



Gloucestershire  
**Safeguarding Children**  
Board

# Guidance for Commissioners and Organisations providing Services in Gloucestershire and for Gloucestershire County Council

Revised: January 2018

GSCB first developed this guidance in 2012 using documents already developed by  
Oxfordshire Safeguarding Children Board

# Glossary

<b>CYP</b>	Children and Young People
<b>GSCB</b>	Gloucestershire Safeguarding Children Board
<b>NSPCC</b>	The National Society for the Prevention of Cruelty to Children
<b>NSPCC Safeguarding Standards and Guidance</b>	This set of recommended standards and accompanying guidance helps non-statutory organisations in England that work with children and young people up to the age of 25 put clear safeguarding arrangements in place. The standards are accessed from the NSPCC website
<b>S11</b>	Section 11 of the Children Act 2004
<b>Working Together to Safeguard Children (2015)</b>	Government statutory guidance covering the legislative requirements and expectations on individual services to safeguard and promote the welfare of children

## Safeguarding Guidance for Gloucestershire County Council Commissioned Services

# Section 11 (S11) Requirements

### Introduction

Section 11 of the Children Act 2004, places duties on a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.

Where a private, voluntary or independent organisation is commissioned to provide services on behalf of a statutory organisation, the agreement under which the arrangements are made should include the requirement for the organisation to take this guidance into account in the provision of services.

This means that there is a duty on Gloucestershire County Council and other statutory bodies to ensure that any organisation commissioned by them for the provision of services to children and young people or families are compliant with the standards as defined in S11 of the Children Act 2004. To aid commissioners, the GSCB has produced this guidance document as well as a self assessment tool for contracted or commissioned services to measure compliance against the standards.

For those agencies registered with Ofsted, compliance with these S11 standards does not remove the requirement to be compliant with standards as identified by Ofsted.

## **Guidance for Organisations**

Gloucestershire County Council and the GSCB recognises that voluntary, private and independent organisations come in all sizes. Support and advice in relation to compliance with any of these standards should be sought from your contract manager in the first instance.

It is also recognised that organisations may show compliance in many different ways and types of evidence in the checklist is for your guidance.

Further information can be found on [www.gscb.org.uk](http://www.gscb.org.uk)

## **GSCB Requirements**

The purpose of the tool is to assist commissioners in monitoring, auditing and benchmarking activities in relation to compliance with the S11 standards.

The GSCB have agreed the following best practice standards:-

1. The tool should be used for all new contracts and for monitoring current contracts.
2. Smaller grant funded organisations will be required to be compliant with the standards and a random sample of organisations will be audited to monitor this.
3. Agencies must be compliant with the minimum standards (1,2, 5, 6, 8 and 11 as outlined in the checklist).
  - a) For existing contracts this must be within 6 months of the first contract review meeting – any non compliance thereafter maybe viewed as breach of contract. The frequency of the contract monitoring will be agreed between the contract manager and commissioned service.
  - b) For new tenders agencies should be compliant by signature of the contract or within a specified time stated in the contract.
  - c) If Gloucestershire County Council contractors sub contract some of the service, they must have in place arrangements to monitor the sub contractor's compliance with the S11 checklist. This is then checked as part of the Contract Manager's annual review.
4. The self assessment tool outlines an agreed set of criteria. Advice on how to meet these can be found in the related guidance or on the GSCB website [www.gscb.org.uk](http://www.gscb.org.uk).
5. These S11 standards also relate to all Independent Fostering Agencies, Residential Children's Homes and Adoption services used by Gloucestershire County Council Children and Young People's Service. As this checklist has been agreed by the GSCB and is monitored by Gloucestershire County Council it is not necessary for Child Protection Policies to be viewed by the GSCB officers.
6. The RAG rating is defined as:-
  - a) Red – No evidence of any level of compliance
  - b) Amber – Partial or some evidence of compliance
  - c) Green – Evidence of robust systems / processes are in place to all elements.

# Standard 1

## ***Senior management commitment to the importance of Safeguarding and Promoting Children and Young People's welfare.***

Senior managers will need to demonstrate leadership, be informed about, and take responsibility for the actions of their staff and/or volunteers who are providing services to children, young People and their families.

This means identifying a named person at senior management level or equivalent to champion the importance of safeguarding and promoting the welfare of children and young people throughout the organisation. Senior managers will also be responsible for monitoring the actions of their staff and/or volunteers to safeguard and promote the welfare of children and young people. This includes ensuring that children and young people are listened to appropriately and concerns expressed about their or any other child's welfare are taken seriously and responded to in a appropriate manner.

Commissioners should ensure that the agency has regular reporting to senior management and where applicable ultimately to Chief Executives. They also need to ensure that there is an escalation process to these senior staff members when issues of urgent and serious concerns arise.

This agency should have Child Protection Procedures which:-

- Identify who the staff should contact if they have a concern.
- Covers staff recruitment and selection – ensuring that all staff, including volunteers, who have unsupervised access to children and young people, have been appropriately checked for their suitability through the Disclosure and Barring (DBS) procedure, (which replaced the CRB system in 2013)
- Raises awareness of child protection issues and how to equip children and young people with the skills needed to keep them safe.
- Highlights how to identify and report cases, or suspected cases of abuse or neglect.
- Includes how to support children and young people who have been abused in accordance with his/her child protection plan.
- Covers the establishment of a safe and nurturing environment free from discrimination or bullying where children and young people can learn and develop.
- Includes a statement which explicitly states that all children and young people have equal rights to protection.
- Require staff to sign up to GSCB website alerts.

### **Examples of Types of Evidence**

Up to date policy which complies with the above.

### **Resources to Support the Agency in Meeting this Standard**

A template policy is available on the GCSB website.

## Standard 2

***A clear statement of the agency's safeguarding responsibilities towards Children and Young People is available for all staff (and volunteers).***

This should include any children and young People in the care of the agency, with whom they work directly and those with whom they come into contact. It could form part of an agency's existing policy and/or procedures.

All staff and volunteers – including trustees – should be made aware of their agency's policies and procedures on safeguarding and promoting the welfare of children and young people and the important of listening to children and young people, particularly when they are expressing concerns about their own or other children's welfare.

Effective systems should be in place for children and young people, staff, volunteers and other people to make a complaint where there are concerns that action to safeguard and promote a child/young person's welfare has not been taken in accordance with the agency's procedures.

Commissioners should discuss periodically with the agency how they can evidence that policy and procedures have been followed for individual cases.

Agencies should be able to learn from any safeguarding issues during the previous year and may want to use an annual safeguarding review as evidence.

### **Examples of Types of Evidence**

- Robust complaints system including complaints policy.
- Completed annual review of learning
- Statement of agency's safeguarding responsibility towards children and young people is included in Child Protection Policy, other policies and in induction materials.
- Evidence of guidance or training trustees.
- Completed annual review of safeguarding.
- Risk assessment, policy about staff conduct.

### **Resources to Support the Agency in Meeting this Standard**

Annual review of safeguarding template.

Guidance for trustees.

## Standard 3

***Partner organisations/services have an accountability structure for work to safeguard and promote the welfare of children and young people.***

It should be clear who has overall responsibility for the agency's contribution to safeguarding and promoting the welfare of Children and Young People and what the lines of accountability are from each member to the person who carries ultimate accountability for the child/young person's welfare. It should also be clear with whom each staff member should discuss, and to whom they should report, any concerns about a child/young person's welfare.

In larger agencies it may be appropriate for a line of accountability (position, not name) from an individual employee to the most senior person with overall responsibility to be shown diagrammatically in relevant procedures.

An individual's responsibility to safeguard and promote the welfare of children should be expressed in their job description. Also individuals who have regular contact with children and young people should receive supervision or support and have an annual appraisal.

Agencies should have a designated individual to whom concerns about a child/young person are reported to and this should be included in their job description or otherwise formally designated by the trustees. This person should keep information on all requests for service made to social care and should be the lead for liaising with partner agencies.

### **Examples of Types of evidence**

- Safeguarding included in relevant job descriptions.
- Line of accountability shown in diagram form.
- Evidence of use of spreadsheet for collating requests for service.

### **Resources to Support the agency in Meeting this Standard**

Spreadsheet available on the GCSB website for collating referrals.

# Standard 4

***All organisations ensure service development takes account of the need to safeguard and promote the welfare of children and young people.***

In developing local services, those responsible should consider how the delivery of these services will take account of the need to safeguard and promote the welfare of Children and Young People.

Agencies will have carried out an assessment of the need for their particular service and determined the priorities and actions for service provision which will be aimed at improving the outcomes for their service users.

These activities should also include a focus on preventing children and young people from experiencing harm.

Children and young people and families should be involved in this planning process. This could be through one-off consultations on specific projects, consulting ongoing user groups or drawing on feedback on existing services.

## **Examples of Types of Evidence**


- Business cases.
- Service reviews which include comments on safeguarding practice.
- Any consultation / feedback from service users which identifies improvement in outcomes specifically around safeguarding.

# Standard 5

**All partner organisations will ensure personnel are trained in safeguarding and promoting the welfare of children and young people.**

Staff and volunteers, including trustees, should have an understanding of both their role and responsibilities, and those of other professionals and organisations. This is essential for effective multi and inter-agency collaboration. Training on safeguarding and promoting the welfare of children and young people should be proportional and relevant to the roles and responsibilities of each member of the agency.

Information on the level of training that is required can be accessed via the GSCB website. In addition, information on the minimum training requirement based on job role can be found below. More information in relation to workforce groups, can be accessed via the following link <http://www.gscb.org.uk/safeguarding-training-development-and-events/>



What Training should you be doing?

Which training should you be doing? Workforce Group	Basic/Induction Training	Single Agency Safeguarding Children and Young People Awareness Training (2-3 hours)	Inter-Agency Safeguarding Children and Young People Child Protection Training (1 Day)	Specialist Inter-Agency Training Courses (1, 2 and 3 days training)
1				
2				
3				
4				
5				
6				
7				
8				

Minimum Requirement	Recommended depending on Role
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What Safeguarding Training Should you be doing\_Rev. Oct 15



## Gloucestershire Safeguarding Children Board – Training Pathway



## Examples of Types of Evidence

Training register

Fact sheet for trustees on their responsibilities

## Resources to Support the Agency in meeting this Standard

- Introductory training is available online at [www.gscb.org.uk](http://www.gscb.org.uk).
- Central training register.
- Information about how to access training is available on the GSCB website.
- All designated staff should be trained every 3 years via the GSCB (thus ensuring staff are aware of local policy/procedures and contacts).
- Level 2 single agency training can be delivered via the agency itself as long as the training is every 3 years and covers :
  - What is meant by ‘safeguarding’ (including child protection) and promoting Children’s welfare.
  - Factsheet for trustees.
  - What is child abuse and neglect including signs and indicators of abuse.
  - Who to consult within your agency.

- Identify what to do if you are concerned about a child.
- Demonstrate an awareness of current protocols and procedures.

## Standard 6

***All staff with access to children and young people are properly selected and vetted to ensure inappropriate individuals do not gain access to children and young people.***

Robust recruitment and vetting procedures should be put in place to help prevent unsuitable people from working with children and young people. This means thorough checks are carried out on all people as part of the recruitment process, and references are taken up prior to interview (where appropriate in line with safer recruitment guidance). People who recruit staff and volunteers to work with children and young people must have the appropriate training. Your DBS processes must comply with the Gloucestershire County Council DBS Contract Clause – for all Gloucestershire County Council contracts where safeguarding arrangements are required.

Advice for settings that need to comply with Ofsted

- Your agency has a central record of checks done. This record will contain the information shown on the Safer Recruitment Central Record as a minimum i.e: identity check, DBS check, right to work in the UK.
- Staff and volunteers must have had enhanced DBS check undertaken where their role falls within a Regulated Activity <https://www.gov.uk/government/publications/dbs-regulated-activity>.
- Your agency must have appropriate DBS checks carried out on all volunteers including governors/members of the board/committee who's role falls within a regulated activity.. Records of these checks should be kept in central record.
- Where a DBS disclosure is required, staff and volunteers should be supervised until the disclosure has been received and anything highlighted discussed.
- All new staff must be inducted into the agency's safeguarding procedures on their first day of work and receive training as soon as possible after this. They must be asked to sign their induction record to say the agencies policies and procedures are understood.
- Volunteers must receive induction into the safeguarding policy and procedures when they begin volunteering and receive appropriate training. Members of the advisory board/committee/steering group should also receive induction training as appropriate.
- At least one member of any recruitment panel must hold a safe recruitment safeguarding accreditation(face to face or on-line ).

# Standard 7

***Organisations will contribute to effective inter-agency working to safeguard children and young people.***

Inter-agency working is crucial to ensuring that children and young people are safeguarded. The sharing of information and constructive relationships between individual members of staff and teams should be supported by strong leadership.

Effective working should be at both a strategic and an individual child level.

Staff should have access to a copy of the local LSCB policies and procedures and have been made aware of it during their induction.

Agencies should also be aware of how many families they are working with are involved in the child protection system and how many case conferences staff have attended and the contribution they are making.

## **Examples of Types of Evidence**

Files/records for families subject to a Child Protection Plan.

Able to demonstrate how 'what to do if' is disseminated.

## **Resources to Support the Agency in meeting this Standard**

'What to do if' guidance.

# Standard 8

## ***Partner organisations will have arrangements for effective information sharing.***

Effective information sharing by professionals is central to safeguarding and promoting the welfare of children and young people.

This sharing of information makes an important contribution to the shift to addressing children and young people's needs at an early stage rather than when serious problems have developed.

Agencies should be aware of the GSCB information sharing protocol and be able to evidence that all staff and volunteers:-

- Are aware of the need to share information if they have any concern about the safety and wellbeing of a child/young person.
- Understand that the safety of children/young people is paramount.

Agencies must have written guidance on:-

- Their processes for the sharing of information.
- Keeping accurate and up to date agency records.

Agencies should be able to evidence their confidentiality policy and statement.

Agencies should understand that there is no legal barrier to the sharing of information where the purpose is the safety and well being of a child/young person.

Agencies may find useful the 7 golden rules to information sharing. Please note that this uses 'the public interest' as the basis for sharing information without consent, as this is the test in Data Protection Legislation; however agencies may find it more helpful to replace this with wording such as 'where seeking consent might put a child at risk'.

[http://www.gscb.org.uk/media/1299/information\\_sharing\\_advice\\_for\\_safeguarding\\_practitioners\\_mar\\_15-63315.pdf](http://www.gscb.org.uk/media/1299/information_sharing_advice_for_safeguarding_practitioners_mar_15-63315.pdf)

### **Examples of Types of Evidence**

Confidentiality statement and policy.

Information sharing/management guidance for staff.

### **Resources to Support the Agency in Meeting this Standard**

7 Golden Rules Leaflet. [http://www.gscb.org.uk/media/1300/information\\_sharing\\_poster-52310.pdf](http://www.gscb.org.uk/media/1300/information_sharing_poster-52310.pdf)

## Standard 9

***All partner organisations address issues of diversity in their work to safeguard children and young people.***

It is crucial that all children and young people are safeguarded by agencies and agencies must be explicit in their commitment to this.

Agencies must be able to demonstrate that any information provided is in a format and language that can be easily understood by all service users.

Agencies must also ensure codes of conduct /behaviour include statements about the responsibility to treat one another and service users with dignity, respect, sensitivity and fairness.

They must also make it clear to staff and service users that discriminatory, offensive, violent and bullying behaviour are unacceptable and that complaints will be acted upon.

Are records of gender, age, disability, faith, language and ethnicity recorded and used to ensure appropriate service and is there evidence of this information being used to inform future service planning?

### **Examples of Types of Evidence**

Codes of Conduct.

Types of information on safeguarding for service users.

### **Resources to Support the Agency in Meeting this Standard**

Example of a Code of Conduct.

## Standard 10

***All partner organisations will work closely and effectively through agreed mechanisms to monitor performance in safeguarding and promoting the welfare of children and young people and evaluate effectiveness of the standards.***

It is essential that standards become embedded into the agency's practices and that this is monitored.

Policies and practices should be reviewed ideally at least annually for safeguarding and health and safety and 3 yearly for others and revised in the light of changing needs; changes in legislation or guidance and experience.

### **Examples of Types of Evidence**

A written plan in place showing what steps will be taken to achieve the standards in this document.

A named individual who is responsible for ensuring the standards and any action plan is implemented.

## Standard 11

***All partners have written procedures for handling complaints and allegations against staff.***

All agencies must have a procedure for dealing with allegations of abuse against staff or volunteers which complies with Local Authority policy and Working Together 2015.

All such allegations must be referred to the Local Authority Designated Officer (LADO). Telephone Number 01452 426994.

Each agency should nominate a senior member of staff or trustee who is responsible for ensuring allegations procedures are followed and who oversees the process. All staff are made aware of the existence of the allegation procedures which should contain a section on whistle blowing which is widely disseminated and trusted by staff.

All senior staff must be aware that compromise agreements must not be used in cases where an allegation has been made. Should the individual resign, senior managers must make a decision on what they would have done had the person not resigned and refer to the DBS is appropriate.

Staff should also be made aware of guidance relating to appropriate behaviour.

### **Examples of Types of Evidence**

- Allegations guidance.
- Aide Memoire with Local Authority Officer telephone numbers on.

### **Resources to Support the Agency in Meeting this Standard**

- Aide Memoire
- Guidance on Managing Allegations.

## Standard 12

***All partner agencies have processes in place so a safe working environment is created and maintained.***

Agencies should have procedures in place to identify and manage any potential source of harm to children and young people. For example a Code of Conduct for staff in place detailing the boundaries of appropriate behaviour between staff/volunteers and children and young people. Information should also be made available to children, young people and families about safeguarding and who to contact if they are concerned about the welfare of a child or young person and how to make a complaint.

### **Examples of Types of Evidence**

Code of Conduct.

Information for families on safeguarding and keeping children safe and who to contact if they have concerns.

### **Resources to Support the Agency in Meeting this Standard**

Example of a Code of Conduct

Name of Organisation: .....

Date: .....

Contract Manager: .....

Agency Lead: .....

Does the agency subcontract any part of its service?

Yes  No

**Standards 1,2, 5, 6,8,11 are the minimum standards that the GSCB expects PVI organisations to achieve.**  
**The minimum standards are shaded in to ease identification.**

Section 11 Standard	GSCB Minimum Requirement	Checklist	Compliance Information Yes/No/NA	RAG Overall Rating	Comments including any reason for allowing non- compliance
<b>Standard 1</b> Senior management commitment to the important of safeguarding and promoting Children & Young People's welfare.	Agreed Policy & Procedures in place that include the names of nominated officers and their roles and responsibilities.	1. Is there an up to date document in place which is consistent and compliant with the requirements outlined in associated guidance?			
		2. Is commitment to safeguarding explicitly reflected in strategic documents within the organisation?			
		3. Is there a senior manager who has responsibility for safeguarding in the organisation?			
<b>Standard 2</b> A clear statement of the agency's responsibilities towards Children & Young People is available for all staff.	Evidence that Policy & Procedures have been followed for individual cases.	4. Is there evidence of how staff are made aware of the safeguarding policy and any updates?			
		5. Are staff provided with a copy of the safeguarding policy and any additional guidance as part of their induction?			
		6. Are there policies on risk assessment for lone working with children?			
<b>Standard 3</b> Partner organisations /services have an accountability structure for work to safeguard and promote the welfare of Children & Young People.	Is the accountability line between front line worker and senior management explicit?	7. Is the individual's responsibility to safeguard and promote the welfare of Children expressed in their job description?			
		8. Do individuals in regular contact with Children & Young People receive supervision and an appraisal?			
		9. Does the organisation have a designated individual, who takes the lead for liaising			



Section 11 Standard	GSCB Minimum Requirement	Checklist	Compliance Information Yes/No/NA	RAG Overall Rating	Comments including any reason for allowing non-compliance
		with other agencies, and to whom concerns about a Child or Young person are reported to and does this individual have a job description?			
<b>Standard 4</b> All organisations ensure service development takes account of the need to safeguard and promote the welfare of Children & Young People.	Agencies should be able to demonstrate how services will take account of the need to safeguard and promote the welfare of Children.	10. Is there evidence of safeguarding being a core element to the development of the service?			
		11. Did the process involve Children, Young People and Families?			
		12. If required does the service / agency take into account the safeguarding needs of disabled Children, Young People and their Families?			
		13. Risk Assessment for activities			
<b>Standard 5</b> All partner organisations will ensure personnel are trained in safeguarding and promoting the welfare of Children & Young People.	Agencies should ensure staff receive appropriate safeguarding training including ensuring monitoring of training and updates.	14. Do employed staff and volunteers who have contact with Children & Young People receive level 1 or 2 (or equivalent) safeguarding training every 3 years?			
		15. Do designated staff, or those who make referrals to Social Care, receive level 3 training (if out of County the equivalent local training) every 2 years for educational settings and 3 years for all others.			
		16. Do agencies monitor take-up/ access to training?			
		17. Do new staff get level 1 safeguarding training as part of the induction process?			
		18. Where provider's offer services for Young People with complex needs is there evidence that specialist training is provided and the effectiveness of this monitored?			
<b>Standard 6</b> All partners will ensure that all staff with access to Children & Young	Agencies should ensure that all staff have an up to	19. Have recruiting managers completed the online safer recruitment training?			
		20. Are enhanced DBS checks undertaken on all staff who have, or are likely to have,			



Section 11 Standard	GSCB Minimum Requirement	Checklist	Compliance Information Yes/No/NA	RAG Overall Rating	Comments including any reason for allowing non-compliance
People are properly selected and vetted to ensure inappropriate individuals do not gain access.	date DBS check and that the mechanism for updating DBS checks is effective.	unsupervised contact with Children? (Regulated Activity) 21. Are risk assessments carried out where appropriate on all individuals where DBS indicates a positive disclosure?			
<b>Standard 7</b> Organisations will contribute to effective interagency working to safeguard Children & Young People.	Agencies should have evidence of staff being involved in any relevant meetings that safeguard Children.	22. Do relevant staff know about how to access Gloucestershire Safeguarding Children Board or relevant local authority procedures?			
		23. Are you aware of how many families are involved in the Child Protection System and how many case conferences your agency has attended/been invited to?			
<b>Standard 8</b> Partner organisations will have arrangements for effective information sharing.	Agencies should demonstrate how information has been shared appropriately and in a timely manner.	24. Is the organisation aware of their local LSCB information sharing protocols?			
		25. Is there written guidance on keeping accurate and up to date agency records together with a statement about confidentiality?			
		26. Is there evidence that the organisation has effective information sharing arrangements in place and evidence that this is activity used?			
<b>Standard 9</b> All partner organisations address issues of diversity in their work to safeguard Children & Young People.	Agencies should be able to provide evidence of how diversity issues are recognised and that this information is effectively utilised.	27. Does agency/service have a Code of Conduct / behaviour?			
		28. Are records of gender, age, disability, faith, language and ethnicity recorded and used to ensure appropriate service provision?			
		29. Is information on safeguarding provided in a format and language that can be easily understood by all service users and their families?			

Section 11 Standard	GSCB Minimum Requirement	Checklist	Compliance Information Yes/No/NA	RAG Overall Rating	Comments including any reason for allowing non-compliance
<p><b>Standard 10</b> All partner organisations will work closely and effectively through agreed mechanisms to monitor performance in safeguarding and promoting the welfare of Children &amp; Young People and evaluate effectiveness of the standards.</p>	<p>Agencies should detail who is responsible for co-ordinating and collating the self assessments tool and any associated documents.</p>	<p>30. Is there evidence of the standards becoming embedded into agency practice?</p> <p>31. Are resources essential for implementing the standards made available?</p> <p>32. Are policies and practices reviewed at stated intervals; ideally at least annually for safeguarding and health and safety and 3 yearly for others and revised in the light of changing needs; changes in legislation or guidance and experience?</p>			
<p><b>Standard 11</b> All partners have written procedures for handling complaints and allegations against staff.</p>	<p>Agencies outline how complaints are monitored and managed and findings inform safeguarding practice.</p>	<p>33. Does the organisation have procedures for dealing with allegations of abuse made against staff, and the arrangements for whistle blowing?</p> <p>34. Has the organisation nominated a senior member of staff who has the designated responsibility for ensuring allegation procedures are followed and who oversees the process?</p> <p>35. Is there evidence that all staff are made aware of the existence of the allegation procedures and do they know how to contact the LADO?</p> <p>36. Is there evidence that all staff are made aware of guidance relating to appropriate behaviour (e.g. use of physical restraint, professional boundaries etc)?</p>			

Section 11 Standard	GSCB Minimum Requirement	Checklist	Compliance Information Yes/No/NA	RAG Overall Rating	Comments including any reason for allowing non- compliance
<p><b>Standard 12</b></p> <p>All partner agencies have processes and procedures in place so a safe working environment is created and maintained.</p>	<p>The agency should have agreed set of criteria that explain how a safe environment is maintained for Children &amp; Young People and staff.</p>	37. Are procedures in place to identify and manage any potential source of harm to Children / Young People?			
		38. Is a Code of Conduct for staff in place detailing the boundaries of appropriate behaviour between staff and Children / Young People?			
		39. Is information made available to Children, young people and families about safeguarding children, including who to contact if they are concerned that a child or young person is at risk and also how to make a complaint?			



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Board

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