



## Essential multi-agency safeguarding community safety activity: expected standards of service.

### Introduction

In order to maintain an effective multi-agency safeguarding and community safety system in Shropshire; the Shropshire Safeguarding Community Partnership have agreed that they and any services commissioned by the individual partners within it, will maintain the general principles and expected standards of service as set out in this document to ensure there is ongoing multi-agency co-ordination and co-operation of services to:

- safeguard and promote the welfare of children and adults with care and support needs;
- maintain community safety by continuing to:
  - reduce crime and disorder and in particular re-offending and harm to others;
  - combat the misuse of drugs, alcohol and other substances.

The Shropshire Safeguarding Community Partnership are:

National Probation Service/West Mercia Community Rehabilitation Company	Shropshire Clinical Commissioning Group	Shropshire Council	Shropshire Fire and Rescue Service	West Mercia Police
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Examples of services that may be commissioned by partners includes: any care provision for adults and/or children whether residential or domiciliary that is contracted by Shropshire Council; Health Providers (whether Clinical Commissioning Group or Shropshire Council [Public Health] commissioned or co-commissioned with others); Providers of specialist services, such as targeted Early Help provision or domestic abuse support services.



Shropshire Safeguarding Community Partnership members will ensure that these minimum standards are shared throughout their organisations and relevant commissioned services. Individual organisations within the Partnership will make their own decisions as to how they will incorporate and ensure adherence with the minimum standards within their existing contractual arrangements with service providers.

Shropshire Safeguarding Community Partnership members or services commissioned by individual partners within it who intends to change or deviate from the expected standards of service outlined below, should complete a COVID 19 Staffing Impact Assessment [\[LINK TO DOCUMENT\]](#) and send it to the [SSCPBusinessUnit@shropshire.gov.uk](mailto:SSCPBusinessUnit@shropshire.gov.uk) **two weeks prior** to implementing the change.

### Expected Standards of Service

Please also refer to the [Explanation of key terms](#) below.

General	Expected standard of service
Good assessment practice	Ensure that staff are aware of and working to the principles of good assessment practice including: <ul style="list-style-type: none"> <li>• <b>Engagement:</b> with the individual face to face in person<sup>1</sup>; enabling them to speak for themselves; in their whole environment (not just at the doorstep) considering strengths and risks of others within it; with a view to understanding their day-to-day lived experience.</li> <li>• <b>Maintaining <a href="#">professional curiosity</a>;</b> ensuring respectful uncertainty rather than making assumptions or accepting things at face value. Listening and critically exploring uncertain or uncomfortable thoughts and feelings generating when working with an individual or family. If you are concerned about entering a property, what does this tell you about the risks to/from others within it?</li> <li>• <b>Recording:</b> observations, evidence-based judgements and rationale; highlighting any gaps in knowledge or further action required.</li> <li>• <b>Sharing:</b> Consider your assessment as a piece of a jigsaw. What do you/others know that might help you/others to identify and manage any risks? Consider the legal basis upon which sharing is taking place.</li> </ul>
Ensuring every contact counts	Ensure staff are aware of their duty at every contact <sup>2</sup> to: <ul style="list-style-type: none"> <li>• <b>Prevent and reduce crime and disorder.</b></li> <li>• <b>Have regard to the need to safeguard and promote the welfare of children.</b></li> <li>• <b>Promote an adult’s wellbeing and protect their right to live in safety, free from abuse and neglect.</b></li> </ul>

<sup>1</sup> See what is meant by ‘Face to Face in person’ in [Explanation of key terms](#)

<sup>2</sup> See what is meant by contact in [Explanation of key terms](#)

The duty applies irrespective of the primary reasons for, context of or timeframe that an agency has contact with an individual or anyone in their household (whether face to face or virtual)

Safeguarding and community safety is everybody's business; it is not just about raising concerns. It is vital that everybody works with individuals, their families and each other; to try and prevent circumstances from getting to a point where it is deemed that safeguarding or community safety processes or a type of enforcement action are necessary to protect them from harm or causing harm.

Ensure staff are aware that if during the contact(s) an individual(s) are identified as being at risk and/or posing a risk; it is vital to **work with the individual(s)** and those close to them/in their household (as long as doing so does not reduce the opportunity) to:

- **discuss and explore** the identified risks with them
- **Minimise risk** by signposting or offering strategies/ options to build on existing strengths, support networks (including exploring other agencies involved).
- **seek consent** to share information **or explain** if information is to be shared without the individual's consent and the reasons why.

Ensure that staff are aware of and applying the [Professional Curiosity and Management Practice Guidance](#) at every contact so that they are better able to identify and respond to community safety and/or safeguarding concerns if they arise.

If ongoing contact with the individual/family is not justified due to the nature of the contact (for example treatment of health needs not linked to the risks) or scope of the service; any service who identifies a community safety or safeguarding risk(s) but is not remaining involved should ensure that they:

- **share information** with and **involve other agencies** who are already involved (where known) and/or
- contact the relevant Emergency Service where there are immediate individual or community safety concerns; and/or
- notify the Local Authority when there are safeguarding concerns. and/or
- notify West Mercia Police with concerns about crime or disorder.

<p>Ensuring a multi-agency approach</p>	<p>Ensure staff are aware of and working in a way which recognises that the most effective way to maintain community safety and safeguard children and adults with care and support needs is to work together by:</p> <ul style="list-style-type: none"> <li>• <b>Liaising and communicating early</b> with other agencies involved with an individual/family (taking account of data protection legislation and duties to share information for the purposes of community safety and/or safeguarding).</li> <li>• <b>Convening and contributing to multi-disciplinary/agency meetings</b> in complex cases where risk is escalating or significant and where they are involved or can contribute to the assessment or management of risk. This should include the development of a multi-agency chronology. For guidance on completing multi-agency chronologies, please refer to the Guidance on the <a href="#">Childrens/Adults</a> Multi-Agency Procedures Pages. This enables a common understanding of and approach to how to work with the individual/family in assessing, addressing or managing any identified risks.</li> <li>• <b>Taking swift action to resolve professional differences</b> about: practice decisions; actions or lack of actions to a referral; assessment or the progress of a community safety and/or safeguarding plan, staff should take action to address professional disagreements, making use of the multi-agency <a href="#">Resolution/Escalation Policy – Adult’s</a>, <a href="#">Escalation Policy – Children’s</a> .</li> </ul>
<p><b>Maintaining community safety</b></p>	
<p>Domestic Abuse</p>	<p>Ensure all staff are aware of and working to the <a href="#">Shropshire Domestic Abuse Pathway</a>. This includes making referrals to the Multi-Agency Risk Assessment Conference (MARAC) Process where appropriate.</p> <p>Ensure that all relevant organisations are contributing to MARAC Meetings when requested by West Mercia Police and providing written updates when attendance is not possible.</p> <p>Where an individual/family/household is identified as a current risk of domestic (either at risk or posing a risk); ensure ongoing contact with the individual/their family is in place or risk information is shared with others where ongoing contact cannot be justified. Where the risk is considered to be increasing/high/very high, ensure contact is face to face in person and includes visits to the home.</p> <p>Take proactive action to disrupt and intervene with individuals identified as perpetrating domestic abuse and posing high/very high risk of serious harm (e.g. through contacting enforcement/safeguarding agencies or taking appropriate enforcement action where legal powers to do so exist.)</p> <p>Take proactive action to intervene and ensure the safety of those identified as being a victim of domestic abuse and being at high/very high risk of serious harm (e.g. through contacting enforcement/safeguarding agencies or taking appropriate enforcement action where legal powers to do so exist.)</p>

Mental Health	<p>Ensure all staff are aware of and enabling access/referring to emotional health and wellbeing services (<a href="#">Children and Adults</a> and <a href="#">Together All</a> [24/7 online mental health service for all residents]) and in particular the <a href="#">emergency number</a> for crisis intervention.</p> <p>Where an individual is identified as a current risk of self harm or suicide; ensure ongoing contact with the individual/their family is in place or risk information is shared with others where ongoing contact cannot be justified. Where the risk is considered to be increasing/high/very high, ensure contact is face to face in person.</p>
Identifying and supporting individuals at risk of being drawn into terrorism (Channel)	<p>Ensure all staff have completed the <a href="#">Prevent Home Office Training</a> and are aware of referring to and engaging with the Channel Process. Locally ensure Channel referrals are sent to <a href="mailto:prevent@warwickshireandwestmercia.pnn.police.uk">prevent@warwickshireandwestmercia.pnn.police.uk</a>.</p> <p>Where an individual is identified as a current risk of being drawn into terrorism; ensure ongoing contact with the individual/their family is in place or risk information is shared with others where ongoing contact cannot be justified. Where this risk is to be considered increasing/high/very high, ensure contact is face to face in person.</p>
Homelessness	<p>Ensure that all relevant staff in specified public authorities are aware of and complying with their <a href="#">duty to refer</a> service users who they think may be homeless or threatened with homelessness to local authority homelessness/housing options teams.</p>
Financial scams/doorstep crime	<p>Where an individual/family are at a current risk of financial scams or doorstep crime, ensure staff are aware of and enabling access to advice and guidance on <a href="#">how to keep their money and identity safe</a> and receive advice and support</p> <p>Ensure staff from all organisations are identifying and then reporting active cases of financial scams (to <a href="#">Shropshire Council Community Protection Team</a>) or doorstep crime (to <a href="#">Citizens Advice Consumer Helpline</a>); as well as West Mercia Police and/or follow Local Authority safeguarding processes if this applies.</p> <p>Where an individual is identified as a current risk of financial scams/doorstep crime; ensure ongoing contact with the individual/their family is in place or risk information is shared with others where ongoing contact cannot be justified. Where the risk is considered to be increasing/high/very high, ensure contact is face to face in person.</p>
Multi-Agency Public Protection Arrangements	<p>Ensure that all relevant staff in responsible authorities and duty to co-operate agencies are aware of and complying with the Multi-Agency Public Protection Arrangements (MAPPA) in Shropshire.</p> <p>Ensure that all relevant organisations are contributing to the MAPPA Level 2 and 3 Meetings and providing written updates when attendance is not possible.</p>
Anti-Social Behaviour	<p>Ensure that any relevant organisation could organise and contribute to multi agency meetings when issues of Anti-Social Behaviour spanning teams and organisations are identified. It is important to link issues reported to individual agencies, so the extent and impact of the issue for the victim and the risks associated with the perpetrator can be assessed.</p>
Managing individuals identified as high risk or reoffending or serious harm.	<p>Where an individual is identified as an increasing/high/very high risk of re-offending or causing a serious harm to others; ensure ongoing face to face in person contact with the individual is in place or risk information is shared with</p>

	others where ongoing contact cannot be justified. Where the harm is assessed as being likely to take place in the individual's home, ensure contact includes visits to the home.
<b>Safeguarding adults</b>	
Adult safeguarding concerns/enquiries/plans	Ensure that all staff are aware of and working to the <a href="#">Adult Safeguarding Process in Shropshire</a> ; and <a href="#">Care and Support Statutory Guidance</a> .
	Where an adult with care and support needs is identified as a current risk of abuse or neglect; ensure ongoing contact is in place or risk information is shared with others where ongoing contact cannot be justified. Where the risk is considered to be high/very high, ensure contact is face to face in person. Where the harm is assessed as being likely to take place in the individual's home, ensure contact includes visits to the home.
	Where an adult is identified as a current risk of <b>self-neglect</b> ; ensure staff are working to the <a href="#">Responding to Self-Neglect in Shropshire</a> document. Ensure ongoing contact is in place or risk information is shared with others where ongoing contact cannot be justified. Where the risk is considered to be increasing/high/very high, ensure contact is face to face in person. Where the harm is assessed as being likely to take place in the individual's home, ensure contact includes visits to the home.
	Where an adult with identified or possible care and support needs is receiving Adult's Social Care assessment or intervention, all other organisations involved with the adult are to ensure that they continue to share information, contribute to plans (including having contact with the adult when requested where this is within the organisation's scope of practice) and attend meetings as requested, providing written updates when attendance is not possible.
<b>Safeguarding children</b>	
Child Safeguarding	Ensure that all staff are aware of the indicators of abuse and <a href="#">thresholds of need</a> ; and are working to <a href="#">Working Together to Safeguard Children</a> and the <a href="#">West Midlands Child Protection Procedures</a> .
	Where a child(ren) and their families are identified as needing early help or targeted early help support; ensure ongoing contact is in place or risk information is shared with others where ongoing contact cannot be justified. Where it is assessed that a child(ren) and their families have increasing/complex/significant needs, ensure contact is face to face in person; and includes visits to the home where there are concerns that a child is at risk of significant harm.
	Where a child is receiving Children's Social Care assessment or intervention, all other organisations involved with the child are to ensure that they continue to share information, contribute to plans (including having contact with the child when requested where this is within the organisation's scope of practice) and attend meetings as requested, providing written updates when attendance is not possible.
	Where a child(ren) is identified as a current risk of <b>neglect</b> ; ensure staff are aware of and using the <a href="#">Neglect Tools and Pathways</a> . Ensure ongoing contact is in place or risk information is shared with others where ongoing contact cannot



	be justified. Where the risk is considered to be increasing/high/very high, ensure contact is face to face in person, ensuring contact includes visits to the home.
<b>Partnership</b>	
Maintaining an effective community and safeguarding system	Ensure that partners continue to attend meetings considered critical to ensuring multi-agency arrangements are in place/progressed.
Statutory Learning Reviews	To participate in statutory learning review processes when requested by the Shropshire Safeguarding Community Partnership.

### Explanation of key terms

**Contact:** This relates to contact with individuals that services are providing to. The way in which a service contacts an individual(s) and/or their family will vary.

**Contact is face to face in person (including in the person's home where risks are identified):** means seeing or ensuring that the person is physically seen face to face in person and **not by virtual means**. This is to ensure that practitioners working in services are able to consider the situational and contextual factors and verbal and non-verbal cues that are vital to identify, assess and manage those at and/or who pose the highest level of risk of harm or reoffending. These factors and cues are often not seen or present themselves differently when communication happens by virtual means ([PCFSW & SWE:2020:4](#)). Where risk is identified as being within an individual(s) household this expectation extends to ensuring face to face in person visits take place within the individual's home environment.

**Liaison, communication, sharing of information or meeting:** refers to contact between practitioners within and between services. This should be conducted by either virtual or face-to face means according to the policies and practices of the organisation and in a way in which ensures a multi-agency approach as outlined below.