

The Manchester Voluntary Sector Safeguarding Toolkit

Manchester Adult and Children Safeguarding Boards Minimum Requirements

Part Two

Guidance Notes



Date Produced: 21st March 2012
Reviewed: 24th January 2013
Date for Review: 24th January 2014
Author : Nicola Shanahan – contact policy@macc.org.uk

Introduction

Manchester Safeguarding Children Board with Manchester Safeguarding Adult Board have published a revised version of the Manchester Safeguarding Standard, which sets out the minimum standards that all providers and commissioners of services for Manchester citizen, adults and children alike are expected to adhere to.

The Standard

Standard One	Children, young people and adults at risk are at the centre of practice
Standard Two	Safeguarding Lead
Standard Three	Safer Staffing
Standard Four	Policies and Procedures
Standard Five	Training
Standard Six	Performance and Practice
Standard Seven	Information Sharing
Standard Eight	Links to MSCB and MSAB
Standard Nine	Risk Management

This toolkit is for anyone who has a management or leadership role within a voluntary sector organisation. This has been developed to guide organisations in the voluntary sector to meet the Manchester Minimum Standards and to help support and develop safe practice in the voluntary sector when working with children, young people, families and adults at risk.

It has been designed to be used in two parts.

1. **Part one** is a self audit tool to identify your organisations strengths and areas for improvement to meet the Manchester Minimum Standard.
2. **Part two** is a supporting document which provides further information and support for any areas for improvement, this section also contains resources and good practice templates you can access.

This guidance has been developed by Macc in partnership with Manchester Safeguarding Children Board, Manchester Safeguarding Adult Board and Manchester City Council.

The self-assessment is R/A/G rated and organisations rate themselves according to the following:

Red = Not in place. Action Urgently Required

Amber = Partly in place. Action required

Green = Fully in place. Review in 12 months

NB: Throughout the document employees/staff refers to all paid, voluntary and temporary staff within your organisation

1	Standard One Children, young people and adults at risk are at the centre of practice
General Notes	<p>Keeping your service users at the heart of the services you deliver.</p> <p>When working in a child or young person setting it is essential that your employees are aware of the possibility of adults at risk within families. This could be from domestic abuse, mental health or a range of other vulnerabilities.</p> <p>Likewise when working in an adult setting it is essential that your employees are aware of possible risk to children and are aware of how to respond if they recognise a child is at risk. This harm could be from the impact of domestic abuse, substance misuse, neglect, mental health or if they are at risk of homelessness.</p> <p>It is imperative for all organisations, whoever their service users, to be aware of all possible safeguarding concerns relating to everyone in the family setting or wider family.</p>
1.1	<p>Consultation with your service users should be key in the development of any service to meet their needs. In developing new services, service users should be consulted about what they would like to see delivered and in what way. All organisations should take in to account racial and cultural heritage, religious beliefs, sexuality, gender and disability of their service users. This should include accessible services for those with disabilities and the use of interpreters if required.</p>
1.2	<p>This standard should be completed using your judgement about how you feel your organisation is able to meet the needs of different groups and how you are ensuring your users are at the heart of your services. Not every organisation will be able to offer services to everyone but its important you think about these issues and making sure you meet the needs of your service users. Examples could include:</p>
1.3	<ul style="list-style-type: none"> • Consultation forms • Service user participation • Accessible building
1.4	<ul style="list-style-type: none"> • Use of interpreters • Accessible opening / delivery hours • Child friendly evaluations • Impact assessments

2	Standard Two Safeguarding Lead / E-Safety Lead
General Notes	<p>Every organisation that works with children, young people, families and adults at risk should have one member of staff within the organisation to be the lead worker for the area of safeguarding and a lead worker for E-Safety (managing the safe use of a digital world).</p> <p>Working Together defines designated professionals as having a specific role and responsibility for safeguarding children. <i>“Named professionals have a key role in promoting good professional practice within their organisation, and provide advice and expertise for fellow professionals. They should have specific expertise in children’s health and development, child maltreatment and local arrangements for safeguarding and promoting the welfare of children.” Working Together, 2010.</i></p> <p>E-Safety doesn’t just relate to service users using the internet within your organisation but all aspects of internet safety relating to your staff, your service users and the communities you work in.</p>
2.1	<p>The safeguarding lead should be a senior member of staff within your organisation who has the authority to respond to any safeguarding concerns. They will be responsible for:</p> <ul style="list-style-type: none"> • Ensuring the recording processes are suitable
2.2	<ul style="list-style-type: none"> • Escalating safeguarding concerns • Updating and reviewing your organisations safeguarding policy on an annual basis or in line with changing policy • Providing advice and support to employees within your organisation around safeguarding concerns
2.3	<p>The safeguarding lead should be trained at a suitable level and all staff and volunteers within your organisation should know the name of the safeguarding lead. This name could be in safeguarding files and displayed in your place of business. For training advice for safeguarding lead see section 5.3.</p>
2.4	<p>Every organisation should have an E-Safety lead that is aware of issues surrounding E-Safety and can apply the E-Safety minimum standards within your organisation. The E-safety minimum standards were developed to offer clear guidance and support for agencies in developing appropriate policies.</p> <p>The E-safety minimum standards can be found here:</p>
2.5	<p>http://www.manchesterscb.org.uk/docs/Minimum_Standards_V2_2.pdf</p> <p>It is recommended that the E-safety lead is the same person as the safeguarding lead, and their responsibilities include:</p> <ul style="list-style-type: none"> • Development of E-safety policy reviewed on an annual basis or in response to new legislation/guidance
2.6	<ul style="list-style-type: none"> • Maintain logs for E-safety incidents • Ensure that any children, young people, families or adults at risk are aware of any E-safety policies you have in place if they are accessing your technologies • Look into accessing E-safety education for children using technologies within your organisation <p>The E-Safety lead should be trained at a suitable level and all staff and volunteers within your organisation should know the name of the E-Safety lead. For training advice for e-safety lead see section 5.3.</p> <p>Examples of e-safety policies can be found here: http://www.safenetwork.org.uk/help_and_advice/pages/safety_online.aspx</p>
2.7	<p>Cover arrangements should be in place if safeguarding or E-Safety lead are unavailable, and all employees should be aware of cover arrangements. These should be displayed also.</p>

3	<p>Standard Three Safer Staffing</p>
General Notes	<p>Safe staffing practices within your organisation include a whole range of measures to ensure that your staff, volunteers, trustee's and anyone you may contract to complete work are working in a safe manner including:</p> <ul style="list-style-type: none"> • CRB checks • Recruitment, interview and references • Managing allegations • Staff conduct • CQC standards, No Secrets for adults • Whistle blowing policy • Abuse policy
3.1	<p>Your employees are the most important asset in ensuring that your organisation runs smoothly and effectively and it is important that you recruit the right people who are able to effectively and safely work with children, families and adults at risk. The involvement of children, young people, families or adults at risk could add huge benefit to this process. This could include asking service users to support the interview process or help develop the person specification. Safe recruitment can be broken down into eight distinct parts and you should develop a written, clear recruitment policy based on the following seven items:</p> <ol style="list-style-type: none"> 1. Advert and application form covering all the essential information of the applicant 2. A job description and person specification for each post 3. An effective process for short-listing, preferably by more than one person 4. Face to face interviews for applicants 5. References and two forms of identification <p>Recruitment is only part of continued safe staffing. Once employees are in post there should be added safeguards including:</p> <ol style="list-style-type: none"> 6. Probationary Period 7. continued supervision and staff support 8. Staff induction – introduction of policies and procedures <p>Evidence of this could be in personnel files or in previous recruitment documents or you could have a simple recruitment policy.</p>
3.2	<p>A Criminal Records Bureau (CRB) check provides details of an individual's criminal record and, for certain jobs, information held by the Independent Safeguarding Authority to help you recruit suitable staff and make licensing decisions. When the CRB check is complete, you will receive a CRB certificate.</p> <p>IMPORTANT: CRB checks do not replace safe recruitment practices. CRB checks are just one form of safe recruitment practice that is essential to safeguarding within your organisation but it is not the only process that should be undertaken</p> <p><u>Your current legal responsibility</u></p> <p>Safeguarding regulations introduced in October 2009 continue to apply, including the following:</p> <ul style="list-style-type: none"> • a person who is barred by the Independent Safeguarding Authority from working with children or vulnerable adults will be

breaking the law if they work or volunteer, or try to work or volunteer with those groups;

- an organisation that knowingly employs a barred individual to work with children or vulnerable adults will also be breaking the law;
- if your organisation works with children or vulnerable adults and you dismiss a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left, you must refer this information to the Independent Safeguarding Authority.

As an employer, you must:

- not employ someone, or use a volunteer, in regulated activity who is on one of the barred lists
- refer people to the ISA if they pose - or might pose - a risk to children or vulnerable adults

A person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups. An organisation that knowingly employs someone who is barred to work with those groups will also be breaking the law.

CRB guidance is changing. For a briefing on the changes please see this link:

<http://www.manchestercommunitycentral.org/briefing/crb-changes-september-2012>

Safe network offer useful information on CRB checks:

http://www.safenetwork.org.uk/help_and_advice/employing_the_right_people/pages/crb_check.aspx

Manchester community central now offers a CRB facility – for support and advice please follow:

<http://www.manchestercommunitycentral.org/volunteer-centre/crbmanchesterservices>

Trustee's

The charity commission offer helpful guidance in the decision making process relating to CRB checking with trustee's and state that: *"we strongly recommend that all charities that are in a position to make use of the CRB's services in vetting prospective trustees should do so, even though this may not be compulsory"*

<http://www.charitycommission.gov.uk/Publications/cc30.aspx>

The charity commission have also pulled together their key guidance on protecting vulnerable beneficiaries:

http://www.charitycommission.gov.uk/Our_regulatory_activity/Our_approach/vulnerable_beneficiaries.aspx

For more information about CRB checks, who requires them and what your responsibilities are please follow:

<http://www.homeoffice.gov.uk/agencies-public-bodies/crb/>

- 3.3** Your organisation should have guidance for staff conduct in place. Employees who work with children, young people and adults at risk are in a position of trust and the responsibilities to safeguard service users should be paramount. A policy on staff conduct, alongside regular supervision, training and other forms of support ensure a safe working environment for service users. This policy should lay out behaviour that is acceptable and not acceptable for staff. For an example of what this policy should cover: Government offices for the English Regions have produced a guide outlining

	<p>appropriate staff conduct in a number of settings. This practice guidance provides clear advice on appropriate and safe behaviours for all adults working with children in paid or unpaid capacities, in all settings and in all contexts. This guidance can be found here: http://www.manchesterscb.org.uk/docs/Guidance%20for%20Safer%20Working09%281%29.pdf</p> <p>The treatment of employees within your organisation is important to ensure a supportive, effective and positive environment. Your organisation could develop a zero-abuse policy for employees that is displayed in public areas of your organisation and that service users could sign up to.</p>
<p>3.4</p>	<p>All organisations that provide services for children, or provide staff or volunteers to work with or care for children, should operate a procedure for handling allegations that is consistent with the guidance contained in Working Together to Safeguard Children and the Manchester Safeguarding Children’s Board. This relates to an incidence of allegation of harm made against one of the employees, paid or voluntary, or someone you have contracted to carry out work, within your organisation.</p> <p><i>“Children can be subjected to abuse by those who work with them in any and every setting. All allegations of abuse or maltreatment of children by a professional, staff member, foster carer or volunteer must therefore be taken seriously and treated in accordance with consistent procedures.” Working Together, 2010</i></p> <p>Working Together to Safeguard Children identifies a framework for managing allegations and concerns about people who work with children, which should be used in respect of all cases in which it is alleged that the person has:</p> <ul style="list-style-type: none"> • behaved in a way that has harmed, or may have harmed, a child; • possibly committed a criminal offence against, or related to, a child; or • behaved towards a child or children in a way that indicates s/he is unsuitable to work with children. <p>The MSCB has a managing allegations policy which can be found here:</p> <ul style="list-style-type: none"> • http://www.manchesterscb.org.uk/prof-specific.asp <p>Each Local Authority is to have a Local Authority Designated Officer (LADO) to be involved in the management and oversight of individual cases. The role of the LADO includes provision of advice and guidance to employers and voluntary organisations, liaising with the Police and other agencies. The LADO monitors the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process.</p> <p>The LADO in Manchester is: Majella O’Hagan CONTACT: 0161-203-2305</p>
<p>3.5</p>	<p>Where the service users are adults each organisation adheres to Care Quality Commission (CQC) National Minimum standards and regulatory requirements in relation to protecting service users from abuse and Department of Health No Secrets Guidance which sets out what is expected in relation to protection, robust procedures and whistle blowing.</p> <p>For further information: CQC standards: http://www.cqc.org.uk/node/131 DoH No Secrets Guidance: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486</p>

4	Standard Four Policies and Procedures
General Notes	<p>By complying with this toolkit you will be meeting Manchester children and adults safeguarding board's minimum standards. You should ensure that your organisation has a range of policies and procedures relevant to the work that you deliver including:</p> <ul style="list-style-type: none"> • Health and Safety • Equal Opportunities • Data Protection <p>This website provides further information on developing policies in the voluntary sector: http://www.knowhownonprofit.org/organisation/operations/legal/copy_of_policies</p> <p>Manchester Community Central, a project of Manchester Alliance for Community Care, can provide support to organisations around business development including an organisational health check to ensure you have the necessary polices in place. A referral can be made here: www.manchestercommunitycentral.org</p> <p>Your organisation should ensure that you have all the necessary safeguarding policies from this section in place. If you work with a specific client group then you will need specific policies relating to this work. Examples may include:</p> <ul style="list-style-type: none"> • trafficking • forced marriage • child sexual exploitation <p>The MSCB has a range of policies relating to specific areas of work and can be found here: http://www.manchesterscb.org.uk/prof-specific.asp</p> <p>MACC can provide support in developing safeguarding policy. Contact: policy@macc.org.uk</p>
4.1	<p>A clear safeguarding policy and procedures must be in place to ensure the safety of children, young people and adults that your organisation works with.</p> <p>There are resources that can support you to develop your safeguarding policy and procedures.</p> <p>Charity Commission: http://www.charitycommission.gov.uk/charity_requirements_guidance/charity_governance/managing_risk/protection.aspx</p> <p>Safe Network: http://www.safenetwork.org.uk/resources/Pages/writing_policies_and_procedures.aspx</p>
4.2	<p>A clear E-Safety policy and procedure must be in place to ensure that access to the internet is practiced in a safe manner by the users of your organisation as well as your employees.</p> <p>This policy should meet the E-Safety minimum standards that can be found here: http://www.manchesterscb.org.uk/docs/Minimum_Standards_V2_2.pdf</p>

	Examples of e-safety policies can be found here: http://www.safenetwork.org.uk/help_and_advice/pages/safety_online.aspx
4.3	<p>All employees should be aware of how to respond to a disclosure from any user of your service. A clear policy on how to respond to disclosures should be developed and signed off by all employees. The safeguarding lead should advise on necessary steps to take when a disclosure takes place.</p> <p>The NSPCC have written a guide for do's and don't with child disclosures and can be found here: http://www.nspcc.org.uk/Inform/cpsu/northern_ireland/indicators_of_abuse_wdf76456.pdf</p> <p>These can be written into your safeguarding policy.</p>
4.4	Policies and procedures should be made available to all employees on induction and should be reviewed annually or in line with changing legislation or guidance.
4.5	<p>A clear whistle-blowing policy should be in place to ensure all employees are able to report, in confidence, any concerns or suspicions relating to the conduct of others.</p> <p>It is important that people within your organisation have the confidence to come forward to speak or act if they are unhappy with anything.</p> <p>Whistle-blowing occurs when a person raises a concern about dangerous, illegal activity or any wrong doing within their organisation.</p> <p>Whistle-blowing can involve sharing potentially vital information about health and safety risks, environmental factors, possible fraud, harm of children or vulnerable adults, covering up for someone and many more. It is essential these factors are addressed immediately, so 'Blow the whistle' as early as possible to prevent any real damage being done.</p> <p>A sample whistle-blowing policy can be found at the safe network: http://www.safenetwork.org.uk/help_and_advice/pages/whistleblowing.aspx</p>
4.6	<p>Supervision is a key element of safe practice and should be a positive experience to support development of your employees and your organisation. Supervision helps to identify learning and support needs as well as to ensure the safety and positive experience of your users.</p> <p>All employees should receive supervision at the minimum once every 4-6 weeks.</p> <p>For volunteers and sessional workers within your organisation it may not be suitable or reasonable to have supervision every 6 weeks. For sessional workers you may choose to arrange supervision every 6-8 sessions. You need to decide in your organisation what is appropriate. You should provide opportunities for volunteers to receive support as often as possible in different forms including shadowing, mentoring and formal supervision. It is advisable that if your organisation regularly uses volunteers that you should have a volunteer policy.</p> <p>Supervision should be formally recorded and should form part of an overall appraisal process</p> <p>Supervision should include:</p> <ul style="list-style-type: none"> • <u>Monitoring and reporting on caseload size/complexity</u> <p>Monitoring supervision – to ensure it is available to all staff that come into contact with service users to enable access to advice and support that enables them to manage the complexity of safeguarding practice and to hold them accountable for their work.</p>

	<ul style="list-style-type: none"> • <u>Record keeping</u> Ensure that all staff maintain an accurate and clear electronic record of their involvement which is clear, accessible comprehensive and contemporaneous. Records meet organisational standards. Evidence of this can be found in supervision/personnel files.
4.7	<p>Having a robust complaints policy can support your organisation to develop and ensure that you are delivering the best for your service users. It is important that children, young people or adults who use your service know how to make a complaint and what will happen to their complaint, including what level of confidentiality they should expect. The complaints policy should be accessible for all people who use your services. This could be as part of an information pack on referral, at first point of access to your services or it could be displayed within your building.</p>
4.8	<p>Bullying can occur in any group of children, young people or adults, whatever its type or size or the age of its members. There are many different forms of bullying; at one end of the scale it can be teasing and at the other it becomes serious assault or harassment. Verbal and psychological bullying can be just as harmful and hurtful as physical violence. Sexual and racial harassment are particularly serious forms of bullying. Safe network provide a range of advice for tackling bullying and also templates for both a complaints and anti-bullying policy. http://www.safenetwork.org.uk/resources/safe_network_standards/Pages/preventing_responding_bullying.aspx</p>
4.9	<p>Your organisation should be aware of a number of cross cutting issues that affect all families and should be able to effectively signpost to additional services. Domestic abuse affects a significant proportion of people in Manchester. The impact of domestic abuse can be devastating on both children and adults involved. There are a number of organisations within Manchester that support those affected by domestic abuse. Information about these can be found here: http://www.endthefear.co.uk/ A multi-agency protocol to safeguard children affected by domestic abuse has been developed. The Multi-agency Protocol is for use by all staff that engage with children and families in Manchester. This protocol can be found here: http://www.manchesterscb.org.uk/docs/Domestic%20Abuse%20Protocol%281%29.pdf</p> <p>Mental ill-health The most effective response to children and families affected mental ill health comes through all agencies adopting a “Think Family” approach. The “Think Family” approach is based on co-ordinating the support provided by adult and children’s services to a single family “at risk” in order to secure better outcomes for the children and adults through the use of targeted, specialised and whole family approaches to addressing family needs. MSCB have developed guidance and protocol in this area to provide a framework in which to meet the needs of children whose parent/carers have mental health problems. This can be found here: http://www.manchesterscb.org.uk/docs/Mental%20Health%20Guidance%20Final2011%281%29.pdf</p>

Substance misuse

It is recognised that the use of drugs and/or alcohol in itself may not affect a parent's capacity to look after their child well. In safeguarding children and promoting their welfare, the role of the practitioner is not to determine whether someone is dependent on drugs and/or alcohol but to establish the extent to which their drug and/or alcohol use is affecting parenting capacity.

MSCB have developed practice guidance in this area to assist all agencies working with children, adults who are parents/carers or pregnant women and their partners in identifying situations where action is needed to safeguard a child or promote their welfare as a result of their parents' alcohol and drug use. This can be found here:

<http://www.manchesterscb.org.uk/docs/Parental%20Substance%20Misuse%20Final%202011.pdf>

Evidence of how you ensure that your staff are aware of these cross cutting issues could be in discussion at team meetings, dissemination of training or learning within staff teams. The safeguarding lead could attend training specifically on these issues – **see section 5.3.**

5	Standard Five Training
General Notes	<p>A clear organisational training policy should be developed to ensure that your employees are trained to an appropriate level to meet the needs of their role. This could be a simple document that illustrates every role in the organisation and what the level of training for that role should be.</p> <p>Manchester Safeguarding Children Board offer a range of safeguarding training to the voluntary sector. Safeguarding training is offered at three levels. A description of each level is provided and your training policy should reflect the level of training necessary for each role.</p> <p>LEVEL 1</p> <p>The target audience for this course are those in contact with children and young people and with adults who are parents and carers. These people are in a position to identify concerns about the maltreatment of children, including those that may arise from the use of the Common Assessment Framework (CAF). Therefore as a minimum they need introductory training on how to work together to safeguard and promote the welfare of children.</p> <p>This course would also be relevant to new starters in Manchester, and those who consider that their introductory knowledge of safeguarding children requires refreshing. It is considered good practice for Manchester level 1 introductory or foundation knowledge to be refreshed every 3 years. Those with ‘Designated’ or ‘Named’ responsibilities for ‘Child Protection’ or ‘Safeguarding Children’ should receive refresher training every 2 years.</p> <p>LEVEL 2</p> <p>The target audiences for these courses are those who work regularly with children and young people and with adults who are carers and who need a higher minimum level expertise: a fuller understanding of how to work together to identify and assess concerns and to plan, undertake and review interventions.</p> <p>LEVEL 3</p> <p>The target audiences for these courses are those with a particular responsibility for safeguarding children and need to have a thorough understanding of working together to safeguard and promote the welfare of children, including in complex and/or serious cases.</p> <p>To access MSCB training: http://training.manchesterscb.org.uk/</p>
5.1	All employees to complete level 1 training. An online course is available and advised to use for the refresher training.

5.2	<p>Clear training plan for your organisation and roles within your organisation. The training and development policy should include the following requirements:</p> <ul style="list-style-type: none"> • Each organisation ensures that all staff complete MSCB or MSAB approved safeguarding training and development commensurate with their roles and responsibilities. • All staff to have an understanding of their roles and responsibilities, and those of other professionals and organisations in relation to the safeguarding of adults at risk, children and young people. • In accordance with previous serious case review recommendations – each organisation must ensure that staff who provide front line support access level 2 (or equivalent) Domestic Abuse training
5.3	<p>Safeguarding Lead and E-Safety Lead should complete training relevant to their responsibility around safeguarding and child protection. This will include level 2 and level 3 training in line with your organisation policy. You should look through the MSCB training brochure and identify appropriate courses for your organisational leads.</p>
5.4	<p>A record of employee training should be kept including dates for refresher training. This could be in personnel or supervision files or stored in one training folder.</p>
5.5	<p>Employees should undergo refresher safeguarding training every three years.</p>
5.6	<p>A programme of training is being arranged for the redesigned Manchester Common Assessment Framework (MCAF). Your organisation should undertake all training required in order to engage with the MCAF process, including completing MCAF and working with multiple agencies in accordance with MCAF.</p> <p>For general information about MCAF visit www.manchester.gov.uk/mcaf Or contact: CAFIT@manchester.gov.uk</p> <p>For MCAFs in your area, advice is available from: Pauline Ibsen (North and East) – 07939998172 Anne Faherty (South and Wythenshawe) – 07944266759 Ragnhild Steinshamn (Central) - 07957486772</p>

6	Standard Six. Performance and Practice
General Notes	<p>Organisations should have safeguarding quality assurance systems and processes in place to ensure quality service in relation to children, young people, families and adults.</p> <p>This section details areas of performance and practice that should be covered within this standard. These areas include:</p> <ul style="list-style-type: none"> • Assessment • Manchester Common Assessment Framework • Recognition, response and referral • Escalating concerns • Case planning
6.1	<p><u>Assessment</u> –</p> <p>Assessments are important to gather information about the user of your service. Depending on what your organisation delivers the assessment process could be simple or very detailed. Good practice assessments would be:</p> <p><i>Multi-agency; of a good standard; completed to time; recorded accurately; taking the multi-agency history into account; prioritising the safeguarding of children and adults at risk; based on a careful assessment of risk; not being over optimistic; and ensuring that the focus is not just on the adult when there are children involved and that appropriate immediate and extended family members are consulted, particularly absent fathers.</i></p> <p>Whatever assessments you use for children and young people would be your evidence. If you are an open access organisation or you do not complete full assessments then ensure you can evidence that if you needed to provide extra support for a child or young person you would know what assessment to use, for example MCAF section 6.2</p>
6.2	<p><u>MCAF (Manchester Common Assessment Framework)</u></p> <p>Manchester has redesigned the CAF to ensure its ease of use as an early intervention tool to aid multi-agency working. Organisations should engage with CAF training as discussed in the training section and should engage with the MCAF process as necessary.</p> <ul style="list-style-type: none"> • Consider completing a CAF before putting in a referral to Children’s Services; • Engage with the MCAF process including completing MCAF and working with multiple agencies in accordance with MCAF. <p>If you would like more information on MCAF please contact: CAFIT@manchester.gov.uk</p> <p>If you would like support around MCAF visit www.manchester.gov.uk/mcaf</p> <p>You could consider your organisation adopting the MCAF forms for your referral or registration form.</p>
6.3	<p><u>Recognition, response and referral</u></p> <p>Employees within your organisation should be able recognise any concerns with children, young people and adults using your services and be able to request additional support from other agencies and make a quality referral for additional support. The role of the safeguarding lead should support this process in relation to monitoring quality and outcomes from referrals.</p> <p>To make a referral to children’s social care: http://www.manchesterscb.org.uk/prof-specific.asp</p> <p>To make a referral to adult social care:</p>

	<p>https://secure.manchester.gov.uk/site/scripts/xforms_form.php?formID=423</p> <p>These forms should be accessible for all staff and should be quality assured by the safeguarding lead.</p>
6.4	<p><u>Escalating Concerns</u></p> <p>At times it may be necessary to escalate concerns where employees feel that good practice standards have not been met in relation to children, young people or families they are working with. Concern or disagreement may arise over another professional's decisions, actions or lack of actions in relation to a referral, an assessment, or an enquiry.</p> <p>Employees should attempt to resolve differences through discussion and/or meeting as soon as possible in order to best support the child or family.</p> <p>If employees are unable to resolve differences within an appropriate timescale, their disagreement must be addressed by more experienced/more senior staff. Advice should be sought from the Safeguarding Lead (section 2) within your organisation who can advise on the most appropriate steps. This may include them speaking to the safeguarding lead in another organisation to try and resolve the areas of concern.</p> <p>For the MSCB escalation policy please find on the MSCB website: http://www.manchesterscb.org.uk/prof-procedures.asp</p>
6.5	<p><u>Case planning</u></p> <p>Multi-agency working is essential to deliver improved outcomes for children, young people and adults at risk. The CAF process is integral to multi-agency working (see section 6.2).</p> <p>Your organisation should work in a multi-agency way to meet the needs of your service users. Information sharing is key to this and is discussed in section 7.</p>
6.6	<p>Supervision in line with section 4.6</p>
6.7	<p>Your organisation should be able to respond to learning from serious case reviews and new legislation. This could be in the form of changing assessment, learning from training your employees have been on or information received through safeguarding representatives. There is specific "Learning from Serious Case Reviews" training available through MSCB that you should consider someone from your organisation attending and disseminating within the staff team.</p> <p>This links in to section 8.3</p>

7	Standard Seven Information Sharing
General Notes	<p>Information sharing is the term used to describe the situation where practitioners use their professional judgment and experience on a case-by-case basis to decide whether and what personal information to share with other practitioners in order to meet the needs of a child.</p> <p>Information sharing based on the needs of your service users is positive to ensure that there is an increasing emphasis on integrated working across services with the aim of delivering more effective intervention at an earlier stage. Early intervention aims to prevent problems escalating and increase the chances of achieving positive outcomes.</p> <p>To feel confident about making information sharing decisions, it is important that you:</p> <ul style="list-style-type: none"> • understand and apply good practice in sharing information at an early stage as part of preventative or early intervention work; • understand what information is and is not confidential, and the need in some circumstances to make a judgement about whether confidential information can be shared, in the public interest, without consent; • understand what to do when you have reasonable cause to believe that a child may be suffering, or may be at risk of suffering, significant harm ,and are clear of the circumstances when information can be shared where you judge that a child is at risk of significant harm; • understand what to do when you have reasonable cause to believe that an adult may be suffering, or may be at risk of suffering, serious harm and are clear of the circumstances when information can be shared where you judge that an adult is at risk of serious harm; and • are supported by your employer in working through these issues.
7.1	<p>The department of children, schools and families have developed information sharing guidance which will support your organisation in developing good practice for information sharing. This guidance includes the Seven Golden Rules for Information Sharing which is a handy reference guide for practitioners. The guidance can be found at: http://www.manchesterscb.org.uk/docs/Information_Sharing%281%29.pdf The 7 golden rules could be kept on display in your organisation.</p> <p>MARAC is a Multi-Agency Risk Assessment Conference which aims to support the most high risk victims of domestic abuse. It is important that your organisation is aware of how to refer and support the MARAC process; including sharing information, if you become aware of any domestic abuse risk factors in the service users you are working with, also to know what organisations could offer further advice and support.</p> <p>The domestic abuse lead in Manchester city council is Edith Attoh - e.attoh@manchester.gov.uk</p>

8	Standard Eight Link to MSCB/MSAB
General Notes	<p>Manchester Safeguarding Children’s Board: The Manchester Safeguarding Children Board was established in 2006 following the publication of Working Together to Safeguard Children 2006 and replaced the Area Child Protection Committee (ACPC). The remit of the ACPC was expanded to include the wider area of safeguarding as oppose to statutory child protection. The Board is made up of key partner organisations which include Statutory and Community, Voluntary and Faith organisations which agree a business plan to lead on the Stay Safe outcome for Children. The Board established itself and set about identifying its aims and objectives through the development of several subgroups, each developing its main areas of work and key priorities to compliment and support the main priorities of the board. http://www.manchesterscb.org.uk/about-mscb.asp</p> <p>Manchester Safeguarding Adults Board: The Manchester Safeguarding Adults Board (MSAB) has particular responsibility for safeguarding and protecting adults from abuse, although the board will seek to ensure that all of its work is carried out in such a way that positively impacts on improved outcomes in all areas of the lives of adults in Manchester. The main purpose of the MSAB is to ensure that all organisations providing or commissioning services for adults in Manchester work in a coordinated way that promotes health and well being, safeguarding and the protection of adults from abuse in Manchester. http://www.manchester.gov.uk/info/731/protection_of_vulnerable_adults/4093/manchester_safeguarding_adults_board/1</p> <p>Both safeguarding boards are chaired by Ian Rush who is an independent chair.</p>
8.1	<p>Representatives from the voluntary sector sit on both the children’s and adults safeguarding boards. These representatives are tasked with reporting information from voluntary sector organisations to the safeguarding boards and ensuring that information that is relevant is shared with voluntary sector organisations. The representatives can also offer advice and support to organisations in developing safe practices.</p> <p>If you have any safeguarding concerns, barriers or would like information the representatives should be your first point of contact and they will be able to offer further advice and support and signpost you for further information if necessary.</p>
8.2	<p>Part of the representative’s role will also be to coordinate any audit or information gathering exercise for the sector. This information gathering is paramount to ensure that support, advice, guidance and training is targeted where it is needed.</p> <p>To find out and get in touch with your voluntary sector safeguarding representatives on both the Children and Adult board please contact policy@macc.org.uk</p> <p>You should ensure that you receive the weekly bulletins from Manchester Community Central where safeguarding information is sent</p>

	<p>out to the sector to ensure that you are kept updated about safeguarding issues in Manchester. Your evidence for 8.1 and 8.2 is that you engage with Manchester community central and receive information and know who to contact if you need to bring safeguarding issues to the Children or Adult safeguarding board.</p>
<p>8.3</p>	<p>In the event of a child's death or having suffered a serious injury where abuse or neglect is known or suspected to be a factor, Manchester Safeguarding Children Board will conduct a Serious Case Review into the involvement of organisations and professionals with the child and family. The purpose of the review is to:</p> <p>establish whether there are lessons to be learned from the case about the way in which local professionals and organisations:</p> <ul style="list-style-type: none"> • work together to safeguard and promote the welfare of children • identify clearly what those lessons are, how they will be acted upon, and what is expected to change as a result; and • as a consequence, to improve inter-agency working and better safeguard and promote the welfare of children. <p>Important: The representatives for the voluntary sector can support your organisation if you are involved in a serious case review. Please contact policy@macc.org.uk if you have been contacted about a serious case review.</p> <p>The MSCB has devised detailed Practice Guidance for Serious Case Reviews. The aim of this Guidance is to ensure clarity, high quality and consistency in our practice in carrying out Serious Case Reviews in conjunction with Chapter 8 of Working Together. Please see the MSCB Serious Case Review Practice Guidance below: http://www.manchesterscb.org.uk/docs/SCR%20Process%20Practice%20Guidance%20-%20Sept%202010.doc</p>

9	Standard Nine Risk Management
General Notes	<p>Your organisation should explore risk assessment methods and safety measures to minimise hazards in your setting. This includes:</p> <ul style="list-style-type: none"> • To identify the Legislation related to Risk Assessment • To discuss the difference between a 'risk' and a 'hazard'? • To identify the types of hazards that are common to childcare/childminding • To conduct a risk assessment through simulation identifying hazards and safety measures <p>There are a number of risk assessment documents relating to specific areas of work such as domestic abuse, mental health and substance misuse. If your organisation works in an area where a specific risk assessment is required then you should include this within your policies and procedures.</p> <p>Safe Network offer advice for risk assessment for activities: http://www.safenetwork.org.uk/help_and_advice/pages/risk_assessment.aspx</p> <p>Health and Safety Executive offer some advice for risk assessments with young people on work experience: http://www.hse.gov.uk/youngpeople/risks/</p>
9.1	<p>Risk assessment and management plans should be based on a detailed assessment of the risk to the individual and their children from neglect, domestic abuse, mental ill-health, misuse of drugs and alcohol, poverty or homelessness.</p> <p>All activities that your organisation provides should be assessed for risk</p>
9.2	<p>All employees should be able to recognise when immediate action is needed to safeguard a child, young person or adult at risk.</p> <p>If your organisation works with ongoing risk management then plans should be in place to manage risk safely. All employees should be aware of risk management plans.</p>
9.3	<p>If there is immediate risk then call 999</p> <p>If you are concerned in relation to a child or adult then contact Manchester Contact Centre on: 0161 255 8250</p> <p>Or follow referral procedure in section 6.3</p>
9.4	<p>If your organisation provides offsite activities then there are a range of measures to ensure your services users are safe. These could include:</p> <ul style="list-style-type: none"> • assessment of venue / equipment • parental / carer consent • information on medical needs / first aid equipment • contact details of parent / carer • accident reporting • adequate insurance <p>Your evidence would show where these measures could be found.</p>

Key Contacts

Manchester Alliance for Community Care

Swan Buildings
20 Swan St
Ancoats
Manchester M4 5JW
Tel: 0161 834 9823

Safeguarding Adults Team

0161 219 6830
North – Rebecca Woods
Central – Nigel Hunt
South – Gaynor Mcguinty

Contact Manchester - Adults and Children's Social Care

Wenlock Way Offices,
Wenlock Way,
West Gorton,
Manchester, M12 5DH
mcsreply@manchester.gov.uk
0161 234 5001
Fax: 0161 255 8266

Useful phone numbers

<http://www.manchesterscb.org.uk/docs/Useful%20contacts%20.pdf>

Manchester Safeguarding Children Board (MSCB)

Level 3
Number One First Street
Manchester
M15 4FN
Tel: 0161 234 3330

Local Authority Designated Officer

Majella O'Hagan
Tel: 0161-203-2305

Contact Centre

Tel: 0161 255 8250
Fax: 0161 255 8266