



National
Operational
Guidance

Section

**Clear statement of Service
responsibilities**



NFCC
National Fire
Chiefs Council

Developed and maintained by the NFCC



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Clear statement of Service responsibilities



	Lead/Person Responsible	Comments and Time Line	Status/Completed
<p>The Service has a robust quality assurance framework that focuses on what is to be achieved for children, young people and adults at risk.</p> <ul style="list-style-type: none"> • Written policies and procedures are in place for safeguarding and promoting the welfare of children, young people and adults at risk which are aligned to Local Safeguarding Board and partnership procedures. • Information sharing procedures. • Identify staff roles and responsibilities in regard to safeguarding. • Identify clear reporting structures for concerns about a child, young person or adult at risk and includes guidance for escalation. <p>All staff are made aware of policy and procedures and can readily access these and advised that compliance is mandatory. Staff are aware of how to report safeguarding concerns.</p> <ul style="list-style-type: none"> • Clear, unambiguous procedures. • Step to step guidance on actions taken. <p>There is a whistle blowing policy which encourages staff to safely report poor practice.</p> <p>Safeguarding policies are to be reviewed regularly, every 3 years, or whenever there is a major change in the organisation or in relevant legislation or guidance.</p> <p>There is a complaints policy and procedure in place that is in line with statutory guidance which is available for staff and other service users.</p> <ul style="list-style-type: none"> • Complaints procedure is promoted and monitored. • Included in induction. • Time span for response and adherence to this target is monitored. • Evaluations/audits of the use of the complaints process are undertaken. 			