

SAFEGUARDING STANDARDS

EASTERN REGION

Children, Young People and Families Safeguarding Standards applied by Local Authorities and Children's Trusts when commissioning services from the Community, Voluntary and Independent Sector

November 2009



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Introduction

The following standards have been developed to help to safeguard and protect children and young people in Eastern Region. They have been endorsed by both Peterborough Safeguarding Children Board and Peterborough Children's Trust, and will be launched by early 2010.

They are informed by legislation, research and good practice, and have been developed in consultation with a range of stakeholders including local authority commissioners and Safeguarding Board leads. Importantly the document's provenance lies with the partners of Safe Network: Children England whose regional leadership has supported their development and NSPCC whose Safetycheck Toolkit provided the standards origination. The whole project has been funded and supported by Go East the Government office for the region.

They are aimed at setting a benchmark of good practice for organisations who wish to be commissioned by local authorities and/or Children's Trusts to provide services to children, young people and their families. They are also available in word format so that their adoption via localised branding is achievable and encouraged, clearly it will make sense to acknowledge the role of Safe Network and VCS Engage nationally.

They make explicit what is expected in relation to safeguarding children and young people. When implemented, they should provide assurance to Children's Trust commissioners and Local Safeguarding Children Boards that commissioned services are able to appropriately safeguard children, young people and more importantly, create safe environments for children and young people and their families.

Chief Executives and Trustees are responsible for ensuring that those benefiting from, or working with their organisations or charity are not harmed in any way through contact with it. They have a legal duty to act prudently and this means that they must take all reasonable steps within their power to ensure that this does not happen. Chief Executives and Trustees should be committed and supportive of the roll out and continual compliance to these Safeguarding Standards to ensure children, young people and their families, especially those who are vulnerable, are not harmed through accessing their services.

It is recognised that further capacity is needed to support both commissioners and organisations to effectively implement these standards. Additional guidance via a workbook, web based resources and pilot area implementation workshops will be provided within the first year to facilitate their effective roll out. It will take time for the standards to be effectively embedded in each organisation and therefore organisations should see the implementation of these standards as work in

progress, Children's Trusts should not attempt implementation without consultation or being prepared to offer some support on that journey.

The Self Audit tool which accompanies the standards will also assist commissioners to monitor compliance and organisations to monitor and review their practice and identify areas for improvement and development. The self audit toolkit will be a means of ascertaining where further development, training and support is needed to help organisations achieve these standards. It is recommended that the self audit tool kit is reviewed annually.

Using Standards in the Commissioning Process

- It is recommended that Commissioners within each of the Eastern Region Children's Trusts incorporate these Safeguarding Standards and the Self Audit Tool Kit into their commissioning and monitoring processes when procuring services from the Voluntary, Community and Independent Sector.
- The safeguarding standards will set a fair, common and equitable approach to commissioning, monitoring and providing services as all providers will be expected to meet and be measured against the same standards.
- The Voluntary, Community and Independent sector will be clear about expectations and be better able to demonstrate compliance with safeguarding standards in any tendering or contract monitoring process that is undertaken.
- Application of the Safeguarding Standards will avoid a different approach in each Trust and will promote consistency, fairness and reduce duplication, time, resource and bureaucracy involved in the commissioning process.
- Local Safeguarding Children Boards will provide information and advice in order to support the Voluntary, Community and Independent sector to meet the standards.
- These standards will support both Commissioners and providers in monitoring performance and day to day service delivery. The self audit tool kit can be incorporated into Commissioner's contract monitoring processes and providers' own quality assurance processes.
- If a provider is not able to meet one or more of the safeguarding standards, both the commissioner and the provider can use the self audit tool to inform a development action plan to assist the provider to achieve the safeguarding standard within the required timescales.
- Incorporating these standards into the commissioning and monitoring process will give Parents and Carers the confidence that their children and young people will be in a safe and caring environment when accessing services.
- Adopting a common approach to safeguarding standards will support integrated working within the Provider Sector as providers will share a common understanding of safeguarding standards and have assurances that these standards are being met and monitored across the sector.
- Adopting the same safeguarding standards within the commissioning process across the Eastern region will be a fundamental step forward in maintaining safe environments for Families, Children and Young People.

Standard 1 – Equal rights of all children to be safe

Organisations should take steps to address the needs of all children to be protected from abuse, and to combat discrimination

Criteria	Evidence
<ul style="list-style-type: none"> • The safeguarding policy makes it clear that all children have equal rights to protection • Procedures, guidance and training help staff and volunteers to recognise the additional vulnerability of some children because of their race, gender, disability, language, religion, sexual orientation or culture • Codes of conduct make it clear that adults and children have a responsibility to treat each other with dignity and respect • Codes of conduct are clear that discriminatory, offensive or violent behaviour or language is unacceptable and complaints will be acted upon • Processes for responding to complaints are fair and include a right to appeal 	<ul style="list-style-type: none"> • An equality statement or policy • Copies of the relevant procedures • Examples of training programmes • Copy of the complaints procedure

Standard 2 – Policy and Procedures

Organisations will have a safeguarding children policy which demonstrates a commitment to keeping children safe, makes clear what is required in relation to protecting children, and how the organisation will support this commitment.

Accompanying procedures should provide guidance on what action to take if there are concerns about a child's welfare or safety.

Safeguarding Policy

Criteria	Evidence
<ul style="list-style-type: none"> • The organisation has a safeguarding policy compliant with the LSCB procedures and section 11 of the Children Act 2004 • The policy is clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff • The policy is approved by the relevant management group • The policy is publicised and promoted widely • Staff and volunteers receive training on the policy and its implementation • The policy is checked annually for accuracy and formally reviewed every three years and revised as required by legislation and government guidance. 	<ul style="list-style-type: none"> • A copy is available • A distribution list to show who has a copy of the policy • Training in place and evidenced through annual training plans and the organisations training and development audits

Procedures

Criteria	Evidence
<ul style="list-style-type: none"> • There is a named, designated person in the organisation who is responsible for any issues related to child safeguarding • There is a set of written procedures, compliant with LSCB procedures, relating to safeguarding • The procedures include step by step guidance on the following: <ul style="list-style-type: none"> ○ How to recognise child abuse ○ How to respond if there are concerns ○ How to report concerns ○ How to record incidents or concerns 	<ul style="list-style-type: none"> • The name of the responsible person and a copy of the post holders job description • A copy of the written procedures which include the date of update • Examples of forms used for recording incidents and making referrals • A flowchart describing the process to be followed • Reference to the local LSCB procedures and guidance

Criteria	Evidence
<ul style="list-style-type: none"> ○ How to store information securely ○ How to refer on appropriately • The procedures are clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff • There is a process for dealing with complaints by parents and children/young people about unacceptable behaviour, and a clear process for resolving complaints • There is guidance that is compliant with the LSCB procedures on managing allegations, on what to do if there are concerns or allegations about the inappropriate behaviour of staff and volunteers, or other young people. The guidance includes the name/s and contact number/s of the Local Authority Designated Officer/s (for managing allegations) • There is guidance on confidentiality and sharing of information, which makes clear that the protection of the child is the most important consideration • Procedures are updated as required (whenever there is a change in legislation or guidance) and checked annually for accuracy 	<ul style="list-style-type: none"> • A copy of the “whistle blowing” policy and process and any publicity or information relating to it

Standard 3 – Staff, Trustee and Volunteer recruitment

Organisations should minimise the risk posed to children and young people from those in a position of trust by operating safe recruitment practices. Key safeguarding employment standards have been developed by the Children’s Trust Partnership Board and are available on the Safeguarding Board website and Peterborough City Council website

Criteria	Evidence
<ul style="list-style-type: none"> • There is a clear procedure for recruiting all staff, board members, Trustees and volunteers who have contact with children and young people and for assessing their suitability, which is compatible with the Independent Safeguarding Authority (ISA - www.isa.gov.org.uk) vetting and barring scheme and LSCB procedures • All advertisements reflect the commitment to safeguard children There is a clear job description and all staff and volunteers are interviewed • Written references are taken up and checked prior to interview. Proof of identification is required in respect of Trustees, board members, staff, and volunteers • All those who have contact with children are subject to safeguarding checks as required by legislation and guidance, including CRB checks. All checks should be recorded • There is an induction process for all staff, Trustees, board members and volunteers which include familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work / volunteering with children and young people 	<ul style="list-style-type: none"> • Copy of a recruitment policy and procedures • Examples of application forms, references and self declaration forms • Copy of job descriptions and advertisements for posts • Registration with or access to Criminal Records Bureau • Copy of Induction Programme and list of attendees • Copy of Roles and Responsibilities of Trustees/ board members • Copy of guidance on the roles of students in work placements • Copy of Disciplinary Procedures

- The organisation is responsible for ensuring all required checks are in place in respect of staff and volunteers working in the service, even when they come via another organisation or agency
- The Chief Executive, Trustees and board members have a legal duty to ensure safe recruitment practices are followed
- There is explicit guidance about the expectations of students undertaking work experience or student placements, which ensures they do not have unsupervised contact with children and young people using the service
- Disciplinary procedures make clear what action is to be taken where there are concerns about staff who do not comply with the safeguarding policy

Standard 4 – Appropriate Behaviour

A Code of Practice which describes acceptable behaviour is in place.

Criteria	Evidence
<ul style="list-style-type: none"> • There are written guidelines describing appropriate behaviour for all staff and volunteers which are a condition of service in contracts • Guidance is given about appropriate behaviour of adults towards children and young people, and on acceptable behaviour by children towards adults and other children • There are clear processes for responding to behaviour that is not acceptable • The consequences of breaking the rules are clear, and are linked to the organisations disciplinary procedures • All disciplinary measures or sanctions are non-violent and do not involve humiliating children and young people • Discrimination, oppressive behaviour or language is not acceptable 	<ul style="list-style-type: none"> • A copy of the written guidelines • Guidance on physical contact with children and young people • A copy of the terms of condition of service/work/volunteering which include a requirement that staff follow the written guidelines or code of conduct describing appropriate behaviour

Standard 5 – Safe Service Delivery

The health and safety of all children, young people, families, staff and volunteers is promoted

Criteria	Evidence
<ul style="list-style-type: none"> • There is an up-to-date Health & Safety Policy with appropriate procedures, including fire safety • The organisation is adequately insured for both its building and programme of activities • Premises are kept clean, hygienic and safe • Transportation is adequately insured, adheres to legal requirements and is fit for purpose • The organisation undertakes Risk Assessment procedures for both premises and services provided • The organisation has a clear policy on Lone Working • First Aid policy and procedures, adequate and appropriate to the size and work of the organisation, is available • Parents/carers are made aware of the purpose and activities of the organisation and have given parental /carers consent to their child/ren attending • Parents/ carers have provided details of medical histories, emergency contact numbers etc • The organisation has a clear policy statement on alcohol, tobacco and substance misuse, reflecting legislation and individual liability • The organisation has a clear policy statement on Cybersafety, safe use of technology including internet • The organisation has a clear policy statement regarding taking photographs of children and young people who use the service • Staff ratios are appropriate to the activity and age and ability of the group involved to ensure a safe environment for young people and staff 	<ul style="list-style-type: none"> • Copy of the policy and procedures • Insurance certificates for buildings, vehicles Employer's and Public Liability • Pro-formas for staff and volunteers showing they have adequate car insurance if they transport service users • Copy of a risk assessment • Copy of Lone Working policy • First Aid box • Certificate of First Aid qualification • Accident book • Fire evacuation procedure on display • Copies of parental/carers consent and information forms • Policy statements on alcohol and substance use, photography and cybersafety • Staff rotas

Standard 6 – Training and support

Staff and Volunteers have access to training and support to assist them in their role in protecting children.

Criteria	Evidence
<ul style="list-style-type: none"> • There are arrangements for providing regular supervision and support to staff and volunteers • The organisation ensures staff and volunteers can access regular training which includes: <ul style="list-style-type: none"> ○ Child protection policy and procedures ○ Recognition of child abuse and appropriate responses ○ Behaviour and boundaries in relation to conduct with children and young people ○ Health and safety policy and procedures including Risk Assessments, First Aid, Fire Safety ○ Equal Opportunities ○ Complaints, grievance and disciplinary processes ○ Safe Recruitment and Supervision (for those responsible for selecting and supporting staff and volunteers) ○ Specialist training relevant to the service provided • Designated child protection staff have access to specialist advice, training, support and information • Contacts are established with key statutory child protection agencies, including the Local Safeguarding Children Board • There is an appropriate induction process for all staff and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work or volunteering with children and young people 	<ul style="list-style-type: none"> • Supervision policy and copies of supervision records • Training programme and course evaluations • Personal Training records for staff and volunteers • List of contacts for specialist advice and information, including reporting • Copy of Induction programme

Standard 7 – Communication and Information

The organisation communicates its policies and procedures to staff, volunteers and service users, and involves them in development and review

Criteria	Evidence
<ul style="list-style-type: none"> • Information about the organisation's commitment to keeping children safe is available to everyone • Children and young people are made aware of their right to be safe from abuse • Information for children, young people, parents and carers is made available about where to go for help and advice in relation to abuse, including bullying • Information is in a format and language that is understandable to all children, young people, carers, volunteers and staff • Everyone in the organisation knows who is responsible for child protection • Contact details for the local children's social care department, police and emergency medical help are readily available • Children, young people, parents and carers are consulted on the policies and procedures, how they are working and how information is made available • There is a policy on appropriate information sharing 	<ul style="list-style-type: none"> • Information leaflets in an appropriate range of languages and format • There is a prominent display of information and contact people • Copy of Information Sharing protocol • Young peoples'/parents/carers involvement in working groups

Standard 8 - Implementation, Monitoring and Evaluation

The organisation has systems in place to monitor and evaluate the effectiveness of its safeguarding policy and procedures

Criteria	Evidence
<ul style="list-style-type: none"> • Policies and procedure are checked for accuracy annually and formally reviewed at least every three years and revised as required by legislation, guidance or feedback from service users • Children, young people, parents and carers are consulted on a regular basis • Management groups receive performance management reports which include reference to safeguarding issues, on a regular basis • The self audit tool kit will be reviewed annually 	<ul style="list-style-type: none"> • Procedures are dated and there is evidence of regular review and updating • Anonymised reports of consultation with children, young people and parents is available • Evidence of children and young people's views being take into account in revisions of policies and procedures • Copy of performance management report • Copy of the most recent self audit tool, which is dated and signed

Useful Information

Legislation

- Children Act 1989
- Children Act 2004
- Protection of Children Act 1999
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006

Working Together to Safeguard Children

- HM Government 2006 to be revised 2009

Statutory guidance on making arrangements to safeguard and promote the welfare of children under s11 of the Children Act (2004)

- HM Government 2007

What to do if you're worried a child is being abused

- DfES 2003 (Update 2006)

www.everychildmatters.gov.uk

Guidance for Safe Working Practices for Adults Working with Children and Young People

- DCSF 2007 (update 2009)

www.everychildmatters.gov.uk

Independent Safeguarding Authority

- www.isa-gov.org

The Protection of Children in England: A progress report (2009)

The Framework for the Assessment of Children in Need and Their Families

- Department of Health, Home Office and DfES 2001

Common Assessment Framework

www.everychildmatters.gov.uk

For details of local support for the Children and Young Peoples VCS

www.childrenmatterseast.org.uk/LocalPartners.asp

www.young-lives.org.uk

and nationally

www.childrenengland.org.uk/upload/Why%20safeguarding.pdf

www.ncvys.org.uk/index.php?page=262

Peterborough Safeguarding Children Board

www.pscb.org.uk where you will find many useful resources such as how to compile a safeguarding children resource pack

For details on common core or induction training

www.cwdcouncil.org.uk/induction-standards

www.cwdcouncil.org.uk/common-core

Acknowledgements

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Three local authorities, Thurrock, Peterborough and Suffolk, along with a number of voluntary and community organisations have contributed to the development of the standards.

Reference has been made to existing good practice documents, already in use across the region including:

Safeguarding Standards (2008) developed by Hear by Right and Young Suffolk
Eastern Region Safeguarding boards Toolkit (May 2008)
Norfolk LSCB – Voluntary and Community Organisations Safeguarding Children What Does it Mean for You?
NSPCC: Safety Check
Family Action Safeguarding Procedures

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Kirk Jackson	Out and About
Sharon Jarrett	Commissioner Suffolk
Judy Jones	Peterborough Safeguarding Children Board
Yewande Kannike	Thurrock CVS
Linda Langthorne	Spurgeons
Cherry Leroy	Home Start UK
Catherine McLaughlin	Family Action
Vinney Musters	Commissioner Thurrock
Bud Simpkin	Young Suffolk
Ali Spalding	Suffolk Safeguarding Children Board
Sherrylyn Touray	Commissioner Peterborough
David Watts	Thurrock Safeguarding Children Board

Self Audit Tool

The Self Audit Toolkit will be reviewed annually by organisations and be made available to Commissioners as requested or agreed in the contract monitoring arrangements

Name and designation of person completing this document:

Date of completion:

	In Place	Working towards	Not in place	Action required	Timescales
1. Equal Rights of all Children to be Safe					
a. The child protection policy makes it clear that all children have equal rights to protection					
b. Procedures, guidance and training help all staff and volunteers to recognise the additional vulnerability of some children because of their race, gender, disability, language, religion, sexual orientation or culture					
c. Codes of conduct make it clear that adults and children have a responsibility to treat each other with dignity and respect					
d. Codes of conduct are clear that discriminatory, offensive or violent behaviour or language is unacceptable and complaints will be acted upon					
e. Processes for responding to complaints are fair and include a right to appeal					

2. Safeguarding Policy					
a. The organisation has a safeguarding policy compliant with the LSCB procedures and section 11 of the Children Act 2004					
b. The policy is clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff					
c. The policy is approved by the relevant management group					
d. The policy is publicised and promoted widely					
e. Staff and volunteers receive training on the policy and its implementation					
f. The policies and procedures are checked for accuracy annually and formally reviewed at least every three years and revised as required by legislation, government guidance or feedback from service users years.					
Procedures					
g. There is a named, designated person in the organisation who is responsible for any issues related to child safeguarding					
h. There is a set of written procedures relating to safeguarding					
i. The procedures include step by step guidance on the following: <ul style="list-style-type: none"> • How to recognise child abuse • How to respond if there are concerns • How to report concerns • How to record incidents or concerns • How to store information securely • How to refer on appropriately 					

j. The procedures are clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff					
k. There is a named, designated person in the organisation responsible for any issues related to child protection & reflected in their job description					
l. There is a process for dealing with complaints by parents and children/young people about unacceptable behaviour, and a clear process for resolving complaints					
m. There is guidance that is compliant with the LSCB procedures for managing allegations, on what to do if there are concerns or allegations about the inappropriate behaviour of staff and volunteers, or other young people. The guidance includes the name/s and contact number/s of the Local Authority Designated Officer/s (for managing allegations)					
n. There is guidance on confidentiality and sharing of information, which makes clear that the protection of the child is the most important consideration					
3. Staff					
a. There is a clear procedure for recruiting staff, Trustees, board members and volunteers who have contact with children and young people and for assessing their suitability, which is compatible with the Independent Safeguarding Authority and the LSCB procedures					

b. All advertisements reflect the commitment to safeguarding, there is a clear job description, and all staff and volunteers are interviewed					
c. Written references are taken up, checked prior to interview and proof of identification is required in respect of Trustees, board members, staff and volunteers					
d. All those who have contact with children are subject to safeguarding checks as required by legislation and guidance, including CRB checks, and these are recorded					
e. There is an induction process for all staff, Trustees, board members and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work / volunteering with children and young people					
f. The organisation is responsible for ensuring all required checks are in place in respect of staff and volunteers working in the service, even when they come via another organisation or agency					
g. The Chief Executive, Trustees and board members have a legal duty to ensure safe recruitment practices are followed					
h. There is explicit guidance about the expectations of students undertaking work experience or student placements, which ensures they do not have unsupervised contact with children and young people using the service					

i. Disciplinary procedures make clear what action is to be taken where there are concerns about staff who do not comply with the safeguarding policy					
4. Appropriate Behaviour					
a. There are written guidelines describing appropriate behaviour for all staff and volunteers which are a condition of service in contracts					
b. Guidance is given about appropriate behaviour of adults towards children and young people, and on acceptable behaviour by children towards adults and other children					
c. There are clear processes for responding to behaviour that is not acceptable					
d. The consequences of breaking the rules are clear, and are linked to the organisations disciplinary procedures					
e. All disciplinary measures or sanctions are non-violent and do not involve humiliating children and young people					
f. Discrimination, oppressive behaviour or language is not acceptable					
5. Safe Service Delivery					
a. There is an up-to-date Health & Safety Policy with appropriate procedures, including fire safety					
b. The organisation is adequately insured for both its building and programme of activities					
c. Premises are kept clean, hygienic and safe					

d. Transportation is adequately insured, adheres to legal requirements and is fit for purpose					
e. The organisation undertakes Risk Assessment procedures for both premises and services provided					
f. The organisation has a clear policy on lone working					
g. First Aid policy and procedures, adequate and appropriate to the size and work of the organisation, is available					
h. Parents/carers are made aware of the purpose and activities of the organisation and have given parental /carers consent to their child/ren attending					
i. Parents/carers have provided details of medical histories, emergency contact numbers etc					
j. The organisation has a clear policy statement on alcohol, tobacco and substance misuse, reflecting legislation and individual liability					
k. The organisation has a clear policy statement on Cybersafety, safe use of technology including internet					
l. The organisation has a clear policy statement regarding taking photographs of children and young people who use the service					
m. Staff ratios are appropriate to the activity and age and ability of the group involved to ensure a safe environment for young people and staff					

6. Training and Support

<p>a. There are arrangements for providing regular supervision and support to staff and volunteers</p>					
<p>b. The organisation ensures staff and volunteers can access regular training which includes:</p> <ul style="list-style-type: none"> • Child protection policy and procedures • Recognition of child abuse and appropriate responses • Behaviour and boundaries in relation to conduct with children and young people • Health and safety policy and procedures including Risk Assessments, First Aid, Fire Safety • Equal Opportunities • Complaints, grievance and disciplinary processes • Safe Recruitment and Supervision (for those responsible for selecting and supporting staff and volunteers) • Specialist training relevant to the service provided 					
<p>c. Designated child protection staff have access to specialist advice, training, support and information</p>					
<p>d. Contacts are established with key statutory child protection agencies, including the Local Safeguarding Children Board</p>					
<p>e. There is an appropriate induction process for all staff and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries</p>					

for behaviour in relation to all work or volunteering with children and young people					
7. Communication and Information					
a. Information about the organisation's commitment to keeping children safe is available to everyone					
a. Children and young people are made aware of their right to be safe from abuse					
b. Information for children, young people, parents and carers is made available about where to go for help and advice in relation to abuse, including bullying					
c. Information is in a format and language that is understandable to all children, young people, carers, volunteers and staff					
d. Everyone in the organisation knows who is responsible for child protection					
e. Contact details for the local children's social care department, police and emergency medical help are readily available					
f. Children, young people's, and parents are consulted on the policies and procedures, how they are working and how information is made available					
g. There is a policy on appropriate information sharing					

8. Implementation, Monitoring and Evaluation

a. Policies and procedures are reviewed at least every three years and revised as required by legislation, guidance or feedback from service users					
b. Children, young people, parents and carers are consulted on a regular basis, and their feedback is incorporated					
c. Management groups receive performance management reports which include reference to safeguarding issues, on a regular basis					

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GOVERNMENT OFFICE
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Children Matter East
East of England Children and
Young Peoples VCS Forum



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