



WSCP Section 11 Audit 2022-2023



S11 Audit – Purpose and methodology

- WSC Partners have duty under Section 11 Children Act 2004
- Allows WSCP to assure itself that agencies co-operate by this legislation, are fulfilling their responsibilities to safeguard children and promote their welfare.
- Completion and return of self assessment audit tool.
- Themes relate to core safeguarding duties alongside themes from local learning in Wandsworth
- WSCP to share meaningful feedback and support to assist with development areas.





S11 Audit – Purpose and methodology



- PHEW! audit software used by agencies for first time to submit Section 11 Audit in October 2023
- 10 agencies responded using PHEW audit system
- 9 standards and 16 questions BRAG rate/score
- Individual S11 agency audit has potential total score of 45, maximum 3 points per question

RED	0	Indicates that processes are lacking and need to be developed as a matter of urgency to meet minimum requirements for a specific standard
AMBER	1	Indicates that processes are in place, but they need to be reviewed or further improved for a specific standard
GREEN	2	Indicates that the agency meets the standard fully with all processes in place and up to date, at least to the required minimum
BLUE	3	Indicates that the agency meets the standard fully with all processes in place and up to date, with evidence of achieving excellence.



Agencies who submitted to S11 audit return



- Central London Community Healthcare (CLCH - School Nursing and Health Visitor service)
- South West London (SWL) St Georges Mental Health Trust (Children and Adolescent Mental health Service – CAMHS)
- Wandsworth Council Children's Services
- Wandsworth Council Housing Services
- St George's Hospital (Acute health Setting)
- Metropolitan Police
- Richmond and Wandsworth Safeguarding Adults Board
- National Probation Services
- Wandsworth Council Education Services
- South West London Integrated Commissioning Board (SW ICB)



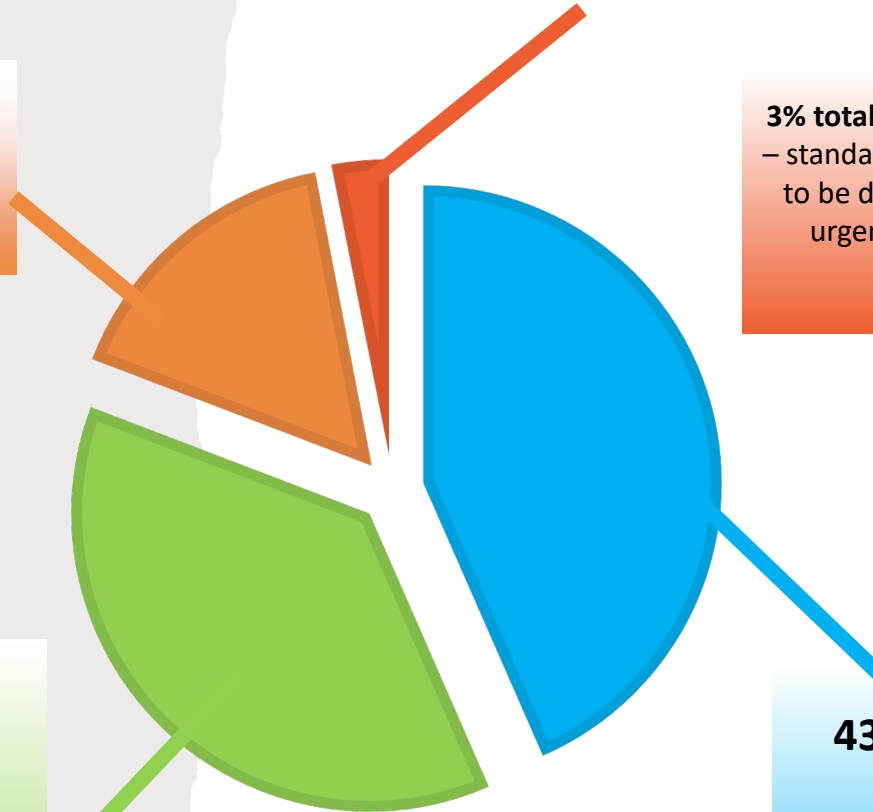
S11 Audit – Overall BRAG rating summary

16% total responses rated AMBER (1) – standard met but processes in place need to be reviewed or further improved

3% total responses rated RED (0) – standard not met and processes to be developed as a matter of urgency to meet minimum requirements.

37% total responses rated GREEN (2) - standards fully met with processes in place to the minimum standard

43% total responses rated BLUE (3) - standards fully met with evidence of achieving excellence



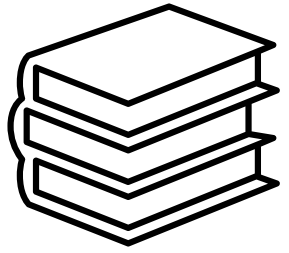


S11 Audit – Headline findings by standard

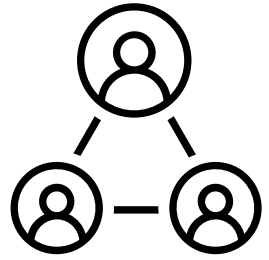
- 1. Listening to Children and Young People
- 2. Leadership and Accountability
- 3. Information Sharing, Communication and Confidentiality
- 4. Policies and Procedures
- 5. Staff Induction, Training / Supervision & Development
- 6. Complaints, Allegations, Escalation and Whistleblowing
- 7. Anti- Discriminatory Practice
- 8. Quality Assurance / Impact / Outcome
- 9. Commissioning, Procurement, and/or Provision of Services



Commissioning, procurement and/or provision of services was the highest rated standard



Policies and Procedures was the lowest rated standard



All agencies rated:

- ✓ Anti Discriminatory practice
- ✓ Complaints, Allegations, Escalation and Whistleblowing

as **green 2** or **blue (3)**



S11 Audit – Headline findings by question

Highest rated questions

Standard - Commissioning, Procurement, and/or Provision of Services
Contracts/specifications/agreements have embedded safeguarding guidelines and expectations

Standard - Anti- Discriminatory Practice
All staff understand the value of the equality and diversity policy in contributing to improved outcomes for ALL children

Theme - Information Sharing, Communication, and Confidentiality
Standard - Agencies are signatories to relevant information sharing agreements

Standard - Listening to Children and Young People
Organisation evaluates outcome/impact from the child /young person's perspective

Standard - Listening to Children and Young People
Children/Young People depending on age/development are including in their care plan

Standard - Policies and Procedures
Organisation has safeguarding policies and procedures as necessary to respond to Covid-19

Lowest rated questions





S11 Audit – Headline findings by agency

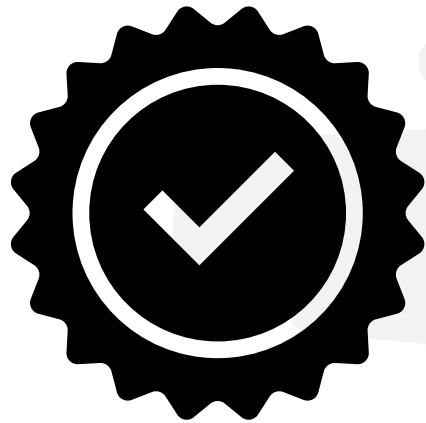
- **CLCH** and **SWL St Georges Mental Health Trust** majority rating of **blue (3)** across all audit standards
- **Children’s services, Housing and St Georges Hospital** - only agencies with no **blue (3)** rating
- **Housing** rated themselves **green (2)** across all standards.
- **MET Police** rated themselves **amber (1)** across 44% of the standards.
- **Wandsworth Children’s Services** rated themselves lower with **amber/red** rating for all standards.
- **Safeguarding Adults Board** - highest proportion of red responses with 20% being rated as **red (0)**.



S11 Audit - Good Practice

- **Participation and collaborative engagement with children and young people** - recruitment, coproduction of service improvements, CYP forums and user group, WSCP Young Scrutineer
- **Recording and reflecting voice of child** - individualised approach to working , aspirational care planning, staff supervision
- **Continuous development** of strategic plans, data sets and revision of KPIs to monitor impact of service improvements
- **Good representation and partnership working** within WSCP.
- **Improved attendance** at multiagency safeguarding meetings/ Child Protection conferences - **90% of agencies rated interagency working was effective or better.**
- Adoption of London Multi-Agency Safeguarding Data Sharing Agreement for Safeguarding and Promoting the Welfare of Children – **50% agencies rated themselves as having excellent processes around information sharing, communication and confidentiality**

Wandsworth
Safeguarding
Children
Partnership



S11 Audit - Good Practice contd.

- **Development of response systems** due to COVID 19 pandemic
- **Audit and quality assurance activity** - single agency and multi agency practice/case audits embedded in to quality assurance and performance monitoring work completed by most agencies - **7 out of the 10 agencies scored themselves blue or green.**
- **Commitment to Anti Racist practice** – conference, WSCP group, diverse recruitment, focus on marginalized and disproportionately affected communities
- **Dissemination and implementation** of learning in to practice of themes from local/national CSPRs
- **Family approach to safeguarding** – completing an holistic risk assessment of the child, the parent and the wider family, with services working together whilst considering contextual safeguarding issues.
- **Use of technology to assist with delivery of core safeguarding business** – Microsoft Teams, Phone Apps (Whatsapp, KOOTH, NHS Safeguarding), Patient/service user facing digital platforms

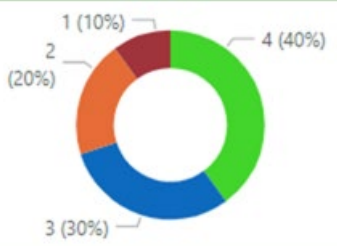
WSCP Priorities and S11 Findings

S11 Findings	WSCP Priorities
Review guidance for escalation of concerns, whistleblowing and referring to LADO/PIPOT (People in Position of Trust) and establish multi agency training.	All
Continuous development of anti racist practice and culture across WSCP	All
WSCP Neglect Strategy and Guidance to be refreshed.	All
Dissemination and implementation of learning in to practice of themes from local/national CSPRs	All
Increase and maintain programme of multi-agency practice assurance including joint WSCP/SAB CYP Transition audit and safeguarding referrals quality audit.	<ul style="list-style-type: none"> ➤ Anti-Racist Practice ➤ Multi agency data to enable quality assurance of safeguarding practice ➤ Accessible early help services to children and families in Wandsworth ➤ Accessible and inclusive mental and physical health services
WT 2023 update - WSCP new arrangements to be publish by Dec 2024, and multi agency partners to review own safeguarding policies and guidance. Only 40% agencies rated policies and procedures as achieving excellence.	<ul style="list-style-type: none"> ➤ Multi agency data to enable quality assurance of safeguarding practice ➤ Anti-Racist Practice
Development of multi agency pandemic/national emergency protocol	<ul style="list-style-type: none"> ➤ Anti-Racist Practice ➤ Accessible early help services to children and families in Wandsworth ➤ Accessible and inclusive mental and physical health services
Ensure commissioned services include feedback and case studies from children young people as part of performance monitoring	<ul style="list-style-type: none"> • Anti-Racist Practice • Accessible and inclusive mental and physical health services

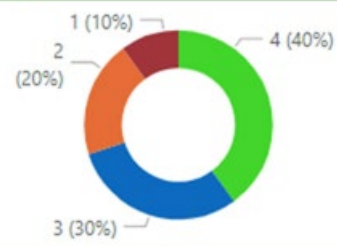


S11 Audits – BRAG rating results

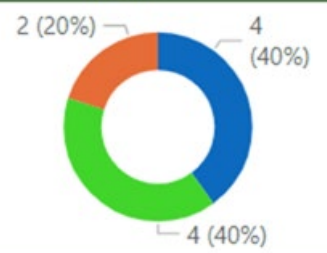
1.1 Org evaluates outcome/impact from the child perspective



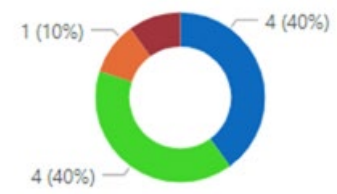
1.2 Children are including in their care plan



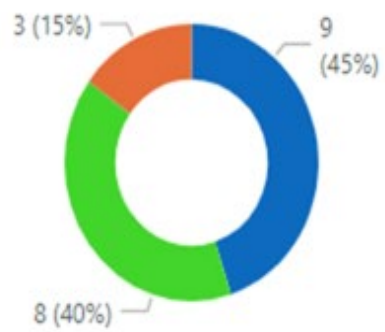
1.3 Children are informed / made aware of staying safe



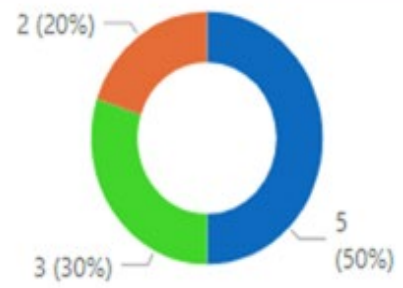
1.4 Evidence that service design / review are informed by children and young people's views



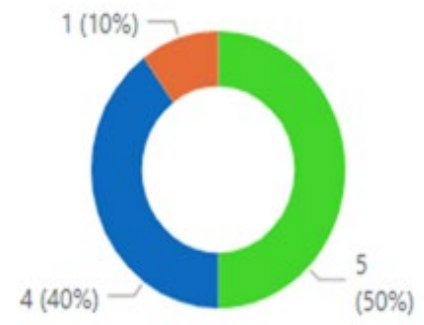
2. Leadership and Accountability



2.1 Senior management accountability



2.2 Effective interagency working

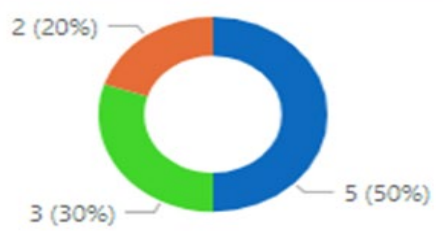


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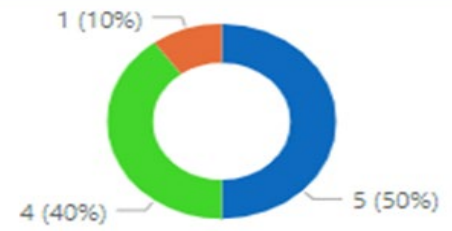


S11 Audits – BRAG rating results

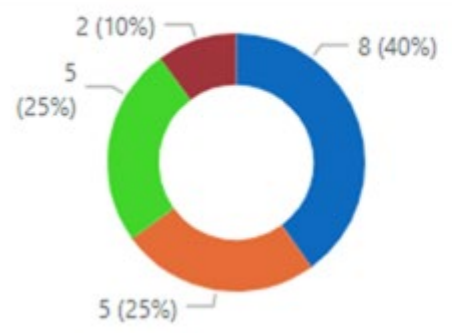
3.1 Effective arrangements for information sharing and information sharing governance



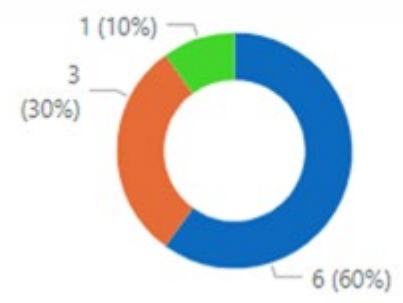
3.2 Agencies are signatories to relevant information sharing agreements



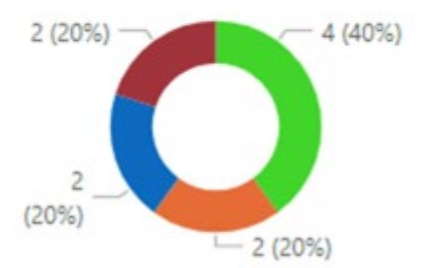
4. Policies and Procedures



4.1 Clear policies and procedures to support safeguarding concerns



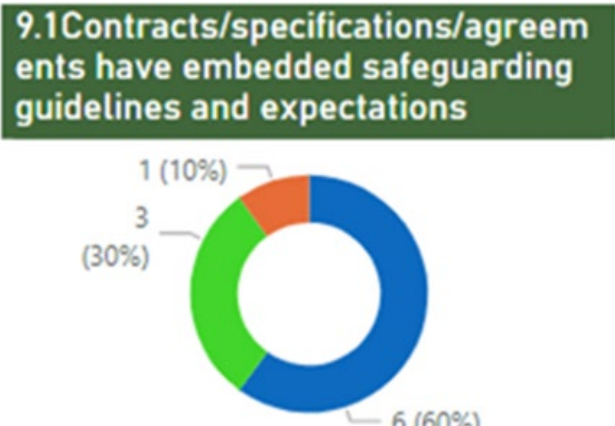
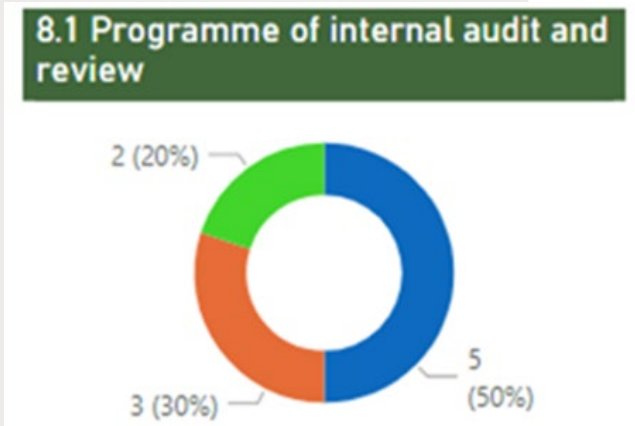
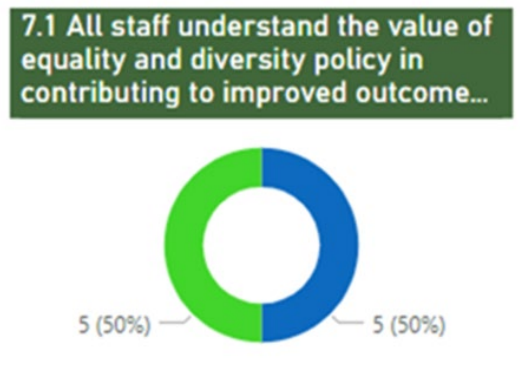
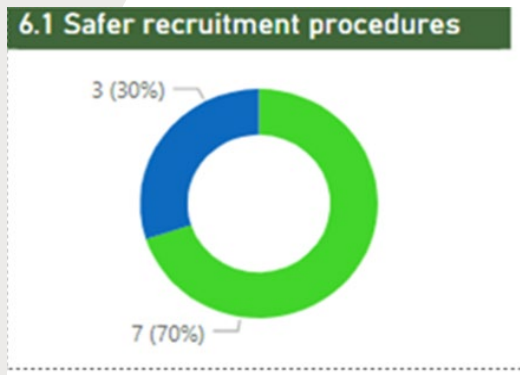
4.2 Organisation has safeguarding policies and procedures as necessary to respond to Covid-19



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S11 Audits – BRAG rating results



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S11 Safeguarding audit themes – Group Discussion

Questions for discussion

1. Do the S.11 findings align with your own agency's perspective?
2. What should the WSCP focus on doing in response?
3. How can you influence your agency's practice?
 - a) How could the WSCP support this?

Group	Theme
1	Dissemination and implementation of CSPR learning in to practice
2	Anti Racist Practice
3	Safeguarding Policy and Guidance Review
4	Practice Assurance and Audit programme