

# Safeguarding Update

<b>Committee considering report:</b>	Joint Public Protection Committee
<b>Date of Committee:</b>	30 January 2020
<b>Portfolio Member:</b>	Councillor Hilary Cole
<b>Report Author:</b>	Anna Smy

## 1. Purpose of the Report

To update the Joint Public Protection Committee on the work of the Safeguarding Lead for the Public Protection Partnership and the progress of embedding this cross cutting issue across the service

## 2. Recommendations

That the Committee acknowledge the work being undertaken and support the Partnership in progressing this further

## 3. Implications and Impact Assessment

Implication	Commentary
<b>Financial:</b>	The post holder currently receives an honorarium payment for their role, there is no other designated budget specifically identified for safeguarding. Training costs are included in the overall service budget with consideration of partnership working in delivery to minimise costs.
<b>Human Resource:</b>	Staff will be appropriately trained which will provide improved skills and confidence within the service to help identify and act upon safeguarding concerns. In individual cases there may need to be personal support for officers either as victims or following their experiences in delivering their work.
<b>Legal:</b>	There are no direct legal implications
<b>Risk Management:</b>	The current amount of staff trained to a level where they can be confident in identifying and reporting safeguarding incidents is a risk, there is a training plan in place. Identification of a Safeguarding lead has reduced the risk of cases being missed as a single point of contact for the service. However the risk with this role is with resilience and support from Senior Managers within the service in delivering on their role (it is allocated 1-2 days a week currently alongside their main role).
<b>Property:</b>	There are no property related implications
<b>Policy:</b>	We are working with each authority to support their own Safeguarding Policies and Procedures and that of the West of Berkshire and East of Berkshire Safeguarding Boards (Adult and Children). It may be appropriate for the PPP to develop its own Safeguarding policy in the future

	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>	<b>Commentary</b>
<b>Equalities Impact:</b>				
<b>A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?</b>		✓		It is for information only with no decision to be made.
<b>B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?</b>		✓		It is for information only with no decision to be made.
<b>Environmental Impact:</b>		✓		There is no environmental impact
<b>Health Impact:</b>	✓			There will be a positive impact if safeguarding issues are raised and resolved. There is no decision in this report it is to update the Committee on action that has been taken.
<b>ICT or Digital Services Impact:</b>		✓		Online training (external provider) has been considered. The rest of the activities involve an officers judgement based on information provided or witnessed and could not be replaced or automated.
<b>Council Strategy Priorities or Business as Usual:</b>	✓			It is business as usual, however it does support all authorities in protecting vulnerable residents through robust safeguarding.
<b>Data Impact:</b>				There are no Data implications – any referrals will follow the appropriate protocol..
<b>Consultation and Engagement:</b>	Joint Management Board – Damian James (Assistant Director: Contract Services, Bracknell Forest Council), Paul Anstey (Head of Service Public Protection and Culture, West Berkshire Council) and Clare Lawrence (Assistant Director – Place Based Services, Wokingham Borough Council).  Caroline Grey – Safeguarding Lead for the PPP			

## **4. Executive Summary**

- 4.1 The report is brought to show the Joint Public Protection Committee the work which has been carried out within the PPP Service to ensure that safe guarding is promoted and embedded as a cross cutting issue across the PPP.
- 4.2 Delivery is at both Officer Level and strategically. It has included identifying internal and external training needs, risk areas and ensuring the right processes and procedures are in place.
- 4.3 Updates have been provided to the Joint Management Board and this report is an update as at December 2019 of the progress made by the Safeguarding Lead.
- 4.4 The report is to be noted by the Joint Protection Partnership Committee to demonstrate their commitment across the three partners to ensuring that we meet the vision of the Service in Protecting and Supporting residents and legitimate businesses.

## **5. Supporting Information**

### **Introduction**

- 5.1 The report outlines to the Committee the work completed to date by the Public Protection Partnership which has been driven by the Safeguarding Lead. This role was appointed to following the restructure along with the Training Lead as key roles in supporting officers deliver the service.
- 5.2 The role was to cover a range of areas of safeguarding from training, improving relationships with Safeguarding Teams, working with our customers and vulnerable residents and local business such as the Taxi/Hackney Carriage licensed trade.

### **Background**

- 5.3 It has been identified as an objective that all officers should feel confident in raising safeguarding and be aware of safeguarding matters whilst carrying out visits in the PPP district.
- 5.4 The results of a staff skills survey highlighted a training need for a large number of officers within PPP. 44 members of staff said they were a novice or undeveloped in safeguarding and only 35 members of staff said they were proficient or advanced. This is clearly an area for development as Officers are meeting a number of potentially vulnerable people in their day to day roles across the following areas (to name a few):
  - Financial Fraud
  - Online Scams
  - Poor Housing conditions and overcrowding
  - Hoarders./ filthy and verminous
  - Taxi drivers
  - Houses of multiple occupation
  - GRT Caravan sites
  - Hand car washes
  - Nail bars
  - Restaurants and takeaways

Some members of PPP have had attended training that West Berkshire Council offer. Level 1 safeguarding training is fairly infrequent with limited availability.

- 5.5 We need to build relationships with safeguarding teams across the three districts and encourage joint working across the service. It is also important to work closely with other partner agencies such as the Police, Fire Service This is especially important when looking at premises where there could be concerns over modern day slavery or county lines offences.
- 5.6 Other areas identified were in relation to Victims of Scams, Private Hire and Hackney Carriage Drivers and working with high risk sites.
- 5.7 Work is ongoing with regards to safeguarding and this is an update with some further opportunities identified.

### **Proposals**

- (a) The report contains no proposals,
- (b) There are further actions and opportunities which are necessary and appropriate to further developing and embedding safeguarding within the service which are outlined below.
- (c) By supporting the existing programme of work and proposed further work the Committee are providing a powerful message to staff and our communities that safeguarding is at the core of our service.

## **6. Other options considered**

To do nothing with regards to safeguarding is the only other option considered.

## **7. Conclusion**

The report and attachment set out how the PPP have begun the process of embedding safeguarding as a cross cutting issue. Further work is needed but we believe the service has started along a good route to ensuring the following outcomes:

- Improved knowledge and awareness of safeguarding for all officers on safeguarding matters
- Knowing how to make a referral within each of the Local Authorities
- As a result of improved knowledge and awareness we will be able to keep residents, clients and other members of the community safe from harm
- By providing training and awareness to the local community, we can empower them to ensure they do not become victims of scams or fraud
- Taxi drivers come into contact with vulnerable children and adults on a daily basis and training will ensure that both taxi drivers and their clients are kept safe
- Promote the health and wellbeing of all PPP staff members

Further work has been identified for the service to continue with or complete, these are listed below:

## **Driver Training:**

Although it was thought possible that going forward we could provide the Driver Safeguarding training using internal PPP staff, there was limited interest and capacity so currently this is not deemed feasible but will be reviewed in 6 months time

## **Safeguarding in relation to staff (as victims or impacted)**

It has also been identified that within the PPP service there may well be safeguarding concerns such as bullying, domestic violence or mental health concerns. These will need careful consideration and appropriate support in line with West Berkshire policies (as the “employer”).

Encourage more open discussion about staff member’s health and wellbeing- Find out if HR can provide any information or advice on this. Ideally any concerns should be raised within the 1-2-1 process

## **Training of Staff**

Develop a “How to Guide” on making safeguarding referrals to go in the new PPP manual/ Response manual ensuring this reflects the procedure for each local Authority

As some colleagues were unable to attend the first safeguarding training session in September a second session has been booked for January 2020- this has been arranged around the availability of the safeguarding manager in West Berkshire.

## **Working with high risk sites**

Working with the Programme delivery team to carry out multi agency visits to high risk sites such as GRT sites, nail bars and hand car washes - this is ongoing.

## **8. Appendices**

Appendix A – Update on actions by the Safeguarding Lead Officer

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**Background Papers:**

There are no background papers provided

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**Subject to Call-In:**

Yes:  No:

The item is due to be referred to Council for final approval

Delays in implementation could have serious financial implications for the Council

Delays in implementation could compromise the Council's position

Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months

Item is Urgent Key Decision

Report is to note only

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## Appendix A

### Update on actions by the Safeguarding Lead Officer

Relationships with Safeguarding Teams
<p><b>Action:</b> We need to build relationships with safeguarding teams across the three districts and encourage joint working across the service. It is also important to work closely with other partner agencies such as the Police and Fire Service. This is especially important when looking at premises where there could be concerns over modern day slavery or county lines offences.</p> <p><b>Update:-</b><i>Relationships have been built with the West Berkshire safeguarding team and some of the Wokingham team have attended training we have held for scam awareness. More work needs to be done on building communication with the Wokingham and Bracknell Forest teams.</i></p>
Scam Awareness
<p><b>Action:</b> PPP already have an Officer carrying out Scam awareness in the three districts. A scam awareness session has been arranged with the West Berkshire safeguarding team in September and the hope is to also roll this out for Wokingham and Bracknell safeguarding teams. The Officer also attends local community events of a regular basis.</p> <p><b>Update:</b> <i>Training session has been run in West Berkshire on scam awareness- attendance from both West Berkshire and Wokingham employees. A further session has been booked for January 2020 to take place in Wokingham- date to be confirmed.</i></p> <p><b>Action:</b> Roll out the scam awareness training to other organisations such as Sovereign Housing, Wokingham Housing, Silva Homes plus Local community events. These sessions will be led and organised by PPP</p> <p><b>Update:-</b> <i>The Fraud Victim Support Officer is arranging further training sessions.</i></p>
Requirements for Private Hire and Hackney Carriage Drivers
<p><b>Action:</b> Private Hire and Hackney carriage drivers across PPP districts all require safeguarding training</p> <p>Work with Licensing officers to arrange and roll out appropriate safeguarding training for private hire and hackney carriage drivers</p> <p><b>Update:</b> <i>The service has arranged for the Blue Lamp Trust to provide nine training sessions across the three districts, between January and March 2020. All drivers and operators have received a letter advising they need to book onto the training or provide evidence that this has already been completed. Drivers and Operators have been given 12 months to complete the training. Drivers can choose alternative appropriate training or book onto Blue Lamp Training that is held in their Hampshire</i></p>

Offices.

*The Applications team will be responsible for updating databases with the training certificates once received.*

## Staff Training

**Action:** Identify and arrange safeguarding training for all within the PPP - contact has been made with West Berkshire safeguarding team to see what resources they can offer.

**Action:** Contact to be made with Bracknell and Wokingham Safeguarding teams to see if they can offer training

**Update:** *The first safeguarding training session was held in September 2019 with a lot of positive feedback. A second session has been booked for the 23<sup>rd</sup> January for anyone who was unable to attend the first training session.*

**Action:** The Police have been running a “Need to Know” session over the last two years and again it would be helpful if this could be run as an internal session for PPP officers to raise everyone’s awareness. This could be tailored to the needs of the service.

**Action:** To arrange a “need to know” awareness session with Thames Valley Police on Modern day slavery and County Lines issues. For those who have not yet attended the training on this.

**Update:-** *Two training sessions have been arranged to take place on the 14<sup>th</sup> January with the Willow Project who work alongside TVP- there are still some spaces available. Training to take place in Theale*

**Action:** Invite Hoarding Disorders in for a meeting with relevant officers to discuss how we help our vulnerable residents who may be living in hoarded or filthy and verminous properties

**Update:** *A training course was held on 20<sup>th</sup> November at Shaw House- information for this was sent to all PPP*

**Action:** Develop a “How to Guide” on making safeguarding referrals to go in the new PPP manual/ Response manual ensuring this reflects the procedure for each local Authority.

**Update:-** *All PPP have been provided with contact numbers for all three LA safeguarding teams but a How to Guide and QMS still needs to be done*