Agenda item: OC 29/21

WOUGHTON COMMUNITY COUNCIL

Operations Committee

Tuesday 2nd November 2021

PURPOSE OF REPORT:

To suggest a policy for Christmas opening for 2022 onwards.

RECOMMENDATION:
  1. **That the committee notes this report.**
  2. **That the committee agrees to the following:**
       a. **To agree that officers should take leave to cover any uncovered days over the Christmas period of office closures.**
       b. **To agree to the council covering any additional days needed over the Christmas period of office closures.**
       c. **To agree that we revisit this each year and make a decision each time.**
  3. **That this decision becomes the default 'rule' for Christmas opening for future years.**

MAIN ISSUES AND CONSIDERATIONS:

The issue of opening the offices and officer working hours over the Christmas period has come to this committee each year for a decision to be made. Following the paper that was discussed regarding the opening hours for Christmas 2021, the committee requested that a further paper, with proposals, came to committee covering a standard policy for festive opening for future years.

Issues:

Officers have contracts of employment that detail leave entitlement, bank holidays and what are know at 'statutory days' – essentially, two days each year that the council states are to be used over Christmas. The reasons for this are long forgotten but remain part of many officers contracts. This means that whilst there is some variation, the basic entitlement is 25 days leave, 8 public holidays (extra when allocated, for example in 2022 with the extra day for the Jubilee) and 2 'statutory' days.

There is a week between Christmas Day and New Years Day. This usually includes two public holidays (Christmas and Boxing Days) and a weekend, which leaves three days. With the two statutory days, there is usually one day to make a decision about.

The offices have remained closed over Christmas, closing on Christmas Eve and re-opening in January (usually Jan 2nd). This is due to there being extremely limited value in opening – few calls, even fewer visits, etc.

It makes sense for there to be an agreement that this is the default – WCC closes at Christmas, with the offices closing at lunchtime on Christmas Eve (or the Friday before, where this falls on a weekend) and reopens the day after the New Years public holiday. This means that a decision needs to be made with regard to officers and leave, with the options being:

- Where there is a need, officers should take one days annual leave over Christmas (this has previously been part of contracts)
- That it is accepted that Christmas closures are covered by the statutory days with any additional days being covered by the council
- That this is a decision that could be make on an annual basis, where committee make a decision based upon variables (e.g. leap years, exceptional performance, etc.)

STAFFING IMPLICATIONS:

Detailed above.

OTHER IMPLICATIONS:

There may be times where there is a need / wish for some delivery, services, etc. over the festive period. These would need to be agreed with officers but, on the whole, this would be the exception rather than that rule and could be covered through use of TOIL.

BACKGROUND PAPERS:

None.

AUTHOR

Steve McNay – Council Manager

Agenda item: OC 31/21

WOUGHTON COMMUNITY COUNCIL

Operations Committee

Tuesday 2nd November 2021

PURPOSE OF REPORT:

To update the committee on volunteer training opportunities and support structures.

RECOMMENDATION:
1. **That the committee notes this report.**
2. **That the Operations Manager and Senior Managers continue to develop a robust induction package, alongside an annual training needs assessment of volunteers.**
3. **That volunteers have access to suitable 'whole organisation' training and development events, alongside specific sessions for volunteers only.**
4. **That volunteers continue to have access to the online training that is in place, suitable and relevant to the role undertaken.**
5. **That the 121 and Appraisal policy is updated to include volunteers.**

MAIN ISSUES AND CONSIDERATIONS:

As the services of the council have developed and there is an increasing pressure on officers to be able to deliver all aspects requested by the council, the use of volunteers is increasingly important within WCC. Over the past few years, a volunteer recruitment policy and process has been developed and this has helped deliver an increased number of volunteers within the council. They include:

- Community Fridge volunteers
- Community Café volunteers
- Community Larder volunteers
- Youth service volunteers
- Ad hoc volunteers for events and activities

The intention is that this group expands and is utilised for a wider range of activities – environment / landscape / 'parish wardens', etc.

To this end, there has been a discussion around how we can get high quality volunteers, best support volunteers to help them develop and grow, reduce the turnover of volunteers within the council and by doing this, enable the council to deliver the high-quality services and support that we are known for.

Alongside the work that has started around volunteers, work has continued around the wider organisation, with a training programme, revamped induction programme and a range of online training courses that cover the essential elements (food hygiene, manual handling, equality and diversity, safeguarding, etc.).

As the organisation develops experience and knowledge around the management of volunteers, we will continue to improve. Building volunteers and volunteering into project planning, staff management, etc. will help ensure that those overseeing volunteers have sufficient time, commitment.

and support to work with them correctly. However, the demands of managing volunteers must be balanced with the benefits that come from having volunteers – volunteers should not be seen as the answer to all ills.

To help ensure that volunteers are sufficiently supported, the following is to be considered:

- Volunteer training days, as part of the wider training programme (to be implemented for the 2022/23 financial year).
- Continuing access to suitable online training sessions, with specific courses identified as part of the recruitment process.
- A training needs analysis to be undertaken each year in January, to contribute towards the annual training plan.
- Consideration of how the 121 and Appraisal policy can be tweaked to reflect the needs of volunteers. This will need to balance oversight and support with the resources necessary to do this.

Alongside the issues above, there will also need to be additional support and training for managers who oversee volunteers.

STAFFING IMPLICATIONS:

All noted above.

OTHER IMPLICATIONS:

Depending on numbers, there may be a capacity issue in terms of effective management, which will need to be monitored.

BACKGROUND PAPERS:

None.

AUTHOR

Steve McNay – Council Manager

Agenda item: OC 32/21

<p style="text-align:center">**WOUGHTON COMMUNITY COUNCIL**</p>

<p style="text-align:center">**Operations Committee**</p>

<p style="text-align:center">**Tuesday 2nd November 2021**</p>

PURPOSE OF REPORT:

To update the committee on redevelopment of the website.

RECOMMENDATION:
1. **That the committee notes this report.**
2. **That the Operations Manager and Council Manager work with the agreed provider to clarify both costs and reality of expectation.**

MAIN ISSUES AND CONSIDERATIONS:

We have been discussing the website for a number of months, with a view from Councillors that the current site is not sufficient. Whilst there has been limited feedback in terms of what would be preferred, it is clear that the current site is hard to navigate, hard to update internally, looks and feels dated and doesn't reflect the aspirations or the legal requirements of WCC.

A 'design brief' of sorts has been created (see attached) and as a result, providers have been narrowed down. This process started with looking purely at providers who have knowledge of the sector (one of the challenges of the current provider is that this doesn't seem to be the case).

The committee asked for a paper that discussed 'quotes' – this is difficult, as providers offer such different options. Costs range from almost nothing, through to tens of thousands, depending on what is wanted. To meet the legal and best practice elements (e.g. GDPR, WCAG, ICO, etc.*), a mid-range option has been identified – this provider being https://www.itseeze-miltonkeynes.co.uk/ - this meets the challenge of being large enough and experienced enough to meet expectations, whilst still having a local base and knowledge. Additionally, the person that we have spoken to at the company is a parish councillor, so has good knowledge of what is needed.

The basic costs that have been provided are:

Page One off costs
Max Package Website – initial design, build and launch - £450 +vat
Fading of scrolling banner image (similar to current site) - £50 +vat
Additional Pages (max package starts with and includes 10 pages**) - £35 +vat/page*

Ongoing subscription costs
Max Package Subscription - £45 +vat/month

.gov.uk premium domain - £5 +vat/month (you can choose to keep your domain with current IT provider or domain host in which case this cost doesn't apply)

This will be the basic cost, but there will be additional costs depending on the number of pages that we choose to transfer over (however, anything that we create afterwards will be at no cost).

The design brief will form the basis of discussions and this, alongside the legislation and best practice guidelines and, from there, we will be able to design the site, get clarity around finances and ensure that what we need can be delivered.

STAFFING IMPLICATIONS:

Management time to liaise with company and potentially additional time to create content, but the intention is that the new provider will enable all officers to be able to update and upgrade pages, rather than only being accessible to people with specific knowledge.

OTHER IMPLICATIONS:

None.

BACKGROUND PAPERS:

ICO parish_council_information_guide.

Website redevelopment proposal.

AUTHOR

Steve McNay – Council Manager

Website redevelopment – Woughton Community Council.

Woughton Community Council (WCC) is the local council covering seven residential and two industrial estates, to the south of central Milton Keynes. With a population of around 14,500 and a range of services and support that goes beyond most local councils, Woughton is well regarded and was the 'Council of the Year' in 2020 and 2021.

The website (www.woughtoncommunitycouncil.gov.uk) is one of a range of engagement methods that the council uses, as well as ensuring that legal obligations are complied with under relevant legislation (e.g. Transparency Code, Web Content Accessibility Guidelines, etc.). Currently based on a WordPress framework, the current site is somewhat dated, lacks usability and does not reflect the vibrancy and diversity of the parish. Whilst some steps have been taken to try and improve this, without the dedicated resource needed to effectively manage a site of this type, there is only so much that is possible within the current parameters and with the current providers.

Additional demands that have come into force over the past few years, alongside a wish to ensure that WCC not only meets, but exceeds expectations, means that a full review and refresh of the website is overdue. This review has included:

- Compliance with legislation and new WCAG guidance (work needed).
- Assessment of all current pages (significant 'culling' has taken place).
- Work with officers, councillors, and others to assess the site and see what is wanted / needed.
- A review and assessment of other sites, focusing on the elements that impress, engage or otherwise help realise what is missing from the current site.
- Consideration of ease of use for a range of officers (and others) to promote a dynamic and ever-changing site, that engages and provides the information needed.
- An ability to link to wider ICT provision (e.g. Office 365) to provide an integrated approach, creating greater productivity and reducing time needed for tasks that can become automated (e.g. booking system for community venues).

For many, the website is the 'front door' for Woughton and should provide a welcoming and accessible entrance to information, advice, support and contact. It should reflect the vibrancy and diversity of the parish, whilst ensuring that information is easily found, compliant with legislation and best practice and be visually appealing.

Look and feel

WCC has undertaken significant work around 'branding', with visual imagery created, branding guidelines in place and work undertaken to embed a consistent visual 'feel' in all our engagement, whether this is online, on paper (e.g. The Gazette) or on equipment (e.g. the trailer). This work, whilst not fully embedded, should be the

theme that runs through the site – the same visual appearance, the same fonts used (TBC), the same tone of voice in the writing.

(For more information about this, please see the 'Communications and Engagement Plan', which offers a fuller picture of what this means.)

It is important that this isn't a parish council website in its traditional sense – we are not a traditional parish council and much of the information that would be contained within is of little interest to anyone. Whilst legalities should be complied with and indeed, the standards set by the Local Council Award Scheme adhered to, the site should at the base level, be a community site that provides relevant information in a timely manner.

Woughton is a more informal place than many parishes and this should also be reflected in the site, both in terms of tone and content.

Use of site – end user (the public)

The current site is messy, lacking in consistency and hard to navigate. There is a lot of stuff that the public probably don't care about, information that is out of date and unnecessary, a lack of regular updating, missing links – generally, an uninspiring and unhelpful site for many.

Despite these challenges, there are also extremely useful and helpful elements; the calendar of meetings works well, some of the functionality is pleasing (councillors carousel) and, where branding has been embedded, the site can look good (e.g. Hire a Hall).

The aim is that people visiting the site should be able to:

a) Find what they are looking for, quickly and easily.
b) That most of the information is available within 3 clicks (especially most regularly visited pages).
c) That people are able to resolve the reason for visiting within one visit, rather than having to then phone / email / visit / etc.

Use of site – 'back end' (i.e. creating content)

One issue with the current set up is that it is hard for non-IT literate users to make best use of it. It is based on HTML and despite having a 'visual' editor element, in reality, getting involved with coding is an essential element if the pages and content is to look right.

There are alternatives which have a more 'WYSIWYG' (what you see is what you get) approach – essentially, content is placed in a similar way to MS Office and that is how it appears on screen – no need to format, edit code, etc. This would, potentially, enable more officers (and councillors) to update, upload and create content to keep the site dynamic.

This accessibility should be at the core of the system – easy, quick, effective. It may well be that there are key areas which have an agreed set up, where the provider enables / creates an automatic process (e.g. meeting calendars and papers, planning applications and responses, etc.)

In addition, there MUST be compliance with WCAG, ICO, transparency guidelines, etc.

Key pages / areas / etc.

One reason for a wholesale change in website is to spend some time considering exactly what is wanted, what is needed and what this looks like. To this end, some work has been undertaken to look at what works elsewhere, what is needed in terms of legal compliance and what our residents have told us they would like.

Some elements are, as mentioned, set in guidance / legislation. This is primarily around governance and finances, but also includes some other organisational elements. The main areas covered in the Information Commissioners Office (ICO) guidance are:

- Class 1 - Who we are and what we do (councillor info, staffing structures, contact info, etc.)
- Class 2 - What we spend and how we spend it (annual returns and AGAR, budgets, borrowing letters, grants given and received, members allowances).
- Class 3 – What our priorities are and how we are doing (Service Plans, longer term planning, quality status / other awards, annual report).
- Class 4 – How we make decisions (meeting timetable, agendas, minutes, reports plus responses to consultations, planning applications, etc.)
- Class 5 – Policies and Procedures (standing orders, terms of reference for committees, code of conduct, etc.)
- Class 6 – List and Registers (Asset register, members interests, gifts and hospitality and anything else that is relevant).
- Class 7 – The services we offer (the list offered by the ICO is old school, but this should cover stuff we do provide).

Whilst much of this is already in place and can simply be transposed onto a new site, being more organised and structured in the approach we take would be helpful. It would also be an excellent opportunity to ensure that all existing information is WCAG compliant.

This list covers much of what we need on the site. However, there are other elements that need to be included, based on feedback from councillors, officers, and residents. This includes building a site that is easier to navigate, with more accessible content (both in terms of the WCAG guidelines, but also more generally in terms of visual images rather than just words, etc.) and covers a wider range of content, both internally and links to external sites. Within the major areas of WCC (i.e. governance, landscape and environment, youth and families, community), there are specific bits needed that will be agreed with service leads. However, there are some design elements that sit across the new site that should be considered.

Looking at other sites, there are some excellent examples of how this might work:
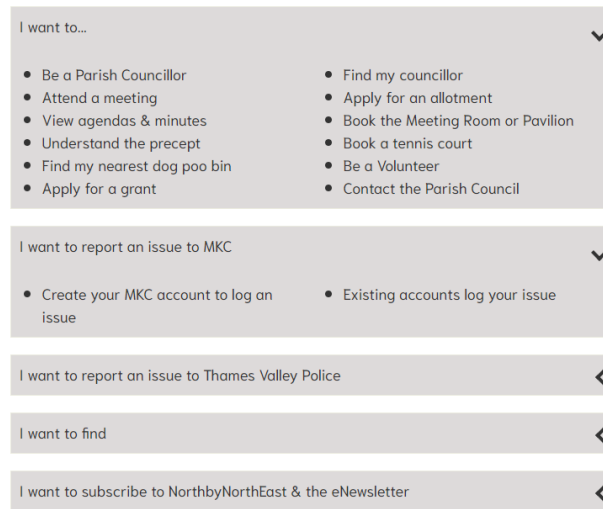
This is a piece that sits on the homepage of another local parish council. This is a simple and effective way to build a range of contact information and links to regularly asked questions. This should be considered within the overall site.
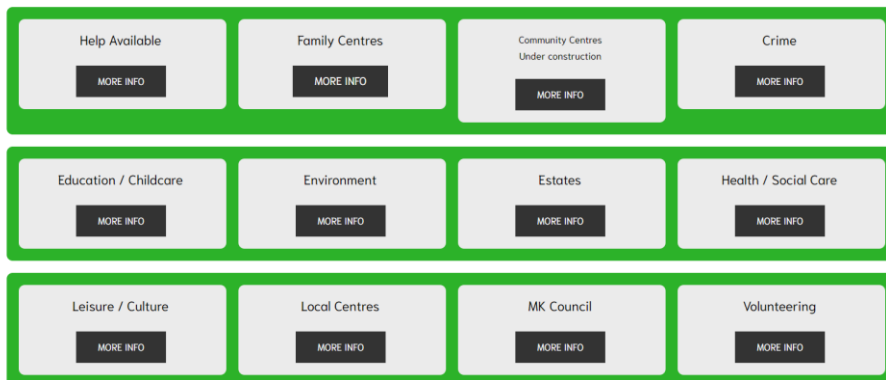
This is another element within the same site – again, a simple and cleanish way of enabling access to a wide range of other pages and information, both internally and externally.
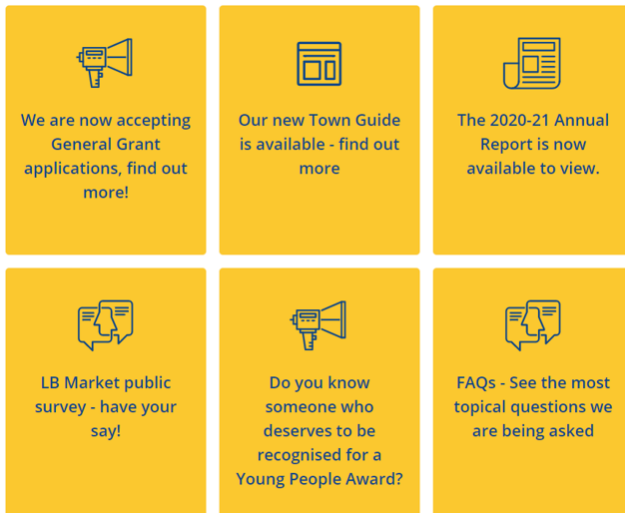
This is a different parish site, but again gives a nice range of options, with the addition of visual imagery. This is important too as it gives additional nudges as to what the areas cover.
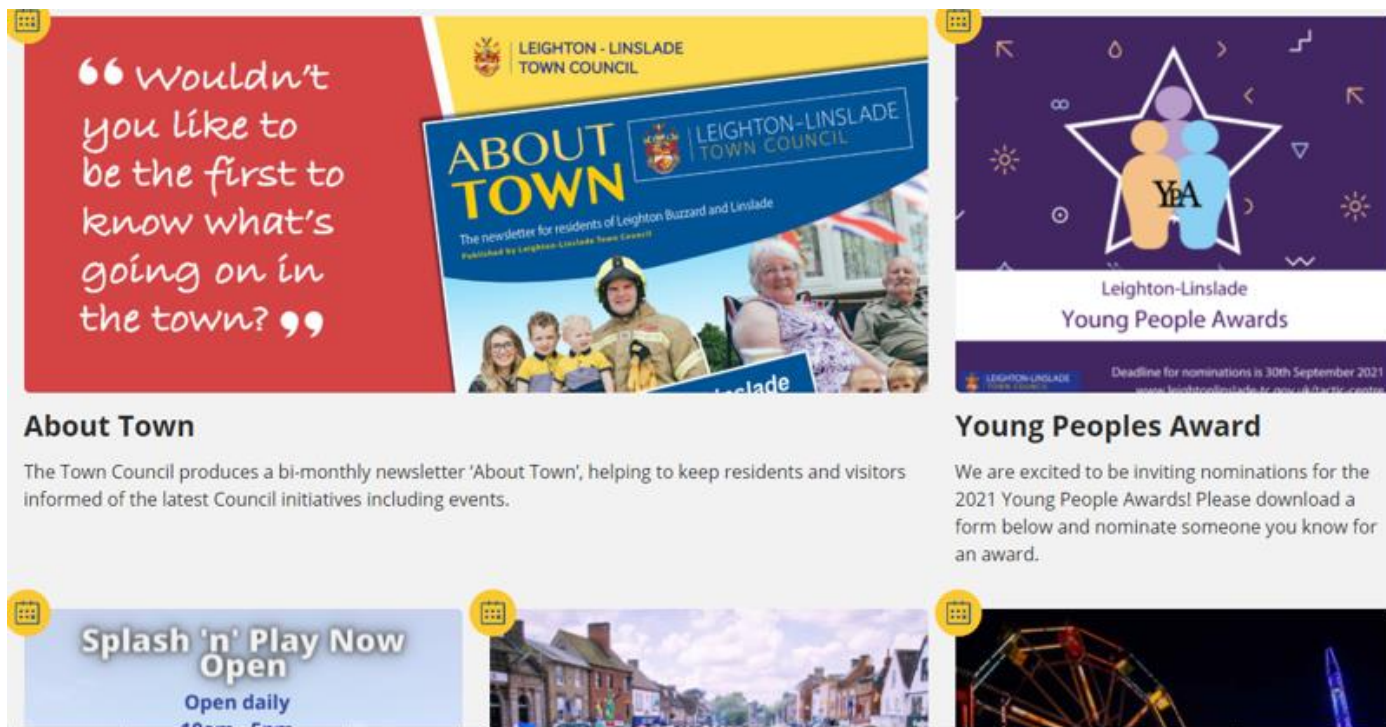
Whilst the content on this clip is not necessarily the type we would want to see, the colour and brightness is appealing.

Additional Elements

Looking at how we can maximise 'cross posting' (i.e. posting once to have content to go to the website AND social media) is a priority.

Being able to schedule new content would be extremely helpful – there are times when new information should be 'embargoed' and this can include weekends. Scheduling would be helpful.

A clickable calendar, covering meetings and events, where a 'hover' above a specific item brings up more details, links to further info, etc.

Bookable (and payable) elements – whilst it is likely that the Scribe booking system will cover this for community centres, opportunities for other bookings and payment system would be preferable.

Mapping systems that enable people to find resources – dog bins, grit bins, etc.

Easy reporting systems – how can people get in touch easily and with one hit. It goes to the right person the first time.

Conclusion

We have looked at a range of options for providers and itseezy appears to be the best option – they have knowledge of the sector, have a track record of providing decent websites and have a system that appears to meet the expectations that we have (easy to update, useable by many, etc.). They also are priced at a level that is similar to that which we are currently paying, but are locally provided, meeting expectations we have around 'buy local'.

The Council Manager, Operations Manager and others will now meet with the provider, discuss this proposal, get clarity on pricing (whilst we have had a quote, that was based on 101 pages, many of which are unnecessary) and begin the process of transferring over and ensuring that the demands that this committee and this council has for the website can be met.

Information available from .... Parish/Community Council under the model publication scheme

This guidance/template gives examples of the kinds of information that we would expect Parish/Community Councils to provide in order to meet their commitments under the model publication scheme.

We would expect Parish/Community Councils to make the information in this definition document available unless:

- it does not hold the information;
- the information is exempt under one of the FOIA exemptions or Environmental Information Regulations exceptions, or its release is prohibited by another statute;
- the information is readily and publicly available from an external website; such information may have been provided by the public authority or on its behalf. The authority must provide a direct link to that information;
- the information is archived, out of date or otherwise inaccessible; or,
- it would be impractical or resource-intensive to prepare the material for routine release.

The guidance is not meant to give an exhaustive list of everything that should be covered by a publication scheme. The legal commitment is to the model publication scheme, and public authorities should look to provide as much information as possible on a routine basis.

Publishing datasets for re-use

Public authorities must publish under their publication scheme any dataset they hold that has been requested, together with any updated versions, unless they are satisfied that it is not appropriate to do so. So far as reasonably practicable, they must publish it in an electronic form that is capable of re-use.

Information to be published	How the information can be obtained
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only. N.B. Councils should already be publishing as much information as possible about how they can be contacted.	(hard copy or website)
Who's who on the Council and its Committees	
Contact details for Parish Clerk and Council members (named contacts where possible with telephone number and email address (if used))	
Location of main Council office and accessibility details	
Staffing structure	
Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum	(hard copy or website)
Annual return form and report by auditor	
Finalised budget	
Precept	
Borrowing Approval letter	
Financial Standing Orders and Regulations	
Grants given and received	
List of current contracts awarded and value of contract	
Members' allowances and expenses	
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum	(hard copy or website)
Parish Plan (current and previous year as a minimum)	
Annual Report to Parish or Community Meeting (current and previous year as a minimum)	
Quality status	
Local charters drawn up in accordance with DCLG guidelines	
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous council year as a minimum	(hard copy or website)

Timetable of meetings (Council and any committee/sub-committee meetings and parish meetings)	
Agendas of meetings (as above)	
Minutes of meetings (as above) – n.b. this will exclude information that is properly regarded as private to the meeting.	
Reports presented to council meetings – n.b. this will exclude information that is properly regarded as private to the meeting.	
Responses to consultation papers	
Responses to planning applications	
Bye-laws	
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only	(hard copy or website)
Policies and procedures for the conduct of council business: Procedural standing orders Committee and sub-committee terms of reference Delegated authority in respect of officers Code of Conduct Policy statements	
Policies and procedures for the provision of services and about the employment of staff: Internal instructions to staff and policies relating to the delivery of services Equality and diversity policy Health and safety policy Recruitment policies (including current vacancies) Policies and procedures for handling requests for information Complaints procedures (including those covering requests for information and operating the publication scheme)	
Information security policy	
Records management policies (records retention, destruction and archive)	
Data protection policies	
Schedule of charges (for the publication of information)	
Class 6 – Lists and Registers Currently maintained lists and registers only	(hard copy or website; some information may only be available by inspection)

Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	
Assets register	
Disclosure log (indicating the information that has been provided in response to requests; recommended as good practice, but may not be held by parish councils)	
Register of members' interests	
Register of gifts and hospitality	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses) Current information only	(hard copy or website; some information may only be available by inspection)
Allotments	
Burial grounds and closed churchyards	
Community centres and village halls	
Parks, playing fields and recreational facilities	
Seating, litter bins, clocks, memorials and lighting	
Bus shelters	
Markets	
Public conveniences	
Agency agreements	
Services for which the council is entitled to recover a fee, together with those fees (e.g. burial fees)	
Additional Information This will provide Councils with the opportunity to publish information that is not itemised in the lists above	

If the dataset or any part of it is a relevant copyright work and the public authority is the only owner, the public authority must make it available for re-use under the terms of a specified licence. Datasets in which the Crown owns the copyright or the database rights are not relevant copyright works.

The Datasets Code of Practice recommends that public authorities make datasets available for re-use under the Open Government Licence.

The term 'dataset' is defined in section 11(5) of FOIA. The terms 'relevant copyright work' and 'specified licence' are defined in section 19(8) of

FOIA. The ICO has published guidance on the dataset provisions in FOIA. This explains what is meant by "not appropriate" and "capable of re-use".

Contact details:

SCHEDULE OF CHARGES

This describes how the charges have been arrived at and should be published as part of the guide.

TYPE OF CHARGE	DESCRIPTION	BASIS OF CHARGE
Disbursement cost	Photocopying @ ..p per sheet (black & white)	Actual cost *
	Photocopying @ ..p per sheet (colour)	Actual cost
	Postage	Actual cost of Royal Mail standard 2nd class
Statutory Fee		In accordance with the relevant legislation (quote the actual statute)
Other		

* the actual cost incurred by the public authority

Agenda item: OC 33/21

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WOUGHTON COMMUNITY COUNCIL

Operations Committee

Tuesday 2nd November 2021

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PURPOSE OF REPORT:

To update the committee on items for the service plan 2022/2023.

RECOMMENDATION:
1. **That the Committee notes the report.**
2. **That the Committee agrees to the recommended service plan items for 2022/2023.**

MAIN ISSUES AND CONSIDERATIONS:

The main items suggested to be added for service plan 2022/23 for Operations as are as follows:

Woughton business forum
To develop a forum for local businesses to promote Woughton as a place of work, bring collaborative approached and build strong relationships between companies and the council.
Community Services manager

Youth council
To establish a youth council for the Woughton area, to give our younger community a bigger say in local matters.
Community services manager

Apprenticeships / work placements
To look at the potential for including apprenticeships and work placements into the wider workforce at WCC. Looking also at introducing process and policy that will underpin this work.
Operations manager

Website
To have the new website up and running, ensuring ease when having to make adaptions and ensure we have enough officers trained up on how to amend the website and add content when necessary.
Operations manager/Council manager

Social media
Look at how we dedicate time to social media, ensuring we have an officer in charge of social media and a process/format behind requesting content to be uploaded. Ensure we are covered in terms of absences for social media coverage.
Operations manager/council manager

Service specific inductions
To ensure our managers are equipped to plan and prepare service specific inductions to new recruits within their departments.
Senior managers

In terms of the service plan document which will detail what is completed year on year at Operations the suggestions are:

Policy review
Annual policy review and amendments where necessary.
Operations manager

Staff handbook review
Annual staff handbook review and any amendments necessary, continuously revising the handbook as and when changes are made to internal policy to best reflect practises.
Operations manager

Contracts and Preferred supplier reviews
Review current contracts and when they are due for review to ensure best value for money. Reviewing regularly the efficiency of preferred suppliers to ensure optimum efficiency, value and satisfaction.
Operations manager

Engagement and communications
To improve all aspects of communication internally and externally from the council, to include the Gazette, website, social media, noticeboards, email and other options.
Operations manager/Council manager

Training and development
To publish training and development calendar for Councillors, Organisation (WCC officers) and Senior managers. Ensure training is attended and skills gaps are filled where identified. Ensure organisational training on key policies and procedures during induction.
Operations manager/Council manager

IT systems
To maximise use of software included within the IT contract to improve efficiency and oversight.
Operations manager

FINANCIAL IMPLICATIONS:

Woughton business forum – Circa £300 for events and hospitality, refreshments etc.

Youth council – Aprrox. £1,600

Apprenticeships and work placements – would only be applicable if WCC apprenticeships and work placements start, in line with Council approval. Policy and background work not going to cost us.

Website – will already be paid for through 2021/22 budget. Work around content and staffing the website will not cost us.

Service specific inductions – No cost, unless through specific external training required which will be deducted from Training and development budget line.

Policy review – No cost associated.

Staff Handbook review – No cost associated.

Contracts and preferred suppliers – Already budgeted for, would only change due to council approval no further costs at this point.

Engagement and communications – All costs already budgeted within WCC budget.

Training and development – any costs associated, minimal but will be deducted from Training and development budget line and will be kept in line with this budget line.

IT systems – Already costed for through IT budget line. Potential small additional costs for bespoke training (but would be negligible.)

STAFFING IMPLICATIONS:

None.

OTHER IMPLICATIONS:

None.

BACKGROUND PAPERS:

None.

AUTHOR

Samone Winsborough
RFO

Agenda item: OC 34/21

Operations Committee

Tuesday 2nd November 2021

PURPOSE OF REPORT:

To apprise the committee of minor personnel amendments details in the policy.

RECOMMENDATION:
1. **That the committee notes this report.**
2. **That the committee agrees use of the amended policy which has been updated in the Woughton Community Council database and all relevant destinations as deemed necessary by the Operations Manager.**

MAIN ISSUES AND CONSIDERATIONS:

It was decided at the Safeguarding audit that Sue Varley be trained and added as a deputy safeguarding lead, to strengthen the team and provide a suitably qualified safeguard professional within the community team and whom is based at the main Hub. As such Sue's details have been added to the policy.

Also there has been a change int eh structure of the LADO's office at MKC, Jo Clifford remains the names LADO and is still detailed in our policy, however she now has a team to whom she delegated power to as well as managing cases herself. It has been details as such in the policy.

All amendments have been highlighted in yellow for the convenience of the committee. As all will see, these amendments are not to the policy itself and purely an update to ensure all information is relevant and up to date for those using it for reference.

FINANCIAL IMPLICATIONS:

None.

STAFFING IMPLICATIONS:

- Officer time to undertake the training required, as agreed at audit and demand on deputies to take on delegated tasks to release the Youth Manager/ DSL to effectively manage and sustain the agreed model of practice. Case load will be shared by the now wider team. There is no indication of additional cases.

OTHER IMPLICATIONS:

None.

BACKGROUND PAPERS:

- Safeguarding & Child Protection policy detailing amendments.

AUTHOR:

Tash Darling – Youth Manager, DSL & Child Protection lead.

Woughton Community Council

Safeguarding & Child Protection Policy

Previously Policy known as: Young Persons Protection Policy. 2014. N Fulton
Reviewed: March 2015. C Hutley
Recreated as WCC Safeguarding & Child Protection Policy: 2016 N. Darling
Renewed: September 2018. N Darling
Reviewed: November 2020. N Darling. <mark>Personnel contact details updated September 21. N Darling.</mark>

Introduction / Overarching aims

Woughton Community Council fully recognises the responsibility it has under section 11 of *The Children's Act 2004* (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. Various other statutory duties apply to other specific organisations working with children and families) to have arrangements in place to safeguard and promote the welfare of children and, in doing so, have regard to any guidance issued by the Secretary of State. This includes arrangements to take all reasonable measures to ensure that risks of harm to children's welfare are minimised and take appropriate actions to address concerns about the welfare of a child.

Alan Wood reviewed the role and function of LSCBs and found widely agreed needs for change to current local multi-agency safeguarding arrangements. *The Wood review (published May 2016)* informed the *Children and Social Work Act 2017*. Significant changes to multi-agency arrangements have been established through this Act, creating new duties for police, health and local authorities to safeguard and promote the welfare of children in their area, as detailed in the *Working Together to Safeguard Children (published March 2015. Updated Feb 2019).*

Through their day-to-day contact with children, young people, vulnerable adults and direct work with families, staff at the council have a crucial role to play in noticing indicators of possible abuse or neglect and referring them to Children's Social Care via the Milton Keynes Council Referral Hub (ideally designated officers to refer). Furthermore, have a duty to promote welfare.

This policy sets out how the council discharges its statutory responsibilities relating to safeguarding and promoting the welfare of children, young people and vulnerable adults accessing our services.

Our policy applies to all officers, administration, and support staff, paid and unpaid as all can be the first point of disclosure for a resident. Concerned parents/carers may also contact the council. It is consistent with the Milton Keynes Safeguarding Partnership (MKSP) framework.

Policy

There are four main elements to our policy:

1. **PREVENTION** through the provision of direct services and pastoral support offered to resident children & young people and the creation and maintenance of a whole organisation protective ethos.

2. **PROCEDURES** for identifying and reporting cases, or suspected cases, of abuse. The definitions of the four categories of abuse are attached (see Appendix A).

3. **SUPPORTING VULNERABLE CHILDREN** those who may have been abused or witnessed violence towards others.

4. **PREVENTING UNSUITABLE PEOPLE WORKING WITH CHILDREN (Young People & Vulnerable Adults).**

1. PREVENTION

We recognise that healthy self-esteem, confidence, supportive friends and good lines of communication with a trusted adult help to protect individuals.

The council will therefore:

1.1. establish and maintain an environment where children, young people and vulnerable adults feel safe in both the real and the virtual world and are encouraged to talk and are listened to actively.

1.2. ensure children/ young people know that there are adults in the council, specifically the youth service, whom they can approach if they are worried or in difficulty and their concerns will be taken seriously and acted upon as appropriate.

1.3. include in the provision activities and opportunities which equip children, young & vulnerable people with the skills they need to stay safer from abuse both in the real and the virtual world and information about who to turn to for help.

1.4. Include within the provision material which will help children develop realistic attitudes to the responsibilities of adult life, particularly with regard to childcare and parenting skills.

We deliver or offer PSHE based informal education which includes aspects of sexual health; Delivering part of the curriculum in the secondary schools in our parish when asked. This reinforces essential skills for every child. Self-esteem and confidence building, thinking independently and making assessments of risk based on their own judgments are encouraged throughout the provision.

2. PROCEDURES

2.1 We will follow the procedures set out in the Milton Keynes Safeguarding Partnership Competency Framework. A copy of these procedures can be found on the MK Safeguarding Partnership website https://www.mktogether.co.uk/

2.2 The (DSL/DCPO) Designated Safeguarding Lead and Designated Child Protection Officer is the named **Safeguarding Lead Officer.**

2.3 The nominated Designated Safeguarding Lead & Child Protection Officer (DSL & DCPO) is **Tash Darling.**

2.4 The Deputy (DSL) Designated Safeguarding Lead officers are **Gemma Simmons** & **Sue Varley**

The council will:

2.4.1 ensure there is a designated senior person who has lead responsibility for Safeguarding & child

protection in the council who has undertaken the necessary training deemed competent by the MKSP.

2.4.2 ensure that this training is updated every three years in accordance with government guidance.

2.4.3 recognise the importance of the role of the designated person/s and ensure they have the time, training and support necessary to undertake their duties which include, providing advice and support to staff, taking part in inter-agency meetings and contributing to the assessment of children in need.

2.4.4 ensure every member of staff, paid and unpaid, and the governing body knows who the designated members of staff are and the procedures for passing on concerns from the point of induction.

2.4.5 ensure every member of staff, paid and unpaid, and the governing body knows what the contingency arrangements are for when the designated members of staff are not available.

2.4.6 ensure that the designated members of staff take advice from a child protection specialist when managing complex cases. The Designated Persons have access to both the MKSP and Children's Social Care Referral Hub. The Emergency Duty Team (out of hours) is also available (see Appendix B).

2.4.7 have a nominated deputy for safeguarding and child protection who has undertaken appropriate training.

2.4.8   ensure every member of staff and every councillor knows:

- The name of the designated person/s and their role.
- How to identify the signs of abuse and neglect.
- How to pass on and record concerns about an individual/s.
- That they have an individual responsibility to be alert to the signs and indicators of abuse and for referring child protection concerns to the designated Person/s.
- That they have a responsibility to provide an environment in which children, young & vulnerable people are safe.
- That they can find the Core Inter–Agency Procedures on the MKSB/P website.

2.4.9 provide Safeguarding/ Child Protection training for **all** staff from the point of their induction which is updated regularly, every three years at a minimum, so that they are confident about:

- The council's legislative responsibility.
- Their personal responsibility.
- The council's policies and procedures.
- The need to be alert to the signs and indicators of possible abuse, including possible child sexual exploitation and female genital mutilation.
- The need to record concerns.
- How to support and respond to a child, young or vulnerable person who tells of abuse.

2.4.10 ensure that all staff, paid and unpaid, recognise their duty and feel able to raise concerns about poor or unsafe practice in regard to children, young & vulnerable people and that such concerns are addressed sensitively and effectively in a timely manner in accordance with agreed whistle-blowing policies.

2.4.11 ensure that parents have access to information which details the responsibility placed on the council and staff in relation to child protection by setting out these duties on the website & public documents.

2.5 **LIASON WITH OTHER AGENCIES**

The council will:

2.5.1 work to develop effective links with relevant services to promote the safety and welfare of all children, young and vulnerable people throughout the parish.

2.5.2 co-operate as required, in line with '*Working Together to Safeguard Children (Feb 2019)*, with key agencies in their enquiries regarding Safeguarding/ Child protection matters and providing written reports at child protection conferences, core groups and serious case review panels.

2.5.3 notify the relevant Children's Social Care Unit immediately if:

- It should have to exclude a child/ young person from a service who is subject to a Child Protection Plan (whether fixed term or permanently).
- There is an unexplained absence of a child/ young person who is subject to a Child Protection Plan.
- There is any change in circumstances to a child/ young person who is subject to a Child Protection Plan.

2.6 **RECORD KEEPING**

The council will:

2.6.1 keep clear, detailed, accurate records of concerns about children, young and vulnerable people (noting the date, event and action taken), even where there is no need to refer the matter to Children's Social Care immediately.

2.6.2 make every reasonable effort to ensure all records are kept securely and in a locked location or password protected in accordance with GDPR. (see WCC Privacy Policy).

2.6.3 ensure all relevant and appropriate to share safeguarding/ child protection records are shared with service providers/ partners as appropriate and agreed by Children's Social Care Child Protection Record Keeping Guidance. (GDPR. See WCC Privacy Policy).

2.7 **CONFIDENTIALITY AND INFORMATION SHARING**

2.7.1 Child protection information will be stored and handled in line with the Data Protection Act 2018 (chapter 12) principles. The Data Protection Act does not prevent council staff from sharing information with relevant agencies, where that information may help to protect a child.

2.7.2 Child protection records are normally exempt from the disclosure provisions of the Data Protection Act, which means that children/ young people and parents do not have an automatic right to see them. If any member of staff receives a request from a child/ young person or parents to see data stored, they will refer the request to the Designated Person or senior management.

The council will:

2.7.3 ensure confidentiality protocols are adhered to and information is shared appropriately. If in any doubt about confidentiality, staff will seek advice from the Designated Officer, Children's or Adult Social Care as required. As a general rule of if a child/ young person is deemed at risk (level 4) no data will be shown to unauthorised bodies or individuals.

*Information sharing: Guidance for practitioners and managers**
(Information sharing Advice for practitioners providing safeguarding services to children, young people, parents and carers March 2015. Update July 2018) is available at

2.7.4 ensure that the Council Management or Designated Person will only disclose any information about a child/ young person to other members of staff on a 'need to know' basis, including Domestic Violence notifications.

2.7.5 make all staff aware that they have a professional responsibility to share information with other agencies in order to safeguard children/ young & vulnerable people.

2.7.6 ensure staff are clear with all concerned that they cannot promise to keep secrets.

2.8 COMMUNICATION WITH PARENTS/ CARERS

The council will:

2.8.1 ensure that parents/carers are informed of the responsibility placed on the council and staff in relation to child protection by setting out its duties in this policy, E. Safety and Privacy Policies and website.

2.8.2 undertake appropriate discussion with parents/carers prior to involvement of another agency unless the circumstances preclude this action. If the council believes that notifying parents could increase the risk to the child/ young person or exacerbate the situation, advice will be sought from Children's Social Care. (Further guidance on this can be found in the Core Inter-agency Procedures of the Local Safeguarding Board).

3. SUPPORTING VULNERABLE CHILDREN/ YOUNG PEOPLE

3.1 We recognise that abuse or witnessing violence may have an adverse impact on those vulnerable children/ young people which may last into adulthood without appropriate intervention and support.

3.2 This council's staff may be the only stable, secure and predictable element in the lives of children/ young people at risk. Nevertheless, when at youth clubs/ provisions their behaviour may be challenging and defiant or they may become withdrawn. Staff will be trained to be sensitive and respond accordingly.

3.3 We recognise that some vulnerable children/ young people may develop abusive behaviours and that these children may need to be referred on for appropriate support and intervention.

3.4 The Council will support the child/ young person through:

3.4.1 Youth provision opportunities to encourage self-esteem and self-motivation.

3.4.2 An ethos that actively promotes a positive, supportive and safe environment and values the whole community.

3.4.3 The youth department's behaviour/ conduct will support vulnerable children/ young people. All staff will agree on a consistent approach, which focuses on the behaviour of the child/ young person but does not damage the child/ young person's sense of self-worth. Staff will ensure that the child/ young person knows that some behaviour is unacceptable, but she/he is valued and not to be blamed for any abuse which has occurred.

3.4.4 Liaison with other agencies which support the child/ young person such as Children's Social Care, Child and Adolescent Mental Health Services, Compass or Children and Family Practices.

3.4.5 A commitment to develop productive and supportive relationships with parents/carers.

3.4.6 Recognition that children living in a home environment where there is domestic abuse, drug or alcohol abuse or mental health issues are vulnerable and in need of support and protection; they may also be young carers.

3.4.7 Monitoring and supporting child/ young person's welfare, keeping records and notifying Children's Social Care in accordance with the Milton Keynes Safeguarding Board "Core Inter - Agency Procedures"

3.4.8 When a child/ young person who is subject to a child protection plan leaves permanently, information will only be transferred to the new service providers on request and if deemed necessary to protect the child/ young person. The lead Social Worker from Children's Social Care will also be informed.

3.5 **SUBSTANCE MISUSE AND CHILD PROTECTION**

3.5.1 The discovery that a young person is misusing legal or illegal substances or reported evidence of their substance misuse is not necessarily sufficient in itself to initiate child protection proceedings but the DSL/ SCPO will consider such action in the following situations:
When there is evidence or reasonable cause:

- To believe the child/ young person's substance misuse may cause him or her to be vulnerable to other abuse such as sexual abuse.
- To believe the child/ young person's substance related behaviour is a result of abuse or because of pressure or incentives from others, particularly adults.
- To where the misuse is suspected of being linked to parent/carer substance misuse.

3.6 **CHILDREN OF SUBSTANCE MISUSING PARENTS/ CARERS**

3.6.1 Misuse of drugs and/or alcohol is strongly associated with Significant Harm to children, especially when combined with other features such as domestic violence.

3.6.2 When staff receives information about drug and alcohol abuse by a child's parents/carers they will follow appropriate procedures.

3.6.3 This is particularly important if the following factors are present:

- Use of the family resources to finance the parent's dependency, characterised by inadequate food, heat and clothing for the children.
- Children exposed to unsuitable caregivers or visitors, e.g. customers or dealers.
- The effects of alcohol leading to an inappropriate display of sexual and/or aggressive behaviour.
- Chaotic drug and alcohol use leading to emotional unavailability, irrational behaviour and reduced parental vigilance.
- Disturbed moods as a result of withdrawal symptoms or dependency.
- Unsafe storage of drugs and/or alcohol or injecting equipment.
- Drugs and/or alcohol having an adverse impact on the growth and development of the unborn child.

3.7 **DOMESTIC ABUSE**

3.7.1 Where there is Domestic Abuse in a family, the children/young people will always be affected; the longer the violence continues, the greater the risk of significant and enduring harm, which they may carry with them into their adult life and relationships.

3.7.2 Social services, Head teachers and some other professionals may be notified of Domestic Abuse incidents where the police have been called and that involve children and young people under their duty of care and will take appropriate action to ensure children and young people are kept safe.

3.8 FEMALE GENITAL MUTILATION (FGM)

3.8.1 Female genital mutilation includes procedures that intentionally alter or injure the female genital organs for non-medical reasons. It is a surprisingly common form of abuse in the UK.

3.8.2 FGM is carried out on children between the ages of 0–15, depending on the community in which they live. It is extremely harmful and has short and long-term effects on physical and psychological health.

3.8.3 FGM is internationally recognized as a violation of the human rights of girls and women, and is illegal in most countries, including the UK.

3.8.4 The council takes these concerns seriously and staff will be made aware of the possible signs and indicators that may alert them to the possibility of FGM. Any indication that FGM is a risk, is imminent, or has already taken place will be dealt with under the child protection procedures outlined in this policy.

3.8.5 The Designated Person will make appropriate and timely referrals to Children's Social Care if FGM is suspected. In these cases, parents will not be informed before seeking advice. The case will still be referred to Children's Social Care even if it is against the child/ young person's wishes. It is now possible to restrict the removal of a dependant from the UK if FGM is suspected to be planned.

3.9 FORCED MARRIAGE

3.9.1 Forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used.

3.9.2 In cases of forced marriage discussion with the family or any involvement of the family or local community members will often place the child or young person at greater risk of harm. Families should not be approached if forced marriage is suspected.

3.9.3 Children and young people facing forced marriage often come from very loving families where the parental capacity to provide safety, emotional warmth and stability is excellent. The children are often high achievers at school, their health is good, they are well integrated into the local community and have good relations with the wider family.

3.9.4 It is important professionals are sensitive to differing family patterns and lifestyles and to child-rearing patterns that vary across different racial, ethnic and cultural groups. At the same time, they must be clear that child abuse cannot be condoned for religious or cultural reasons, therefore forced marriage must be responded to as a protection and safeguarding issue.

3.9.5 There is no specific offence of 'forcing someone to marry', criminal offences may nevertheless be committed. Perpetrators, usually parents or family members, could be prosecuted for offences including threatening behaviour, assault, kidnap, abduction, threats to kill, imprisonment and murder. Sexual intercourse without consent is rape, regardless of whether this occurs within a marriage or not.

3.9.6 Forced marriage is automatically handled as a child protection issue and staff should share Information quickly when a child is at risk.

3.10 **CHILD SEXUAL EXPLOITATION (CSE)**

3.10.1 Child Sexual Exploitation involves exploitative situations, contexts and relationships where young people receive something (for example food, drugs, alcohol, gifts or in some cases simply attention/ affection) as a result of engaging in sexual activities.

3.10.2 Sexual exploitation can take many different forms from the seemingly 'consensual' relationship to serious organized crime involving gangs and groups.

3.10.3 Exploitation is marked out by an imbalance of power in the relationship and involves varying degrees of coercion, intimidation and sexual bullying including cyber bullying and grooming.

3.10.4 It is important to recognize that some young people who are being sexually exploited do not show any external signs of this abuse and may not recognise it as abuse.

3.10.5 Young people who go missing can be at increased risk of sexual exploitation and so procedures are in place to ensure appropriate response to children and young people who go missing, particularly on repeat occasions.

3.10.6 Staff should notify the Designated Lead and should complete the MKSB Child Sexual Exploitation Risk Assessment Tool and refer to the Multi-Agency Referral Unit if there is a concern that a young person may be at risk.

4. PREVENTING UNSUITABLE PEOPLE FROM WORKING WITH CHILDREN

4.1 The council will operate safer recruitment practices including ensuring appropriate DBS and reference checks are undertaken according to the government guidance *'2010 to 2015 government policy: helping employers make safer recruiting decisions'* See https://www.gov.uk/government/publications/2010-to-2015-government-policy-helping-employers-make-safer-recruiting-decisions

4.2 The following members of staff have undertaken Safer Recruitment training; Designated Safeguarding Lead, Tash Darling.

4.3 Any allegation of abuse made against a member of staff will be reported straight away to the Designated Lead and Council Manager. In cases where the Designated Lead officer or Council Manager is the subject of an allegation, it will be reported to the Chair of Council (See Allegations flow chart Appendix C.) The council will follow the procedures set out in Part four of Keeping Children Safe.

4.4 The council will consult with the Local Authority Designated Officer (LADO) in the event of an allegation being made against a member of staff or councillor and adhere to the relevant procedures set out in Keeping Children Safe.

4.5 All allegations are reported to the LADO within one working day. Following consultation with the LADO, he will advise on all further action to be taken. Please note that the Designated Lead officer, Council Manager or Chair of Council should **not** seek to interview the child/ren, young people, vulnerable adult or members of staff involved until advice has been sought. Doing so may compromise any police interviews that may be necessary.

4.6 The council will ensure that any disciplinary proceedings against staff relating to child protection matters are concluded in full even when the member of staff is no longer employed at the council and that notification of any concerns is made to the relevant authorities and professional bodies and included in references where applicable.

4.7 Staff who are the subject of an allegation have the right to have their case dealt with fairly, quickly, and consistently and to be kept informed of its progress. Suspension is not mandatory, nor is it automatic but, in some cases, staff may be suspended where this is deemed to be the best way to ensure that children/ young people are protected.

4.8 Consideration must be given to the needs of the child/ young person and recognition that a child/ young person may make an allegation against an innocent party because they are too afraid to name the real perpetrator. It is rare for a child to make an entirely false or malicious allegation, although misunderstandings and misinterpretations of events do happen.

4.9 The council will ensure that all staff, paid and unpaid, are aware of the need for maintaining appropriate and professional boundaries in their relationships with children/ young people, young vulnerable adults and parents/carers. As part of the Induction process, all staff will receive guidance about how to create appropriate professional boundaries (in both the real and virtual world) with all children, especially those with a disability or who are vulnerable.

4.10 Although we are not a school setting, all staff can access *Guidance for Safer Working Practice for Adults who work with Children and Young People in Education Settings (May 2019)* as a good guide to best practice.

4.11 The council will ensure that staff and volunteers are aware that sexual relationships with young people aged under 18 are unlawful and could result in legal proceedings taken against them under the *Sexual Offences Act 2003 (Abuse of Trust).*

4.12 The council will ensure that communication between children/ young people and adults, by whatever method, are transparent and take place within clear and explicit professional boundaries and are open to scrutiny.

5. CHILDREN WITH SPECIAL EDUCATION NEEDS

There will undoubtedly be children/ young people who have Statements of Special Educational Needs or Education Health Care Plans. For a number there will be multi–agency planning and involvement to support integrated care.

We recognise that, statistically, children with emotional, social, behavioural and mental health difficulties and challenges, characteristic of a significant percentage of the parish's population, are particularly vulnerable to abuse. Council staff who deal with children with complex and multiple disabilities and/or emotional and behavioural problems should be particularly sensitive to indicators of abuse.

The Designated Lead Officer and signposted agencies will support staff to decide appropriate strategies that will reduce anxiety for the individual child and raise self–esteem as part of an overall behaviour support.

The designated Lead Officer/ Youth Staff will endeavour to include PSHE curriculum, staff will as (continuous) good practice, teach children personal safety skills commensurate with their ability and needs. Children/ young people will be taught personal safety skills such as telling and who to tell, good and bad touches and good and bad secrets. The content of lessons can be shared with parents/carers so that these skills can be supported at home.

We promote high standards of practice, including ensuring that children/ young people know how to raise concerns, and have access to a range of adults with whom they can communicate.

Appendix A

Four categories of abuse

Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, Or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Neglect

This is a persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

It may occur during pregnancy as a result of maternal substance misuse.

It may involve the neglect of or lack of responsiveness to a child's basic emotional needs.
It also includes parents or carers failing to:

- Provide adequate food, clothing and shelter including exclusion from home or abandonment.
- Protect a child from physical and emotional harm or danger.
- Ensure adequate supervision including the use of inadequate care-givers.
- Ensure access to appropriate medical care or treatment.

Emotional Abuse

This is the persistent emotional maltreatment so as to cause severe and adverse effects on a child's emotional development.

It may involve conveying to a child that they are:

- Worthless.
- Unloved.
- Inadequate.
- Valued only insofar as they meet another person's needs.

It may include:

- Not giving the child opportunities to express their views.
- Deliberately silencing them.
- 'making fun' of what they say or how they communicate.

It may also feature age or developmentally inappropriate expectations being imposed on children including:

- Interactions that are beyond the child's developmental capability.
- Overprotection and limitation of exploration and learning.
- Preventing participation in normal social interaction.

It may involve:

- Seeing or hearing the ill-treatment of another.
- Serious bullying (including cyber bullying) causing children frequently to feel frightened or in danger.
- The exploitation or corruption of children.
- Some level of emotional abuse is involved in all types of maltreatment although it may occur alone.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

This may involve:

- Physical contact including assault by penetration (e.g. rape or oral sex).
- non-penetrative acts such as masturbation, kissing, rubbing and touching outside of
- clothing.
- Non-contact activities involving:
  children in looking at, or in the production of, sexual images, children in watching sexual activities.
- Encouraging children to behave in sexually inappropriate ways.
- Grooming a child in preparation for abuse (including via the internet).
- Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Appendix B

Useful Contacts

Designated Safeguarding Lead & Child Protection Officer:
Tash Darling. Youth Manager & Safeguarding Lead
tash.darling@woughtoncommunitycouncil.gov.uk
01908 392945 / 07983 590546

Deputy Safeguarding leads:
Gemma Simmons. Youth development Officer
gemma.simmons@woughtoncommunitycouncil.gov.uk
01908 392945
Sue Varley. Mental Health & Advice Community Officer.
Sue.varley@woughtoncommunitycouncil.gov.uk
01908 395681

Chair of Council
Sue Smith
Sue.smith@woughtoncommunitycouncil.gov.uk

Milton Keynes Safeguarding Partnership
Telephone: 01908 254373
https://www.mktogether.co.uk/
Email mktogether@milton-keynes.gov.uk

Milton Keynes Council Multi Agency Referral Hub
Worried about a child, Telephone: 01908 253169/ 253170
Worried about a vulnerable adult, Telephone: 01908 253772
MKC main switchboard:01908 691691

Multi-agency referral forms (MARF)
children@milton-keynes.gov.uk
referral to the Multi Agency Safeguarding Hub (MASH) by completing the Multi-Agency Referral Form (MARF).

Emergency Duty Social Work Team
(Out of hours) Telephone: 01908 265545

Local Authority Designated Officer (LADO)
Jo Clifford *There is now a team working under Jo Clifford, any one of these are representatives of the LADO and can be reported to.
lado@milton-keynes.gov.uk
01908 254306
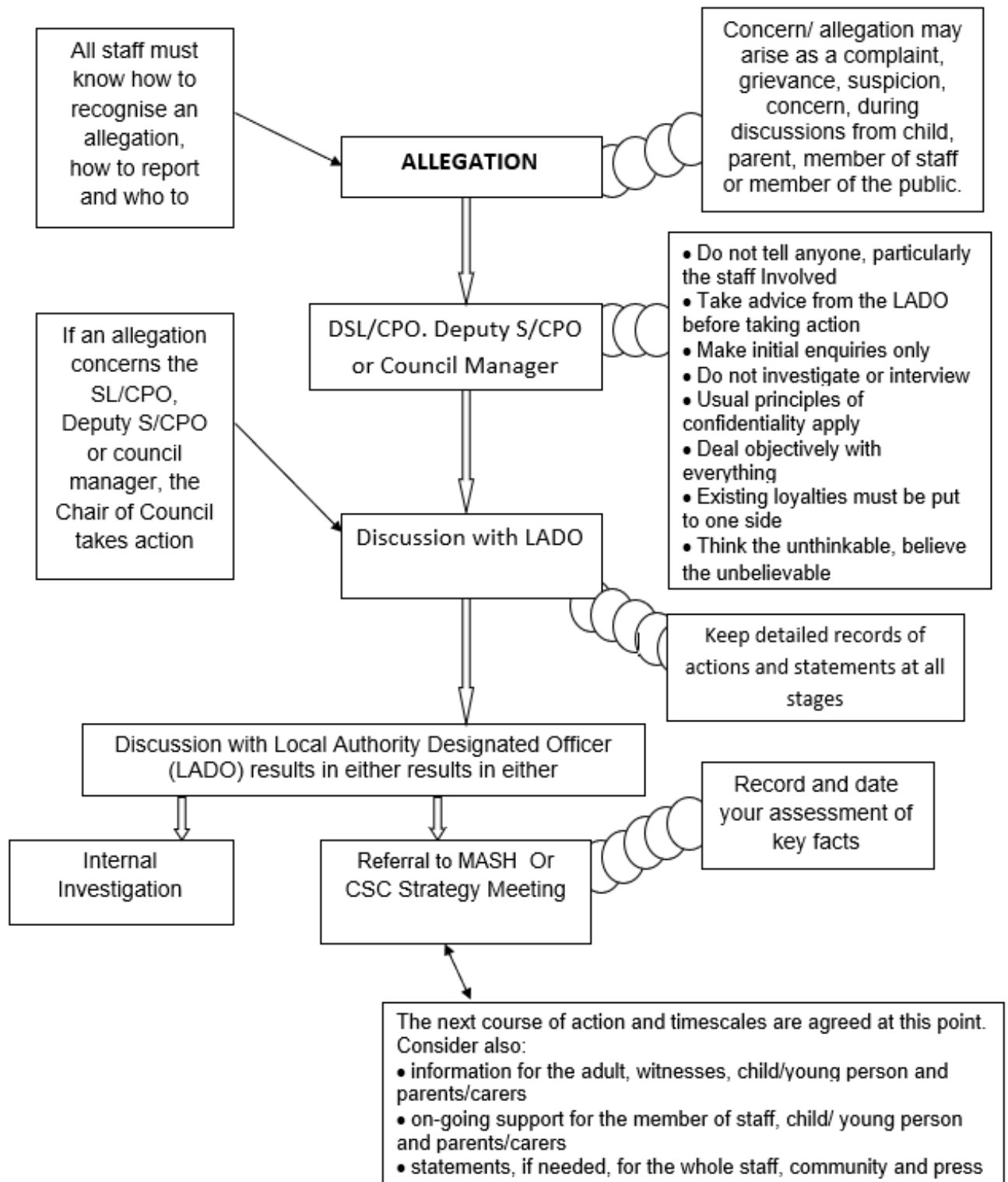NB. If you wish to discuss any concerns and are unsure if the criteria has been met please complete and return a LADO Notification form (DOC, 116KB) to lado@Milton-keynes.gov.uk prior to contacting the service on 01908 254300.

Police Child Abuse Investigation Unit (CAUI)
Telephone: 101 or 01908 276140

Appendix C

Managing an Allegation against a Member of Staff in your setting

All staff must know how to recognise an allegation, how to report and who to

→ **ALLEGATION**

Concern/ allegation may arise as a complaint, grievance, suspicion, concern, during discussions from child, parent, member of staff or member of the public.

DSL/CPO. Deputy S/CPO or Council Manager

- Do not tell anyone, particularly the staff Involved
- Take advice from the LADO before taking action
- Make initial enquiries only
- Do not investigate or interview
- Usual principles of confidentiality apply
- Deal objectively with everything
- Existing loyalties must be put to one side
- Think the unthinkable, believe the unbelievable

If an allegation concerns the SL/CPO, Deputy S/CPO or council manager, the Chair of Council takes action

Discussion with LADO

Keep detailed records of actions and statements at all stages

Discussion with Local Authority Designated Officer (LADO) results in either results in either

Record and date your assessment of key facts

Internal Investigation

Referral to MASH Or CSC Strategy Meeting

The next course of action and timescales are agreed at this point. Consider also:
- information for the adult, witnesses, child/young person and parents/carers
- on-going support for the member of staff, child/ young person and parents/carers
- statements, if needed, for the whole staff, community and press

Linked policies (i.e. to be read in conjunction with).

- Anti-Bullying.
- Racist Incidents.
- Equal opportunities.
- Health and Safety.
- E-Safety.
- Whistleblowing.
- Complaints procedure.

Last review date:	September 2018
Next review date:	November 2022
Lead:	Tash Darling
Overseeing Committee:	Operations Committee
Approved:	
Review cycle:	Every 2 years

Agenda item: OC 35/21

WOUGHTON COMMUNITY COUNCIL

Operations Committee

Tuesday 2nd November 2021

PURPOSE OF REPORT:

To update the Committee on the Cloudy IT app initiative.

RECOMMENDATION:
1. **That the Committee notes the report.**
2. **That the committee agrees to develop the data base and asset register app with Cloudy IT for £1,995 + VAT.**
3. **That committee agrees to Ops Manager fully evaluating the apps once they are up and running and, if there is sufficient value, to agree to a three year contract. This will be finalised prior to end of financial year 2022/2023'.**
4. **That if the Committee agrees to be part of this, it delegates creation of these apps to the Operations manager and Council Manager.**

MAIN ISSUES AND CONSIDERATIONS:

During discussions around the work pertaining to creating a new asset register for us, we have been made aware of an opportunity to be involved with Cloudy IT's app initiative.

As it stands at the moment our asset register is being created through lists which is fit for purpose and does the job, the only issue is this cannot be amalgamated onto ONE collaborative working document, therefore each department is on a separate document.(So as it stands, we have around 6 asset register documents.)

Cloudy IT are currently working to create a suite of apps that will be relevant to local councils. They have suggested turning the stuff we have input into our asset register as an app, for a small fee. Alongside this fee they will then create another app, for example a CRM/data collection app.

The current apps they have on their suite are as follows:

A SUITE OF APPS DESIGNED BY COUNCILS FOR THE COUNCIL SECTOR

Our evolving PowerApp suite of council apps is built on the Microsoft Dataverse, and currently includes:

Park Inspection App	Available from Nov 2021
Inspection App	Available from Nov 2021
Green Spaces App	Available from Dec 2021
Councillor App	Available from Dec 2021
Data Collection App	Available from Dec 2021
Planning Application App	Available from Jan 2022
Asset Manager App	Available from Jan 2022

Plus, many more future apps in the pipeline!

Being included in the app incentive means we will have 2 bespoke apps made for us that will join the suite that current subscription holders will also be able to access for their own use, and that we can also access any of the apps from the list above and any others which may be created.

These apps are all hosted through Microsoft and therefore workable with our current working infrastructure.

FINANCIAL IMPLICATIONS:

This offer is usually £2995 +VAT but due to some of the previous collaboration we have been doing with cloudy to develop our safeguarding app they are offering us this initiative at £1995 + VAT, saving circa £1000 off the original offer.

This allows us to have complete use of all the apps discussed in this report for 3 years, with the caveat that after three years this will be a subscription cost. I have listed the costs below:

The costs moving forward would be dependant on how many licenses we needed, and how many apps we feel we would want to move forward with. Should we choose a 3 year contract once subscription has commenced we would get 50% off any monthly charge (as long as we are still cloudy IT customers at this point)

As an example if we wanted all staff to have access to all apps that would equate to a monthly charge of £225 per month (50% off of £550 per month) = an annual cost of £2,700. **This would be after the initial 3-year period Free of charge.**

Cloudy Apps for Council Services

No. of staff (licenses)	Subscription cost for 1 app	Subscription cost for full app suite access	Cloudy customer
1 – 2	£20 per month	£50 per month	
3 - 6	£75 per month	£200 per month	50% discount for CloudyIT customers on 3-year contracts
7 - 12	£175 per month	£400 per month	
13+	£225 per month	£550 per month	

STAFFING IMPLICATIONS:

None.

OTHER IMPLICATIONS:

None.

BACKGROUND PAPERS:

None.

AUTHOR

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