



Derby and Derbyshire Safeguarding Children Partnership Governance arrangements for Partnership Groups

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1. Introduction

1.1 The purpose of this document is to set out how the Derby and Derbyshire Safeguarding Children Partnership (the DDSCP) operates, how decisions are made and what inter agency governance arrangements are in place to make sure children who live in Derby and Derbyshire are effectively safeguarded.

1.2 The statutory safeguarding partners¹ across Derby and Derbyshire have equal and joint responsibility for local safeguarding arrangements.

1.3 Derby City Council, Derbyshire County Council, NHS Derby and Derbyshire Integrated Care Board, and Derbyshire Constabulary (the statutory safeguarding

¹ The Children and Social Work Act 2017 inserts a new section, section 16E, into the Children Act 2004, which requires the “safeguarding partners” for a local authority area in England to make arrangements for the safeguarding partners, and any relevant agencies that they consider appropriate, to work together in exercising their functions, so far as the functions are exercised for the purpose of safeguarding and promoting the welfare of children in the area.

partners)² will work in partnership with relevant agencies such as health providers, schools and education settings, probation providers and others to challenge and hold each other to account as to how they are keeping children safe.

1.4 The purpose of local arrangements is to support and enable organisations and agencies across Derby and Derbyshire to work together so that:

- Children are safeguarded and their welfare promoted;
- Partner organisations and agencies collaborate, share and co-own the vision for how to achieve improved outcomes for vulnerable children;
- Organisations and agencies challenge appropriately and hold one another to account effectively;
- There is early identification and analysis of new safeguarding issues and emerging threats;
- Learning is promoted and embedded in a way that local services can become more reflective and implement changes to practice identified as positive for children and families; information is shared effectively to facilitate more accurate and timely decision-making for children and families.

1.5 In all activities, the DDSCP will take account of the need to promote equality of opportunity and to meet the diverse needs of children in its area.

1.6 The statutory safeguarding partners will co-ordinate safeguarding services, provide strategic leadership and implement local and national learning including from serious child safeguarding incidents through the Derby and Derbyshire Safeguarding Children Partnership Chief Officer Group and subgroups of the partnership.

2. Setting Priorities

2.1 The Chief Officer Group will:

- Publish a strategy, outlining its priority areas of work, and a business plan to monitor the effectiveness of and drive forward improvements in local safeguarding arrangements across Derby and Derbyshire;
- Review and report on the effectiveness of the arrangements, including the effectiveness of the Executive Board, the partnership working groups and the stakeholders group;
- Ensure the local safeguarding arrangements drive forward improvement in conjunction with other relevant public boards

2.2 The Executive Board will:

² In accordance with section 16J of Children Act 2004, Derby City Council and Derbyshire County Council have agreed that their areas are to be treated as a single area for the purposes of section 16E to 16I and 16J (3) to 16J (5) of the Children Act 2004.

- deliver strategic influence through the business plan and the work of the partnership groups to improve safeguarding arrangements;
- obtain assurance of the effectiveness of safeguarding arrangements and emerging concerns across Derby and Derbyshire;
- be accountable to the Chief Officer Group.

3. Membership

3.1 The DDSCP will review and commission representation by statutory, voluntary or independent sector organisations at both subgroups and specific short-term task and finish groups to improve safeguarding arrangements on behalf of the partnership.

3.2 The standing subgroups of the DDSCP are:

- Core Business Group
- Quality Assurance Group
- Child Safeguarding Practice Review Group
- Child Safeguarding Practice Review Action Planning Group
- Education Groups (one in each area)
- Exploitation and Vulnerable Young People Group
- Policies and Procedures Group
- Learning and Organisational Development Group
- Districts' Safeguarding Group (covering all district council areas)
- A Stakeholders Group

3.3 The standing subgroups cover both the Derby and Derbyshire area other than the Education Groups. There is a single subgroup in each area that works with City schools and with County schools.

4. Lay members

4.1 Lay members representing local communities, including young people, will be encouraged to be actively involved within the work of the partnership subgroups so that their influence, challenge and contributions can impact directly on specific areas of work. This will provide an additional source of independent scrutiny of the arrangements delivered by the partnership.

4.2 Lay members will be invited to participate at the Executive Board and subgroups where their individual skills, experience, expertise and knowledge best fits with the particular group(s). Lay members may be invited to contribute to or participate in specific pieces of work or task and finish groups.

4.3 Lay members will complete recruitment checks and confidentiality agreements prior to participating in the work of the partnership. The DDSCP will be responsible for the ongoing involvement of individual lay members in the work of the partnership.

5. Independent Consultants

5.1 Independent consultants are individuals who are not employed by a statutory, voluntary or independent sector organisation.

5.2 An individual independent consultant may have particular skills and knowledge that may contribute constructively to the work of a subgroup and they intend to do so at no cost to the DDSCP.

5.3 The invitation to an individual independent consultant to participate in the work of a subgroup or task and finish group shall be agreed by the relevant subgroup chair and Independent Chair.

5.4 In each circumstance due regard shall be given to

- Suitability/necessity of such engagement;
- Sufficiency of representation at the subgroup and management of overall capacity/numbers of independent consultants at a specific group;
- Potential conflict of interest and/or seeking economic advantage through involvement in a DDSCP subgroup

5.5 The DDSCP may withdraw the invitation to an individual independent consultant at any time.

5.6 Independent consultants will complete recruitment checks and confidentiality/conflict of interest agreements prior to participating in the work of the partnership.

6. Role of Chair

6.1 An independent chair will provide scrutiny and challenge to the Chief Officer Group, Core Business Group and the Executive Board. The independent chair will act with demonstrable independence and a sufficient degree of authority to ensure that the agencies respond positively and work to address areas of practice requiring development across Derby and Derbyshire. The independent chair will have the authority to commission specific assurance activity to obtain the necessary confidence that local arrangements are effective.

6.2 Partnership subgroup chairs will be appointed by the Executive Board and the subgroup chairing arrangements will be reviewed annually. Each subgroup will

identify a vice chair to provide appropriate cover in the absence of the chair.

6.3 In the absence of the chair at any meeting, the Group will nominate a vice chair for the purposes of that meeting only.

6.4 The chair roles will be shared between partners, depending on relevance of agency and individual officer skills, to ensure a spread of leadership. The Executive Board may provide direction to ensure appropriate agency representation.

6.5 Expectations of Partnership Subgroup Chairs:

- a) To convene and act in an *independent* capacity as chair of meetings of the designated subgroup at frequencies necessary to meet the agreed tasks of the subgroup;
- b) To ensure that all matters relevant to the delegated terms of reference are fully considered and addressed in a timely manner, within the time limit set for each meeting;
- c) To maintain contact with subgroup membership between meetings to offer guidance/support/clarity, to assist swift resolution of urgent issues and escalate to the Independent Chair of the Partnership, as appropriate;
- d) To hold subgroup members to account for the delivery of the subgroup work plan and escalate any concerns to the Independent Chair of the Partnership;
- e) To prepare reports from the subgroup to the Executive Board at agreed frequencies against the set template;
- f) To invite attendance and advice from professionals with specialist knowledge and experience to contribute to specific cases, where this is deemed appropriate, in consultation with the Independent Chair of the Partnership;
- g) To consider any matters of service/Partnership performance concern relevant to the work of the subgroup and raise these with the Independent Chair of the Partnership in a timely manner;
- h) To maintain general contact with the Independent Chair of the Partnership, particularly in relation to subgroup workload and timescales;
- i) To liaise with other Partnership subgroup chairs, to reduce duplication and/or gaps, negotiating with colleagues and the Independent Chair regarding specific areas of responsibility and emerging priorities;
- j) To ensure that quality and performance data is shared with the Quality Assurance subgroup;
- k) To monitor attendance, active participation and timely completion of work plan actions by subgroup members and bring to the attention of the relevant Executive Board representative examples of good practice or concern;
- l) To respond to complaints about the work of the subgroup in accordance with the complaints procedure (section 13).
- m) To agree with the subgroup members a vice char for the subgroup

7. Role of subgroup members

7.1 The Executive Board will oversee appropriate representation by different agencies and organisations at partnership subgroups (Appendix 1). Agencies are responsible for making sure that their representative has the required skills and knowledge of safeguarding, the role of their agency and is able to actively participate in the subgroup. In selecting representatives, each agency will:

- a) Select a member of staff who is able to represent the agency's views, policies and practice and has been given the mandate to do so;
- b) Select a member of staff with sufficient seniority, expertise and knowledge of the field that is able to influence change from within their agency;
- c) Ensure that representatives have sufficient time allocated to enable them to contribute effectively to the work of the subgroup.

7.2 Expectations of subgroup members:

- a) To represent their agency at the subgroup and hold accountability for the agreed actions in the plans including commitment of resources (or the specific remit to seek a decision on resources);
- b) To share responsibility for implementation of the action plans;
- c) To contribute to and participate in work such as Task and Finish groups as required by the subgroup;
- d) To provide the agreed performance/activity/outcome data and assist the ongoing monitoring of effectiveness and impact of the action plan;
- e) To function as or liaise closely with the relevant service lead in their agency, identifying and supporting Champions as agreed and addressing practice issues as necessary;
- f) To ensure that, in their absence, a properly briefed senior deputy attends the meeting.

7.3 Nominated representatives will only send a substitute where this is unavoidable (sickness or annual leave), and they are properly briefed.

8. Agenda setting

8.1 Standard agenda items will set out the work of the Chief Officer Group, Executive Board and Core Business Group. Additional items should be proposed to the Independent Chair who will determine the final agenda so that the objectives of the partnership are delivered and appropriate recommendations for decisions are brought to the meeting.

Explanations will be provided where submissions do not meet purpose and function and reports will be redirected to other groups as appropriate.

8.2 Chief Officer Group: Standard agenda items:

- a) Matters arising from previous meeting

- b) Overall Strategy/Business Plan
- c) Annual Reports – Partnership (including CDOP)
- d) Review of Partnership Arrangements
- e) Summary of Case Reviews (including serious case reviews / child safeguarding practice review and local learning reviews)
- f) Annual Budget setting
- g) Financial Position and Projections
- h) Chief Officer updates on recommendations from Executive Board on matters of urgency/escalations
- i) DDSCP response to Safeguarding Pressures on individual agencies
- j) DDSCP Risk Register – monitoring and approval of contingency plans

8.3 Executive Board; Standard agenda items:

- a) Matters arising from previous meeting
- b) Highlight reports from Partnership Groups, as scheduled (note: Safeguarding Practice Reviews will be a standing item in this report)
- c) Recommendations from any Task and Finish groups
- d) Highlight reports from Locality Groups/Summary priorities
- e) Inspection Outcomes
- f) Agency Pressures
- g) Business Plan – progress to deliver priorities
- h) Quarterly Financial Report
- i) Risk register update
- j) Draft Annual Report
- k) Escalations/requests from partners/stakeholders
- l) National policy changes
- m) Matters of urgency from agencies, Partnership Manager, Independent Chair

8.4 Subgroups' standard agendas will be determined by each subgroup, relevant to its purpose and function, which build on the standard agenda items, where necessary. As a minimum the agenda will include

- a) Matters arising from previous meeting
- b) Performance / agency reports / action plans (including case reviews)
- c) Recommendations from any Task and Finish groups
- d) Subgroup work plan – progress to deliver priorities
- e) Escalations/requests from partners/stakeholders, other subgroups
- f) Matters to be raised with the Executive Board

Each subgroup will have a specific agenda in addition to the above items, to ensure that the work of the partnership is delivered in each particular area of work.

8.5 Timescales:

- Agenda item requests for inclusion – no later than 15 working days before meetings (Chief Officer Group and Executive Board) and 10 working days (subgroup meetings);
- Submission of reports – no later than 7 working days before meetings;
- Agenda circulation – 5 working days before meetings

9. Information Sharing

9.1 An Information Sharing Agreement is in place to facilitate lawful and secure information sharing between members of the Derby and Derbyshire Safeguarding Children Partnership to support the work they do to keep the children and young people of Derbyshire safe.

9.2 The agreement takes into account the effect of relevant legislation, statutory guidance and common law, upon the way in which information is shared and used.

9.3 The relevant legislation is set out in the statutory guidance issued by the DfE called 'Working Together to Safeguard Children' (2018). Partners to this agreement are also expected to comply with the General Data Protection Regulation, the Data Protection Act 2018, the Human Rights Act 1998 and common law duties of care and confidentiality in conjunction with this guidance.

9.4 The Derby and Derbyshire Safeguarding Children Partnership will process information for the purposes summarised below to safeguard and promote the welfare of children.

9.5 Information sharing carried out under the legal framework contained in the Section 16H Children Act 2004 provides the legal basis for sharing the information with and on behalf of the Derby and Derbyshire Safeguarding Children Partnership.

16H Information

(1) Any of the safeguarding partners for a local authority area in England may, for the purpose of enabling or assisting the performance of functions conferred by section 16E or 16F, request a person or body to provide information specified in the request to—

- (a) the safeguarding partner or any other safeguarding partner for the area,*
- (b) any of the relevant agencies for the area,*
- (c) a reviewer, or*
- (d) another person or body specified in the request.*

(2) The person or body to whom a request under this section is made must comply with the request.

(3) The safeguarding partner that made the request may enforce the duty under subsection (2) against the person or body by making an application to the High Court or the county court for an injunction.

(4) The information may be used by the person or body to whom it is provided only for the purpose mentioned in subsection (1)."

9.6 The Derby and Derbyshire Safeguarding Children Partnership will process information for the following five purposes

1. Case Reviews (Rapid Reviews, Serious Case Reviews, Child Safeguarding Practice Reviews, Serious Incident Learning Reviews)
2. Quality Assurance Audits
3. Learning and Organisational Development
4. Reviewing Child Deaths
5. General DDSCP Information Processing

9.7 The data will include Personal data and Sensitive personal data. Personal data may be used for the purpose of quality assurance audit, where appropriate. Where possible and appropriate this will be anonymised and pseudonymised. Audit findings will be anonymised.

9.8 The DDSCP Information Sharing agreement includes full detail of the legal basis for sharing information under the General Data Protection Regulation and the Data Protection Act 2018.

10. Reporting

10.1 The Executive Board will articulate and communicate a clear vision across the local partnership. The Executive Board will hold to account the work of the partnership subgroups, through a programme of formal reporting delivered by the Chairs of each subgroup.

10.2 The Executive Board, through the work of the partnership subgroups, will ensure that there is a coordinated approach to improving the multi-agency responses to vulnerable children.

10.3 The frequency of reporting to the Executive Board will be determined by the function and role of each subgroup as follows:

a) The Chairs of the following Derby and Derbyshire groups will report *at each quarterly meeting*:

- Quality Assurance Group
- Child Safeguarding Practice Review Group
- Core Business Group

b) The Chairs of the following Derby and Derbyshire groups will report *two times a year*:

- Education Groups
- Exploitation and Vulnerable Young People Group
- Policies and Procedures Group

c) The Chairs of the following Derby and Derbyshire groups will report *on an annual basis*:

- Districts Safeguarding Group
- Learning and Organisational Development Group
- Child Death Overview Panel Group (on behalf of the Child Death Review Partnership)

10.4 In addition to the planned reporting cycle, partnership groups will be expected to report by exception to the Executive Board at either the request of Executive Board, Core Business Group or Chief Officer Group.

10.5 Each subgroup chair will ensure that the reporting pro forma Appendix 2 is used to report to the Executive Board.

11. Quorum

11.1 The Chief Officer Group, Executive Board and Core Business Group will be considered quorate in the event that there is a representative from each statutory safeguarding partner..

11.2 A subgroup will be considered quorate in the event that there is a representative from as a **minimum the statutory partners** (this means that for the subgroups covering both Derby and Derbyshire that Derby City Council and Derbyshire County Council, along with a representative of Derbyshire Constabulary, NHS Derby and Derbyshire Integrated Care Board) **and** more than half of the relevant agencies (in addition to the statutory partners) listed on the terms of reference for the subgroup.

11.3 The Education subgroups covering each single area shall be considered quorate if there is representation from the respective local authority for that area.

11.3 A record of attendees at all DDSCP meetings will be maintained. The Chair of subgroup or task group meetings is responsible for escalating concerns about the attendance by subgroup members and bring such to the attention of the relevant Executive Board representative.

12. Decision-making

12.1 Members of the DDSCP will operate according to the governance arrangements of their organisation. Some decisions which the DDSCP will make can be made with the delegated authority which members hold on behalf of their organisations. Some matters will need to be referred into their organisations' decision-making frameworks.

Decision-making: Chief Officer Group

12.2 Decisions of the Chief Officer Group will be by consensus and they will be binding on the statutory partners in so far as the decision does not conflict with a statutory duty for which an agency is responsible. Chief Officers will facilitate decision-making with equal and joint responsibility for local safeguarding arrangements

12.3 A Chief Officer may indicate that consultation is required to determine a decision on behalf of their organisation. Under such circumstances, agreement should be given by all parties to consultation in respect of a decision outside of the Chief Officer Group and the means by which the decision outcome is communicated.

12.4 Where a consensus is not agreed, a vote will be sought on matters requiring a decision on behalf of the partnership.

12.5 A single vote will be cast on behalf of each of the following statutory partners:

- Derby City Council;
- Derbyshire County Council;
- Derbyshire Constabulary.
- NHS Derby and Derbyshire Integrated Care Board

12.6 Proxy voting is only permissible in exceptional circumstances where a party is unable to provide a representative within 24 hours of a meeting. Confirmation of a proxy vote will be provided in writing, setting out the delegation of a vote in respect of a specific decision to a nominated party.

12.7 Decisions will deliver the shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children who live in Derby and Derbyshire.

Dispute Resolution: Chief Officer Group

12.8 Disputed decisions will be resolved in accordance with the Inter Agency Agreement. In the event of a dispute that cannot be resolved at the Chief Officer Group, the issue will be resolved in accordance with Clause 19 (Dispute Resolution) of the Inter Agency Agreement.

12.9 Parties that fail to comply with their obligations under law are held to account through a variety of regulatory and inspection activity. In extremis, any non-compliance will be referred to the Secretary of State with statutory responsibility for the parties failing to comply with their legal obligations.

Decision-making: Executive Board

12.10 Decisions of the Executive Board will be by consensus wherever possible. Members of the Executive Board will operate according to the governance arrangements of their organisation. Some decisions which the Executive Board will make can be made with the delegated authority which members hold on behalf of their organisations. Some matters will need to be referred into their organisations' decision-making frameworks. The decisions of one partner organisation cannot bind another organisation.

12.11 All statutory partners will attend the Executive Board to facilitate decision-making with equal and joint responsibility for local safeguarding arrangements.

12.12 A member of the Executive Board may indicate that consultation is required to determine a decision on behalf of their organisation. Under such circumstances agreement should be given by all parties to consultation in respect of a decision and the means by which the decision outcome is communicated.

12.13 Where a consensus is not agreed, a vote will be sought on matters requiring a decision on behalf of the partnership.

12.14 A vote will be cast on behalf of each of the following statutory partners:

- Derby City Council;
- Derbyshire County Council;
- Derbyshire Constabulary
- . NHS Derby and Derbyshire Integrated Care Board

12.15 A vote will be cast on behalf of each of the following "relevant agencies" and Chairs of subgroups represented at the time of the vote. (This will vary depending on representation at individual meetings linked to the programme of reporting. Where joint chairs are present, they will each have one vote):

- Derbyshire Community Health Services NHS Foundation Trust
- University Hospitals of Derby and Burton NHS Foundation Trust
- Derbyshire Healthcare NHS Foundation Trust
- Chesterfield Royal Hospital NHS Foundation Trust
- East Midlands Ambulance Service (EMAS)
- DHU Healthcare / NHS 111
- The Chair of the Derby Education Group
- The Chair of the Derbyshire Education Group
- The Chairs of the Derby and Derbyshire Quality Assurance Group
- The Chairs of the Derby and Derbyshire Child Safeguarding Practice Review Group

- The Chairs of the Derby and Derbyshire Exploitation and Vulnerable Young People Group
- The Chair of the Derby and Derbyshire Policies and Procedures Group
- The Chair of the Derby and Derbyshire Learning and Organisational Development Group
- The Chair of the Derby and Derbyshire Districts Safeguarding Group

12.16 Proxy voting is only permissible in exceptional circumstances where a party is unable to provide a representative within 24 hours of a meeting. Confirmation of a proxy vote will be provided in writing setting out the delegation of a vote in respect of a specific decision to a nominated party.

12.17 Decisions will deliver the shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children who live in Derby and Derbyshire.

12.18 The legal representative and Officers of the Partnership will not have a voting role.

12.19 In circumstances that require a vote, the decision of the Executive Board will be taken by a majority vote. In all cases the majority vote must include the consent of the Chair. In the event of a deadlock, the Chair, or in his/her absence the Vice Chair, will decide whether the matter should be escalated to the Chief Officer Group.

12.20 In the event that the statutory partners consider that a matter is of sufficient significance with regard to their legal responsibility to safeguard and promote the welfare of all children in a local area, they will confirm with the Chair that the voting on the matter should be restricted to the statutory partners. A decision required on matters that are specifically the sole responsibility of statutory members, such as financial matters, shall be subject of a vote restricted to those members.

12.21 The minutes of the Executive Board will include the date on which the decisions taken are due to come into effect (“the implementation date”). The implementation date must give reasonable notice to the Statutory and Relevant Agencies, so they have the opportunity to discuss the issues in their own agencies before the decision is due to be implemented.

Dispute Resolution: Executive Board

12.22 Decisions will be implemented on the implementation date, unless an affected partner organisation/agency sends written notice to all Executive Board Members before that date requesting a further meeting of the Executive Board for the matter to be reconsidered and giving the reasons why this is requested. Such notice will

operate to suspend implementation of the decision pending a special meeting of the Executive Board.

12.23 If a notice requiring reconsideration of a decision is received by the Chair, the Chair will give Executive Board members 7 days' notice of a special meeting of the Executive Board for this matter to be considered. Where the Chair considers the matter requires urgent consideration s/he can determine a shorter time period.

12.24 Where the Chair considers a further Executive Board meeting is unlikely to reach a resolution of the matter s/he can refer the issue to the Chief Officer Group and without calling a further Executive Board meeting.

Decision making: DDSCP Subgroups

12.25 Decisions of the DDSCP subgroups will be by consensus wherever possible. Members of the subgroups will operate according to the governance arrangements of their organisation. Some decisions that a subgroup will make can be made with the delegated authority that members hold on behalf of their organisations. Some matters will need to be referred into their organisations' decision-making frameworks. The decisions of one partner organisation cannot bind another organisation.

12.26 All members of a subgroup will attend to facilitate decision-making with equal and joint responsibility for local safeguarding arrangements.

12.27 A member of a subgroup may indicate that consultation is required to determine a decision on behalf of their organisation. Under such circumstances agreement should be given by all parties to consultation in respect of a decision and the means by which the decision outcome is communicated.

12.28 Where a consensus is not agreed a vote will be sought on matters requiring a decision on behalf of the partnership.

12.29 A single vote will be cast on behalf of each of the following statutory partners:

- Derby City Council;
- Derbyshire County Council;
- Derbyshire Constabulary.
- NHS Derby and Derbyshire Integrated Care Board

12.30 A single vote will be cast on behalf of each of the "relevant agencies" represented at the subgroup and present at the time of the vote.

12.31 Proxy voting is only permissible in exceptional circumstances where a party is unable to provide a representative within 24 hours of a meeting. Confirmation of a proxy vote will be provided in writing setting out the delegation of a vote in respect of a specific decision to a nominated party.

12.32 Decisions will deliver the shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children who live in Derby and Derbyshire.

12.33 The legal representative and Officers of the Partnership will not have a voting role.

12.34 In circumstances that require a vote, the decision of the subgroup will be taken by a majority vote. In all cases the majority vote must include the consent of the Chair. In the event of a deadlock the Chair, or in his/her absence the Vice Chair, will decide whether the matter should be escalated to the Executive Board.

12.35 In the event that the statutory partners consider that a matter is of sufficient significance with regard to their legal responsibility to safeguard and promote the welfare of all children in a local area, they will confirm with the Chair that the voting on the matter should be restricted to the statutory partners. A decision required on matters that are specifically the sole responsibility of statutory members, such as financial matters, shall be subject of a vote restricted to those members.

12.36 The minutes of the subgroup will include the date on which the decisions taken are due to come into effect ("the implementation date"). The implementation date must give reasonable notice to the Statutory and Relevant Agencies so they have the opportunity to discuss the issues in their own agencies before the decision is due to be implemented.

Dispute Resolution: DDSCP Subgroups

12.37 Decisions will be implemented on the implementation date, unless an affected partner organisation / agency sends written notice to subgroup members present at the time of the vote and must include the Independent Chair of the DDSCP before that date requesting a further meeting of the subgroup for the matter to be reconsidered and giving the reasons why this is requested. Such notice will operate to suspend implementation of the decision pending a special meeting of the subgroup.

12.38 If a notice requiring reconsideration of a decision is received by the Chair, the Chair will give subgroup members 7 days' notice of a special meeting of the subgroup for this matter to be considered. Where the Chair considers the matter requires urgent consideration, s/he can determine a shorter time period.

12.39 Where the Chair of the subgroup considers a further subgroup meeting is unlikely to reach a resolution of the matter s/he can refer the issue to the Independent Chair of the DDSCP and without calling a further subgroup meeting.

12.40 Concerns that multi-agency arrangements are NOT keeping children safe must always be brought to the attention of the relevant subgroup chair. It is expected that **all** partner agencies will work together to resolve improvements needed to multi-agency arrangements which keep children safe.

13. Complaints or compliments

13.1 Complaints or compliments about individual agencies, their performance and provision (or non-provision) of services should be responded to in accordance with the relevant agency's own complaints management process.

13.2 Any complaint or compliment about the performance and provision (or non-provision) of services coordinated or delivered by the Derby and Derbyshire Safeguarding Children Partnership should be raised in the first instance with the DDSCP Partnership Manager.

13.3 The DDSCP Partnership Manager will raise the complaint or compliment with the Chair of the subgroup responsible for the area of activity relevant to the issues raised by the referrer.

13.4 The DDSCP Partnership Manager will confirm the action that has been taken with the referrer within 5 working days of receipt of the complaint or compliment.

13.5 The Chair of the subgroup will confirm in writing to the referrer the outcome, or a timescale for the completion of further action within 20 working days of the date of the referral.

13.6 Should the referrer be dissatisfied about the outcome of a complaint, they may appeal to the DDSCP Independent Chair. The Independent Chair may choose to respond or to refer the complaint to the statutory partners who are represented on the Executive Board for further consideration.

13.7 The Independent Chair will confirm in writing the action taken in response to any appeal within 10 working days of date the appeal was raised.

13.8 Information regarding complaints and compliments will be routinely included in quarterly reporting to Executive Board. Learning from complaints will be included in team meetings, and whole service events, on a routine basis.

14. Review of arrangements

14.1 A review of the implementation of the governance arrangements will be carried out in November 2022 to identify its effectiveness in improving safeguarding arrangements and identify any further developments required.

14.2 The arrangements will be subject to annual review and this will include analysis of future opportunities to bring together any of the groups to establish a joint group where the effectiveness of the coordination and scrutiny of arrangements across the two geographical areas can be sustained and improved.

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