



Surrey Safeguarding Children Board
Section 11 Survey Report 2017
(Non-statutory Organisations)

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1. Introduction

Section 11 of the Children Act 2004 requires each person or body to which the duties apply to have regard to any guidance given to them by the Secretary of State and places a statutory requirement on organisations and individuals to ensure they have arrangements in place to safeguard and promote the welfare of children.

Working Together to Safeguard Children 2015 states the following as Section 11 standards:

- A clear line of accountability for the commissioning and/or provision of services designed to safeguard and promote the welfare of children
- A senior board level to take leadership responsibility for the organisation's safeguarding arrangements
- A culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services. Arrangements which set out clearly the processes for sharing information, with other professionals and with the Local Safeguarding Children Board (LSCB)
- A designated professional lead (or, for health provider organisations, named professionals) for safeguarding
- Safe recruitment practices for individuals whom the organisation will permit to work regularly with children, including policies on when to obtain a criminal record check
- Appropriate supervision and support for staff, including undertaking safeguarding training
- Clear policies in line with those from the LSCB for dealing with allegations against people who work with children

Working Together to Safeguard Children 2015 states that one of the key functions of a Local Safeguarding Children Board is:

“Monitoring and evaluating the effectiveness of what is done by the authority and their Board partners individually and collectively to safeguard and promote the welfare of children and advising them on ways to improve;”

The Surrey Safeguarding Children Board (SSCB) assesses the effectiveness of local safeguarding arrangements in various ways, including Section 11 safeguarding self-assessments. The Section 11 Audit is carried out in a two-year cycle. Year 1 includes all the statutory organisations and Year 2 includes non-statutory organisations.

The audit programme for 2017 included non-statutory organisations covering private, voluntary, community, sports, early years and faith-based sector organisations who provide services to children in Surrey.

Whilst Section 11 does not place statutory obligations on these organisations, it represents a standard of good practice and will help organisations improve their arrangements in keeping children and young people safe.

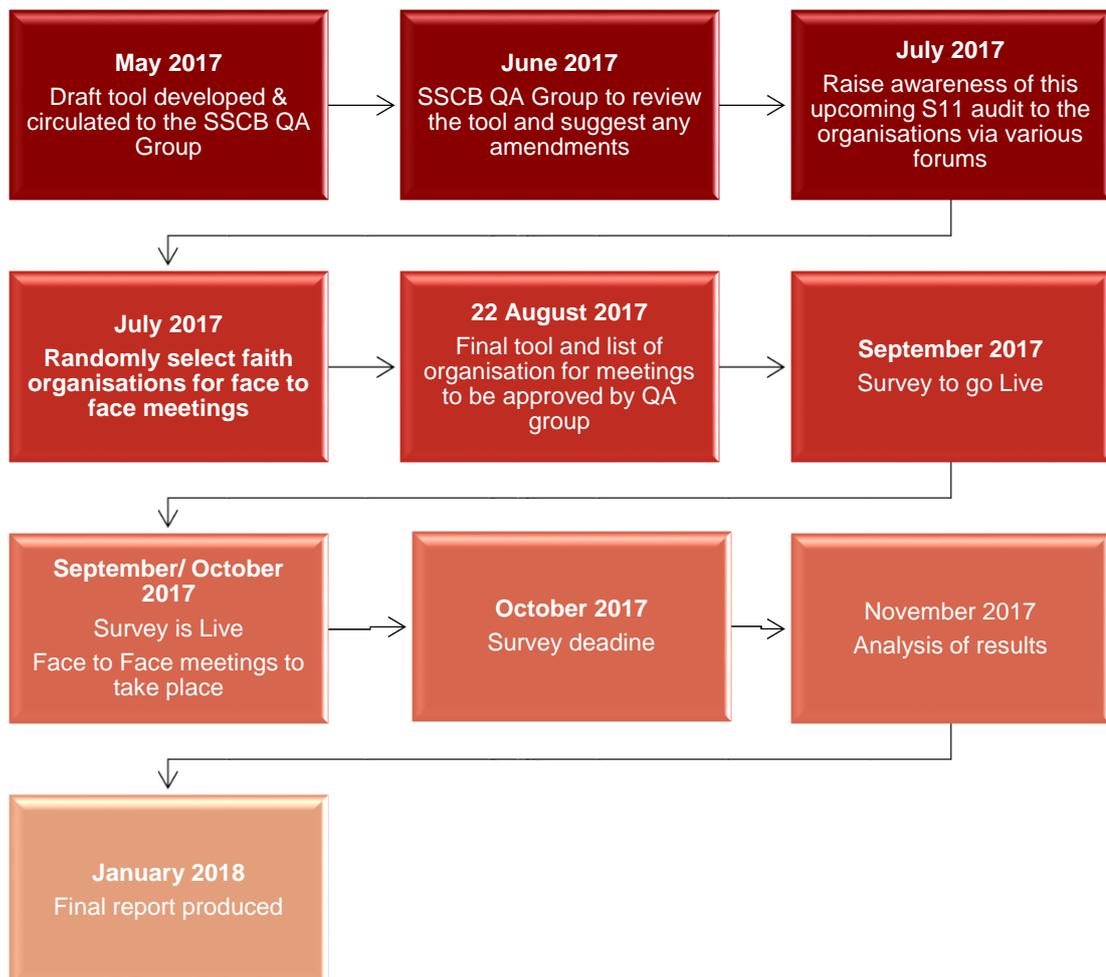
2. Methodology

A self-assessment tool (via an online survey) was developed in consultation with the SSCB Quality Assurance and Evaluation group. The tool is based on the eight key features outlined in statutory Section 11 guidance and also includes recent priorities of the SSCB; Child Sexual Exploitation (CSE) and Quality Assurance and Outcome Measurement:

1. Leadership and Accountability
2. Policies and Procedures
3. Recruitment and Selection
4. Staff Induction, Training and Development
5. Complaints, Allegations and Whistle-blowing
6. Information Sharing, Communication and Confidentiality
7. Listening to Children and Young People
8. Child Sexual Exploitation
9. Staff Supervision
10. Quality Assurance and Outcome Measurement

The on-line survey was sent to a wide range of organisations for completion. This report presents the findings from the survey results.

2.1 Audit timeline



2.2 Organisations completed on-line survey

88 organisations across the whole of Surrey completed the on-line survey. This covered a range of organisations including faith organisations, early year organisations, leisure centres, sports clubs, various other clubs, information centres, services and support for families and vulnerable children, mediation service, home start, outreach providers and many more. Table 1 shows the breakdown of the types of organisations who completed the survey.

Table 1 – Types of organisations submitted the survey

Type of Organisation	Number
Sports (Club)	10
Sports (Leisure centre)	2
Sports (Other)	3
Activity centre (park/camp)	2
SEN School/College	2
Childcare/ Children Centre/ Nursery/ playgroup/ Pre School	15
Services for vulnerable children (mental health/learning difficulties/disabilities)	12
Home Start	3
Family Support Programme	4
Information/advice/counselling/Training	7
Bereavement Support/Service	3
Victim Support	3
Faith	9
Club - other	4
Other	9
Total	88

3. Summary Findings

- Most of the organisations either have a Safeguarding Lead (84%) or staff are trained and/or they have safeguarding policies in place (6%). 9% of the organisations mainly small clubs and voluntary support networks do not have a designated safeguarding role
- Most of the organisations (94%) use either their own or local safeguarding board's safeguarding policy, guidance and/or similar documents. However, organisations would like to receive regular updates on policies, procedures and guidance
- The most common topics in policies and procedures included keeping children safe, what to do if the organisation suspect that a child is being neglected or abused, appropriate and inappropriate behaviours between adult and children, child sexual exploitation, whistleblowing, use of phone/social media and sharing information about children
- Organisations who completed the survey are generally confident that staff/volunteers who work directly with children follow safeguarding procedures
- Majority of the organisations that completed the survey stated that they carry out DBS checks and provide training and regular supervisions to their staff and volunteers

- Staff and volunteers attend various training. Designated safeguarding leads and senior managers mainly attend training provided by the SSCB or a national body, whereas other staff and volunteers tend to attend training developed in house. However, the organisations would like to be aware of available training and have better accessibility and availability of training courses
- Organisations in general contact either LADO or escalate to a related body/organisations if they have concerns about unsuitable practice or behaviours by staff/volunteers. If organisations are worried that a child is being harmed outside the organisation, they are most likely to phone Surrey's Multi-Agency Safeguarding Hub (MASH). Organisations also stated that they would like to receive timely updates and feedback once referrals have been made
- 78% of organisations who completed the survey are fully confident that all staff/volunteers who work directly with children would know where to escalate a safeguarding issue
- 77% of organisations stated that they are confident and 17% stated that they are somewhat confident that staff/volunteers who work directly with children know how to share information timely and securely
- Generally, children are not involved creating your safeguarding policies and procedures as 53% of the organisations stated "No" and 25% stated "Don't know". Organisations who involved children stated that their safeguarding policies help staff to develop positive relationships with children
- Overall, staff/volunteers who work directly with children recognise the signs of CSE and are aware of the process if they suspect a child is subject to Child Sexual Exploitation. A few (seven) organisations mainly sports clubs stated that they are not confident about recognition and reporting of CSE.
- Organisations who completed the survey are generally able to identify opportunities to discuss concerns with their safeguarding lead/ or anyone else. They stated that their staff/volunteers can identify safeguarding strengths and improvement in safeguarding practices

Further to the above findings, organisations were asked what further help, if any, they would like from statutory agencies (Surrey Safeguarding Children Board, Surrey County Council, Police, etc.) to help safeguard children. The paragraph below presents their responses by type of organisation.

Childcare/ Children Centre's/ Nursery/ Playgroup/ Pre-School

- Update on available safeguarding training courses
- Accessibility and availability of training courses
- Information for parents on E-safety

Faith Organisations

- Update on available safeguarding training courses
- Timely update and feedback on referrals made
- Sharing learning from Case studies involving those in a position of trust from a faith context

Services for vulnerable children (Mental Health/ Learning Difficulties/ Disabilities)

- Updated information on safeguarding policies, procedures and training
- Accessibility and availability of training courses
- Timely update and feedback on referrals made

Sports (Club)

- Information on online safety
- Update on available safeguarding training courses
- Access to a "Time to Listen" course
- List of updated contacts to raise concerns / easier point of contact
- Anonymity for the source of complaint
- More information on Surrey specific policies and guidance

Sports (Leisure Centre)

- More information/update training on CSE, trafficking, radicalisation

Victim Support

- An open link to conversations with Social services
- Identify Surrey statutory agencies and voluntary/charitable sector training needs
- Easily accessible and free online safeguarding training for all staff and volunteers
- Timely updates and feedback on referrals made

Other

- Updated information on safeguarding policies, procedures and training
- Training in the evenings for part time staff
- Timely updates and feedback on referrals made

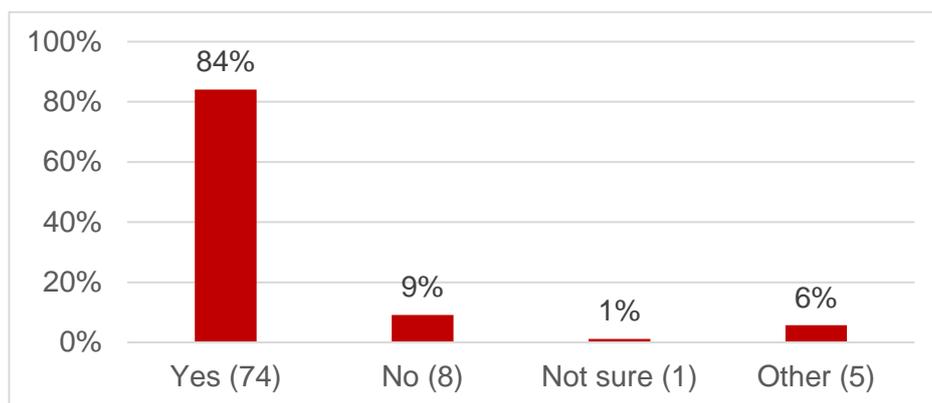
4. Analysis of Results

This section of the report presents detailed findings from the survey. All organisations were asked to provide answers to the questions under each of the 10 standards noted below:

- Standard 1: Leadership and Accountability
- Standard 2: Policies and Procedures
- Standard 3: Recruitment and Selection
- Standard 4: Staff Induction, Training and Development
- Standard 5: Complaints, Allegations and Whistle-blowing
- Standard 6: Information Sharing, Communication & Confidentiality
- Standard 7: Listening to Children and Young People
- Standard 8: Child Sexual Exploitation (CSE)
- Standard 9: Staff Supervision
- Standard 10: Quality Assurance and Outcome Measurement

4.1 Standard 1: Leadership and Accountability

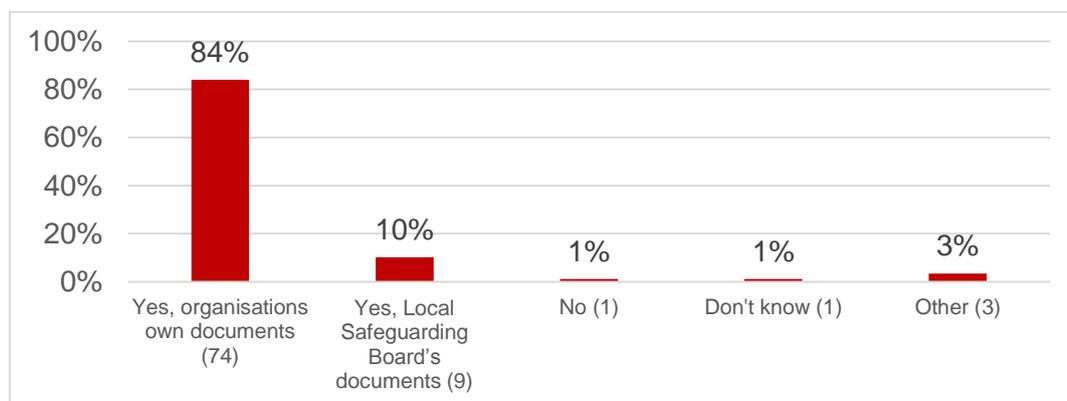
4.1.1 Do you have a Designated Safeguarding Lead or Welfare Officer?



74 (84%) of the organisations who completed the survey have a Safeguarding Lead or Welfare Officer. 9% of the organisations, mainly small clubs and voluntary support networks, do not have a designated safeguarding role. 6% (5) organisations mentioned that they do not have a lead person but either one of the staff are trained and/or they have safeguarding policies in place.

4.2 Standard 2: Policies and Procedures

4.2.1 Does your organisation have its own policy and procedures, or access and reference to a Safeguarding Policy, Code of Conduct or other similar document?



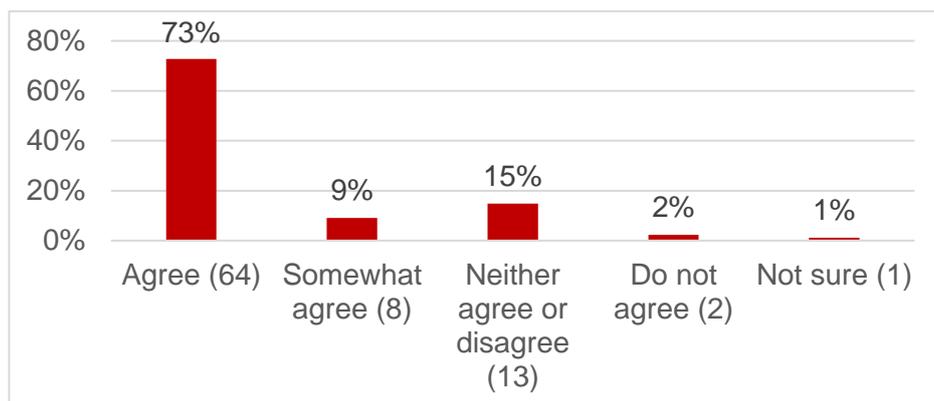
Most of the organisations (94%) use either their own or local safeguarding board's safeguarding policies, guidance and/or similar documents. Two organisations (small clubs) do not have or not aware of any policies or procedures. Three organisations mentioned they have some sort of practice in place like national guidance, best practice documents or a lead staff to guide on this.

**4.2.2 If you answered Yes to the above, which of the following are covered in this document?
Please select all that apply - What is included in policies and procedures?**

Type of information covered	No of organisations
Keeping children safe from any risk associated with the services/activities that you provide	79
What a staff member/volunteer should do if they suspect that a child is being neglected or abused from a person outside of your club or organisation e.g. a parent or friend	72
Inappropriate behaviours by staff, volunteers or children including bullying, discrimination, violence, aggression and abusive behaviour and language	71
Appropriate physical behaviour and social relationships between adults and children	63
What a staff member/volunteer should do if they suspect a child is subject to Child Sexual Exploitation (CSE)	62
Whistle blowing by staff	61
Use of mobile phones/social media/taking and disseminating photographs and video of children by both adults and children	61
Appropriate/inappropriate sharing of information about children	60
Complaints by children	57
What a staff member/volunteer should do if they suspect a child is self-harming	54
Policies about smoking, alcohol and drugs for staff, volunteers and children	50
What a staff member/volunteer should do if they suspect a child may be subject to radicalisation and violent extremism i.e. extreme political, social, or religious ideals.	47
Ratios of staff/volunteers to children	46
Transporting children	44
What a staff member/volunteer should do if they suspect a child may be subject to Honour Based Violence such as Forced marriage	41
Marriage/Female Genital Mutilation	37
What to do if you believe a child may be at risk of being trafficked?	35
Appropriate supervision in toilets	32
Appropriate use and supervision in changing rooms	26
Application of sun tan lotion	19
Other	6
N/A	1

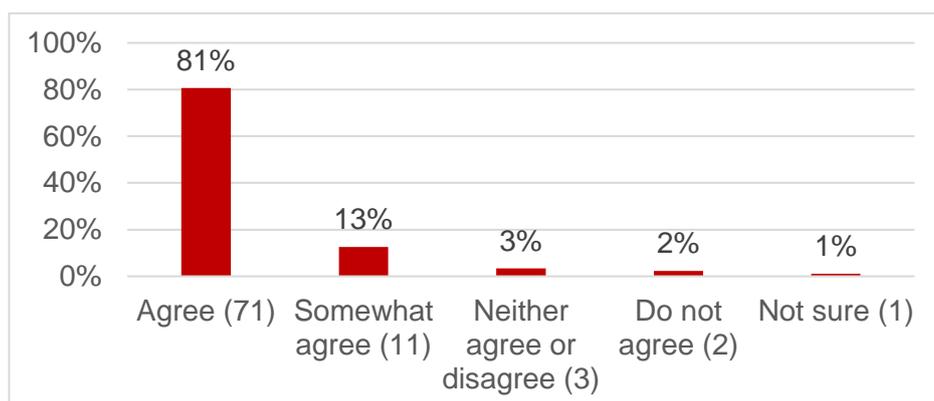
The above table shows the wide range of information covered in policies and procedures used by the organisations. The most common topic includes keeping children safe, what to do if the organisation suspects that a child is being neglected or abused, appropriate and inappropriate behaviours between adult and children, child sexual exploitation, whistleblowing, use of phone/social media and sharing information about children.

4.2.3. To what extent do you agree or disagree with the following statements: The organisation’s safeguarding policies help staff to develop positive relationships with children



Majority (82%) of the organisations agree or somewhat agree that organisation’s safeguarding policies help staff to develop positive relationships with children. Three organisations that do not agree or are not sure are a village hall, helpline and information centre.

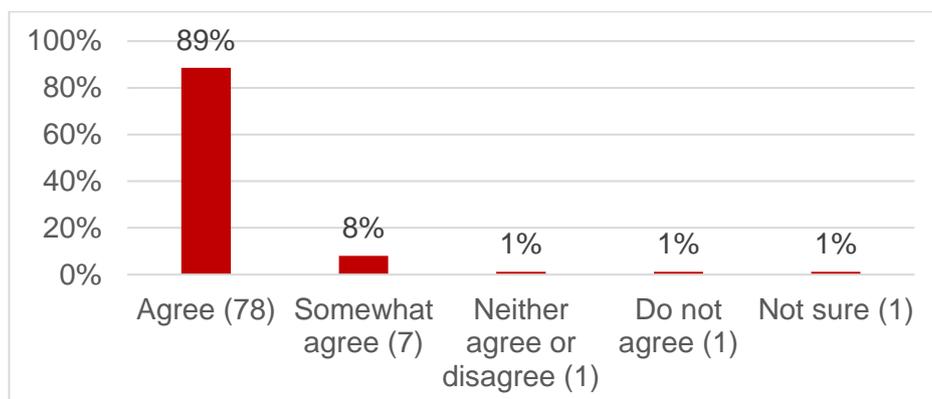
4.2.4. To what extent do you agree or disagree with the following statements: I am confident that all staff/volunteers who work directly with children follow safeguarding procedures



Again, most (94%) of the organisations are confident that staff/volunteers who work directly with children follow safeguarding procedures. One organisation, who provides support to bereaved children mentioned that they are not confident about staff following safeguarding procedures.

4.3 Standard 3: Recruitment and Selection

4.3.1 To what extent do you agree or disagree with the following statements: Staff/volunteers have the confidence to carry out their roles



97% of organisations who completed the survey agreed that Staff/volunteers have the confidence to carry out their roles. Organisations who mentioned otherwise (do not agree and not sure), only provide information services and do not work with children.

4.3.2. When recruiting, which of the following, if any, do you do for all staff/volunteers working with children? Please select all that apply

Provide a DBS check	77
Provide training	70
Provide regular supervision	69
Ask the candidate to attend an interview	66
Provide an induction	66
Ask the candidate to complete an application form	63
Ask the candidate to provide at least two references	62
Ask the candidate to produce two pieces of identification	60
Provide a trial period	59
Provide appraisal	54
Other (please state below)	7
None of the above	2

Majority of the organisations who completed the survey stated that they carry out DBS checks, provide training and regular supervisions to their staff and volunteers. Two organisations mentioned that they do not carry out any of the checks stated in the survey because their staff and volunteers do not work directly with children.

4.4 Standard 4: Staff Induction, Training and Development

4.4.1 What safeguarding training, if any, does your organisation provide/access for the following?

Training	Designated Safeguarding Lead/Welfare Officer	Senior Managers/ Leaders	Permanent staff	Volunteers
Surrey Safeguarding Children Board training	33	24	21	8
From a national body for our sport/activity	20	14	12	11
In house developed training	21	29	33	40
Third party training	18	15	12	13
None	6	9	6	8
N/A	6	12	17	14
Other	9	5	5	5

Staff and volunteers attended various training. Designated safeguarding leads and senior managers mainly attended training provided by the SSCB or a national body where as other staff and volunteers tend to attend training developed in house. A few information/advice centres and small activity/sports club stated that they do not have any safeguarding training provisions.

4.5 Standard 5: Complaints, Allegations and Whistle-blowing

4.5.1 If you had concerns about unsuitable practice or behaviours (sexual, verbal, physical) by one of your staff/volunteers to children in your care what, if anything, would you be most likely to do?

Phone the Local Area Designated Officer (LADO)	51
Escalate to a related organisation e.g. your national body	44
Phone Surrey's Multi-Agency Safeguarding Hub (MASH)	35
Other	21

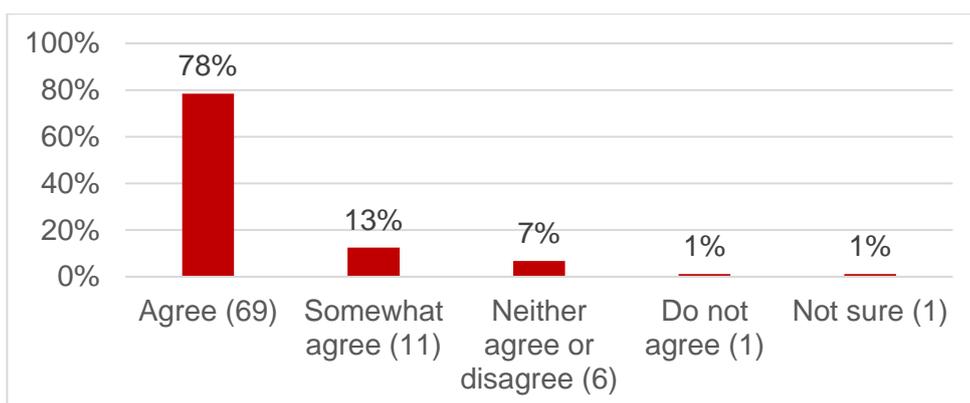
Most of the organisations would contact either LADO or escalate to a related body/organisations if they have concerns about unsuitable practice or behaviours by staff/volunteer. The "Other" covers wide ranges of activities including calling 999, contacting police, conducting internal investigation, discussing with manager/colleagues.

4.5.2. If you are worried that a child is being harmed outside of your club or organisation (e.g. by parents or by an exploitative relationship) what, if anything, would you be most likely to do

Phone Surrey's Multi-Agency Safeguarding Hub (MASH)	60
Escalate to a related organisation eg. your national body	33
Phone the Local Area Designated Officer (LADO)	31
Other (please state below)	17

If organisations are worried that a child is being harmed outside the organisation, they are most likely to phone Surrey's Multi-Agency Safeguarding Hub (MASH). Some organisations would discuss with relevant national bodies and/or local area designated officer (LADO). Organisations completed the survey also mentioned that they might contact police, social worker, emergency duty team and/or discuss with manager/colleagues.

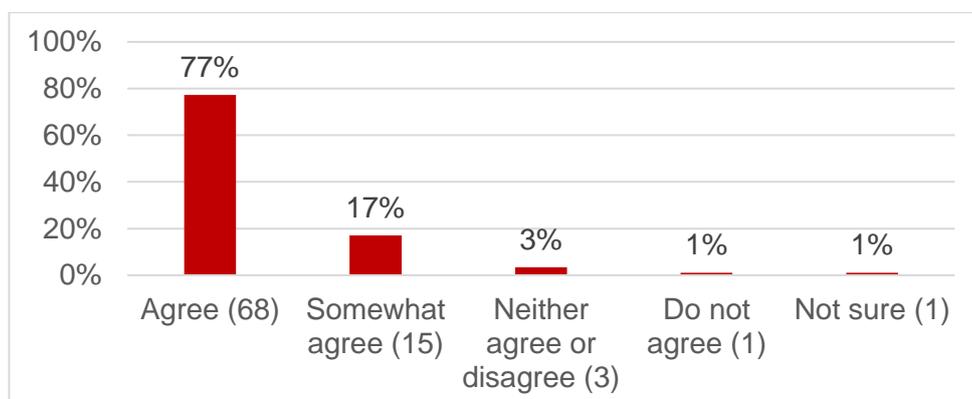
4.5.3 To what extent do you agree with the following statements: I am confident that all staff/volunteers who work directly with children would know who to escalate a safeguarding issue to



78% of organisations who completed the survey are fully confident all staff/volunteers who work directly with children would know where to escalate a safeguarding issue. One organisation (helpline) stated that they are not sure and another organisation (small activity club) did not agree with the statement.

4.6 Standard 6: Information Sharing, Communication & Confidentiality

4.6.1. To what extent do you agree with the following statements: I am confident that all staff/volunteers who work directly with children know how to share information timely and securely?



Again, 77% of the organisations stated that they are confident that staff/volunteers who work directly with children know how to share information timely and securely. One large sports organisation did not agree with the statement.

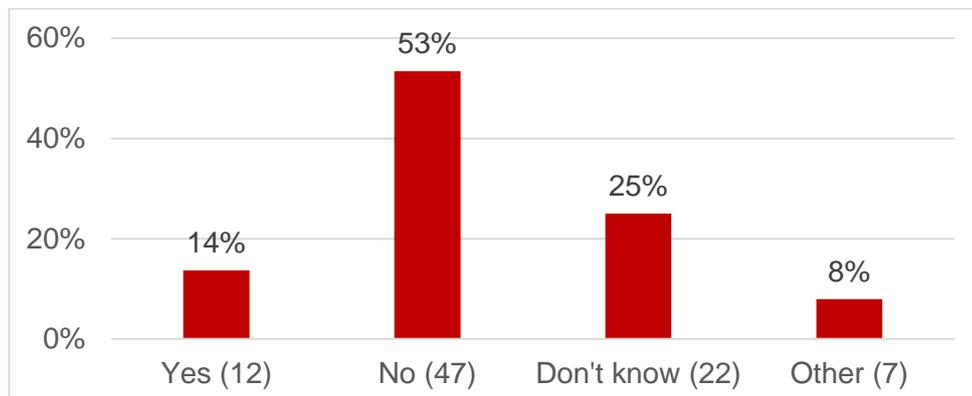
4.6.2. How do you record, store, share confidential information of children?

Secure database	58
Secure email	40
Paper files	49
Fax	0
Telephone/text	13
N/A	13
Other	6

For most of the organisations, confidential information on children are held in a secure database or paper files and shared via secure email. 13 organisations mentioned that they do not hold/share information about children. A few mentioned about password protected files and emails as well as locked cupboards.

4.7 Standard 7: Listening to Children and Young People

4.7.1. Have children been involved in creating your safeguarding policies and procedures (please note that this is a recommendation by Children England)?

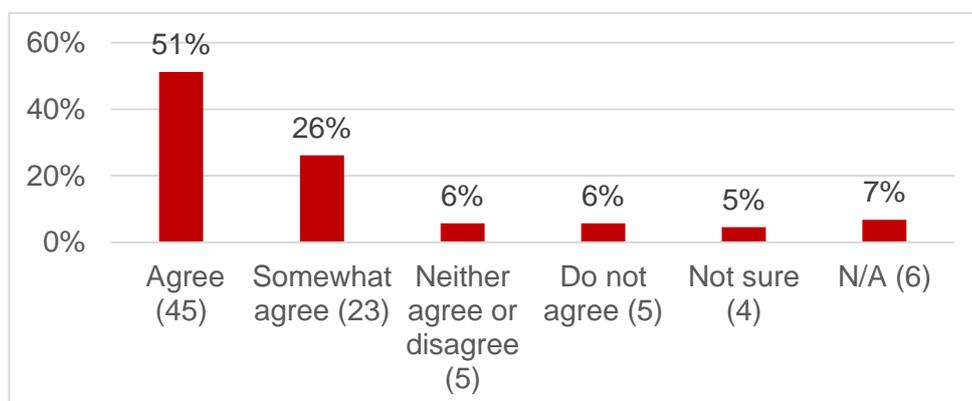


Generally, children are not involved in creating your safeguarding policies and procedures as 53% of the organisations stated “No” and 25% stated “Don’t know”. Seven organisations that stated “other” mainly mentioned that it is not possible to involve them or the children they work with are too young or policies are developed by national or other relevant bodies.

12 organisations who answered “Yes” to this question were also asked if children's views have been effectively represented in the organisation’s safeguarding policies and if organisation’s safeguarding policies help staff to develop positive relationships with children. Nine out of 12 organisations fully agreed and three organisations somewhat agreed that children's views have been effectively represented in the organisation’s safeguarding policies. All 12 organisations stated that their safeguarding policies help staff to develop positive relationships with children.

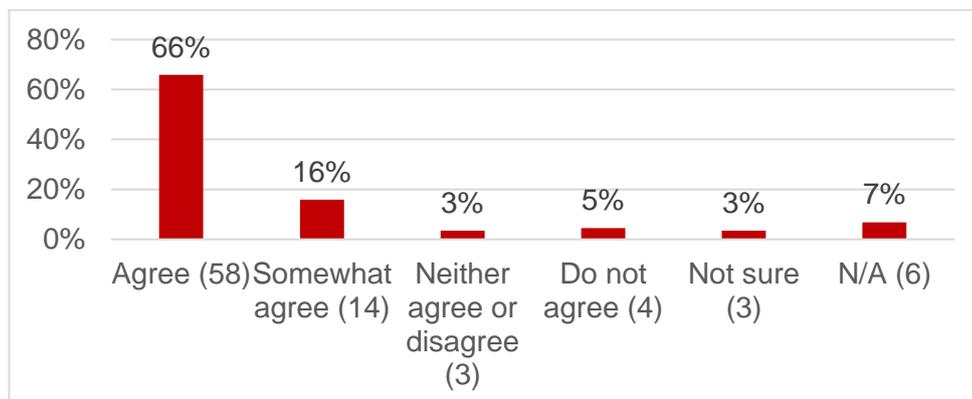
4.8 Standard 8: Child Sexual Exploitation (CSE)

4.8.1. To what extent do you agree or disagree with the following statements: I am confident that all staff/volunteers who work directly with children recognise the signs of CSE



45 (51%) organisations agreed that they are confident that all staff/volunteers who work directly with children recognise the signs of CSE. 23 organisations somewhat agreed with this statement. Five organisations did not agree and four organisation stated that they are not sure. Six out of the nine organisation who did not agree or were not sure were sports organisations (one leisure centre and five small clubs).

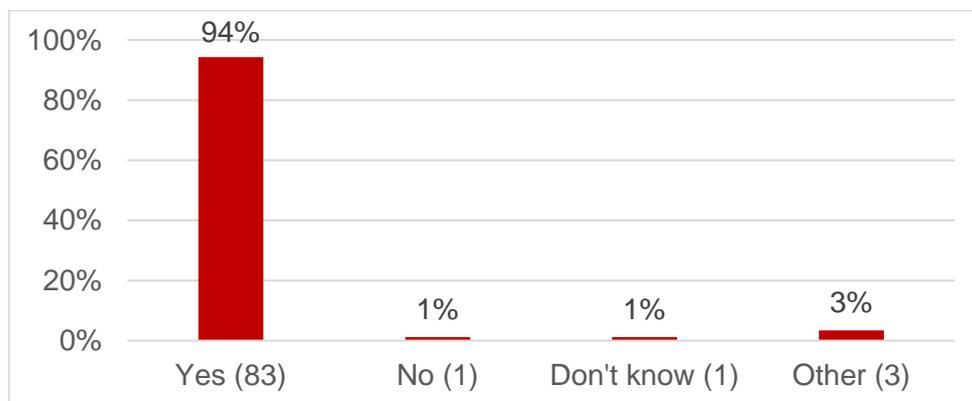
4.8.2. To what extent do you agree or disagree with the following statements: I am confident that all staff/volunteers who work directly with children are aware of the process if they suspect a child is subject to Child Sexual Exploitation



Majority of the organisations who directly work with children are fully confident that all staff/volunteers who work directly with children are aware of the process if they suspect a child is subject to Child Sexual Exploitation. Again, a few (seven) organisations mainly sports clubs did not agree with this statement or stated that they are not sure.

4.9 Standard 9: Staff Supervision

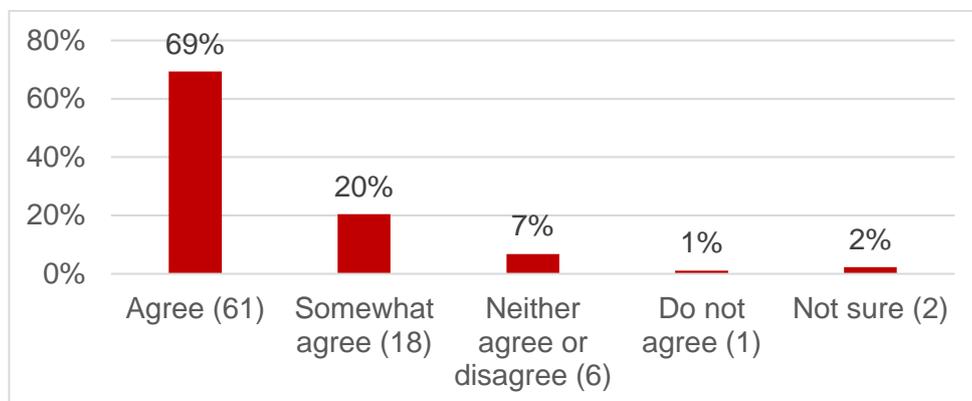
4.9.1. Staff/volunteers can identify opportunities to discuss concerns with their safeguarding lead/ or anyone else



Organisations completed the survey are generally able to identify opportunities to discuss concerns with their safeguarding lead/ or anyone else. The four organisations who stated otherwise are small clubs (not specific to children) and information/advice providers.

4.10 Standard 10: Quality Assurance and Outcome Measurement

4.10.1. To what extent do you agree or disagree with the following statement: Staff/volunteers can identify safeguarding strengths, improvement in safeguarding practice and are confident in fulfilling their child safeguarding responsibilities



Again, most of the organisations stated that their staff/volunteers can identify safeguarding strengths, improvement in safeguarding practice and are confident in fulfilling their children's safeguarding responsibilities (69% agreed and 20% somewhat agreed). One big organisations did not agree with the statement and one small sports club and one faith organisation was not sure about this statement.

5. Recommendation

The findings of this report are to be shared with the organisations who completed the survey and Surrey Safeguarding Children Board (SSCB).

Further and improved communications and updates are to be provided by the SSCB to a wide range of organisations about safeguarding training courses, policies, procedures and guidance.

The SSCB training team to explore any issues highlighted around training and to address those. This is mainly around availability and accessibility of safeguarding courses.

The SSCB needs to make contact with individual organisations who highlighted issues like not aware of any policies or procedure, staff not attending training, issues with information sharing, issues with recognition and reporting of CSE and provide relevant support and/or share relevant policies procedures and guidance.

Further work needs to be carried out with Sports organisations to explore issues raised by the sports sector. This includes information on training courses specifically training on on-line safety, CSE, trafficking and radicalisation, receiving updated contacts to raise concerns / easier point of contact, anonymity for the source of complaint, receiving more information on Surrey specific policies and guidance.

There needs to be better communication and information sharing between SSCB and Faith organisations.

6. Next Step

The findings of this report are to be shared with the organisations who completed the survey and Surrey Safeguarding Children Board (SSCB). The SSCB Quality Assurance group to develop an action plan based on the findings and recommendations. The SSCB Quality Assurance group will be responsible for reviewing and monitoring the action plan and reporting any progress to the Chairs Executive Group and the SSCB.

7. References:

Gov.uk. 2015. *Working together to safeguard children*. [ONLINE] Available at: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>. [Last accessed 11 January 2017].

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