



Norfolk Safeguarding Children Partnership

Safer Programme Business Plan 2021 – 2024

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Introduction

Norfolk is committed to promoting the welfare of all children, keeping them safe from harm and supporting them to thrive and fulfil their potential. We believe that all children, young people and their families have the right to be healthy, happy and safe; to be loved, valued and respected; and to have high aspirations for their future. Ensuring that a good local offer is at the heart of our locality model for service delivery is a priority for the Norfolk Safeguarding Children Partnership. Norfolk partners, families and communities need to work together to make this happen.

The Norfolk Safeguarding Children Partnership (NSCP) operates under legislation and statutory guidance and is required to act with independence and authority in respect of the work of all organisations whose staff come into contact with children and young people, their parents and carers. The NSCP is led by the three statutory partners (Norfolk County Council, Norfolk Constabulary and the Norfolk and Waveney Clinical Commissioning Group) who work with other local agencies including the voluntary sector to make sure that children are protected from harm and that their welfare is promoted.

Effective safeguarding arrangements in Norfolk are underpinned by two key principles:

- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

The purpose of the Partnership is to ensure that arrangements for safeguarding children are co-ordinated and that these arrangements are monitored to evidence impact and effectiveness. The Partnership ensures that there is a clear collaborative approach to consistent improvement of service delivery and outcomes for children. The work of the Partnership is driven by locally identified priorities, based on data, learning from Child Safeguarding Practice Reviews and emerging national developments. Data and findings from audits and case reviews are reported regularly at meetings.

Governance

Accountability and Focus

The Safer Programme in its current form was established in June 2010. It provides advice, information, and training on all aspects of safeguarding children, child protection, policies, and procedures, primarily to the voluntary and community sector, but also to the statutory and private sectors. Accountable to the NSCP, the programme is now completely financially self-sufficient, receiving no funds from any sector.

The NSCP Safer Programme continues to develop and meet the safeguarding procedural, policy and training needs of the voluntary, community and private sectors of Norfolk.

Delivery Plan

SPC = Safer Programme Co-ordinator

Priority of function and actions	Responsible person or agency	Target Date	How measured / KPIs
1. Growth of the Safer Programme. Safer Membership to increase to approximately 750 by 1 st January 2023 (with an interim target of 650 by June 2022)			
The Safer Co-ordinator will continue to work with Early Years to ensure that the needs of Parent and Toddler groups are met so that as many of them as possible choose to renew their membership next year.	SPC	Membership numbers to be reviewed May 2022	<ul style="list-style-type: none">Analysis of parent toddler and toddler groups renewing membership after current agreement ends in April 2022. This will tie in with KPI of less than 5% of members choosing not to renew each year.

Online Safer training will contain a slide outlining the benefits of membership to encourage those on courses who are not members to join up.	SPC	Ongoing	<ul style="list-style-type: none"> • Verification that course materials contain the slide.
A targeted email to be sent to as many sports organisations as possible that have children as members to advertise the new Introduction to Sport course and to encourage take up of Safer Sports membership.	SPC	Targeted email sent October 2021. Short term impact of targeted email to be reviewed November 2021. Longer term impact to be reviewed April 2022.	<ul style="list-style-type: none"> • Increase in bookings for Introduction to Safeguarding in Sport course. Target of 60 people (members or non-members) to have completed the Safer in Sport course in 2022. • Increase in Safer Sport members. For Safer to have at least 50 members from Sports / Dance clubs by the end of December 2022.
Promote the Safer Programme with relevant partner agencies	SPC and all partner agencies	Ongoing – meetings with most partners take place every 6-8 weeks	<ul style="list-style-type: none"> • Attendance as requested at Voluntary Sector Forum • Partnership working with key partners including voluntary sector, Momentum, District Councils, Early Years and Active Norfolk
Develop Safer social media presence.	SPC	By mid 2022	<ul style="list-style-type: none"> • Safer to have an independent Facebook group which will add new content at least once a week.

			<ul style="list-style-type: none"> • Target for the Facebook Group to have at least 300 members by December 2022 and 500 members by December 2023. • Regular mentions of Safer on NSCP Twitter account (at least once a month) • Evidence that Safer members / partner organisations are engaging with us on social media. Target for at 50% of Safer members to be part of the Facebook group.
Identification of a wider range of organisations that could benefit from Safer membership. One such group is chaperones and another may be church / religious groups.	SPC	Ongoing	<ul style="list-style-type: none"> • Number of organisations contacted.
<p>2. Membership to be viewed as worthwhile Safer members to feel that their membership is worthwhile, their views are listened to and they are supported.</p>			
Membership survey to be carried out annually	SPC	January / February of every year – survey carried out April of each year – results shared	<ul style="list-style-type: none"> • Measures of satisfaction to be compared to previous years and areas for improvement identified. • Target for all satisfaction levels to be the same or higher than the previous year.

			<ul style="list-style-type: none"> Results and actions to be shared with members in April of each year.
Continue to improve communication with members	SPC	Ongoing	<ul style="list-style-type: none"> Newsletter to be sent out once a month. Development of independent Safer Facebook group. Members section of the website to be reviewed by June 2022 Question in annual survey to ask members how communication could be further improved.
<p>To revisit the workshops that were trialled this year. Members to be asked in this year's survey whether they attended previous workshops, what they thought of them and what topics they'd like to see this year.</p> <p>SPC to consider what changes need to be made for workshops to be better attended.</p>	SPC	Monthly workshops to be relaunched from March 2022	<ul style="list-style-type: none"> Members' response to annual survey question regarding workshops. Increased uptake of future workshops – every monthly workshop to have at least 10 people signed up.
To retain existing members. In the last 3 years approximately 6-8% of members have not renewed each year.	SPC	Trial of exit survey to start from January 2022	<ul style="list-style-type: none"> Process in place whereby members who do not renew are identified and invited to complete a survey. From 2022 onwards the number of members who do

<p>Safer Co-ordinator to trial an exit survey that could be sent to members who choose not to renew to see if there was anything we could have done differently.</p>			<p>not renew to be less than 5%.</p>
<p>Process of having policies reviewed to be positive for members.</p> <p>Safer co-ordinator to send out a short survey in December 2021 to gain feedback on policy review service to gauge how members have found the experience and if there is anything that could have been done differently.</p> <p>Safer co-ordinator to trial offering a conversation after the policy has initially been looked at either on Teams or on the telephone.</p>	<p>SPC</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Survey sent to all members who have had their policies looked at. • Analysis of survey results and areas for improvement identified. • From January 2022 a follow up conversation to be offered via Teams or telephone.
<p>3. Range and quality of courses offered. Safer to offer a range of safeguarding courses that are viewed as being of a high quality, interesting to participate in and that reflect the most current developments in Safeguarding</p>			
<p>Existing courses to be reviewed and rewritten so that they are more interactive (particularly when delivered online), up to date and with the aim of raising confidence in participants.</p>	<p>SPC</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • A schedule in place by the end of November 2021 showing when all existing Safer courses will be reviewed and rewritten.

			<ul style="list-style-type: none"> • All rewritten and reviewed courses contain a range of interactive elements. • All rewritten courses contain a learning outcome around increasing delegates' confidence. • Course feedback forms show that courses are meeting delegates needs with more than 95% of respondents rating the questions around tutor's knowledge, tutor's delivery style, extent to which course objectives were met and quality of course materials and handouts as good or excellent. • All courses to be reviewed annually. This process will take in to account feedback from participants and facilitators (completed online through Forms), the input of Safer's steering group, any changes to policy and procedures or legislation and updated research.
New courses to be written where there is an identified need.	SPC	Ongoing	<ul style="list-style-type: none"> • New courses to be written following discussion and

			<p>input from Safer steering group.</p> <ul style="list-style-type: none"> • New courses advertised in newsletter and on social media.
<p>4. Review and Evaluation All aspects of the Safer Programme, including all courses, will be subject to regular review and evaluation.</p>			
<p>Safeguarding knowledge within the Safer team to be kept up to date.</p>	SPC	Ongoing	<ul style="list-style-type: none"> • Safer Co-ordinator to regularly attend relevant training. • Safer Co-ordinator to promptly amend any training materials necessary if there are changes in procedures. • Any relevant information will be passed on to the Safer trainers by email or during team meetings.
<p>Courses to be regularly reviewed.</p> <p>Course reviews will take in to account the views of the Safer trainers, comments made in course evaluation forms, any changes to practice and the views of the Safer steering group.</p> <p>Course reviews will include looking at whether case studies or still</p>	SPC	Ongoing	<ul style="list-style-type: none"> • All Safer courses to be reviewed at least annually. • Schedule for reviews to be produced by October 2021. This will include any courses that need a complete rewrite. • Safer Co-ordinator to meet with the Safer training team every eight weeks to identify any improvements that can

appropriate or if they need to be changed or updated, whether any graphics can be changed and if any quiz questions need to be changed.			be made to course content or delivery.
Evaluation forms to be monitored by the Safer Co-ordinator	SPC	Ongoing	<ul style="list-style-type: none"> • For all courses a random selection of feedback forms (at least 50%) will be read each term. • For any new or re-written courses, the Safer Co-ordinator will read all new evaluation forms for at least the first six months to identify any themes for improvement. • Data from evaluations will feed in to the annual report.
Safer trainers will keep their skills and knowledge up to date	SPC and trainer team	Ongoing	<ul style="list-style-type: none"> • Safer Co-ordinator to meet with the trainer team at least every eight weeks. • Trainers will be encouraged to complete an annual peer review on each other. • Trainers will be observed annually by the Safer Co-ordinator. • Any training opportunities that the Safer Co-ordinator

			<p>becomes aware of will be communicated to training team.</p> <ul style="list-style-type: none">• Colleagues from other agencies or teams will be welcomed to our team meetings to share information.
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