



## Suffolk Safeguarding Partnership Section 11 Audit Guidance

### Briefing Notes

The Section 11 audit is a yearly review of safeguarding practice for agencies. The audit is based on a set of key safeguarding standards defined in Section 11 of the Children Act 2004 and in Section 43 of the Care Act 2014. The standards are designed to assist LSCB and SAB agencies to reflect upon their practice, identify strengths and any risks and to develop a short action plan if necessary, with one of the Professional Advisers to manage those risks.

The guidance in this document is intended to help agencies understand the standards that are required for good safeguarding practice.

Working Together to Safeguard Children 2018 states that Section 11 of the Children Act 2004:

**“Places duties on a range of organisations, agencies and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.” These organisations and agencies should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children including a clear line of accountability for the commissioning and/or provision of services designed to safeguard and promote the welfare of children.”**

Under Section 43 of the Care Act 2014:

**“A SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective” This objective is to: help and protect in its area in cases where an adult has needs for care and support, is experiencing or is at risk of, abuse or neglect and as a result of those needs is unable to protect himself or herself against the abuse or the neglect or the risk of it”**

## Section 11 Standards

<p><b>Leadership and Accountability</b></p>	<ul style="list-style-type: none"> <li>• There is an identified Senior Officer who is the designated lead for safeguarding.</li> <li>• There is a clear commitment by senior management to safeguarding.</li> <li>• There is a clear line of accountability within the organisation for safeguarding.</li> <li>• There is a named person (and a deputy) with a clearly defined role and responsibilities in relation to safeguarding at an operational level.</li> <li>• Staff, volunteers and contractors (if applicable) are aware of what their personal responsibilities are if they are concerned about a child/young person/adult.</li> <li>• Managers and staff are aware of the Professional Disputes/Escalation policy and know how to use it.</li> <li>• Managers and staff know how to access the Partnership's threshold documents, how to make referrals to Customer First, how to contact the MASH Professional Consultation Line and know how to seek advice on safeguarding referral arrangements.</li> <li>• The organisation has a process for recording incidents, concerns and referrals.</li> </ul>
<p><b>Policies and Procedures</b></p>	<ul style="list-style-type: none"> <li>• The organisation has a robust up to date safeguarding policy including a clear equality and diversity statement. The policy should incorporate procedures on managing exploitation of children, young people and adults they work with and/or support.</li> <li>• Where organisations commission other organisations to provide services on their behalf, there are formal written procedures and standards with regard to the commissioned service's responsibility for safeguarding. These include robust monitoring.</li> <li>• NHS commissioned services must adhere to the NHS standard contract under service conditions 3f2 in relation to Prevent (applies to adults only).</li> </ul>
<p><b>Recruitment and Selection</b></p>	<ul style="list-style-type: none"> <li>• Recruitment and human resources management procedures that include the need to safeguard and promote the welfare of any children and young people and adults at risk and these procedures include arrangements for appropriate checks on new staff and volunteers.</li> <li>• The organisation provides training on safe recruitment.</li> <li>• The organisation has effective monitoring and auditing processes in relation to recruitment and selection procedures.</li> </ul>

<b>Staff Induction, Training and Development</b>	<ul style="list-style-type: none"> <li>• Arrangements are in place to ensure that all staff, including temporary staff, volunteers and any contractors undertake appropriate training to equip them to carry out their responsibilities effectively, and keep this up to date by refresher training at regular intervals.</li> <li>• Records of attendance at safeguarding courses are kept up to date.</li> <li>• Evaluations of training courses are analysed and monitored for impact on the development of practice.</li> </ul>
<b>Complaints, Allegations and Whistleblowing</b>	<ul style="list-style-type: none"> <li>• The organisation has guidance on responding to allegations against adults who work with children, families, carers and adults at risk and staff know how to contact the Named Senior Officer for allegations.</li> <li>• Whistleblowing procedures are in place.</li> <li>• Complaints procedures are in place.</li> <li>• Systems are in place for children, young people, adults, families and carers to make a complaint or raise a concern or allegation about a member of staff.</li> <li>• Processes for the recording of these complaints or concerns are in place.</li> </ul>
<b>Information Sharing, Communication and Confidentiality</b>	<ul style="list-style-type: none"> <li>• The safeguarding policy and procedures include details regarding information sharing, the obtaining of consent where appropriate and the responsibilities of staff in relation to consent and information sharing.</li> <li>• Arrangement are in place to work effectively with other organisations to safeguard and promote the welfare of children.</li> <li>• The organisation demonstrates a clear understanding and application of the Deprivation of Liberty Safeguards and the Mental Capacity Act.</li> <li>• Safeguarding records are stored securely and safely.</li> </ul>
<b>Listening to Children, Young People and Adults</b>	<ul style="list-style-type: none"> <li>• A culture of listening to and engaging in dialogue with clients and customers and seeking their views in decision making and the development of services is a part of that culture.</li> </ul>
<b>Exploitation, Missing, Hidden Crime</b>	<ul style="list-style-type: none"> <li>• Exploitation, missing and hidden harm are incorporated into the organisation's safeguarding policy. The policy should include how the organisation would support victims of exploitation.</li> <li>• Staff and managers are able to recognise exploitation warning signs and risk factors and can access training which addresses how they would refer.</li> </ul>

<p><b>Staff Supervision</b></p>	<ul style="list-style-type: none"> <li>• Supervision and appraisal are available to staff and forms part of the safeguarding processes.</li> <li>• Supervision ensures that staff can discuss concerns about cases and can access support if needed.</li> <li>• Actions from supervisions and appraisals, where appropriate, are fed into team and service delivery plans and inform the development of safeguarding training.</li> </ul>
<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• A programme of internal audit which reviews practice is in place to ensure development and impact of practice in the organisation.</li> <li>• Staff are encouraged to comment on, and challenge safeguarding practice.</li> <li>• Audits incorporate the voice and views of service users to inform the monitoring and evaluation of safeguarding practice.</li> </ul>