

**OVERVIEW AND SCRUTINY COMMITTEE
8 DECEMBER 2020**

***PART 1 – PUBLIC DOCUMENT**

TITLE OF REPORT: ANNUAL REVIEW OF SAFEGUARDING AND PROTECTING CHILDREN AND ADULTS (2019-20)

REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER

EXECUTIVE MEMBER: EXECUTIVE MEMBER FOR COMMUNITY ENGAGEMENT

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES

1. EXECUTIVE SUMMARY

- 1.1 The Council has robust procedures in place that govern how staff and members deal with concerns about children and adults at risk in order to maintain our statutory duty to safeguard their welfare. Work is ongoing to ensure that these procedures are understood and followed throughout the organisation.

2. RECOMMENDATIONS

That the Committee be recommended to:

- 2.1 Receive and comment on the annual report of progress made against the Council's fulfilment of the statutory duty to maintain an effective safeguarding function with regard to children.
- 2.2 Receive and comment on the annual report of progress made against the Council's fulfilment of the statutory duty to maintain an effective safeguarding function with regard to adults at risk.
- 2.3 Agree that sufficient and robust processes are in place at NHDC for application and review of safeguarding processes, and that an annual review and presentation to this committee should continue.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The recommendation(s) contained within paragraphs 2.1, 2.2 and 2.3 are made due to this being the best course of action that can be accommodated within the approved budget and officer resources, that will fulfil our statutory and lawful obligations but also ensure that a regular, corporate review exists.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. None applicable.

- 5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**
- 5.1 The Executive and Deputy Member for Community Engagement and Senior Leadership Team have been consulted and have endorsed the content of the report.
- 5.2 Note that an update on the Modern Slavery Charter and Action Plan was presented to Cabinet (together with an external SHIVA review undertaken in June 2020) on 21 July 2020, who resolved that further updates would be provided as part of the Annual Safeguarding Report to Overview & Scrutiny¹.
- 6. FORWARD PLAN**
- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.
- 7. BACKGROUND**
- 7.1 Section 11 of the Children Act 2004 places a duty on all statutory agencies working with children and young people to 'safeguard and promote their welfare'. The duty means that key people and bodies must make arrangements to ensure their functions are discharged with full regard to the need to safeguard and promote the welfare of children. This also includes responsibility to monitor sufficient arrangements in services they contract out to others.
- 7.2 The Care Act 2014 came into effect on 1st April 2015 and places a statutory duty on top tier local authorities to provide services to meet the needs of adults who require care and support. A duty to establish a Safeguarding Adults Board in every local authority area was introduced and a duty placed on Districts Councils and other local organisations to cooperate fully with the board. This duty involves both referring concerns and providing information when requested to assist with investigations.
- 7.3 The Modern Slavery Act 2015 places specific duties on local authorities under sections 43 and 52 of the Act, to refer child victims or consenting adult victims through to the National Referral Mechanism (NRM), or to make a duty to notify referral (DtN) to the Home Office for a Single Competent Authority (SCA) assessment.
- 7.4 Section 26 of the Counter Terrorism and Security Act 2015 places a duty on local authorities to have due regard to the need to prevent people from being drawn into terrorism.
- 7.5 District Council representation is maintained at the Hertfordshire Safeguarding Adults Board, Hertfordshire Safeguarding Children Partnership and Hertfordshire District and Borough Councils Safeguarding Group.
- 7.6 Our statutory function remains that of referring concerns to the relevant agency for necessary action. When making a formal referral, the Council should receive notification as to whether the referral has met the threshold for further enquiry or not. An officer who has significant dealings with the victim could be asked to contribute to further proceedings and/or provide further information. Concerns that do not meet the threshold for a statutory investigation will be passed back to the organisation. Officers have a duty

¹ [Cabinet 21 July 2020](#) click here

to offer those individuals / families information and support including contact details for organisations who can provide further advice and guidance. Concerns that do not meet the threshold for statutory investigation are logged on a central database enabling officers to see if the ongoing reporting of additional concerns should trigger a future referral.

- 7.7 The Overview and Scrutiny Committee receive an annual report detailing safeguarding activity undertaken by the Council over the previous year and significant actions that will be undertaken in the coming year.

8. RELEVANT CONSIDERATIONS

8.1 Safeguarding children:

8.1.1 Between April 2019 and March 2020 the Council made referrals for one hundred and eight children to relevant agencies where there was a reasonable belief that the child(ren) was experiencing abuse. The difference in the number of children referred from 2018/19 was just two.

8.1.2 Thirty-one children were referred to social care due to concerns that they were experiencing abuse. These involved 17 different families and involved physical, emotional or sexual abuse and/or neglect.

8.1.3 Twelve children (from four different families) were referred to social care because a decision was made that their parent/carer was intentionally homeless. This referral is automatic when a family is deemed to be intentionally homeless and children are present in the household.

8.1.4 The remainder of the cases relate to domestic abuse and are discussed in 8.3 of the report.

8.1.5 No modern slavery or Prevent (radicalisation) referrals were made during 2019/20 for children.

8.2 Safeguarding Adults:

8.2.1 Between April 2019 and March 2020 the Council made referrals for seventy-three adults to relevant agencies where there was a reasonable belief that the adult was experiencing abuse. The difference in the number of adults referred from 2018/19 was just one.

8.2.2 Fifty-eight adults were referred to social care due to concerns that they were experiencing abuse. To make this referral an adult must provide consent unless the referring professional believes the adult lacks the mental capacity to make an informed decision.

8.2.3 Fifteen adults were referred to the Hertfordshire Single Point of Access (SPA) due to a concern that they had an unmet mental health need. Unless the adult is deemed to lack mental capacity they must consent to this referral. SPA will also deal with any associated safeguarding concerns.

8.2.4 No adult referrals were made to the Prevent Channel panel due to concerns around radicalisation during 2019/20.

8.2.5 No modern slavery referrals were made during 2019/20 for adults.

8.3 Domestic Abuse:

8.3.1 During 2019/20 a new partnership was piloted between NHDC's Housing team and Survivors Against Domestic Abuse (SADA). Between November 2019 to March 2020, SADA took responsibility for domestic abuse referrals for clients of the housing team, whilst all other departments continued to make direct referrals. The figures below reflect ALL domestic abuse cases, whether they were handled directly by NHDC officers or passed to SADA and thus give a complete picture of the referral rates linked to NHDC's services. Due to the success of the pilot, since April 2020, SADA have managed domestic abuse referrals for all NHDC departments.

8.3.2 Nine referrals were made to the Hertfordshire Multi Agency Risk Assessment Conference (MARAC) by NHDC or SADA concerning individuals at the highest risk from domestic violence. These referrals must have the consent of the adult.

8.3.3 Seven referrals were made to a Hertfordshire Independent Domestic Violence Advisor (IDVA) concerning individuals at medium risk from domestic violence. These referrals must also have the consent of the adult.

8.3.4 In cases where domestic abuse is evident but the current risk level is assessed as low or the individual does not want to be referred (and children are not involved), advice and guidance is given about organisations that can offer victim support such as Herts Sunflower. Eighteen cases met these criteria during 2019/20.

8.3.5 Sixty-five domestic abuse notifications were made by either NHDC or SADA where children were referred to social services because they were present in a household where domestic abuse was taking place. Thirty-two different families were affected. This referral is automatic and does not require the consent of the parent/carer and happens regardless of the level of domestic abuse.

8.4 Safeguarding concerns that do meet the threshold for a referral:

8.4.1 In addition, officers logged concerns about 3 children and 34 adults that did not meet the threshold for a referral. Early help will have been offered to individuals or families and/or referrals made to other agencies who can offer early intervention and support. These could include Homestart, Hertswise, Citizens Advice, Hertshelp, Careline and Herts Independent Living Services amongst others. All concerns are logged in a central database, allowing us to cross reference new concerns and make a referral if and when the threshold is reached.

8.5

Referral analysis:

8.5.1 As shown in figure 1. below, NHDC has seen to see a steady increase in reported concerns and referrals since 2014 when centralised records began which has started to plateau in the last two years. Across the same period, referral rates into external statutory agencies have remained relatively static, tending to fluctuate up and down between quarters with no substantial changes from one year to the next. Developments at the Council such as the introduction of a central database of referrals, mandatory corporate safeguarding training and numerous awareness raising campaigns since April 2017 have resulted in both an increased awareness and confidence amongst staff as well as improved corporate oversight about the safeguarding actions undertaken across the organisation. The result is an increase in our referral rates. Now that we are maintaining these practices, reporting rates within the Council are more similar from year to year.

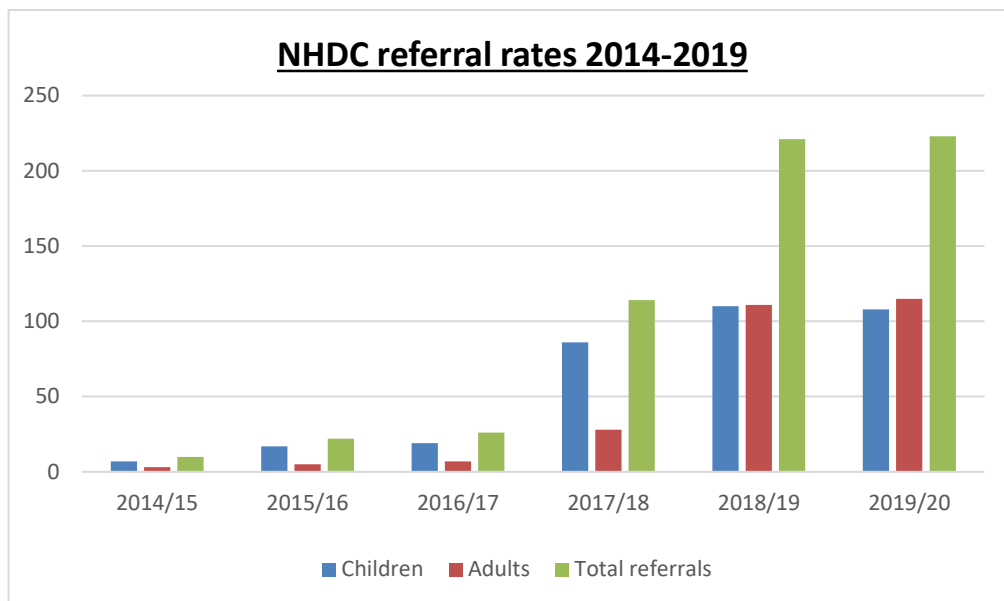


Figure 1: NHDC referral rates 2014-19

8.5.2 Safeguarding Adults at Risk – Hertfordshire Safeguarding Adults Board data analysis 2019-20: the following information was provided to us by the Hertfordshire Safeguarding Adults Board and is included in the report to provide wider context to our referral data.

- During 19/20, a total of 1333 (14% of the Hertfordshire total) safeguarding concerns about an adult in North Herts were received out of a total of 9663 concerns across Hertfordshire. Of these 1333 concerns, 625 (52%) progressed to a further enquiry.
- The top three primary reasons for adults needing support in North Herts were physical support 44% (53% across Hertfordshire), mental health support 24% (19% across Hertfordshire) and learning disability support 12% (15% across Hertfordshire).

- 60% of concerns in North Herts involved a female and 40% a male. In Hertfordshire the population is 52% female and 48% male.
- 39% of concerns in North Herts related to 18-64 year olds and 61% to individuals aged 65 years +. Of those 61%, 43% were aged 75-94 years.
- As shown in figure 2. below, types of concerns about adults across North Herts are statistically very similar or the same as across Hertfordshire:

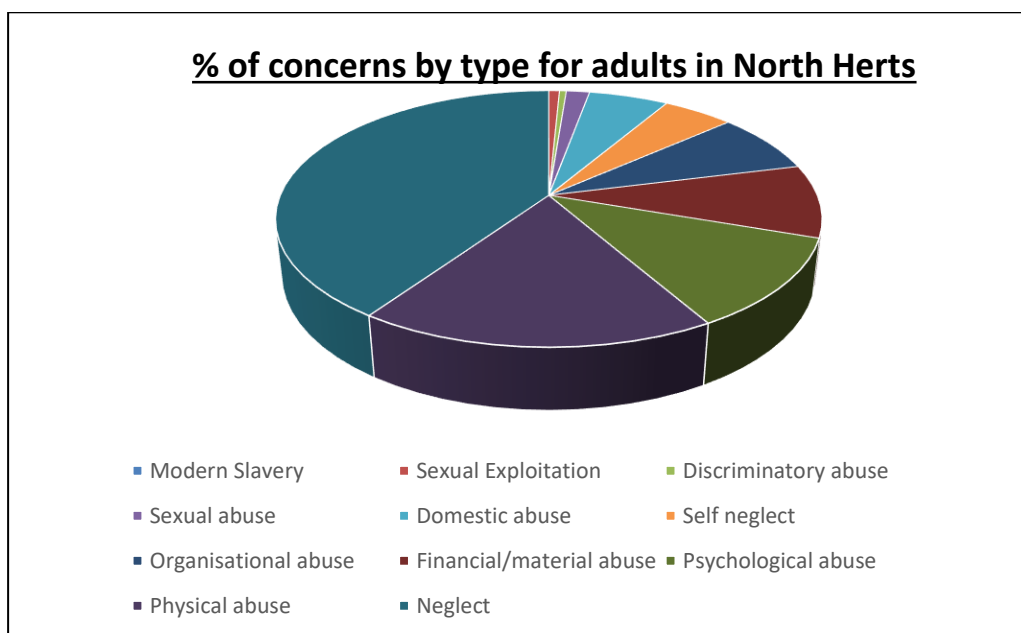


Figure 2: % of concerns by type for adults in North Herts 2019/20

- Analysis of numbers of concerns per 10k population, places North Herts with the second highest number of concerns in Hertfordshire. However, the district also has the third highest number of care homes and third highest number of service users of actively commissioned care and support services.
- 8.5.3 Safeguarding Children – Hertfordshire Safeguarding Children Partnership data analysis 2019-20: the following information was provided to us by the Hertfordshire Safeguarding Children’s Partnership and is included in the report to provide wider context to our referral data.
- In 19/20, there were 453 referrals into social care for children living in North Herts. This is a decrease from 491 in 18/19. HSCP consider the decrease to be in line with normal referral fluctuations from year to year.
 - During 19/20 North Herts had a referral rate of 155.1 per 10,000 population. The average across Hertfordshire was 199.8 referrals per 10,000 population. As shown in figure 3. below, when ranked by referral rate, North Herts is 7th out of the 10 Districts.

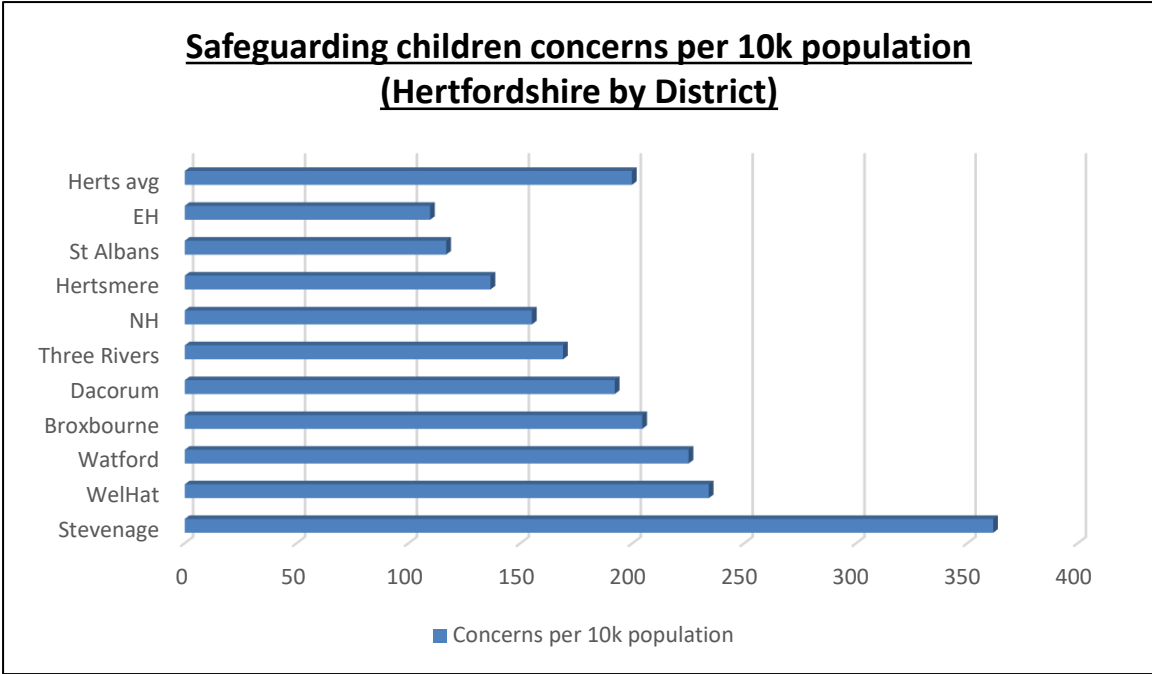


Figure 3: Safeguarding children concerns per 10k population ranked by Hertfordshire district

As shown in figure 4. below, the reasons for child referrals in North Herts are broadly statistically similar to Hertfordshire:

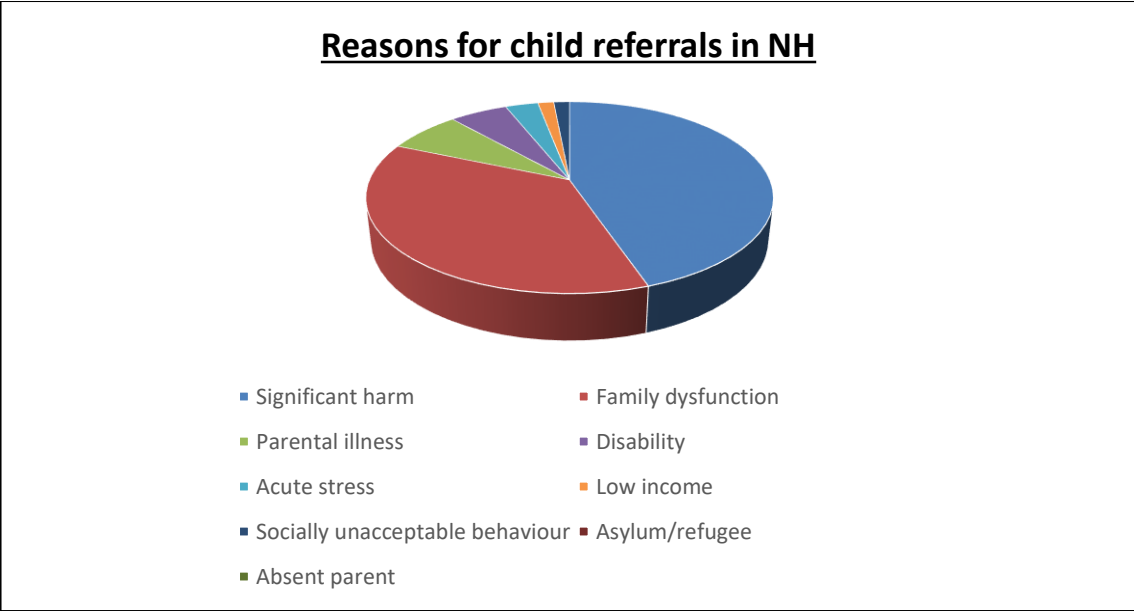


Figure 4: Reasons for child in referrals in North Herts 2019/20

8.6 Actions completed April 2019 to March 2020:

- 8.6.1 Basic, level one and two safeguarding training has been delivered to all officers due new or refresher training. Last year the Overview and Scrutiny Committee recommended all members complete NHDC's child and adult e-learning providing a basic level of safeguarding training. To date 21 members have completed this training.
- 8.6.2 Representation has been maintained at the Hertfordshire District and Borough Council Safeguarding group which brings together all ten districts and the adults board and children's partnership.
- 8.6.3 The Corporate Safeguarding group which brings together all NHDC Designated Safeguarding Officers with the Named Safeguarding Officer (Service Director - Legal and Community) met in June 2019, February 2020 and November 2020.
- 8.6.4 Continued attendance at the Hertfordshire District Safeguarding Group and Learning Hubs.
- 8.6.5 Ongoing representation at Domestic Homicide Reviews (DHRs) involving North Hertfordshire residents.
- 8.6.6 Continued delivery of corporate safeguarding learning and development programme to ensure all new starters receive a first day information sheet and undertake a learning needs analysis, corporate induction safeguarding briefing and the relevant level of training.
- 8.6.7 Continued maintenance of the corporate safeguarding database, including responses to Section 17 and 47 enquiries for children and Section 42 information sharing requests for adults as well as subject access and freedom of information requests.
- 8.6.8 Completed 2019 annual audit from the Hertfordshire Safeguarding Adults Board (see action plan in appendix A).
- 8.6.9 A briefing for all senior managers and Designated Safeguarding Officers on County Lines and Prevent was delivered in September 2019.
- 8.6.10 Council approved the Modern Day Transparency Statement and became a signatory to the Charter against Modern Slavery in July 2019. Key performance indicators from this were presented to Cabinet in June 2020 and will be included in this annual review from 2021 onwards. The Modern Day Slavery Action Plan 2020 to 2021 can be found in appendix B.
- 8.6.11 Newly presented separate policies for Safeguarding Children and Safeguarding Adults at Risk were approved in October 2019.

- 8.6.12 Safeguarding guidance for the recruitment of volunteers was produced.
- 8.6.13 The corporate safeguarding e-learning programme was expanded to include information on modern slavery and county lines.
- 8.6.14 Referral mechanisms to Hertfordshire County Council for both child and adult abuse went online leading to improved speed and efficiency.
- 8.6.15 The Housing Team successfully piloted a partnership with Survivors Against Domestic Abuse (SADA) leading to SADA taking all domestic abuse referrals.

8.7 Work planned for April 2020 to March 2021 (some already completed):

- 8.7.1 Continue to carry out any ongoing or outstanding actions from the Modern Day Slavery Action Plan 2020-2021 including promoting campaigns including Labour Exploitation Week 14th-18th September and Anti-Slavery Day October 2020.
- 8.7.2 Continuation of all ongoing day to day safeguarding functions: training for new staff and refresher training for existing staff; maintenance of database and information sharing requests; representation on relevant networks and partnership groups; coordination of Corporate Safeguarding Group with twice yearly meetings; data retention compliance.
- 8.7.3 Staff e-survey to assess safeguarding knowledge scheduled for November to March 2021.
- 8.7.4 Raise organisational awareness of the Council's Prevent duty to protect and support individuals at risk of radicalisation. A campaign will begin in November 2020 to include articles in Insight and MIS, new internet and intranet pages, and an external presentation to the Corporate Safeguarding Group.
- 8.7.5 Completion of the Adult Safeguarding action plan agreed following the 2019 self-assessment (appendix A). Actions include increased member training scheduled for November 2020 and January 2021, impact assessment for staff safeguarding training, improved DBS check procedures, a review of the safeguarding component of the contract procurement process, Prevent awareness campaign and a refreshed managing allegations procedure.
- 8.7.6 Continue domestic abuse support through Safer Places initiative and extend the domestic abuse support partnership between housing and SADA to all departments.
- 8.7.7 To continue to support and contribute to supporting the North Herts Community Safety Partnership's 'Protecting Vulnerable People; strategic priority which incorporates domestic abuse and violence. As a priority this encourages all partners to lead and support where appropriate campaigns through social media, exhibition stands and events to highlight issues relating to this. NHDC will continue to promote all national and local support domestic abuse services available.
- 8.7.8 Review of safeguarding referral procedures for canvassers and polling staff.

8.8 Impact of Covid-19 on safeguarding:

- 8.8.1 NHDC's safeguarding team and Designated Safeguarding Officers have worked remotely during the lockdown and referrals into statutory agencies have continued.
- 8.8.2 As shown in figure 5. below, a comparison between adult referrals made from April to September 2019/20 and the same period in 2020/21 identified a decrease in referrals into adult safeguarding, no significant change in referrals for mental health crisis support and a sharp increase in referrals for domestic abuse.

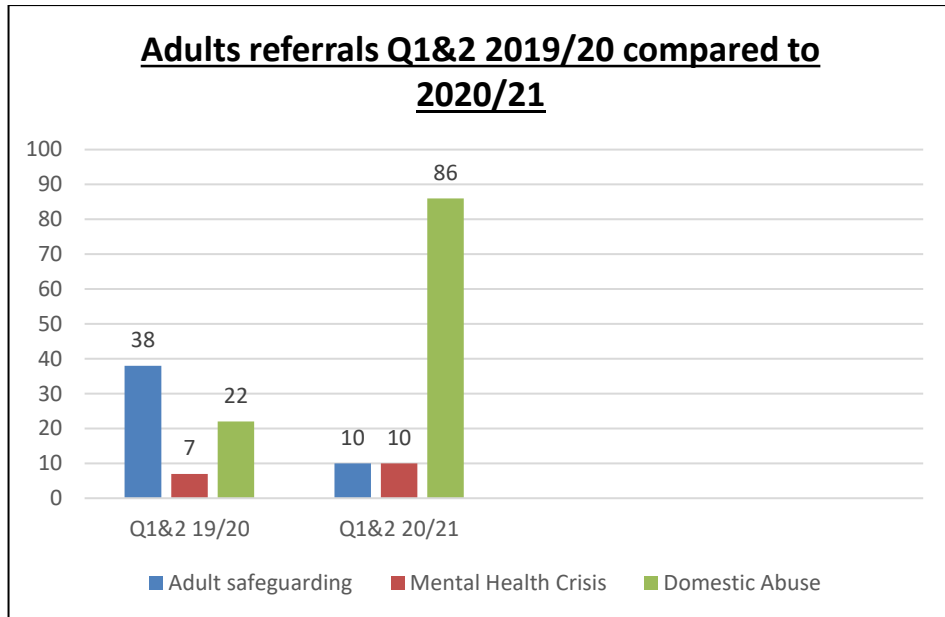


Figure 5: Comparing adult referrals for quarter 1 & 2 in 2019/20 to 2020/21

It is possible that the decrease in adult safeguarding referrals has been caused by the reduction in face to face contact between officers and members of the public.

Due to the Council's duties to support homelessness, our housing teams are the first point of contact for many people fleeing unsafe homes due to domestic abuse. The Council's teams dealt with a surge in demand when requests for support with domestic abuse almost quadrupled. At the same time, local and national charities have reported similar trends which are likely to be exacerbated by the winter lockdown.

- 8.8.3 As shown in figure 6. below, a comparison between child referrals made from April to September 2019/20 and the same period in 2020/21 identified a small decrease in referrals for significant harm which again may be due to the reduction in face to face contact with families. As we would expect following the rapid increase in adult domestic abuse cases, the number of children affected by domestic abuse almost doubled compared to the same period last year.

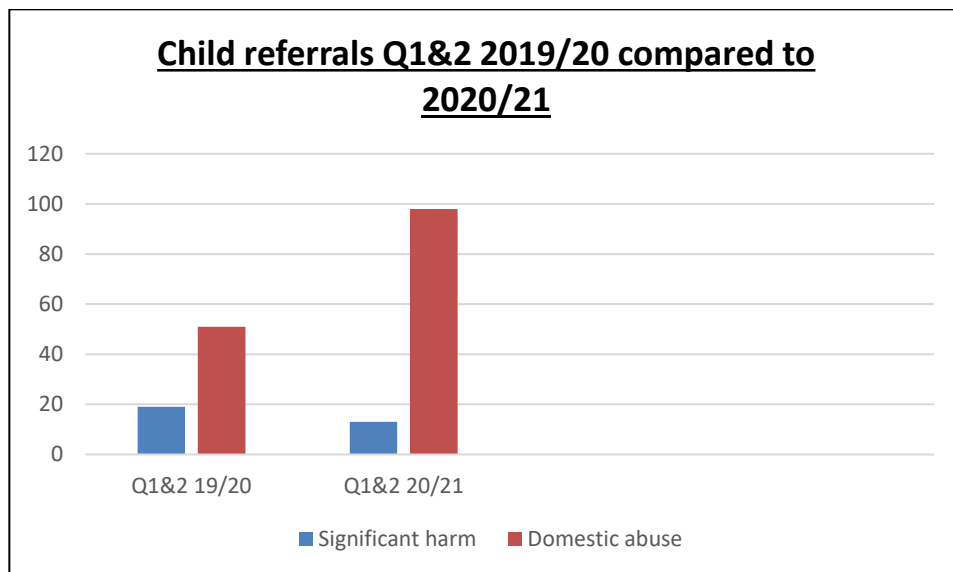


Figure 6: Comparing child referrals for quarter 1 & 2 in 2019/20 to 2020/21

8.8.4 Delivery of face to face safeguarding training has been suspended since March 2020 and the team have provided alternative options to anyone needing new or refresher training including e-learning, procedure documents and telephone and email support. In September 2020, we begin to deliver our normal programme of level one and two safeguarding training with our existing supplier via a virtual training platform and initial feedback has been very positive. Members have also been offered a bespoke virtual child protection course in late November and a follow up session on safeguarding adults is planned for early 2021.

9. LEGAL IMPLICATIONS

9.1 The Council's Constitution at paragraph 6.2.7(y) states that the terms of reference for the Overview and Scrutiny Committee includes to "Consider reports relating to the authority's safeguarding responsibilities".

9.2 The relevant legislation includes the Children Act 2004, the key points of which are:-

- Section 11 places a statutory duty on key people and bodies – including district councils to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children.
- Section 10 outlines the duty to promote inter-agency cooperation between named agencies (including district councils).

9.3 Legislation to reform multi-agency safeguarding arrangements for children formed part of the Children and Social Work Act 2017, which sets out new safeguarding duties. Local Safeguarding Children's Boards (LSCB's) have been abolished and new requirements have been placed on top tier local authorities, the police and health to make arrangements for safeguarding children in their local area. In Hertfordshire, the Hertfordshire Safeguarding Children's Partnership (HSCP) has been established, led by the local authority, police and health with partnership engagement from other organisations including the District and Borough Councils.

- 9.4 The Care Act 2014 came into effect on 1st April 2015 and places a statutory duty on local authorities to provide services to meet the needs of adults who require care and support. A duty to establish a Safeguarding Adults Board in every local authority area was introduced and a duty has been placed on District Councils alongside other local organisations to cooperate fully with the board.
- 9.5 The key responsibility for safeguarding in Hertfordshire lies with the County Council and it is important to remember that it is not the responsibility of any District Council member, employee, volunteer or contracted service provider to determine whether abuse is being experienced, or has taken place, or indeed the nature of any abuse.
- 9.6 The role of the member, employee, volunteer or contracted service provider is to inform and report concerns, not to investigate or judge. A District Council is not responsible for investigating any safeguarding incidents or allegations, involving children, young people or adults at risk, but provides the local 'eyes and ears' to enable a route to report any concerns.
- 9.7 The Modern Slavery Act 2015 places specific duties on local authorities under sections 43 and 52 of the Act, to refer child victims or consenting adult victims through to the National Referral Mechanism (NRM), or to make a duty to notify referral (DtN) to the Home Office for a Single Competent Authority (SCA) assessment. Modern Day Slavery will be treated as falling under the over-arching area of Safeguarding and reported through to the Overview & Scrutiny Committee as part of the annual report accordingly (see 5.2).
- 9.8 Section 26 of the Counter Terrorism and Security Act 2015 places a duty on local authorities to have due regard to the need to prevent people from being drawn into terrorism. As per 9.7 this area also falls within the over-arching area of safeguarding and will be reported through to the Overview & Scrutiny Committee as part of the annual report accordingly.

10. FINANCIAL IMPLICATIONS

- 10.1 Currently, the corporate training budget provides revenue funding for all levels of safeguarding training. It should be noted that when there are increased training needs for both staff and members in response to the national agenda e.g. Child Sexual Exploitation, Prevent, domestic abuse, which may in future place additional pressure on learning and development budgets. In addition, we continue to source training opportunities that are provided free of charge by partners where possible.
- 10.2 There are no capital implications.

11. RISK IMPLICATIONS

- 11.1 NHDC's safeguarding policies and procedures outline the various steps taken by the Council to reduce the risk to employees, children and adults at risk accessing our services, including procedures for safe recruitment, learning and development for employees and reporting procedures for employees with concerns.
- 11.2 These policies and procedures are now established throughout the organisation, with processes in place to monitor, review and report ongoing implementation as a business-as-usual activity. In March 2020, the related Risk Register entry, "Policies for

Safeguarding Children and Safeguarding Adults at Risk of Harm”, was archived in view of the established arrangements in place and the resulting low risk assessment.

12. EQUALITIES IMPLICATIONS

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 Due to their age, development and dependency on adults including in the delivery of services, children are vulnerable and therefore often more open to abuse. They have a legal right to be protected and for organisations to take appropriate action to prevent and report suspected abusive behaviour. The Equality Act supports the Children Act 2004 to provide this protection to vulnerable children.
- 12.3 Equally, adults who are more vulnerable, either through decreased mental capacity/age related dementia, learning difficulties, or their personal domestic situation i.e. changing from one residential care home to another, have a legal right to be protected and for organisations to take appropriate action to prevent and report suspected abusive behaviour.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. The Social Value Act and “go local” requirements do not apply to this report.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. There are no known Environmental impacts or requirements that apply to this report.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 The Human Resources role in safeguarding is, in the main, covered by processes contained in the Recruitment and Selection Policy and the Disclosure Barring Service Employment Checks Policy. HR also assist with learning and development and there are no additional human resource implications to this report.

16. APPENDICES

- 16.1 Safeguarding Adults at Risk – Action Plan for recommendations arising from HSAB Self Assessment Process (September quarterly update)
- 16.2 North Herts District Council Modern Slavery and Human Trafficking Action Plan (Apr 20 to Mar 21)

17. CONTACT OFFICERS

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18. BACKGROUND PAPERS

- 18.1 [Modern Slavery Charter Update](#) – Cabinet report – 21 July 2020 (Minute32)

Appendix 16.1

North Hertfordshire District Council (Sep 2020 quarterly update)Safeguarding Adults at Risk – Action Plan for recommendations arising from HSAB Self Assessment Process

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
1.	To work towards introducing a mandatory safeguarding training programme to facilitate a greater take up of safeguarding training by members (carried from previous self assessment action plan).	<p>Approximately 40% of members have now undertaken basic e-learning safeguarding training at NHDC.</p> <p>Increase numbers of members completing e-learning, attending level one adult safeguarding and/or attending themed briefings e.g modern slavery, Prevent, self-neglect.</p>	Service Director – Legal & Community (Safeguarding Lead and Monitoring Officer) - Jeanette Thompson and Democratic Services Manager - Melanie Stimpson	March 2021 – delayed due to Covid-19 and reduced officer capacity.	<p>21/49 members have completed as at 16/09/2020.</p> <p>Safeguarding handout for all members finalised. To be circulated to all existing members Nov 2020 and issued to new members following elections.</p> <p>Virtual safeguarding children session scheduled for Nov 2020 and Safeguarding adults for Jan 2021.</p>
2.	To undertake a survey monkey or similar to ascertain the impact of training (1.3).	To assess the impact of training and the levels of understanding around referral procedures and support sources for vulnerable adults via an online survey.	Community Health & Wellbeing Team Leader – Helen Rae and Safeguarding Support Officer – Gemma Mitchell	March 2021	Survey questions in draft form – to be circulated following next round of safeguarding adults courses competes in Feb 2021.

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
		High percentage of staff know how to 'spot the signs' and refer adults at risk.			
3.	To review the contract procurement process in line with safeguarding policies and procedures and to ensure contract managers place sufficient emphasis on safeguarding within the tender process and subsequent contract monitoring (2.4).	<p>Reinforce and remind contract managers of the importance of safeguarding in the tendering process and subsequent contract monitoring.</p> <p>To support contract managers to ensure existing contracts have adequate safeguarding procedures and policies in place.</p>	Legal Commercial Team Manager and Procurement Officer / Community Health and Wellbeing Team Leader	March 2021	On-going – NHDC safeguarding staff attending Contract Procurement Group Oct 2020. Work ongoing to identify which existing contracts should have safeguarding clauses.
4.	A more robust internal monitoring system is implemented to ensure that DBS checks are undertaken regularly by those who require them (3.2).	<p>Support HR to review our internal DBS procedures. To make DBS subscription update service mandatory.</p> <p>To ensure that there is a robust system in place to review/monitor DBS checks on an ongoing basis.</p>	Corporate Human Resources Manager - Kerry Shorrocks with support from Community Health & Wellbeing Team Leader – Helen Rae	March 2021	DBS checks being outsourced due to low numbers. New policy published – update service now mandatory and certificates from previous employers no longer accepted. Review with HR scheduled for October 2020.

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
5.	Completion of a specific managing allegations policy (6.1)	<p>To draft a specific managing allegations policy to bring together existing processes covered by the Whistleblowing and Managing Misconduct policies with current HSAB procedures.</p> <p>The authority has effective policies and procedures to deal with safeguarding allegations made against staff.</p>	Human Resources senior officers & Service Director – Legal & Community (Safeguarding Lead and Monitoring Officer) - Jeanette Thompson Community Protection Manager – Becky Coates	March 2021	Not yet started – however all safeguarding procedures contain referral route for allegations to staff to go immediately to monitoring officer and senior HR officers.
6.	To refresh our Counter Terrorism (Prevent) training.	<p>Identify an appropriate training package and continue in rolling out the Prevent training to all staff and Councillors.</p> <p>Staff are aware of how to report any counter terrorism concerns/individual against of radicalisation</p>	Community Protection Manager – Becky Coates	March 2021	<p>Internal Prevent awareness raising campaign planned for November 2020 – article in Insight staff newsletter, presentation at Corporate Safeguarding Group.</p> <p>Prevent e-learning content being incorporated into</p>

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
					existing safeguarding e-learning.
7.	To analyse the types of abuse within the safeguarding referrals made by NHDC and to report the numbers and categories to the Council's Top Management Team (Senior Management Team - SMT) on an annual basis in addition to reporting at the Overview and Scrutiny Committee and to the Corporate Safeguarding Group (CSG).	Analyse the different types of abuse within safeguarding referrals made historically in financial years 2017/2018, 2018/2019 and 2019/2020. Moving forward: to monitor numbers and types of abuse within referrals on a quarterly basis and to report on these annually.	Admin Support Officer – Rebecca Galloway, Community Health and Wellbeing Team Leader – Helen Rae and Community Protection Manager – Becky Coates	Analysis of adult referrals completed. Presentation to senior leadership team and CSG being prepared for November 2020. Presentation to Overview and Scrutiny scheduled for Dec 2020.	On-going and up to date.
8.	To refresh awareness of the Mental Capacity Act 2005	To refresh awareness and understanding of the Mental Capacity Act through training for all Designated Safeguarding Officers and frontline staff; and by means of articles on our intranet. To ensure that Mental Capacity Training also includes Making Safeguarding Personal.	Community Health & Wellbeing Team Leader – Helen Rae and Safeguarding Support Officer – Gemma Mitchell	February 2021	Virtual safeguarding adults training organised for October to February 2021 which will cover mental capacity. Article planned for next available issue of Insight staff e-newsletter.

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
9.	To continue to disseminate learnings from SARs and DHRs to the relevant staff within NHDC	To disseminate learnings from SARs and DHRs to all Designated Safeguarding Officers (DSOs) via the bi-annual Corporate Safeguarding Meeting. DSOs to disseminate to their officers where appropriate.	Safeguarding Support Officer – Gemma Mitchell and Community Protection Manager – Becky Coates	Ongoing (the next Corporate Safeguarding Meeting scheduled for November 2020)	Ongoing

ACTION & EXPECTED OUTCOME	TIME FRAME	LEAD
1. MONITORING AND REPORTING <i>To have an effective corporate monitoring and reporting process</i>		
1.1 Ensure that our work contributes to and supports the strategic priorities of the Hertfordshire Modern Slavery Partnership: Priority one: To raise awareness of modern slavery and it's effects Priority two: To increase reporting of suspected modern slavery Priority three: To ensure right knowledge, skills and process Priority four: To identify, protect, support and empower victims Priority five: To pursue and catch criminals Priority six: To have effective governance, monitoring and evaluation	Throughout this action plan it is noted which of the six priorities our various avenues of work contribute towards. From 2021, our action plan will be written to align with these priorities,	Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community
1.2 Corporate Safeguarding Group (CSG) to oversee and monitor compliance with modern day slavery and human trafficking duties (MDS&HT) requirements and report / make recommendations to Community Protection Manager/ Service Director: Legal & Community on proposed changes. (Priority six) 1.3 Actions completed and planned relating to MDS&HT are included within the Annual Safeguarding report to Overview & Scrutiny Committee (O&S). (Priority six)	1.1 This work will always be ongoing. CSG continue to meet twice a year. 1.2 Annual report due Dec 2020.	Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community
1.4 Corporate Procurement Group to establish key performance indicators for implementation of the Modern Slavery Transparency Statement / Charter. Incorporated into Annual Safeguarding Report for 2019/20 review. (Priority six)	1.3 To be reported to Cabinet June 2020 and Overview & Scrutiny annually from April 2021 onwards.	Legal Commercial Team Manager / Procurement Officer / Community Health and Wellbeing Team Leader

2. POLICY AND PROCESS <i>To ensure that legal duties are met and where relevant reflected/ embedded in other corporate policies/ procedures and guidance. Support of victims.</i>		
<p>2.1 Incorporate modern slavery requirements in new separate policies for 'Safeguarding Children' and 'Safeguarding Adults at Risk'. (Priority three)</p> <p>2.2 National Referral Mechanism (NRM) and Duty to Notify (DTN) are now one online form for both children and adults. Links to and guidance on these are available on the Modern Day Slavery page on the intranet and in the guidance documents available on the page. (Priority three)</p>	<p>2.1 Policies adopted October 2019.</p> <p>2.2 Modern Slavery referral process is published on intranet.</p>	<p>Community Protection Manager/ Community Health and Wellbeing Team Leader / Policy & Community Engagement Manager</p>
<p>2.3 A centralised log of all MDS&HT referrals is maintained and monitored – as yet none have been made. One incident has been recorded but upon seeking advice from the Modern Slavery helpline the concern did not warrant a referral. (Priority three & four)</p>	<p>2.3 Modern Slavery page on intranet contains all requirements.</p>	<p>Community Health and Wellbeing Team Leader / Safeguarding Support Officer</p>
<p>2.4 Update procurement and contract procedure rules to ensure, where possible, MDS applicable and compliant (to obtain assurance for MDA compliance for relevant contracts). (Priority three & four)</p>	<p>2.4 Suppliers are required to declare their compliance with modern slavery requirements during tender process.</p>	<p>Contract Procurement Group/ Contract and Procurement Lawyer and Procurement Officer</p>
<p>2.5 The Housing Options and Housing Advice Teams provide potential victims of MDS with advice on their housing options (including homelessness services) and signpost to other specialist support agencies as appropriate. (Priority four)</p> <p>2.6 The Housing Options and Housing Advice Teams support the police and partners in Operation Tropic activities through the provision of an on-site housing options service (including homelessness advice), as required. (Priority four)</p>	<p>2.5 & 2.6 This work will always be ongoing for the team.</p>	<p>Strategic Housing Manager</p>

3. COMMUNICATION AND TRAINING <i>To ensure that employees, Members and the local community have sufficient knowledge to report MDS & HT</i>		
<p>3.1</p> <ul style="list-style-type: none"> - Senior Management Group attended training session; - Councillors briefed through MIS and invited to senior managers training sessions; - Senior Management Team endorsement of Action Plan - All staff invited to attend one hour staff briefings; (Priority one, two, three & four) <p>3.2 Social Media and Insight awareness raising on Anti-Slavery awareness day every October to promote event to both staff and the local community (Priority one, two, three & four)</p> <p>3.3 Update NHDC website Modern Slavery pages in line with recommendations from Shiva Foundation. (Priority one, two, three & four)</p> <p>3.4 MDS&HT is discussed at each Corporate Safeguarding Group meeting. (Priority one, two, three & four)</p> <p>3.5 Ongoing training provided to new starters through:</p> <ul style="list-style-type: none"> - First day welcome safeguarding handout - Corporate induction safeguarding presentation - Safeguarding basic e-learning on Growzone (includes MDS&HT) - Safeguarding level one and two face to face training includes MDS &HT (Priority one, two, three & four) 	<p>3.1 August to October 2018</p> <p>3.2 Anti slavery day 18th Oct annually</p> <p>3.3 New page launched June 2020</p> <p>3.4 CSG meets twice a year.</p> <p>3.5 Ongoing</p>	<p>Community Protection Manager/ Safeguarding Support Officer</p> <p>Communications team</p> <p>Safeguarding Support Officer/ Learning & Employee Engagement Manager</p>

<p>3.5</p> <ul style="list-style-type: none"> - Safeguarding training handout being developed for all Members with information on signs and symptoms of abuse (including MDS & HT), how to refer and sources of advice and guidance. - Members encouraged to complete NHDC safeguarding e-learning which includes MDS & HT. As of 08.06.20 20/49 Members have completed this. - Face to face training session being developed for Members. - Ensure all new members receive safeguarding handout and training options. <p>(Priority one, two, three & four)</p>	<p>In progress – due September 2020</p> <p>Ongoing – last reminder in MIS Apr 2020</p> <p>In progress – final design due September 2020 – then review options for delivery in light of Covid-19.</p> <p>May 2021</p>	<p>Community Health & Wellbeing Team Leader / Safeguarding Support Officer</p>
<p>3.6 Procurement Officer to undertake appropriate procurement and supply modern day slavery training.</p> <p>(Priority one, two, three & four)</p>	<p>Completed</p>	<p>Procurement Officer</p>
<p>3.7 Raise awareness through social media of the impact of MDS & HT during Covid-19 – specifically promote anti slavery day on 18th October and the Labour Exploitation Campaign 14th-18th September 2020.</p> <p>(Priority one, two, three & four)</p>	<p>Ongoing – comms team have promoted modern slavery campaigns on social media & will continue to do so.</p>	
<p>3.8 Raising safeguarding awareness amongst political party canvassers to encourage accurate reporting of concerns</p> <p>(Priority one, two, three & four)</p>	<p>In progress – due September 2020</p>	

4. PARTNERS <i>To ensure links between partner organisations</i>		
4.1 To work with Hertfordshire Modern Slavery Partnership <i>(All priorities)</i> 4.2 To work with the North Herts Community Safety Partnership <i>(Priority five)</i> To work with the Shiva Foundation <i>(All priorities)</i>	Ongoing	Community Protection Manager/ Service Director: Legal and Community / Managing Director
5. EXTERNAL ENDORSEMENT <i>To ensure regular monitoring and evaluation of NHDC's compliance with the Modern Slavery Charter and the Council's Transparency Statement</i>		
5.1 To provide an annual report to Cabinet to evidence compliance with the Modern Slavery Charter and the Council's Transparency Statement <i>(Priority six)</i>	Report to Cabinet due June 2020	Service Director: Legal & Community

ACTION & EXPECTED OUTCOME	TIME FRAME	LEAD
<p>6. MONITORING AND REPORTING <i>To have an effective corporate monitoring and reporting process</i></p>		
<p>1.1 Ensure that our work contributes to and supports the strategic priorities of the Hertfordshire Modern Slavery Partnership:</p> <p>Priority one: To raise awareness of modern slavery and it's effects Priority two: To increase reporting of suspected modern slavery Priority three: To ensure right knowledge, skills and process Priority four: To identify, protect, support and empower victims Priority five: To pursue and catch criminals Priority six: To have effective governance, monitoring and evaluation</p>	<p>Throughout this action plan it is noted which of the six priorities our various avenues of work contribute towards. From 2021, our action plan will be written to align with these priorities,</p>	<p>Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community</p>
<p>1.2 Corporate Safeguarding Group (CSG) to oversee and monitor compliance with modern day slavery and human trafficking duties (MDS&HT) requirements and report / make recommendations to Community Protection Manager/ Service Director: Legal & Community on proposed changes. (Priority six)</p> <p>1.3 Actions completed and planned relating to MDS&HT are included within the Annual Safeguarding report to Overview & Scrutiny Committee (O&S). (Priority six)</p>	<p>1.1 This work will always be ongoing. CSG continue to meet twice a year.</p> <p>1.2 Annual report due Dec 2020.</p>	<p>Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community</p>
<p>1.4 Corporate Procurement Group to establish key performance indicators for implementation of the Modern Slavery Transparency Statement / Charter. Incorporated into Annual Safeguarding Report for 2019/20 review. (Priority six)</p>	<p>1.3 To be reported to Cabinet June 2020 and Overview & Scrutiny annually from April 2021 onwards.</p>	<p>Legal Commercial Team Manager / Procurement Officer / Community Health and Wellbeing Team Leader</p>
<p>7. POLICY AND PROCESS <i>To ensure that legal duties are met and where relevant reflected/ embedded in other corporate policies/ procedures and guidance. Support of victims.</i></p>		
<p>2.1 Incorporate modern slavery requirements in new separate policies for 'Safeguarding Children' and 'Safeguarding Adults at Risk'. (Priority three)</p>	<p>2.1 Policies adopted October 2019.</p>	<p>Community Protection Manager/ Community Health and Wellbeing Team Leader / Policy &</p>

<p>2.2 National Referral Mechanism (NRM) and Duty to Notify (DTN) are now one online form for both children and adults. Links to and guidance on these are available on the Modern Day Slavery page on the intranet and in the guidance documents available on the page. (Priority three)</p>	<p>2.2 Modern Slavery referral process is published on intranet.</p>	<p>Community Engagement Manager</p>
<p>2.3 A centralised log of all MDS&HT referrals is maintained and monitored – as yet none have been made. One incident has been recorded but upon seeking advice from the Modern Slavery helpline the concern did not warrant a referral. (Priority three & four)</p>	<p>2.3 Modern Slavery page on intranet contains all requirements.</p>	<p>Community Health and Wellbeing Team Leader / Safeguarding Support Officer</p>
<p>2.4 Update procurement and contract procedure rules to ensure, where possible, MDS applicable and compliant (to obtain assurance for MDA compliance for relevant contracts). (Priority three & four)</p>	<p>2.4 Suppliers are required to declare their compliance with modern slavery requirements during tender process.</p>	<p>Contract Procurement Group/ Contract and Procurement Lawyer and Procurement Officer</p>
<p>2.5 The Housing Options and Housing Advice Teams provide potential victims of MDS with advice on their housing options (including homelessness services) and signpost to other specialist support agencies as appropriate. (Priority four)</p> <p>2.6 The Housing Options and Housing Advice Teams support the police and partners in Operation Tropic activities through the provision of an on-site housing options service (including homelessness advice), as required. (Priority four)</p>	<p>2.5 & 2.6 This work will always be ongoing for the team.</p>	<p>Strategic Housing Manager</p>
<p>8. COMMUNICATION AND TRAINING <i>To ensure that employees, Members and the local community have sufficient knowledge to report MDS & HT</i></p>		
<p>3.5</p> <ul style="list-style-type: none"> - Senior Management Group attended training session; - Councillors briefed through MIS and invited to senior managers training sessions; - Senior Management Team endorsement of Action Plan - All staff invited to attend one hour staff briefings; (Priority one, two, three & four) 	<p>3.1 August to October 2018</p>	<p>Community Protection Manager/ Safeguarding Support Officer</p> <p>Communications team</p>

<p>3.6 Social Media and Insight awareness raising on Anti-Slavery awareness day every October to promote event to both staff and the local community (Priority one, two, three & four)</p> <p>3.7 Update NHDC website Modern Slavery pages in line with recommendations from Shiva Foundation. (Priority one, two, three & four)</p> <p>3.8 MDS&HT is discussed at each Corporate Safeguarding Group meeting. (Priority one, two, three & four)</p> <p>3.5 Ongoing training provided to new starters through: <ul style="list-style-type: none"> - First day welcome safeguarding handout - Corporate induction safeguarding presentation - Safeguarding basic e-learning on Growzone (includes MDS&HT) - Safeguarding level one and two face to face training includes MDS &HT (Priority one, two, three & four)</p>	<p>3.2 Anti slavery day 18th Oct annually</p> <p>3.3 New page launched June 2020</p> <p>3.4 CSG meets twice a year.</p> <p>3.5 Ongoing</p>	<p>Safeguarding Support Officer/ Learning & Employee Engagement Manager</p>
<p>3.5</p> <ul style="list-style-type: none"> - Safeguarding training handout being developed for all Members with information on signs and symptoms of abuse (including MDS & HT), how to refer and sources of advice and guidance. - Members encouraged to complete NHDC safeguarding e-learning which includes MDS & HT. As of 08.06.20 20/49 Members have completed this. - Face to face training session being developed for Members. 	<p>In progress – due September 2020</p> <p>Ongoing – last reminder in MIS Apr 2020</p> <p>In progress – final design due September 2020 – then review options for</p>	<p>Community Health & Wellbeing Team Leader / Safeguarding Support Officer</p>

<p>- Ensure all new members receive safeguarding handout and training options. <i>(Priority one, two, three & four)</i></p>	<p>delivery in light of Covid-19. May 2021</p>	
<p>3.9 Procurement Officer to undertake appropriate procurement and supply modern day slavery training. <i>(Priority one, two, three & four)</i></p>	<p>Completed</p>	<p>Procurement Officer</p>
<p>3.10 Raise awareness through social media of the impact of MDS & HT during Covid-19 – specifically promote anti slavery day on 18th October and the Labour Exploitation Campaign 14th-18th September 2020. <i>(Priority one, two, three & four)</i></p>	<p>Ongoing – comms team have promoted modern slavery campaigns on social media & will continue to do so.</p>	
<p>3.11 Raising safeguarding awareness amongst political party canvassers to encourage accurate reporting of concerns <i>(Priority one, two, three & four)</i></p>	<p>In progress – due September 2020</p>	
<p>9. PARTNERS <i>To ensure links between partner organisations</i></p>		
<p>4.3 To work with Hertfordshire Modern Slavery Partnership <i>(All priorities)</i></p> <p>4.4 To work with the North Herts Community Safety Partnership <i>(Priority five)</i></p> <p>To work with the Shiva Foundation <i>(All priorities)</i></p>	<p>Ongoing</p>	<p>Community Protection Manager/ Service Director: Legal and Community / Managing Director</p>

<p>10. EXTERNAL ENDORSEMENT <i>To ensure regular monitoring and evaluation of NHDC's compliance with the Modern Slavery Charter and the Council's Transparency Statement</i></p>		
<p>5.2 To provide an annual report to Cabinet to evidence compliance with the Modern Slavery Charter and the Council's Transparency Statement</p> <p>(Priority six)</p>	<p>Report to Cabinet due June 2020</p>	<p>Service Director: Legal & Community</p>