead                      DA Champions                      Neglect Lead.                      Training register for all employees and Members. If needed bespoke training provided for services in CDC through internal and external trainers.</p> <p>Gap Analysis for Safeguarding with Managers – Reviewed 7 managers completed.</p> <p>The returns were reviewed, and key finding as follows.</p>

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<p>Intranet site, and for publishing safeguarding information and news stories. Our Safeguarding Communication involved releasing key information in-line with key dates in the safeguarding calendar which included CSE awareness day, Neglect learning from CSPR's Domestic Abuse awareness as well as key learning from OSAB and OSCB conferences/ Webinars and training events.</p>	<p>(as appropriate), local authorities and police to secure high quality, best practice in Safeguarding Children and Vulnerable adults.</p> <p>Weekly monitoring internal SIRI reports to ensure that serious incidents relating to safeguarding are reported immediately and managed effectively.</p> <p>Neglect Strategy meeting includes CDC individual Neglect Action plan reviewed monthly.</p> <p>Gap analysis on safeguarding training, what works, what needs to change for service areas completed by managers. Sept 23.</p> <p>Safeguarding on Services team meetings / DDSL attended to provided updates.</p> <p>iHasco online training for safeguarding Children/ Adults &amp; Prevent provided to all including members.</p>	<ul style="list-style-type: none"> <li>• More F2F safeguarding briefings.</li> <li>• Safeguarding Quick link to be on front page of CDC intranet page.</li> <li>• Safeguarding will be added as agenda to service meetings.</li> <li>• Confident on how to report concerns.</li> <li>• Regular information and briefing provided monthly.</li> <li>• CDC Home page needs more information on Safeguarding.</li> <li>• DDSL to have more insight into other parts of the organisation that either hold data around safeguarding and/or those parts of the organisation that don't realise that there are safeguarding responsibilities as part of their team</li> </ul>
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**1.7 How do you ensure that safeguarding activity is routinely monitored within the organisation at a senior level (senior manager/board level lead/elected members), issues are identified at the appropriate level and resources are put in place to resolve them?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Lead Members/ Portfolio Meetings are held monthly, the purpose is to support excellent communications between officers and the representative lead members portfolio holders and to provide a clear link between the Senior Team and Executive / Cabinet.</p> <p>Safeguarding Training and Briefings are provided for all employees, induction training involves mandatory safeguarding training. This has also been made available to members via iHasco online training. All training is monitored, and validation of courses are regularly reviewed. Email reminders are sent weekly for renewal of the training when due. The safeguarding annual audit is discussed in the Overview and Scrutiny program and discussed with the committee.</p> <p>Internal reporting SRI is monitored and all Referrals to MASH or SC etc are reviewed.</p> <p>Cherell District Council is further represented on the performance and quality assurance group, training subgroups, exploitation subgroup, neglect strategy group, as well other task and finish groups.</p>	<p>Monthly Members &amp; Managers meetings, Monthly team meetings where DDSL delivers pop in sessions on safeguarding themes/ trends/ learning for SAR's or CSPR's.</p> <p>Working with LCSS link worker on referrals and concerns for children or vulnerable adults.</p> <p>Training on what makes a good referral available to all staff in CDC Oct 23.</p> <p>Monthly updates provided to Cllr Chapmans briefing.</p> <p>PIQA/PAQA meetings.</p>	<p>Internal reporting SRI is monitored weekly and reported to Senior managers / members monthly. Outcomes &amp; Actions are provided and reviewed. Safeguarding training is monitored, and awareness campaigns are provided in line with national and local themes.</p> <p>Monitoring Internal SRI reports identifying levels of concerns for MASH reporting, if we need targeted training including how to make a good referral or we are reporting accurately has been reviewed. This provided a process for customer service to work with LCSS link worker and joint working with the strength &amp; needs forms when appropriate. This has provided clear process for reporting concerns from CDC customer service &amp; Housing teams.</p> <p>Examples.</p> <p>All members were provided logins for iHasco training in June by August over 50% had completed all the three safeguarding modules or provided evidence they had completed safeguarding training with OSCB/OSAB.</p> <p>Additional training provided for mental health /suicide conversations for customer service housing staff,</p> <p>Bespoke safeguarding training for housing staff when visiting a home, how to recognise signs of neglect or abuse. In line with the Framework for recording the condition of the home.</p> <p>Neglect Lead in place for CDC.</p> <p>DA lead &amp; DA link worker in place.</p>



		Members intranet page is updated and has prerecorded safeguarding briefings and resources/ resource page for services they can signpost to.
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**1.8 How do you know that key messages and issues raised at the Boards are fed back into and cascaded throughout your organisation?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Direct Leadership team meetings discuss and decide the critical messages to pass through the company's layers. Senior managers to line managers and to staff teams.</p> <p>Member's page updated with links to short clips, training via iHasco and recorded safeguarding briefings available. Safeguarding Briefings provided through the year. Internal Communications platforms used such as Safeguarding News Bulletin, CDC News, viva engage including a calendar of training dates each month. This provides dates for training or briefings, and awareness of current issues raised by Safeguarding Board or National events. Safeguarding Page, CDC intranet updated regularly with themed information and links to resources. ASK Ani/ Blue Sky apt. Safer Sleep for</p>	<p>DDSL/DSL attend relevant board / strategy group meetings.</p> <p>Information is cascaded through the safeguarding champions meetings monthly/ safeguarding news bulletin bi-monthly.</p> <p>Monthly Managers meetings/ Members meetings.</p> <p>CDC news page and viva engage is used to bring issues themes and information to all staff.</p> <p>These are updated weekly.</p> <p>DDSL delivers updates to team meetings (Housing/ Community Service/Leisure &amp; Wellbeing) as an agenda item.</p> <p>Safeguarding Champions meetings bi-monthly.</p> <p>DDSL attends services areas team meetings to provide updates on themes in CDC and across OCC.</p>	<p>Register of internal briefings and training.</p> <p>Recourses DA posters in 7 languages provided to Community Service for POP up sessions, Leisure Centres and Parish Councils. OSCB 7 min briefings delivered in team meetings across services in CDC.</p> <p>Early Help guidance for families provided to families when signing up for holiday activities for children. Child protection in sport information for parents has been provided when the parents are booking children on the Active Holiday Clubs.</p> <p>This has been expanded to Parish Councils for the safe space program.</p> <p>Safeguarding Champions continue to raise awareness and offer guidance in their service areas and updates to DDSL/DSL.</p>

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<p>babies. CDC representative attended the Senior Manger attends the DA strategic meeting. DA awareness in CDC was provided through monthly briefings. OSAB training and links to services available were sign posted in CDC news, News bulletin and CDC safeguarding Intranet page. This included DA briefing recorded for anyone not able to attend the briefings. CDC representative attends the Neglect Forum. Neglect posters, briefings and Neglect awareness was provided on the CDC intranet safeguarding page including short clips for all services users and Cllrs to view. Safeguarding concerns wallet card was provided to Depot managers for their teams and Youth activity workers. / Taxi Drivers. Including guidance on exploitation issued on receipt of licence. This card provided the information on who to contact if you have a concern, it highlighted what to recognise as Neglect and Safeguarding concerns. This has been received well as these workers do not have a computer and can miss the awareness campaigns provided in CDC news. Team leaders discuss safeguarding in daily briefings and smaller briefings have been provided for the Depot managers to use in these sessions.</p>	<p>Safeguarding champions Bulletin provided to all staff.</p> <p>Taxi Drivers receive Safeguarding Wallet card and exploitation guidance pack on receipt of licence.</p>	
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**1.9 How do you know that the Safeguarding Boards are abreast of emerging local issues and acting upon the latest research/reports into safeguarding?**

In the second box Evidence, you should describe an **example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Representatives from Cherwell District Council sit on the Safeguarding Boards meeting. Strategic overview of trends and themes across the County and Districts are reviewed. Partnership working with all agencies ensure discussion/ challenges and action plans are developed. CDC supports 'task and finish' group and supports the Oxon DA strategic board.</p>	<p>Self-Assessment -Dec 23 PAQA/PIQA meetings Neglect Strategy meetings Engagement group meetings OSCB/OSAB Meetings</p>	<p>Senior representative attends Engagement group meetings. Homeless mortality report. PIQA &amp; PAQA, Neglect Strategy meetings attended by senior representative for CDC and Districts providing development and agency guidance and procedures.</p> <ul style="list-style-type: none"> <li>• Safeguarding is embedded across all services areas.</li> <li>• Team managers are able to support staff with safeguarding concerns.</li> <li>• Staff can confidentially raise concerns for colleagues.</li> <li>• New staff induction programmes include access to "See it Report it" and appropriate training.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Members receive training and understand how to report safeguarding and handle sensitive information.</li> <li>• Training addresses local and national concerns.</li> <li>• Staff are listened to through the internal survey about what they feel they need support with most in relation to good quality safeguarding practice.</li> <li>•</li> </ul>
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**1.10** How do you know that your escalation policies are clear and that staff know what to do when their safeguarding concerns are not being addressed within your organisation or by other agencies?

In the second box Evidence, you should describe an **example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
Safeguarding briefing provide the training and understanding of how to escalate if concerns are not being addressed. The safeguarding policy highlights reporting safeguarding concerns. Escalating	Monthly safeguarding briefings.	OSCB Escalation Policy for professionals with child protection or child welfare concerns. Record of training and internal briefings which highlights how to escalate concerns and to who.

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<p>concerns is evidenced in the behaviour and unacceptable behaviour section of the policy section 9.0. CDC have a duty to have a designated officer to be involved in the management and oversight of individual cases. This person has responsibility for ensuring that CDC operates procedures for dealing with allegations in accordance with Oxfordshire Safeguarding Boards' guidance resolving inter-agency issues. Liaison with the Oxfordshire Safeguarding Boards on any issues. CDC are committed to the highest possible standards of openness, probity and accountability. In line with that commitment, it expects and encourages employees, and others that it deals with, who have serious concerns about any aspect of the CDC work to come forward and voice those concerns. This includes concerns relating to Safeguarding arrangements. Such issues can be raised without fear of victimisation, subsequent discrimination or disadvantage. CDC have a Whistleblowing Policy in place which is intended to encourage and enable employees to raise serious concerns within the Council rather than overlooking a problem or 'blowing the whistle' outside.</p>	<p>Champions bi-monthly meetings discussion on concerns and actions taken recorded.</p> <p>Gap analyse with managers on what works and what doesn't to address any gaps in services or policies. Sept 23.</p> <p>OSCB/OSAB board meetings.</p> <p>PIQA/PAQA meetings.</p> <p>Contract monitoring meetings.</p>	<p>Commissioned services have a duty to ensure safeguarding process in place in agencies we have commissioned.</p> <p>Safeguarding commissioned services checklist for safeguarding is in progress / review.</p> <p>Safeguarding Intranet page provides signpost and information when raising a concern and what to do if you feel it necessary to challenge the outcomes. Safeguarding training covers reporting concerns and how to escalate concerns, this is also provided through scenarios in the training.</p> <p>OSAB Subgroup Exception Reporting, we can report concerns via this path.</p>
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**1.11 How does your organisation respond to challenge and improve practice as a result of constructive feedback?**

In the second box Evidence, you should describe an **example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Internal Survey completed with all staff July 23, over all staff felt the Council is proactive in raising awareness by providing information around safeguarding to staff. Providing monthly briefings on safeguarding themes has improved overall awareness across services on all types of abuse. CDC News continued awareness on safeguarding information covering new identified risks or Concerns. Training links, signposts to services.</p> <p>All staff attending briefings /training complete a feedback form, asking what they have learnt, are they confident in reporting? These have been recorded in each service area and reviewed to provide further training where needed.</p>	<p>Staff Survey July 23 Gap Analysis for manager reviewing the training, what works Sept 23. Frontline Worker and Volunteer Survey Sept 23. Feedback forms for all attendees of safeguarding briefings monthly.</p> <p>PIQA/PAQA Audits Neglect Audit.</p> <p>Safeguarding Audits Holiday Hubs/ Leisure centres.</p>	<p>Feedbacks /Surveys/ Gap analysis reviewed at the safeguarding champions meetings with senior managers. Minutes provided and actions agreed as a group.</p> <p>The purpose of this exercise is for agencies / services to share details on their safeguarding audit work and the learning from it. Information from these returns is included in the OSCB annual report.</p> <p>Feedback from parents and staff for the holiday hubs ensure we listen to children's and parents and staff views.</p>

**3.1 How do commissioning arrangements set out quality assurance and service standards in order to safeguard children and adults with care and support needs?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>The Management of the Leisure Centres within the District are contracted to Parkwood Leisure/Legacy Leisure. Included within this portfolio are Spiceball, Bicester, Kidlington, Woodgreen, Facilities. Contractual requirements are set out to ensure that service standards are met and whilst the removal of Creche provision from the Centres will reduce some of this responsibility there is still a clear position on safeguarding children as part of programmed activities. On an annual basis the Leisure Centres are audited by the Authority to ensure safeguarding procedures are being followed. Action plans are then drafted, and the Authority works with the Leisure Operator to resolve any outstanding items. In regard to commissioning of adults and children's services, Cherwell District Council does not procure these.</p>	<p>Holiday Hub safeguarding Audit Aug 23. Leisure centre audits Oct 23. Volunteer scheme Oct 23.</p>	<p>Holiday Hub staff feedback was opposite audits highlighted improved knowledge and practice. Concerns were raised and acted upon in a professional and timely manner. Early help family's guidance was provided on several occasions improving access to support for the family.</p> <p>Leisure centre audits highlighted areas to improve such as DBS checks to be built into weekly checks across all sites.</p> <p>Reviewed Volunteer scheme application form and incorporate Safeguarding on the Application Form and the Risk Assessment.</p> <p>Training offered to Volunteers – Safeguarding / Handling suicidal conversations.</p> <p>We have developed a 'kick-off' meeting list where any new procurements will be checked out in identifying if there are any issues relating to data protection, contract dates, etc., and we have now also added a question to ask if there are any safeguarding issues that may apply to any new procurement Oct 23.</p>

**3.2 How does contract monitoring ensure that commissioned services meet the required standards on safeguarding and promoting the welfare of children and adults with care and support needs?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

Response	Actions/ Lead/Timescale	Evidence
<p>The Community Safety Partnership plan reflects priorities which contribute to safeguarding children and adults with care and support needs but is not specific on the impact, or any criteria for who we work with or quality of the work. A commitment to keeping Safeguarding training and principles are up to date is placed into contractual obligations. On long term contracts these commitments are reviewed annually. All our current housing partners have their own safeguarding lead to take ownership of referrals and ensure processes are adhered to. In shorter contracts where monitoring is in place via quarterly meetings. "Safeguarding concerns and updates "are always discussed during AOB. Commissioned Leisure Services through the operation of the Leisure Centres is quality</p>	<p>Contract Monitoring Meetings. Leisure Centre Safeguarding Audits Annually. Safeguarding checklist is part of the kick off meeting.</p>	<p>Representatives from CDC attend the Contract Monitoring meetings, services are discussed, and action plans agreed. Safeguarding checklist is part of the commission process and embedded into the process. Safeguarding has been added to the volunteers risk assessment .</p>



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<p>assured through the requirements of the Contract between the Leisure Operator and the Council. The contract allows for any changes in legislation to be adopted into the Contract. The Operator will also define its own assurance standards for Safeguarding. Safeguarding Audits of the Leisure Centres carried out by Safeguarding Officer and Leisure Facilities Manager to ensure good practices in place. Leisure Centre Safeguarding Audits, CDC completes safeguarding audits with the Leisure Centres ensuring policies and training are in place and spot checks on DBS's/ Training platforms. A cross section of staff across the centres are spot checked with question on training, safeguarding policy knowledge and understanding of their safeguarding policy. Any recommendation is provided to the Site Manger and DSL who will address any suggestion and work with CDC to maintained effective safeguarding across the centres. We have developed a 'kick-off' meeting list where any new procurements will be checked out in</p>		
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<p>identifying if there are any issues relating to data protection, contract dates, etc., and we have now also added a question to ask if there are any safeguarding issues that may apply to any new procurement Oct 23.</p>		
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**3.3 How are safeguarding referrals/alerts tracked and under or over-reporting patterns addressed during contract monitoring?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Internal SIRI reports are monitored, reviewed and patterns or themes are identified and discussed with relevant services OSCB/OSCB/ DSL/ DA partnership/ Neglect Panel. Any concerns are discussed in the contract monitoring meetings. We also ensured that the provider was involved in the Cherwell Operations Group meetings so</p>	<p>Monthly review of themes, reported to Cllr Chapman briefing.                      Monthly District meetings.                       MASH/LCSS meeting June 23 discussed how we improve our reporting of concerns.                      Neglect Strategy Group meetings.</p>	<p>Identifying trends across CDC locally or nationally. Reviewing and updating training when needed. Bespoke training form external parties when needed.                       Districts meeting reviewing themes that can be highlighting concerns across the county or rural locations.                       Training on how to make a good referral provided to services in CDC.</p>

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<p>that they were connected to the multi-agency discussions about young people of concern and could report into this forum their interactions with the young people they meet during the outreach work and raise any concerns about these young people. We also ensured that they had the Thames Valley Police partnership intelligence reporting form, and they advised me that they were using this to report information they thought needed to be shared with the Police. We do not monitor referrals from commissioned services.</p>	<p>DA partnership meetings. PIQA/PAQA meetings. OSCB/OSAB Board meetings. Districts partnership meetings. Contract Monitoring meetings.</p>	<p>Work is in progress with MASH need to be able to look at data to see which concerns have progressed which did not meet the threshold.  MASH to look at data which areas are over reporting or if there are a high concern service area.  Representatives from CDC attend the Contract Monitoring meetings, services are discussed, and action plans agreed.</p>
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**3.4 How is action taken to safeguard individuals when standards in services put people at risk?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>	
<p>All commissioned services have their own safeguarding referral system. All information shared is discussed and areas of concern highlighted, referrals to OSCB/OSAB/MASH/LSCB/ LADO/ DSL.</p>	<p>Monthly contract meetings for services working/come in to contact with children or adults with care and support needs. To ensure that</p>	<p>Raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect. Promoting an</p>	


<p>Awareness across the services in CDC is acted upon through communication in safeguarding champions meetings/ MARAC/ JTAC meetings. Information sharing on awareness CDC intranet and the Safeguarding Champions news leaflet. For identified themes raised in strategic meetings and additional training /briefing provided. It is recognised that most cases will have to proceed on a confidential basis. Employees should normally raise concerns in the first instance with their immediate manager or other appropriate manager. Channels of communication with CDC as the funder are always open. If a partner feels their service has been compromised by outside forces (COVID, for example) Support, financial, if necessary, can and, has been, supplied in order to maintain equitable levels of support and safeguarding-to ensure that individual client support is not impacted. Alternatively, dependent upon the nature, seriousness and sensitivity of the issues involved and the person suspected of malpractice, the matter may be raised with the Chief Executive (Monitoring Officer), Solicitor to the Council (Deputy Monitoring Officer), Head of Corporate Services, District Treasurer or Personnel Manager. Easy access to the Whistle blowing policy is located on the</p>	<p>the roles and responsibilities of individuals and organisations are clearly laid out.</p> <p>CSPRS/ Rapid Reviews information request are acted upon, and all information returned appropriately.</p> <p>Monthly safeguarding briefings &amp; Training.</p> <p>Monthly safeguarding awareness campaigns.</p> <p>Community service teams pop up sessions in Banbury, enabling access to mainstream community safety measures.</p> <p>Housing and Customer services teams have all accessed OSAB mental capacity training Feb 23.</p>	<p>outcomes approach in safeguarding that works for people resulting in the best experience possible.</p> <p>Use of pop-up sessions using resources from Early Help Team. Neglect resources, posters/ leaflets, safeguarding wallet cards provided to café owners/ barbers Hairdressers, taxi drivers, refuse collectors/ Leisure Centres.</p> <p>DA resources and posters / leaflets available for businesses or volunteer groups this has been shared with parish councils/ Mosques/ Leisure Centres. This includes providing links to services such as Free travel to Refuge by women’s aid for victims of DA.</p> <p>OSAB Mental Capacity 7 min briefings used in morning huddles in Housing and Customer service teams. The 7 min briefings are used across all services where the DDSL attends to deliver a safeguarding section in each team meetings.</p> <p>Policy and procedures in place to provide the actions to take when concerns raised and who to contact. All safeguarding training incorporates this requirement.</p>
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<p>CDC extranet and provided with the induction proses for new employees.</p>			
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**3.5** How do you ensure that there is a clear line of accountability for the commissioning and/or provision of services, and the process for escalating service gaps to the commissioning body is understood and established in practice?

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>A Safeguarding page is available on CDC intranet for the internal portal along with key information being shared with Service Mangers. An annual report is drafted each year to identify safeguarding activity. This year we have reported to the overview and scrutiny panel on safeguarding activity providing a verbal update. Taken questions from members. For any long-term contracts there are regular contract monitoring meetings at which discussions would take place between Cherwell District Council and contractors about</p>	<p>Meeting with Procurement in CDC Aug 23. Monthly Contract monitoring meetings safe-guarding is on the agenda where appropriate.</p>	<p> Kick Off Meeting Template v1.1.docx</p> <p>Reviewed Kick of Meeting and added safeguarding, this is to be linked to a safeguarding checklist that Districts have provided as a joint piece of work. Commissioning &amp; Procurement to confirm use of checklist in CDC.</p> <p>Internal reporting SIRI monitored; updates provided to Monthly Cllr/ Managers safeguarding meetings.</p>

<p>service changes and developments. In relation to grants these are also reviewed on an annual basis and opportunities are available to discuss service gaps and how these might be met.</p>		
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**5.1 How does your organisation demonstrate a culture of listening to children and adults with care and support needs and taking account of their wishes and feelings?**

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>It is not Cherwell District Councils duty to provide care and support services for people who have experienced abuse. However, District Council staff, such as our Housing Officers and Tenancy Officers, Community Safety Team participate in case conferences whereby they support residents at multiagency meeting to define concerns and agree plans. Children and adults with care and support needs who</p>	<p>Monthly safeguarding briefings. Safeguarding Champions meetings Cllr Chapmans monthly briefing and updates. Holiday Hubs feedbacks from parents and children's views.</p>	<p>Surveys Feedback forms.</p>

<p>have experienced abuse are supported and can access services that are appropriate to them, including signposting to and supporting through effective criminal, civil or social justice frameworks.</p>		
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## 5.2

How do you know that safeguarding is personalised, so that children and adults experiencing or receiving safeguarding services are treated sensitively and respectfully, feel safer as a result of your intervention and that outcomes are consistent, regardless of the ethnicity, cultural identity / diversity, gender, sexuality, disability or age of the service user?

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

### Rating

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Where safeguarding concerns have been raised staff are open and transparent gathering/sharing information with other agencies and will refer concerns to the MASH according to the relevant Information Sharing Protocol. The District Council does not</p>	<p>Monthly safeguarding briefings, Monthly safeguarding campaigns. OSCB/OSAB Board meetings.</p>	<p>The internal training/ briefings incorporates looking for any indicators that suggest a person is at risk of harm, such as changes to demeanour or behaviour. Make a point of recording these indicators. Raising understanding of professional curiosity and how to act. Through monitoring the SRI reports recognising the repeated signs and reviewing them regularly we may identify a safeguarding issue.</p>

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<p>have specific duties to provide support. However, if, through the course of delivering our services, a concern is identified we will signpost to relevant support services. Customer service and Housing have access to translation services through language line and can provide communications in large print, text.</p>		<p>Safeguarding policies and procedures to ensure that every child, regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, has a right to equal protection from harm.</p>
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**5.3**

How do you know that outcomes are defined by the individuals concerned or, where people lack decision- making capacity, by their representatives or advocates and advocacy is used appropriately for children and adults with care and support needs who are (or may have been) experiencing abuse?

In the second box **Evidence**, you should **describe an example of how/when you've done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Where safeguarding concerns have been raised staff are open and transparent gathering/sharing information with other agencies and will refer concerns to the MASH according to the relevant Information Sharing Protocol. The District Council does not have specific</p>	<p>Mental Capacity Training Jan 23 Mental Capacity and Multiple exclusions – Homelessness Feb 23. Working with children who have a disability training offered to services. OSCB Feb 23.</p>	<p>Training register / Feedback forms/ staff meeting minuets. Lead individual will attend relevant meetings when invited.  OSAB 7 Min Training provided.  <ul style="list-style-type: none"> <li>• MAC principles.</li> </ul> </p>



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<p>duties to provide support. However, if, through the course of delivering our services, a concern is identified we will signpost to relevant support services such as Advocacy for children and adults with care and support needs who are (or may have been) experiencing abuse. Staff have received training on other services available locally to connect with if a child or adult requires further advocacy support.</p> <p>Training provided to Housing and Customer services teams on Mental Capacity/ Mental Capacity and Multiple Exclusions - Homelessness.</p> <p>We operate a choice-based lettings process whereby individuals can define which homes they wish to be considered for and which homes they do not. Individuals are able to receive up to 3 offers of housing, which means that applicants are able to refuse 2 offers of housing if the homes they want to be considered for do not meet their requirements or aspirations.</p> <p>Applicants who lack decision-making capacity will not be offered housing unless an appropriate representative is in place and it is clear that the available housing is suitable for the applicant's care or support needs.</p>	<p>OSCB 7 min briefings provided in morning huddles for housing and customer service and community service teams.</p> <p>Attend case meeting/ JTAC etc when appropriate.</p> <p>OSCB/OSAB Board meetings.</p>	<ul style="list-style-type: none"> <li>• Learning from SAR's.</li> <li>• Multi-agency Working &amp; Understanding Professional Roles &amp; Responsibilities.</li> <li>• Professional Curiosity, Overreliance &amp; Judgement.</li> <li>• Multi-agency Risk Management Framework.</li> <li>• MEAM Approach.</li> <li>• Working with those who live street-based lives.</li> <li>• Mental Capacity.</li> </ul> <p>Representative from Cherwell attends the board meetings. Information or actions is disseminated through the DDSL to managers and safeguarding champions.</p>
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**5.4**

How do you know that the safeguarding process is proportionate, puts individuals in control and where this is not possible (for instance where there is concern that an individual or organisation could harm others) this is fully discussed and the person’s views considered as much as possible?

In the second box **Evidence**, you should **describe an example of how/when you’ve done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>Where safeguarding concerns have been raised staff are open and transparent gathering/sharing information with other agencies and will refer concerns to the MASH according to the relevant Information Sharing Protocol. All children/ Vulnerable Adults identified as having a safeguarding concern are referred to the MASH/ Safeguarding Vulnerable Adults for triage and assessment. Safeguarding training provides the understanding of using the no names consultation/ LCSS and what services are available, and how to report a concern.</p>	<p>Referrals completed on time and followed up by DDSL.</p> <p>Managers will triage concerns reported in their teams.</p> <p>OSCB/OSAB board meeting concerns are raised and discussed with action plans.</p>	<p>The local Authority takes the lead however, CDC will be part of strategic meetings and if appropriate actions discussed.</p> <p>OSCB/OSAB Board meeting minutes and action log.</p>

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**5.5**

How do you know that your organisation’s complaints processes are effective and that children and adults with care and support needs are empowered to challenge services when expected standards/responsibilities are not met?

In the second box **Evidence**, you should **describe an example of how/when you’ve done/reviewed/checked this IN THE LAST YEAR**

**Rating**

<b>Response</b>	<b>Actions/ Lead/Timescale</b>	<b>Evidence</b>
<p>CDC does not work closely with children or vulnerable adults or hold cases. There is a Corporate Complaints Procedure in place that is accessible and clear on the Cherwell District Council intranet page. The Council’s Comments, Complaints and Compliments procedure gives our customers a way of delivering their feedback about our services to our services. This is how we achieve our aims, deliver our services, manage customer expectation, and resolve issues. Listening to customer views about the services we provide are important. We can identify trends and take corrective, preventative action to prevent reoccurrence and so improve our services. We can evidence examples of this. ‘See it Report it’, campaign’ and briefings on SIRI.</p>	<p>CDC does not have a mechanism to record complaints from children this is provided through OCC.  Is this something that can be shared with CDC.</p>	<p>Oxfordshire County Council Children and young people social care comments, compliments and complaints. Tell us when something is good or has gone wrong.  A comment or complaint is when you tell us about something good or something that has gone wrong. If there is a problem, or if you want to tell us about something good, we want to hear from you.  <a href="https://www.oxfordshire.gov.uk/council/about-your-council/have-your-say-about-council-services/complaints-about-oxfordshire-county-council/children-and-young-people">https://www.oxfordshire.gov.uk/council/about-your-council/have-your-say-about-council-services/complaints-about-oxfordshire-county-council/children-and-young-people</a></p>

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<p>Neglect posters, Neglect Briefing. Domestic Abuse posters and Briefings. Safeguarding Wallet cards/posters to refuse collectors/ Depots drivers/ Taxi Drivers and Youth Activity Workers. Showing what to look for as well as signposting to appropriate agencies to report concerns.</p>		
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