

## **MANCHESTER SAFEGUARDING STANDARD**

### **Introduction**

Manchester Safeguarding Children Board (MSCB) and Manchester Adult Safeguarding Board (MSAB) expect all providers and commissioners of services for adults at risk and children in Manchester to adhere to this safeguarding standard. This represents the minimum standards expected.

The MSCB and MSAB will quality assure against this standard using a number of tools including:

- Annual self assessment for all MSCB and MSAB member agencies and other key stakeholders;
- Single agency audit information;
- Quality review of the Multi Agency Risk Assessment Conference (MARAC);
- MSCB and MSAB multi agency audit information;
- Inspection/declarations and audits that organisations are subject to;
- Serious Case Review recommendations - evidence of practice improvement;
- Domestic Homicide Review recommendations – evidence of practice improvement.

### **OBJECTIVES:**

1. Safeguarding practice with both adults at risk and children will –
  - reflect best practice nationally;
  - incorporate learning from Serious Case Reviews locally;
  - be regularly audited and evaluated;
  - be informed by MSAB and MSCB policies and procedures;
  - ensure that the safety of children is always considered by practitioners working with adults at risk, particularly where domestic abuse, mental health or drug and alcohol abuse are known to be a factor;
  - ensure that the safety of adults at risk is considered by practitioners working with children.
2. The MSCB and MSAB can be assured of the effectiveness of safeguarding practice across Manchester and identify where there are issues that need addressing, using their authority to ensure this happens where needed.
3. Commissioners apply a consistent safeguarding standard to their commissioning activity.
4. Organisations monitor and assess the effectiveness of their safeguarding practice across Manchester and identify where there are issues that need addressing.
5. Managers feel confident and competent in their roles and responsibilities.
6. Individual practitioners receive appropriate training and support to allow them to practice in a competent and confident manner.

## **OUTCOME:**

By adopting this standard across providers and commissioners of services in Manchester, the MSCB and MSAB will be assured that the quality of multi-agency practice with adults and children is regularly assessed and monitored, and that processes are in place to improve the effectiveness of safeguarding arrangements for adults and children in the city within the context of the individual, the family and the community.

## **THE STANDARD**

### **1. Children, young people and adults at risk are at the centre of practice**

- Services are accessible, well publicised, ensure confidentiality and are available in an environment that is sensitive to the needs of adults at risk and children.
- All services and settings take account of the views of children, young people, and adult service users, in the decisions about and delivery of services.
- All services ensure that racial heritage, language, religious beliefs, sexuality, gender and disability are taken into account – for example by the use of interpreters or by making adjustments to enable access for disabled people.
- All services take into account the service user's wishes and feelings and balance this against their rights and need to be safeguarded.
- All adult services consider if there are risks to children from adults perpetrating domestic abuse; with mental health problems; misusing drugs and alcohol; or at risk of homelessness.
- All children's services to consider if adults are at risk.

### **2. Safeguarding Lead**

- Each organisation has an identified lead person for safeguarding adults at risk and children. This person should be suitably trained and skilled to carry out this role on behalf of their organisation.
- Each organisation should have a named lead person responsible for e-safety.
- Every service/project that works with service users should identify a suitable experienced and knowledgeable safeguarding link person.

### **3. Safer Staffing**

- Each organisation/service operates safe recruitment practices including CRB checks and adherence to Independent Safeguarding Authority regulations where appropriate, to support robust systems for checking references, employment gaps and signed declaration of criminal convictions.
- MSCB procedure for managing allegations against people who work with children and families is adopted where the service users fall into that category.
- Each organisation adopts the Government Office for the English Regions Guidance for Staff Conduct (Guidance for Safer Working Practice for Adults

who work with Children & Young People - 2009) which sets out what is expected appropriate behaviour for staff working with children young people and their families.

- Where the service users are adults each organisation adheres to CQC National Minimum standards and regulatory requirements in relation to protecting service users from abuse and DoH No Secrets Guidance which sets out what is expected in relation to protection, robust procedures and whistle blowing.
- Each organisation has a clear zero tolerance of abuse against staff policy which is well publicised to service users and members of the public.

#### 4. Policies and Procedures

- Each organisation has safeguarding policies and procedures that are compliant with MSCB or MSAB safeguarding procedures.
- Each organisation working with adults at risk has clear procedures on the implementation and management of Deprivation of Liberty Safeguards in line with the code of practice to supplement the Mental Capacity Act 2005 code of practice.
- Each organisation takes account of national and local guidance to safeguard service users and their children. This is particularly relevant where there is domestic abuse, forced marriage, substance misuse, homelessness or mental health issues.

#### 5. Training

- 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 SCR recommendations – each organisation must ensure that staff who provide front line support or oversight access level 2 (or equivalent) Domestic Abuse training
- Each organisation to be able to report on the proportion of eligible staff that are up to date with training.
- Refresher training should be provided every 3 years ( CQC regulatory requirement )

#### 6. Performance and Practice

- Organisations should have safeguarding quality assurance systems and processes in place, and be able to assess performance and practice in relation to the following areas, which have been informed by learning from Serious Case Reviews:

- **Assessment** – 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.
- **Recognition and response** - including making requests for additional support to other agencies such as Children’s Social Care, NRPf team, homelessness team, Independent Domestic Violence Advisers etc. Procedures are in place to allow advice on complex issues or where concerns may have to be escalated. Staff awareness on how to make a safeguarding adult alert in line with Manchester Safeguarding Adults Board multi-agency policy and Manchester City Council Safeguarding Procedures.
- **Referrals** – including quality checks against the MSCB standard for interagency contacts where children are involved. Action taken where there is a concern that an adult is being abused, appropriate information sharing and timescales met.
- **CAF** – consider completing a CAF before putting in a referral to Children’s Services.
- **Monitoring points of referral** - including information about referrals to and from the organisation and subsequent action following these referrals.
- **Case planning** - multi agency contribution to case planning which is monitored, quality assured and subject to audit
- **Monitoring and reporting on caseload size/complexity** – ensure quality of service, capacity to respond to emergencies and ability to manage risk effectively, report to MSCB and MSAB when caseloads exceed safe working practice.
- **Monitoring supervision** – to ensure it is available to all staff who 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.
- **Record keeping** – 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 and enable compliance with MSCB procedures to safeguard children, and MSAB procedures to safeguard adults at risk.
- **Demonstrable learning from Serious Case Reviews/ cases that have given rise to concern/ Domestic Homicide Reviews/national research** – organisations must evidence changes to practice and improved outcomes for children and adults at risk in line with recommendations of Serious Case Reviews and Domestic Homicide Reviews endorsed by MSCB and MSAB. Safeguarding training to take account of emerging messages from both national and local reviews.

## 7. Information sharing

Each organisation adopts and implements the DCSF Information Sharing Guidance, formally adopted by Manchester Children's Trust Arrangements, the MSCB and the MSAB. Managers are conversant with the legal framework and good practice guidance available

<http://www.manchesterscb.org.uk/displaydoc.asp?id=344>

Each organisation refers to the local agreed MARAC information sharing protocol and appropriately shares information to protect adults and their children at high risk of domestic violence.

## 8. Links to the MSCB and MSAB

- Each organisation and/or service will fully co-operate with the MSCB and MSAB particularly around Serious Case Reviews as required, and maintain involvement with the MSCB and MSAB and their subgroups commensurate with their agency/organisation's roles and responsibilities.
- Each organisation will ensure that their staff remain up to date with any safeguarding developments as published on the MSCB website and / or direct communications from MSCB.

## 9. Risk Management

- Each organisation is able to assess and identify the level of risk to the service users they are responsible for. This includes the use of the CAADA DASH Risk Indicator Checklist for cases where domestic abuse is identified.
- Risk assessment and management plans to 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.
- All member agencies of MSCB must inform the Board if vacancy levels in any service area are potentially compromising the effective implementation of safeguarding policies.
- Recognise when immediate action is necessary to protect the safety of children, young people or adults at risk and be aware of MSAB and MSCB policies and procedures that outline the action to be taken.
- Where ongoing risk is recognised, multi-agency plans are agreed and implemented to prevent further abuse and decrease the risk with appropriate referrals made, including referral to MARAC if very high risk domestic abuse is identified.

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