

## MANCHESTER SAFEGUARDING STANDARD

### **Introduction**

Manchester Safeguarding Children Board (MSCB) and Manchester Adult Safeguarding Board (MSAB) expect all providers and commissioners of services for Manchester citizens, adults and children alike, 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
- MSCB multi agency audit information. MSAB multi agency audit information.
- Scrutinising information and outcomes relating to existing inspection/declarations and audits that organisations are already subject to
- Serious case review recommendations - evidence of practice improvement

### **Outcomes**

By adopting this standard across providers and commissioners of services in Manchester, the MSCB and MSAB will be assured of the effectiveness of safeguarding arrangements in Manchester, by assessing and improving practice and outcomes for children and adults in Manchester.

This will result in the following outcomes:

- ✓ Children, young people and adults in Manchester will report that they feel 'safe'
- ✓ Individual practitioners will feel confident, competent and supported in practice
- ✓ Managers will feel confident and competent in their roles and responsibilities
- ✓ Organisations can assure themselves of the effectiveness of their safeguarding practice and can identify where they need to develop their practice further
- ✓ Commissioners can apply a consistent safeguarding standard to their commissioning activity
- ✓ The MSCB and MSAB can be assured of the effectiveness of safeguarding practice across Manchester and can identify where there are issues that need addressing, using their authority to ensure this happens where needed

## THE STANDARD

### 1. Taking account of children, young people and adults

- All services and settings which offer services should take account of accessibility, publicity, confidentiality and the environment
- All services and settings take account of the views of children and young people, and adult service users, in the decisions about and delivery of services
- All services should ensure that racial heritage, language, religion, faith, gender and disability are taken into account when working with adult service users, a child and their family – 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 right and need to be safeguarded.

### 2. Safeguarding Lead

- Each organisation has an identified lead person for safeguarding in accordance with their organisational requirements. This person should be suitably knowledgeable to carry out this role on behalf of their organisation
- Every service/project that works with service users must identify a suitable experienced and knowledgeable safeguarding link person

### 3. Safer Staffing

- Each organisation/service operates safe recruitment practices including CRB checks/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 should be adopted where the service users fall into that category. Each organisation adopts the GONW Guidance for Staff Conduct (Guidance for Safer Working Practice for Adults who work with Children & Young People - Nov 2007) 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 well publicised zero tolerance of abuse and neglect within the organisation

### 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 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.
- The organisation takes account of national and local guidance to safeguard service users experiencing domestic abuse

## 5. Training

- Each organisation ensures that all staff complete MSCB or MSAB approved safeguarding training and development opportunities both single and multi agency, 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 vulnerable adults, children and young people.
- 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 have safeguarding quality assurance systems and processes in place, and can assess performance and practice in relation to the following areas, which have been informed by learning from Serious Case Reviews;
  - **Assessment** – holistic and multi agency including the use of CAF, taking case histories into account, seeing the situation from the everyone’s point of view but holding safeguarding of children as of paramount importance
  - **Recognition and response** - including making requests for additional support to other agencies including Children’s Social Care. Procedures are in place to enable seeking advice for 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.
  - **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
- **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 record of their involvement. Records are clear and accessible comprehensive and contemporaneous. Records meet organisational standards and enable compliance with MSCB procedures to safeguard children, and MSAB procedures to safeguard adults
- **Demonstrable learning from Serious Case Reviews/cases that have given rise to concern/national research** – organisations must evidence changes to practice and improved outcomes for children and vulnerable adults in line with recommendations of serious case 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.dcsf.gov.uk/everychildmatters/resources-and-practice/IG00340/>

## 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 Review’s as required, and maintain involvement with the MSCB and MSAB and their subgroups commensurate with their agency/organisation’s roles and responsibilities

## 9. Risk Management

- Each organisation is able to assess and identify the level of risk to the service users they are responsible for
- Recognise when immediate action is necessary to protect the safety of children, young people or vulnerable adults
- Where ongoing risk is recognised, plans are agreed and implemented to prevent further abuse and decrease the risk
- Risk assessment and management plans take account of challenges, hazards, environmental factors and associated dangers