

Section 11 Audit Tool

Organisation: London Ambulance Service

Audit completed by: Gary Bassett

Audit signed off by (agency lead): Fionna Moore

Date of annual review: 15 September 2009

Policy Standard Criteria 1

Polices and procedures are in place in respect of safeguarding and promoting the welfare of children and the implementation of section 11

		In place	Proposed	Evidence attached / Additional Information	More information/help needed?	RAG rating (highlight areas of progress and areas that require attention)
a	The organisation has a Child Protection Policy which is in line with the London child Protection Procedures 2007 and other LSCB guidance	Yes		The Trust's child protection policy is available at our website - http://www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection.aspx		
b	The policy is reviewed every 2 years or in the event of local / national developments	Yes				
ci a)	Staff and service users are aware of the Child Protection Policy and			All eligible staff receive training in safeguarding responsibilities in accordance with the Trust's policy and practice.		
cii	Have access to it	Yes		Guidance is available to all Trust staff on our intranet		
d	The Child Protection Policy is approved and endorsed by the organisation's management body (Board of Governors, Board of Trustees, Chief Executive etc.)	Yes		The Trust's child protection policy is approved by the Trust Board and signed off by our Chief Executive and Medical Director/Safeguarding Lead.		
e*	When other organisations are commissioned to provide services on the organisation's behalf there are mechanisms in place to ensure that those organisations also have regard to the requirements of section 11.	???		The Trust has a specific provision in relation to safeguarding practice in its contract with other providers who undertake work on our behalf.		

f	There is a process for recording incidents, concerns and referrals in relation to children and young people and the action that results from these	Yes		<p>The Trust has in place a system for staff to action any safeguarding concerns and guidance is available to all Trust staff on our intranet.</p> <p>We have dedicated staff to manage the administration of safeguarding referrals placed by ambulance staff, to receive and action requests for information from safeguarding professionals and contribute to Serious Case Reviews. Local ambulance complex management representatives participate in safeguarding related meetings pan-London. Further information about our structure and practice is available on our website</p>		
g	Have you carried out an equalities impact assessment in relation to your safeguarding processes? If you have can you attach a copy please?		Yes	In progress		

Policy Standard Criteria 2

There is a clearly established line of accountability within the organisation with regards to safeguarding and promoting the welfare of children

		In place	Proposed	Evidence attached / Additional Information	More information/ help needed?	RAG rating (highlight areas of progress and areas that require attention)
a	There are designated people within the organisation with clearly defined role and responsibilities in relation to safeguarding, including at senior management level	Yes		The Trust lead for Safeguarding is Fionna Moore, Medical Director, who also chairs our Safeguarding Group who have a responsibility for strategic policy and practice. The Lead regularly reports on safeguarding activity and issues to the Trust board. Regular audit and reporting about safeguarding activity has been put into place as part of a change management process the Trust has introduced.		
b	Staff and volunteers are clear about who within the organisation are the designated people and of the circumstances in which they should be contacted	Yes		Guidance is available to all Trust staff on our intranet and on our website		
c	Staff and volunteers are aware of what their personal responsibilities are if they are concerned about a child/young person	Yes		The Trust has in place a procedure to ensure all LAS staff are aware of, and can recognise, cases of suspected child abuse and where a child and/or their family need support.		
d	Staff and volunteers are able to access a supervision/support structure whilst working with children and young people.	Yes		Advice mechanisms are available via Clinical Support Desk, a real-time facility based in our control room, and the Patient Experiences Department.		

e*	There are mechanisms in place that enable the views of children and young people to be taken into account in the planning and provision of services	Yes		The Trust monitors all feedback to the Patient Experience department which reports to the Clinical Governance and Safeguarding Committees. The Trust has in place a robust Patient & Public Involvement Strategy,		
----	---	-----	--	---	--	--

Policy Standard Criteria 3

The organisation maintains safe recruitment and complaints procedures

		In place	Proposed	Evidence attached / Additional Information	More information/help needed?	RAG rating (highlight areas of progress and areas that require attention)
a*	The organisation has an accessible safe recruitment policy which covers how to recruit safely for staff who have contact with children, including what checks need to be undertaken to determine suitability			LAS have in place relevant recruitment policies and practices, including enhanced Criminal Record Bureau (CRB) checks, for all staff – including agency staff, students and volunteers – who work with children. The trust is adopting the requirements of the Vetting & Barring scheme.		
b*	Staff are aware of the safe recruitment policy and how to access it			This is available on the Trust's intranet		
c*	The organisation provides specific training on safe recruitment	Yes		All staff in the Recruitment team, HRM and recruiting managers are trained in and required to adhere to the <i>NHS Employment Checks Standards</i>		
d*	The training is accessed by all those who have a role in recruiting staff who will have contact with children			All staff receive training in safeguarding practice		
ei	All those who have contact with children have appropriate checks in line with current legislation and guidance (e.g. <i>Criminal Records Bureau check, List 99 check, self-declarations about previous convictions or disciplinary action in relation to inappropriate behaviour towards children or vulnerable adults</i>)	Yes		The Trust meets its statutory requirements in relation to Criminal Records Bureau checks for all staff that have contact with children, including control services staff who manage 999 calls.		

eii	If a check process is in place please tell us which checks you undertake	Yes		Enhanced Criminal Records Bureau checks are carried out for all staff that have contact with children		
f	The organisation has a retention policy for the results of checks carried out on staff	Yes		The results of CRB checks are recorded and retained in accordance with CRB requirements		
g*	The organisation obtains professional and character references, checks previous employment history and verifies the identity of applicants	Yes		All recruitment is undertaken in accordance with the <i>NHS Employment Checks Standards</i>		
h	Systems are in place for children/young people and staff to make a complaint where there are concerns and/or allegations about a member of staff.	Yes		Our Patient Experiences team is the first point of contact for complaints, and feedback or concerns about the service or treatment received from us. For more information see http://www.londonambulance.nhs.uk/talking_with_us/enquiries_feedback_and_compla.aspx		
i	Whistle-blowing procedures are in place, such that all staff/volunteers can raise issues of poor practice	Yes		Policy is available on the Trust intranet		
j*	The organisation has a Named Senior Officer with a clearly defined role and responsibilities in relation to dealing with allegations against staff and volunteers	Yes		The Director of HR and OD is the Trust lead in accordance with our Whistleblowing Policy		
k*	All staff are aware of the procedures to follow in the event of an allegation or concern about a member of staff or volunteer	Yes		Policy is available on the Trust intranet		
l*	The organisation has recording and retention systems in place for allegations	Yes		POCA and POCA referrals (Now V&B) are recorded and maintained as restricted access.		

Policy Standard Criteria 4

There is staff training on safeguarding and promoting the welfare of children

		In place	Proposed	Evidence attached / Additional Information	More information/help needed?	RAG rating (highlight areas of progress and areas that require attention)
a	An induction process is in place for all staff who will have contact with children which includes familiarisation with the Child Protection Policies and Procedures as well as basic Child Protection training		Yes	Child protection awareness training is provided within Student Paramedic and A&E Support Courses; similarly, training includes The Trust's policies and procedures.		
b	A register is kept of staff who have completed induction and basic Child Protection training		Yes	The names of all staff who have attended the initial training and any updates are maintained on a dedicated training record system		
c	Staff training needs are periodically reviewed to ensure knowledge of child protection matters is maintained and up-to-date.			All LAS All staff involved in working with children are encouraged to attend training in safeguarding and promoting the welfare of children, and are encouraged to undertake regular updates as part of any post-registration educational programme.		
d	Additional training (both multi and single agency) is available for all staff working with children/young people appropriate to role.			Staff may undertake training as part of their Personal Development Plan		
e	If training is provided for your staff please identify whether it is provided in-house, by external trainers, or a combination of both			The trainers who provide this training are in house trainers who are supported by external experts in the field.		

Policy Standard Criteria 5

The organisation participates in effective inter-agency working and information sharing in order to ensure the safeguarding of children and the promotion of their welfare

		In place	Proposed	Evidence attached/Additional Information	More help/ information needed?	RAG rating (highlight areas of progress and areas that require attention)
a	A clear statement of the organisation's responsibility to share information relevant to the safeguarding of children in a secure manner	Yes		This is published on the Trust's website		
bi	Staff/volunteers are aware of this statement and their personal responsibilities relating to it, including the obtaining of consent where appropriate.	Yes				
bii*	If yes, how are they made aware of these – for example do you provide training on information sharing?	Yes		Publication on the Trust's intranet – This aspect is contained within the training package		
c*	Specific policies or arrangements are in place to communicate with partner agencies in relation the safeguarding of children/young people? Please provide examples.			Yes – see http://www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection/the_referral_process.aspx		
d	Records relating to children/young people are stored securely and safely	Yes		The Trust has in place secure arrangement under the responsibility of our Management Information department		
e*	Staff are aware of their responsibilities in relation to the reporting of private fostering arrangements			Not applicable.		
f*	The organisation has a role in multi-agency strategic planning arrangements for services to safeguard and promote	Yes		Yes - see http://www.londonambulance.nhs.uk/health_professionals/safeguarding-		

	the welfare of children			child_protection/the_referral_processes.aspx		
g*	Arrangements are in place to support effective interagency working on individual cases			Yes - see http://www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection/the_referral_processes.aspx		