

FEEDBACK FORM FOR SAFEGUARDERS

This note explains the purpose and use of a Feedback Form that is being introduced as one mechanism for capturing comments about a safeguarder's practice and conduct.

Purpose of feedback

Feedback is an important way of understanding practice and conduct and it combines with other sources of information to identify good practice.

Difficulty in capturing feedback – especially positive feedback

In the context of the safeguarder's role working in situations of difficulty or conflict, it is often hard to capture comments about safeguarders and this Form helps to do this where feedback is provided.

Does the Form have to be used? / Is feedback expected?

No. No-one is being asked to actively seek comments and there is no expectation that the Form will be used or that anyone should be encouraged to fill it out. However it is available for safeguarders to use as they choose.

Who has access to the Form?

At this time, the Forms are in the hands of safeguarders to use as they feel appropriate and the Forms will be available locally, in Children's Hearing centres (whether in the Hearing room or in the hearing centre).

Who may be completing the Form?

A panel member may wish to provide a comment and if they wish to, they can use the Form. If anyone else knows of the Form (depending where it is available in the hearing centre) and wishes to use it, they should be provided with it and can complete it. Safeguarders themselves may ask someone to fill out the Form where verbal comments have been provided to them.

Where does the Form go?

Any Form completed needs to be sent to the Safeguarders Panel Team and this can be done by giving it to the Reporter or to the safeguarder, so that the Form can be passed to the Team. Providing a Form to the Reporter is only for the purpose of the Reporter passing the Form on to the Safeguarders Panel Team and no other purpose. Any Form provided should be treated sensitively. A safeguarder will be informed of the details of the Form when received by the Safeguarders Panel Team.

What if a person wants to complain about a safeguarder?

The Feedback Form should not be used. The Issues, Concerns and Complaints Policy should be used and any Feedback Form provided which should more appropriately be dealt with under that Policy will be responded to on that basis, following that Policy.

Any questions or comments about the Form please contact the Safeguarders Panel Team on 0131 319 8066 or email safeguarderspanel@children1st.org.uk