**Schedule 4**

**Safeguarding Policies and Procedures**

**General**

1 The Service Provider shall ensure the highest standards of protection for vulnerable people and adhere to such standards throughout the Contract Period.

2 The Service Provider is responsible for the quality and safety of provision of the Services.

3 The Service Provider shall meet the Council’s three fundamental requirements for effective safeguarding in the delivery of health and social care:

* Prevention through the delivery of high-quality care;
* Provision of an effective response where harm or abuse occurs; and
* Continuous organisational learning and improvement.

4 The Service Provider shall identify a nominated Safeguarding Lead Officer(s) (children and vulnerable adults as appropriate) with responsibility for:

* Development of safeguarding within the Service Provider’s organisation;
* Responding to safeguarding related queries from the Council;
* Completing and submitting an Annual Safeguarding Position Statement to the Council by the end of April in each year, to include:
  + ‘Safeguarding Service Assessment’ (Section 11 Safeguarding Self-Assessment Audit tools (Oxfordshire Safeguarding Children’s Board (OSCB) and Oxfordshire Safeguarding Adults Board (OSAB) Tools where appropriate), as provided by the Council);
  + Staff training position statement in relation to Safeguarding (including level and type of safeguarding training for each Staff group); and
  + A Safeguarding Improvement Plan for the coming 12 months;
* Identifying a nominated Safeguarding Manager(s) responsible for:
  + Coordinating the Service Provider’s response to concerns of abuse, neglect or exploitation where they arise within the provision of the Services in accordance with local procedures; to include ensuring that all concerns are followed up and result in an outcome for the individual; and
  + Information sharing with other agencies for the purposes of preventing crime and preventing harm to people who use the Services.

5 The Service Provider shall keep the Council informed of who the Safeguarding Lead Officer(s) and Safeguarding Manager are, for both adults and young people, at all times.

**Prevention Through the Delivery of High-Quality Care**

**Delivery**

6 The Service Provider shall ensure that Staff provide safe high-quality care. This includes:

* Conducting rigorous recruitment processes and compliance with the Safeguarding Vulnerable Groups Act 2006;
* Conducting rigorous processes for monitoring the delivery of care and support, and the experience of people who use the Services;
* Ensuring that all Staff have an underpinning understanding and commitment to:
  + Dignity in Care[[1]](#footnote-1);
  + Health and safety;
  + Infection control;
  + The prevention of abuse and neglect of children;
  + Protection of vulnerable adults;
  + Compliance with local safeguarding procedures; and
  + Compliance with the Mental Capacity Act 2005[[2]](#footnote-2).

1. The Service Provider will identify and mitigate any foreseeable risks associated with the care/support provided to each person and ensure that the Council is informed as appropriate.
2. The Service Provider will, as far as it is able, provide consistency and continuity of care and support through, for example:

* Mitigating any foreseeable risks associated with the breakdown or non-delivery of care due to, for example, missed visits, weather, illness etc.; and
* Maintaining continuity of care staff wherever possible.

**Safeguarding Quality Service Performance Indicators**

9 **Indicator 1.** All Staff shall have the level of training as stated below. An Annual Safeguarding Audit shall be undertaken by the Service Provider and submitted to the Council by 31st May of each year, alongside an action plan to remedy any defects.

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| **Training Level – Adults** |
| **Level 1** Basic Introduction to Adult Safeguarding (E-Learning) This is appropriate for all staff as part of a mandatory training package. This should be a quality assured and/or accredited course, OSAB e-learning training or equivalent |
| **Level 2** Frontline Worker (face to face training)  This is the level expected for all front-line practitioners that have direct contact with Service Users. This should be a quality assured and/or accredited course, OSAB e-learning training or equivalent |
| **Level 3** Manager/Professional (face to face training)  This is the level expected for all front-line practitioners that have direct contact with Service Users in high risk services or who are Safeguarding leads within their service. This should be a quality assured and/or accredited course OSAB e-learning training or equivalent |

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| **Training Level – Children** |
| **Level 1** **Generalist Safeguarding Training**  This is for professionals who work with children, young people and/or their families more than 3 days per month, (on average). This should be a quality assured and/or accredited course, OSCB e-learning training or equivalent |
| **Level 2** Advanced Safeguarding Course  Generalist level training must have been completed before attendance at advanced training. The Advanced Safeguarding Training is for staff members who regularly work with any children and young people on a one-to-one basis. |
| **Level 3** Designated Safeguarding Lead Course  Generalist level training must have been completed before attendance at the Designated Safeguarding Lead Training.  For those with leadership or management responsibilities for safeguarding children and young people within their role and/or are the named lead or designated professional for their organisation or setting. It is designed to promote a positive culture of safeguarding and to uphold an appropriate safe multi agency partnership working practice. |

1. **Indicator 2**. As detailed above, the OSCB Safeguarding Section 11 Self-Assessment Audit shall be completed and submitted by the Service Provider to the Council by the end of April in each year and the appropriate safeguarding boards alongside an action plan to remedy any defects. This will be reviewed at scheduled Contract management meetings.
2. **Indicator 3**. As detailed above, the OSAB Safeguarding Self-Assessment audit shall be completed and submitted by the Service Provider to the Council by the end of April in each year and the appropriate safeguarding boards alongside an action plan to remedy any defects. This will be reviewed at scheduled contract management meetings.

12 **Indicator 4.** All Staff must be trained and comply with the Service Provider’s Safeguarding Escalation policy, that must detail the process to be followed in the event of a concern being raised about the safety of a child or vulnerable adult. The Service Provider must undertake an Annual Safeguarding Audit on the effectiveness of their escalation process and submit this Audit to the Council no later than 31st October of each year, alongside an action plan to remedy any defects. This will be reviewed at scheduled Contract Management Meetings as per Schedule 3 (Monitoring and Review).

13 **Indicator 5.** The Service Provider shall conduct a case file audit on the quality and effectiveness of safeguarding assessments and any resulting actions annually and submit as part of the Annual Safeguarding Audit to the Council no later than 31st October of each year, alongside an action plan to remedy any defects. This will be reviewed at scheduled contract management meetings.

14 **Indicator 6.** Safeguarding updates shall be provided by the Service Provider to the Council at each Contract Review Meeting as per Schedule 3 (Monitoring and Review).

15 **Indicator 7.** An audit of Staff supervision against the Service Provider’s Supervision policy must be undertaken by the Service Provider annually and submitted as part of the Annual Safeguarding Audit to the Council no later than 31st October of each year, alongside an action plan to remedy any defects.

16 **Indicator 8** Where safeguarding assessments are required, the Service Provider shall use a standardised evidence-based pro-forma that incorporates an assessment of neglect, abuse and exploitation. An audit of the safeguarding assessment must be undertaken by the Service Provider annually and submitted as part of the Annual Safeguarding Audit to the Council no later than 31st October of each year, alongside an action plan to remedy any defects.

**Disclosure and Barring Service (DBS) CHECKS**

17 The Service Provider shall ensure that all new members of Staff have received the appropriate DBS Check prior to starting employment with the Service Provider.

**Effective Response Where Harm or Abuse Occurs**

18 The Service Provider shall ensure that:

* It is aware of the principles and standards contained within the Oxfordshire Safeguarding Children’s Procedures[[3]](#footnote-3)
  + It is aware of guidance for professionals safeguarding sexually active young people under the age of 18 including those at risk of sexual exploitation in Oxfordshire[[4]](#footnote-4).
* It is aware of the principles and standards contained within the Oxfordshire Safeguarding Adult Procedures[[5]](#footnote-5).
  + It shall ensure that it adopts the above guidance, principles and standards (and any updated versions) throughout its organisation as part of its normal operating practice.

19 The Service Provider shall ensure services reflect updates in national and local guidance and recommendations following enquiries as and when they are produced.

20 In the area of recognising and responding to the abuse, exploitation or neglect of Service Users, the Service Provider shall ensure that:

* All Staff are competent in recognising and responding to the abuse, neglect and/or exploitation of Service Users who have been abused by someone outside the Services;
* All Staff recognise and respond to signs and indicators of abuse, neglect and/or exploitation in accordance with local children and vulnerable adults safeguarding procedures;
* All Staff meet competencies set out by the Service Provider;
* It identifies nominated Safeguarding Lead Officer(s) with responsibility for coordinating the agency’s response to concerns of abuse, neglect and/or exploitation where they arise within the Service e.g. a member of Staff, in accordance with local children safeguarding procedures;
* All Staff know what to do where abuse, neglect and/or exploitation of a child or adult at risk is suspected by someone who is not delivering the Services.

**“Whistleblowing”**

21 The Service Provider shall ensure that all Staff are aware of “whistleblowing” procedures and are aware of legal safeguards in accordance with the Public Interest Disclosure Act 2003 (www.pcaw.co.uk).

**Continuous Organisational Learning and Improvement**

22 The Service Provider shall ensure that effective systems and processes are in place to promote continuous organisational learning & improvement.

23 The Service Provider shall regularly gather information about people’s experience of the Services and utilise this information to improve Service provision.

24 The Service Provider shall operate effective and accessible comments and complaints processes to include ensuring that all people using the Service and/or their family/representatives:

* Know-how and feel able to make comments and/or complaints about the Services without fear of retribution;
* Feel that their concerns are taken seriously and acted on appropriately; and
* Know where to go if they are experiencing abuse or neglect;

25 The Service Provider shall demonstrate how learning from comments and complaints has resulted in improvements to the Services.

**Core Operational Requirements for Targeted Interventions**

26 The Service Provider shall ensure that, where there is a concern about a vulnerable adult, a safeguarding assessment is conducted as part of their core assessment. This will be updated regularly depending on the changing circumstances of the individual.

27 The Service Provider shall ensure that, where they access the Service, all children and young people will have a specific safeguarding children assessment as part of their core assessment. This will be updated regularly depending on the changing circumstances of the individual.

28 The Service Provider shall ensure that in targeted Services such as sexual health and substance misuse services assessments include questions about abuse, neglect and child sexual exploitation with all children and young people who engage with the Service.

29 The Service Provider shall ensure regular attendance at all child or adult protection case conferences where their attendance has been requested by the local safeguarding panel.

30 The Service Provider Safeguarding Manager shall monitor staff attendance at child or adult protection case conferences and report to the Council when requested.

31 The Service Provider shall provide a named person to act as a single point of contact to all joint work with Children and Adults Social Care.

32 The Service Provider shall ensure that subject to requirements of any relevant Enactments (including but not limited to the Data Protection Act 2018, General Data Protection Regulations and the National Health Service (Venereal Diseases) Regulations 1974) all information is shared and referrals made to Children and Adults Social Care when appropriate.

33 The Service Provider shall undertake their own Annual Safeguarding Audit of Safeguarding best practice and inform the Council of the outcome as well as any resulting plans and actions.

**Individualisation**

34 The Service Provider shall deliver care that is in accordance with the individual wishes and needs of each person and promotes their individuality and independence and shall:

* Ensure that all Staff are enabled to meet the needs of each person for whom they provide Services in a manner that respects the individual’s dignity;
* Enable the person to maintain the maximum possible level of independence, choice and control;
* Actively listen and support people to express their needs and wants;
* Respect the person’s right to privacy and a family life; and
* Work in partnership with the person, their families and local communities to alleviate loneliness and isolation.

**Partnership**

35 The Service Provider will work in partnership with the Service User, their family, local communities, health and other agencies to retain and regain independence.

1. <https://www.dignityincare.org.uk/> [↑](#footnote-ref-1)
2. <https://www.legislation.gov.uk/ukpga/2005/9/contents> [↑](#footnote-ref-2)
3. <http://www.oscb.org.uk/wps/wcm/connect/occ/OSCB/Home/> [↑](#footnote-ref-3)
4. <https://oxfordshirechildcare.proceduresonline.com/files/working_with_sexually_active_yp.pdf> [↑](#footnote-ref-4)
5. https://www.osab.co.uk/about-us/ [↑](#footnote-ref-5)