

Decision under Delegated Powers**Officer Requesting Decision**

Head of Neighbourhood Services

Officer Making the Decision

Strategic Director for Neighbourhoods and Community Wellbeing

Recommendation

That the revised Children and Young People and Adults in Need of Safeguarding policies are adopted.

Reason

To ensure that Charnwood Borough Council continues to comply with our legal and statutory responsibilities in relation to children, young people and adults in need of safeguarding.

Authority for Decision

Delegated Authority for adopting updates to the Children and Young People and Adults in Need of Safeguarding policies was granted to the Strategic Director for Neighbourhoods and Community Wellbeing at Cabinet on 18th March 2010 (minute 178 refers).

Decision and Date

Agreed. C. Triall, Strategic Director 13-10-14.

Background

These Policies are designed to ensure that Charnwood's members and staff are equipped with the knowledge and information to enable them to follow Charnwood's Children and Young People and Adults in Needs of Safeguarding responsibilities.

The Policies were formally adopted as a joint document by Cabinet at its meeting on 18th December 2008 (minute 123 refers). An update was approved by Cabinet on 18th March 2010 and Delegated Authority given to the Director of Leisure and Environment, now the Strategic Director for Neighbourhoods and Community Wellbeing, to make future changes to the Safeguarding Policy (minute 178 refers). On 27th October 2011 approval was sought and granted from Cabinet to separate the Children and Young People and Adults in Need of Safeguarding policies (minute 64 refers). The Policies were last updated in 2015 and are reviewed every two years.

The Policies have been developed and revised in conjunction with the Leicestershire District Implementation Group (DIG). This group supports District Councils to adhere to our legal duties within the Children Act 2004 and those set out by the Local Children's and Adult's Safeguarding Boards. A sub group of DIG, the Leicestershire Districts Safeguarding Group, have jointly reviewed and adopted the changes to the Policies.

It is the responsibility of the Council to report any concerns regarding the welfare of children, young people or adults in need of safeguarding. This duty extends to the identification of abuse, poor practice by internal members/staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

It is important to be aware that Charnwood has both a moral and legal obligation to ensure the duty of care for children and vulnerable adults across all of its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised by the Council.

Safeguarding Children

The legal obligations concerning children and young people are outlined in Section 11 of the Children Act 2004. The review of the Children and Young People's Safeguarding Policy has taken account all relevant legislation.

The District Council is a statutory agency of the Leicestershire, Leicester and Rutland Local Safeguarding Children's Board (LSCB). As such employees, volunteers and elected members should follow Local Safeguarding Children's Board procedures found on www.lrsb.org.uk/children. The review of the Children and Young People's Safeguarding Policy has taken account of the LSCB's locally agreed priorities of Child Sexual Exploitation and Domestic Abuse.

Section 10 and 11 of the Children Act 2004 has been supported through the introduction of Early Help throughout Leicestershire. Early Help and associated procedures aims to assess the additional needs of children and young people at an early stage, at thresholds below that of safeguarding, supporting early identification, intervention, inter-agency referral and multi-agency working. The introduction of Early Help and the 'Request for Service' form provides Designated Safeguarding Officers with an additional mechanism to seek additional help for families.

Adults in Need of Safeguarding

This Policy has developed in accordance with guidelines produced by the Department of Health 'No Secrets' 2000 guidelines. The current version has been updated in line with the Care Act 2014. The terms 'vulnerable adult' and 'adult in need of safeguarding' have been replaced with 'adults with care and support needs' in order to reflect the language embedded within the Act. This has not led to specific changes in the Policy as the mechanisms for reporting concerns remain the same for all staff.

This Policy has developed in line with the Safeguarding Adult's Board procedures found on www.lrsb.org.uk/adults. The review of the Adults in Need of Safeguarding Policy has taken account of the LSCB's locally agreed priority of Domestic Abuse.

The emphasis in our work with vulnerable adults is to promote the empowerment and well-being of vulnerable adults through the services we provide and to act in a way which supports the rights of individual to lead a life based on self determination and personal choice and recognise people who are unable to take their own decisions and/or protect themselves, their assets and bodily integrity.

Changes applying to both Policies

Contact names and numbers have been updated where necessary. The Incident Report Form for concerns about people of any age has been updated in line with the format of the Electronic Safeguarding Referral Form for children and young people on the Leicestershire County Council website.

Financial Implications

The actions necessitated by the Policies will be delivered within existing resources.

Risk Management

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to adhere to the policies and appropriately report concerns results in people not having access to the services they need to ensure their welfare	Moderate	Moderate to High	Publicise the policies, ensure appropriate training is in place and maintain the Designated Safeguarding Officer system to inform and support staff and members to report concerns
Information security breached when referring concerns outside of the Council	Moderate	Moderate to High	PSN Training for all Designated Safeguarding Officers, secure intranet site for electronic storage/ sharing of information and regular DSO meetings to ensure referral routes to children and adults social care are clear
Changes in government policy that impact on current safeguarding policies	Moderate	Moderate	Monitor for changes and ensure policies are amended accordingly

Key Decision:

No

Background Papers:

Children and Young People's Safeguarding Policy and Guidelines June 2015
 Adults in Need of Safeguarding Policy and Guidelines June 2015
 Children and Young People's Safeguarding Policy and Guidelines October 2011
 Adults in Need of Safeguarding Policy and Guidelines October 2011
 Minute 64 27/10/11 Cabinet
 Minute 178 18/03/10 Cabinet
 Minute 123 18/12/08 Cabinet
 Minute 124 24/04/08 Cabinet
 Delegated Decisions 33 08/09 and 49 09/10 and 77 15/16



Charnwood Borough Council's Adult Safeguarding Policy and Procedures

**March 2017
Review Date March 2019**

Important:

Remember it is not up to you to decide if abuse has taken place, that is the role of Social Care Services, the Police or other relevant agency, BUT it is up to you to report ANY concerns to a Designated Safeguarding Officer.

We have a legal responsibility to respond to any issues that may concern us even if they don't involve our staff or services.

**Refer to the Safeguarding Guidelines which compliment this
Safeguarding Policy**

Contents Page

Flowchart: Guide for Reporting Concerns Relating to Safeguarding Adults to a Designated Safeguarding Officer	3
Flowchart: Who are the Designated Safeguarding Officers?	4
1.0 Introduction	5
1.0 Who is this policy for	6
1.1 Policy Statement	6
1.2 Definitions	7
1.3 Principles	8
1.4 Support for members of staff, elected members and volunteers raising concerns	9
1.5 Additional considerations when concerns relate to a member of staff	9
1.6 Confidentiality and consent	10
2.0 Procedures	11
2.1 Reporting your concerns	11
2.2 Responding to disclosure	12
2.3 Incident Reporting Form	12
2.4 Types of Investigation	12
2.5 Support for Staff	12
3.0 Systems and Structures	13
3.1 Key Contacts	13
3.2 Flow chart of communication and accountability	14
3.3 Role of the Designated Safeguarding Officer	15
3.4 Role of the Lead Designated Officer	15
3.5 Role of the Senior Lead Officer	15
Appendices	
Appendix 1 Safeguarding Incident Reporting Form	17
Appendix 4 Guidance for the protection of adults with care and support needs	22

Guide for Reporting Concerns Relating to Safeguarding Adults to a Designated Safeguarding Officer

Staff, member, volunteer has concerns about an adult.
(This could be something you have heard, seen or been told, including a disclosure from the adult themselves)

Call 999 for emergency services if the situation requires urgent Police or health services response

- Stay Calm
- If the adult is present, reassure him or her
- Don't make promises regarding confidentiality or outcome
- Keep questions to a minimum, avoid 'leading questions'

Complete Incident Report Form recording all details given

Contact a Designated Safeguarding Officer (See page 4 and Section 3.1 for list)
Pass on completed Incident Report Form

Designated Safeguarding Officer to decide and action:
) Is the report relating to Safeguarding?
) Is the report relating to a Concern for Welfare?

Every adult with care and support needs has the right to live their life free from abuse

**Out of Hours Number for Social Care: 0116 255 1606
Police Emergency 999**

Who are the Designated Safeguarding Officers?

In the first instance report to a Designated Safeguarding Officer (DSO):

A full list of DSOs can be found on the Safeguarding section of the Charnwood Borough Council intranet <http://info.charnwood.local/sites/cyp/default.aspx> , or on Council noticeboards

There are trained Designated Safeguarding Officers in the following Services:

-) Neighbourhood Services
-) Landlord Services
-) Regulatory Services
-) Strategic and Private Sector Housing

If all of the DSOs are unavailable go to one of the following:

Strategic Director of
Neighbourhoods & Community
Wellbeing

Head of Neighbourhood
Services

If all of the above are unavailable, go to:

Chief Executive

If all DSO's unavailable, ask for advice from

Adult Social Care
0116 305 0004

Police Comprehensive
Referral Desk
0116 248 5311

Always follow the reporting procedure back to the Designated Safeguarding Officers

If you feel there is an immediate risk, call the emergency services 999

1.0 Introduction

Legislative Context

No Secrets

Section 7 of the governments guidance document 'No Secrets' issued by the Department of Health in 2000 states that:

Provider agencies will produce for their staff a set of internal guidelines which relate clearly to the multi-agency policy and which set out the responsibilities of all staff to operate within it.

No Secrets 2000 has been adopted by Leicestershire and Rutland Safeguarding Boards with the most recent version being updated in 2010.

To support a multi-agency approach, Charnwood Borough Council, has produced this Safeguarding Policy in order to acknowledge its duty to protect adults with care and support needs (see below) as part of delivering services to the local and wider community.

Care Act

The Care Act 2014 was adopted in May 2014 and places adults safeguarding on a statutory basis. Statutory Guidance for the Act was implemented following its adoption and requires any organisation which comes in to contact with adults at risk to have policies and procedures covering adult safeguarding.

The responsibilities for partners highlighted in the Care Act 2014 are:

-) Promoting individual wellbeing
-) Preventing people's care and support needs from becoming more serious
-) Promoting integration of care and support with health services
-) Providing information and advice
-) Promoting diversity and equality in the provision of services
-) Co-operating generally with its relevant partners such as other local councils, the NHS and Police
-) Co-operating in relation to specific cases with other Local Authorities and their relevant partners.

Duty to make Enquires

Under Section 42 of the Care Act, a local authority has a duty to make enquiries itself or cause others to make enquiries in cases where it has reasonable cause to suspect that an adult:

-) Has needs for care and support (whether or not the local authority is meeting any of those needs) and
-) Is experiencing, or at risk of, abuse or neglect, and
-) As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

Throughout this policy the term '**adults with care and support needs**' is used. This is in order to reflect the language embedded within the Care Act 2014. A care and support need can reflect a range of needs including people:

-) With learning disabilities
-) With physical disabilities
-) With sensory disabilities

-) With mental ill health
-) Who are frail due to their age
-) With dementia
-) With brain injuries
-) With drug or alcohol problems

A care and support need is valid whether or not this need is currently being met. Whether an adult has care and support needs can determine whether a concern is safeguarding or a concern for welfare. Staff and elected members do not need to determine whether an adult has care and support needs or whether abuse is taking place, the Designated Safeguarding Officers or Adult Social Care will deal with this.

Who is this Policy for?

This policy is for you as a member of Charnwood Borough Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the Council.

It is important to be aware that Charnwood Borough Council has both a moral and legal obligation to ensure the duty of care for adults across its services. Staff may come across cases of suspected abuse, or have concerns for welfare, either through direct contact with an adult, for example, staff visiting homes as part of their day to day work, or through indirect referrals or via other information. We are committed to ensuring that all adults with care and support needs are protected and kept safe from harm whilst engaged in services provided by the Council.

What does this policy cover?

The policy equips you with the information you need regarding what actions to take if you have a cause for concern or if you suspect or are told about abuse, and what will happen next. This may be the tool that helps you to save an adults life.

Whilst it is not our job to establish whether or not abuse is taking place, it is our responsibility to report any concerns we have over the welfare of an adult and to co-operate in any multi-agency investigations as appropriate. This expectation extends to the identification of abuse, poor practice by internal members/ staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you **record relevant information and pass it on to the Designated Safeguarding Officer's without delay**, so that they can discuss any action or referral to the relevant authority.

This policy has been developed in accordance with No Secrets 2010, the Care Act 2014 and associated Guidance. Charnwood Borough Council is a partner of the Leicestershire and Rutland Safeguarding Adult Board (SAB). This policy document is based on SAB guidance. For more information go to <http://lrsb.org.uk/adults>

1.1 Policy Statement

Charnwood Borough Council accepts responsibility, as a local provider of community services, to implement a policy that provides clearly defined procedures for alerting, reporting, and referring of concerns in relation to the protection of adults with care and

support needs, in order to safeguard their well being and protect them from abuse when they are engaged in services organised and provided by the Council.

We aim to do this by:

-) Respecting and promoting the rights, wishes and feelings of adults with care and support needs
-) Raising the awareness of the duty of care responsibilities relating to adults with care and support needs throughout the Council
-) Responding to concerns for the welfare of an adult
-) Promoting and implementing appropriate procedures to safeguard the well-being of adults with care and support needs to protect them from harm
-) Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
-) Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect adults with care and support needs from abuse, and minimise risk to themselves
-) Responding to any allegations of misconduct or abuse of adults with care and support needs in line with this policy and Leicester, Leicestershire and Rutland Multi-agency Policy and Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
-) Requiring staff, elected members and volunteers to adopt and abide by the Council's Protecting Adults Safeguarding Policy and Procedures
-) Reviewing and evaluating this Policy and Procedures document on an bi-annual basis

1.2 Definitions

Safeguarding duties apply to an adult who:

-) Is 18 years old and over
-) Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
-) Is experiencing, or at risk of, abuse or neglect; and
-) As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What constitutes abuse:

For the purpose of this policy and the term abuse is defined as:

-) A violation of an individual's human and civil rights by any other person or persons which may result in significant harm. (Significant harm is not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development).

Abuse may be:

-) A single act or repeated acts;
-) An act of neglect or a failure to act;
-) Multiple acts (for example, an adult may be neglected and financially abused)

Abuse is about the misuse of the power and control that one person has over another. Where there is dependency, there is a possibility of abuse or neglect unless adequate safeguards are put in place. Intent is not necessarily an issue at the point of deciding

whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual. Acts of abuse may constitute a criminal offence.

There are a number of broad types of adult abuse: physical abuse, emotional abuse, sexual abuse, neglect, self neglect (this is the exception to the definition of abuse whereby it is perpetrated by another person or persons), financial abuse and institutional or organisational abuse. Definitions of these can be found on the Leicestershire and Rutland Safeguarding Adults Board website at <http://lrsb.org.uk/what-is-adult-abuse> and <http://www.lradultsafeguarding.co.uk/abuse/>

Safeguarding Adults Boards have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working as well as supporting and enabling partner organisations to adapt their practice and become more effective in safeguarding adults. The Leicestershire and Rutland Safeguarding Adults Board maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the Safeguarding Adults Board website <http://lrsb.proceduresonline.com/chapters/contents.html>

SABs also conduct and publish Serious Case Reviews and associated findings/recommendations after an adult has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

Concern for Welfare:

The term safeguarding directly relates to a situation where abuse is taking place by a third party. Officers may, however, be concerned about the welfare of an adult where there is no abuse, e.g. if an adult is living in surroundings that are unsuitable or unsafe, if there are concerns around self-harming, substance misuse or mental health. The concern should be reported to a Designated Safeguarding Officer who will work with you or signpost you to pass on the information to the appropriate agency as a concern for welfare.

1.3 Principles

This policy and these procedures are based on the following principles:

All adults with care and support needs have the right to live their lives free from abuse of any description.

All agencies and individuals that have contact with adults with care and support needs have a duty to protect them from abuse.

Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi-agency procedures.

-) The welfare of adults with care and support needs is the primary concern.
-) All adults with care and support needs, irrespective of their age, culture, disability, gender, gender identity, language, racial origin, socio-economic status, religious belief, marital status, pregnancy or maternity and/ or sexual orientation have the right to protection from abuse.
-) It is everyone's responsibility to report any concerns about abuse.
-) All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.

-) All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.
-) The terms staff, elected members and volunteers is used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the Council.

1.4 Support for Members of Staff, Elected Members or Volunteers Raising Concerns

In the event of having a concern, you may choose to talk to your line manager in the first instance, who will support you to report your concerns to an appropriate Designated Safeguarding Officer (DSO).

When a member of staff, an elected member or a volunteer raises concerns with their Designated Safeguarding Officer, the DSO will ensure that:

-) The procedures are followed appropriately in consultation with Adult Social Care Services and SAB procedures
-) The officer raising concerns has informed other agencies and staff members where appropriate
-) Information is recorded and stored in line with procedure. The SAB guidelines is that information about safeguarding should be retained securely for 100 years
-) Staff involved who indicate that they need support are aware of support available in line with the Council's employee wellbeing policies. This includes access to a confidential counselling service

1.5 Additional Considerations when Concerns Relate to an Internal Employee/Member of the Council e.g. Staff, Contractors, Volunteers and Elected Members

It can be very worrying to have concerns about an adults safety or welfare that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistleblowing Policy which ensures that mechanisms are in place to make certain that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Contact HR for more information and a copy of the Whistleblowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined elsewhere in this policy. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to:

-) Your line manager
-) Human Resources

You **must** report to:

-) A Designated Safeguarding Officer

There may be circumstances where allegations are about poor practice rather than abuse, but this should always be communicated to the Designated Safeguarding Officer for guidance and appropriate action.

In the event of having a concern you must talk to a Designated Safeguarding Officer, who will support you to report your concerns to HR. Alternatively you can take your concerns directly to an HR officer. If your concern is regarding a Designated Safeguarding Officer you can speak to any other Designated Safeguarding Officer who will respond in accordance with advice from HR and the Whistleblowing Policy.

The Local Authority recognises that when safeguarding concerns relate to a colleague's conduct that this can involve additional stress to reporters. We will fully support and protect all staff/members who, in good faith (without malicious intent), report his or her concern about a colleague's practice or the possibility that an adult in need of safeguarding may be being abused.

If the concerns involve an elected member, this should be reported to the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member Code of Conduct issues.

Any allegation or concern regarding a member of staff, officer or volunteer involving conduct towards an adult should be referred to the Designated Safeguarding Officer who will then engage Human Resources who has the responsibility to refer to the designated officer or team of officers for the management and oversight of allegations against people that work with children based at the appropriate Social Care Department (Leicestershire County Council for Charnwood residents). This role used to be referred to as the Local Authority Designated Officer (LADO), they will:

- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police; and
- Monitor the progress of all cases to ensure that they are dealt with quickly and consistently

Details of the designated team responsible for the referral of allegations against those who work with adults are on page 13

1.6 Confidentiality and consent

Every effort should be made to ensure that confidentiality is maintained for all concerned in the protection of adults with care and support needs. Information should be handled and disseminated on a need to know basis only. The Designated Safeguarding Officer will guide you as to who needs to know information about the case.

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion. The person should be informed that the member of staff will at the very least, have to disclose the conversation to a Designated Safeguarding Officer and depending on the severity of the information may be disclosed to the Adult Social Care and/or the Police.

There may be occasions where an adult in need of safeguarding expresses a wish for concerns not to be pursued. It is important, however, that concerns are shared appropriately in order to ensure the safety of the person and others at possible risk of harm. This means talking to your manager and/ or a Designated Safeguarding Officer within the Borough or District Council as appropriate.

Decisions about what information is shared and with which external agencies will be taken by DSOs on a case by case basis. It is important to remember that:

-) Confidentiality must not be confused with secrecy;
-) Staff that witness abuse, have abuse disclosed to them or identify a concern for welfare should do their utmost to obtain informed consent to report this to an external agency by the adult/s but, if this is not possible and other adults are at risk of abuse or neglect, it may be necessary to override the requirement; and
-) It is inappropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk.

Consent is the voluntary and continuing permission of the person to the intervention based on an adequate knowledge of the purpose, nature, likely effects and risks of that intervention, including the likelihood of its success and any alternatives to it.

Mental capacity is the ability to make a decision. Capacity can vary over time and by the decision to be made. The inability to make a decision could be caused by a variety of permanent or temporary conditions. The Mental Capacity Act 2005 requires an assumption that an adult (aged 16 or over) has full legal capacity to make decisions unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. Unwise decisions do not necessarily indicate lack of capacity. If you suspect that an adult may not have capacity to make a decision about an area of their life and may therefore not be able to make an informed decision, you should inform the DSO of this so that they can ask Adult Social Care to undertake a Capacity Assessment, unless you have received training to enable you to undertake a Capacity Assessment yourself.

2.0 Procedures

This section contains internal and external procedures for officers dealing with concerns regarding the safeguarding of adults or concerns for welfare.

2.1 Reporting your Concerns

You are not expected to investigate suspicions or concerns relating to abuse further than your professional role would require, other agencies are trained to do this.

If you have a concern about the safety or welfare of an adult:

-) Note the concerns and your reasons for being concerned using the incident reporting form
-) Report to an appropriate Designated Safeguarding Officer
-) If the Designated Safeguarding Officer decides to alert an external agency they may require you to do or support them with this
-) Maintain confidentiality

Do not undertake further investigations.

When there are ongoing concerns regarding a family member or carer in relation to the alleged abuse of an adult, the family member or carer should not be contacted about the allegation of abuse. Adults and Communities (Adult Social Care) and/or the Police will do this at an appropriate time. You must, however, ensure that the environment for the adults with care and support needs, and any other adults that may become a risk, are made safe.

2.2 Responding to Disclosure

Abused adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the adult is saying you are already helping the situation. It is key that you reassure the person that they were right to tell and to not make promises to keep secrets. The guidelines accompanying this policy contain a more detailed guide to help you respond appropriately.

Remember: Listen – write it down – report it

2.3 Incident Reporting Form

You need to fill in an Incident Report Form for all concerns, suspicions and disclosures relating to the protection of an adult in need of safeguarding. This needs to be done as soon as is practical to ensure all the facts are recorded accurately and services can be implemented.

Copies of the Incident Report Form are available from:

-) Intranet
-) Designated Safeguarding Officers
-) Reception

The Incident Reporting Form is available via a link on the intranet, on the Safeguarding/Children and Young People's site

<http://info/sites/cyp/Reporting%20Forms/Forms/AllItems.aspx>

You then need to email it to a Designated Safeguarding Officer (see the list on page 4 of this policy or the photoboard also available on the Safeguarding site on the intranet). Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale.

If you have reason to fill in a form, please include all relevant facts about you, about the incident and about the people involved. Please talk to a Designated Safeguarding Officer for advice and guidance.

2.4 Types of Investigation

There may be circumstances where you could be involved in an investigation as a result of an incident or concern. You will receive full support from HR and from your line manager should this happen. Designated Safeguarding Officers will also be available for help, information and advice.

2.5 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the Local Authority Whistleblowing policy. Contact HR for more information and a copy of the policy <http://hr.charnwood.local/SitePages/Whistleblowing.aspx>

Staff support can be accessed through AMICA, an NHS based telephone counselling service:

0116 2544388

This service is open 365 days a year between 8.30am and 8.30pm and gives you access to a qualified counsellor. Contact with AMICA is completely confidential and no information which identifies an individual will be made available to Charnwood Borough Council (except where there is a threat to visitors or employees).

3.0 Systems and Structures

Districts and Boroughs in Leicestershire have developed systems and structures to report, refer and record safeguarding concerns for internal use and in line with the Safeguarding Adult Board procedures for multi-agency working which can be found at <http://www.lradultsafeguarding.co.uk/>. For more information contact the Lead Professional Officer (see 3.2).

3.1 Key Contacts

A full list of Designated Safeguarding Officers can be found on the safeguarding site of the Charnwood Borough Council intranet <http://info.charnwood.local/sites/cyp/default.aspx> or on Council noticeboards:

External Agencies

Remember, if you make a report to an external agency; speak to a CBC Designated Safeguarding Officer at the first opportunity. Keep all updates for DSO case file.

Adults and Communities Social Care Services (office hours)

Tel: 0116 305 0004

Fax: 0116 305 0010

adultsandcommunities@leics.gov.uk

Social Care Services Adult's Emergency Out of Hours Service

Phone: 0116 255 1606 (not office hours)

Leicestershire Police

Emergencies 999

Non-emergency 101

Leicestershire Police Comprehensive Referral Desk

0116 248 5311

First Contact

Tel: 0116 305 4286

firstcontact@leics.gov.uk

<http://www.firstcontactplus.org.uk/>

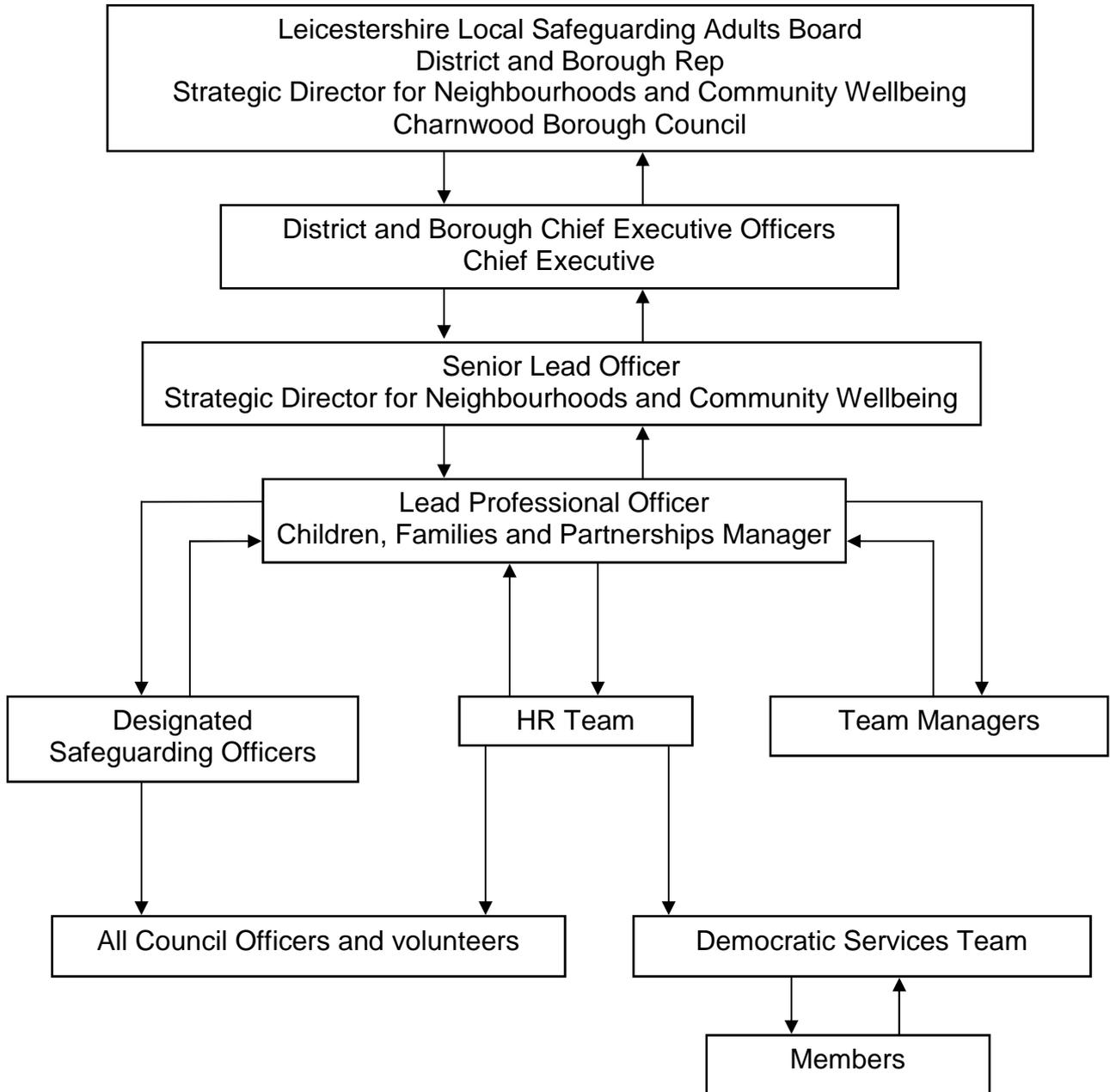
Designated team responsible for the referral of allegations against those who work with adults (previously known as the LADO)

<http://lrsb.org.uk/lado-local-authority-designated>

0116 305 7597

3.2 Leicestershire Structure and Contacts

Local Safeguarding Adults Board Safeguarding Communication and Accountability Flow Chart



3.3 What is the Role of the Designated Safeguarding Officers?

All suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. A full list of Designated Safeguarding Officers can be found on the Safeguarding section of the Charnwood Borough Council intranet <http://info.charnwood.local/sites/cyp/default.aspx> , or on Council noticeboards

They have the responsibility to:

-) Receive information from staff, volunteers and others who have concerns, and record them, using appropriate forms and procedures
-) Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services and in line with SAB procedures
-) Ensure that the appropriate agencies are informed
-) Ensuring that HR are alerted and included in any issues that may result in staff being reported to the Independent Safeguarding Authority
-) Ensure that information is recorded and stored appropriately
-) Provide information to staff reporting concerns about support available to them when they ask for it
-) Receive the appropriate training

If you make a referral to a DSO and would like a second opinion on the action taken, you may request this from either the Children, Families and Partnerships Manager or Head of Neighbourhood Services.

3.4 What is the Role of the Lead Designated Officer?

To:

-) Ensure that Incident Report Forms and copies of the policy and procedures are available
-) Ensure that arrangements are made to identify staff that require training in safeguarding issues within the organisation
-) Map training needs
-) Ensure that all staff have access to relevant level training
-) Develop and review policies
-) Manage incident forms
-) Retain an overview of all incidents reported
-) Report to senior lead officer
-) Support staff in the organisation when support is requested
-) Ensure partnerships are in place

3.5 What is the Role of the Senior Lead Officer?

To:

-) Work with Lead professional
-) Represent the Council on formal investigations into allegations of abuse led by Social Care Services
-) Check and challenge structures
-) Drive safeguarding agenda to Senior Management Team and Chief Executive

-) Ensure communication strands are strong
-) Ensure members are appropriately informed



Safeguarding / cause for concern reporting form

(For DSO use only) Reference number: SURNAMEfirstnameddmmmy	
--	--

This form is used for reporting causes for concern as well as suspicions and disclosures of possible abuse; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be kept securely.

Subject(s) Details

Name of subject(s)	
Current address	
Postcode	
Telephone number	
Date(s) of birth	
Gender of subject(s)	
Does anybody you are concerned about have a disability	Yes No
If yes, please give details	
Subject/ families first language	
Any communication barriers that need to be considered?	Yes No
If yes, please give	

details	
---------	--

Your name	
Your job title/ role	
Your email address	
Your telephone number	
Date and time you are completing this form	

What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc	
---	--

Are you likely to have ongoing contact with the subject(s) If yes, please give details	Yes No
Are they aware that you are passing on information about your concerns? Have they given consent for this? If yes provide details regarding who has given consent and how (in person/ on telephone etc) Remember, it is good practice to gain consent but if you have concerns you should pass on the information to a DSO regardless.	

Details of most recent contact (please give, date, time, location, who subject was accompanied by, actions/interventions taken	
--	--

What is your concern leading to this referral? Please give	
--	--

<p>as much factual information as possible including the time and date of any incident</p>	
<p>Is the subject of concern already known to social care?</p> <p>If yes, please give details, including if they are on a Child Protection Plan, have been or are a Looked After Child in local authority care</p>	<p>Yes No Don't know</p>

Are you aware of any of the following within the household

Domestic Abuse	Yes	No	Don't know
Substance Misuse	Yes	No	Don't know
Disabilities	Yes	No	Don't know
Learning Difficulties	Yes	No	Don't know
Mental Illness	Yes	No	Don't know
Sexual Exploitation	Yes	No	Don't know

If yes to any of above,
please give details

Significant others in Subject life – including family and perpetrator
(We appreciate you may not know this information, please record as much information as you do know)

Name	Name	Name	Name
Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Key agencies involved

Please list in the boxes below the key agencies involved with the child / young person / family or adult.

This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other

(We appreciate you may not know this information, please record as much information as you do know)

Name	Name	Name	Name
Agency	Agency	Agency	Agency
Address	Address	Address	Address
Contact number(s)	Contact number(s)	Contact number(s)	Contact number(s)

Contact your Designated Safeguarding Officer urgently, they will initiate appropriate action. Remember it is your responsibility to ensure that a DSO receives the information as quickly as possible

For Designated Safeguarding Officer use only

<i>DSO name:</i>	
<i>Date, time, venue/ method of initial staff report regarding suspicions, concerns or disclosure relating to safeguarding: Who was present:</i>	
<i>Date, time and venue of Incident Reporting Form handover: Who was present:</i>	
<i>Notes regarding DSO follow up actions:</i>	

Guidelines for the Protection of Adults with Care and Support Needs

January 2015

These Safeguarding Guidelines should be read in conjunction with the Safeguarding Adults Policy

1. Recognising abuse

There are a number of broad types of adult abuse: physical abuse, emotional abuse, sexual abuse, neglect, self neglect (this is the exception to the definition of abuse whereby it is perpetrated by another person or persons), financial abuse and institutional or organisational abuse. Definitions of these can be found on the Leicestershire Safeguarding Adults Board website at <http://lrsb.org.uk/what-is-adult-abuse> and <http://www.lradultsafeguarding.co.uk/abuse/>

2. Safeguarding Adults Board procedures and guidance

The Leicestershire and Rutland Safeguarding Adults Board maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the Safeguarding Adults Board website <http://lrsb.proceduresonline.com/chapters/contents.html>

3. Promoting good practice

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue.

-) Always put the welfare of the adult before any other agenda, i.e. winning, finishing a project
-) Provide a good role model of behaviour
-) Treat all adults equally with respect and dignity using positive constructive encouragement
-) Stay vigilant for the safety of all adults with care and support needs around you, not just the ones immediately in your care
-) If you have to physically touch an adult in need of safeguarding i.e. for restraint, assisting in and out of vehicles etc, then do so with consideration, never touch intimate areas and always tell the person what you are going to do
-) Always wear appropriate clothing when working with an adult. E.g. dress according to the duties to be undertaken in a manner befitting the responsible care. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the Council must be worn at all times
-) Always have a register of adults in your charge, for example on outings from sheltered schemes
-) Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to challenge unacceptable behaviour with an adult then do so in a positive constructive manner making sure that the client knows it is the behaviour and not the adult that is not welcome
-) Use appropriate language and explanations. (it is not always what is said but how it is said that can be of concern and of great importance)

Practice that is not acceptable

-) Allowing inappropriate language of all parties to go unchallenged
-) Transporting an adult in need of safeguarding on your own should be avoided. However if this required you must ensure you are accompanied by another member of staff and/or contact appropriate emergency service
-) If an adult is upset or needs first aid then take them to one side but do not enclose yourself in a room
-) Making sexually suggestive comments
-) Engaging in rough physical or sexually provocative play
-) Allowing or engaging in inappropriate touching
-) Inviting or allowing an adult in need of safeguarding to stay in your home
-) Performing personal care for someone which they can do themselves or that you are not trained to or authorised to undertake
-) Sharing a room with an adult in need of safeguarding on residential based activities
-) Allowing allegations made by adult in need of safeguarding to go unchallenged, unrecorded or unacted upon
-) Giving home or mobile number to adult in need of safeguarding or obtaining an adult in need of safeguarding mobile phone number unless this is an agreed part of the service/ activity being delivered

In addition - It is against the law (Sexual Offences Act 2003) to form inappropriate relationships with an adult in need of safeguarding in your care. e.g. abusing your position of trust.

NB – some situations may require an amendment to good practice regulations. This should be done in advance and checked with a DSO or with HR, and the adult/s if possible, to ensure that it is appropriate for the situation.

Responding to a disclosure of abuse

Adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the person is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

What to do if a person discloses information to you:

-) React calmly
-) Take what the person says seriously
-) Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
-) Reassure the person that they were right to tell **and do not make promises of confidentiality**
-) Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer
-) Ask for the adults consent to share the concerns with professionals outside of your own agency. Explain why this is important in the situation i.e. for their safety and/ or for the safety of others, so that you can get the guidance you need to respond appropriately. Remember that with adults, consent is needed to disclose concerns outside of our organisation and the action that the Designated Safeguarding Officers can take may be limited without it.
-) Immediately record all details in writing, using the person's own words.
-) As soon as possible fill out the Incident Reporting Form, available on the intranet (See Appendix 1) again including all the details that you are aware of and what was said using the person's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer.

The person receiving the disclosure should not:

-) Dismiss the concern
-) Panic
-) Allow their shock or distaste to show
-) Probe for more information than is comfortably offered or is within the remit of your professional role – do not overpressure for a response

-) Speculate or make assumptions
-) Make negative comments about the alleged abuser
-) Make promises or agree to keep secrets
-) Say what might happen as a result of the disclosure

First Aid and Treatment of Injuries

If the adult requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

-) Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
-) Keep a written record of any injury that occurs, along with the details of any treatment given
-) Where possible, ensure access to medical advice and/or assistance is available
-) Only those with a current, recognised First Aid qualification should respond to any injuries
-) Where possible any course of action should be discussed with the adult, in language that they understand and their permission sought before any action is taken.
-) In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
-) The adult's carers/parents must be informed of any injury and any action taken as soon as possible
-) A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

Transporting Vulnerable Adults

If it is necessary to provide transport or take adults with care and support needs in a car the following good practice must be followed:

-) Staff are not specifically required to transport people in their own vehicles unless it is part of their job description or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical
-) You should only transport an adult with care and support needs where there are two members of staff/adults present in the selected mode of transport
-) Ensure where possible, a male and female accompany mixed groups of children or vulnerable adults. These adults should be familiar with and agree to abide by the Council's Safeguarding Policy and Procedures
-) In addition to this, where practical, request written parental/carer consent
 -) Members of staff should discuss any proposals for transporting people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the person is unfamiliar with the vehicle, driver or accompanying staff and potential risks have been identified, a risk assessment should be produced.
 -) Ensure that the vehicle used to transport people is legal and roadworthy and complies with the Council's requirements that those using a vehicle for work purposes have a valid driving licence and up to date car tax, MOT and insurance

Use of Contractors

Charnwood Borough Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are monitored appropriately. Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into contact with adults with care and support needs should have their own equivalent Safeguarding Policy, or failing this, comply with the terms of this policy.

Where there is potential for contact (including direct contact) with children or adults, guidance has been produced outlining safeguarding provisions required within Charnwood Borough Council Contracts. These can be accessed via the Procurement Team.

Three key distinctions have been made of contracted provisions in terms of safeguarding requirements. The Lead Officer procuring in consultation with the Service Manager procuring is responsible for ensuring that any contract makes proper provision for the safeguarding of adults and children. The Lead Officer and Service Manager procuring must seek advice from a CBC Designated Safeguarding Officer, usually the Children, Families and Partnerships Manager, if the contracted work either:

Tier 1: Involves direct contact with children, young people or vulnerable adults

or
Tier 2: The work to be contracted take place in, or overlooks, an area which children, young people or vulnerable adults regularly use

or
Tier 3: The work involves access to data about children, young people and vulnerable adults

In either circumstance, safeguarding measures must be detailed within the Request for Quotation or Invitation To Tender (as appropriate) that require the contractor to make appropriate and proportionate provision of the protection of vulnerable adults and children.

4. Photographic and video consent guidelines

Charnwood Borough Council Photographic Consent Guidelines for images and video to be used in marketing, social media and the media have been developed by the Communications Team and can be found on the HR Policies intranet site.

5. Recruitment, employment and deployment

Comprehensive policies and guidance regarding recruitment, employment and deployment including Disclosure and Barring Checks can be found on the HR Policies intranet site.



***Leicestershire District and Borough
Councils' Children and Young Person's
Safeguarding Policy***

**February 2017
Review Date February 2019**

Important:

Remember it is not up to you to decide if abuse has taken place, that is the role of Social Care Services, the Police or other relevant agency, BUT it is up to you to report ANY concerns to a Designated Safeguarding Officer.

We have a legal responsibility to respond to any issues that may concern us even if they don't involve our staff or services.

**Refer to the Safeguarding Guidelines which compliment this
Safeguarding Policy**

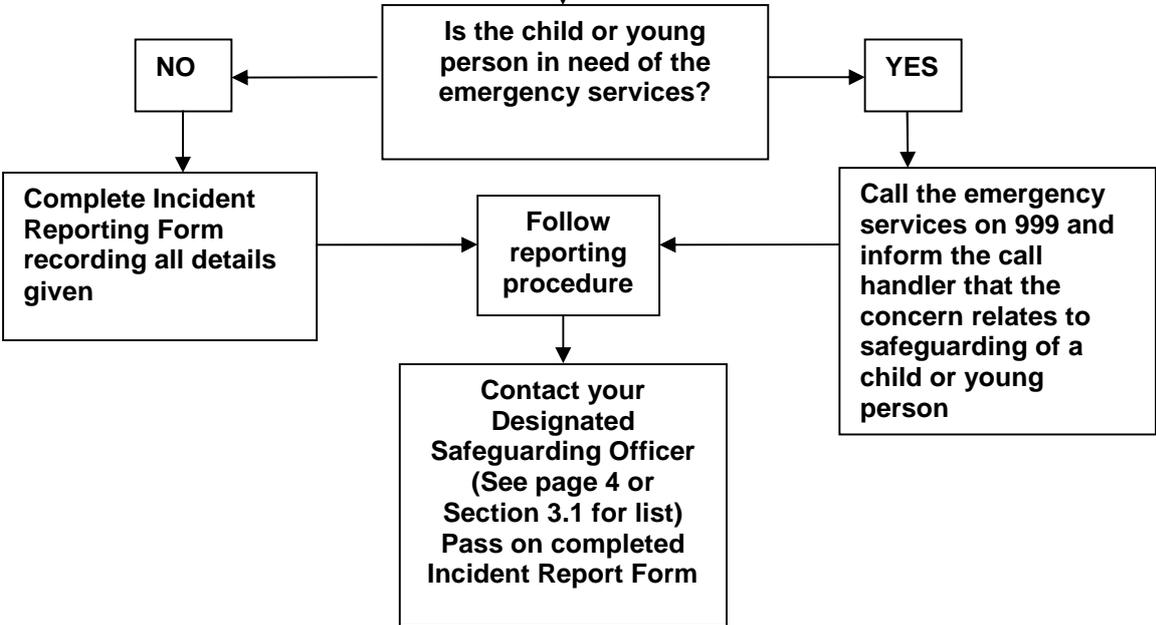
Contents Page

Flowchart: Guide for Dealing with Concerns Relating to Child or Young Person	3
Flowchart: Who are my Designated Safeguarding Officers for Concerns Relating to Children and Young People	4
1.0 Introduction	5
1.1 Policy Statement	6
1.2 Definitions	6
1.3 Principles	7
1.4 Support for members of staff, elected members and volunteers raising concerns	7
1.5 Additional considerations when concerns relate to a member of staff	8
1.6 Confidentiality	9
2.0 Reporting and Managing Incidents and Concerns	9
2.1 Responding to suspicions	9
2.2 Responding to disclosure	10
2.3 Incident Reporting Form	10
2.4 Investigations	10
2.5 Support for Staff	10
3.0 Systems and Structures	11
3.1 Key Contacts	11
3.2 Leicestershire Structure and Contacts	12
3.3 Role of the Designated Safeguarding Officer	13
3.4 Role of the Lead Professional	13
3.5 Role of the Senior Officer	13
Appendix 1 – Good practice with children guidance	15
Appendix 4 – Incident Referral Form	18

Guide for Dealing with Concerns Relating to a Child or Young Person

A member of staff, Elected Member or volunteer has concerns about a child or young person
or
A child or young person or their carer has disclosed information relating to safeguarding to you

- Stay calm
- If child or young person is present reassure them
- Don't make promises of confidentiality or outcome
- Keep questions to a minimum, avoid 'leading' questions



Designated Safeguarding Officer to decide and action:
Does the concern meet safeguarding thresholds/ should it be referred using the safeguarding processes?
If not, are there any other sources of support that the family could be signposted/ referred into?

Out of office hours contact:
Children's Social Care / First Response Children's Duty on 0116 305 0005 (24 hour phone line)
Leicestershire Police 101 if you think a crime has been committed but there is no immediate danger or 999 if a crime is being committed or if a child is in immediate danger

Who are the Designated Safeguarding Officers for Concerns Relating to Children and Young People?

If appropriate and helpful to you, you may speak to your line manager who will support you through the following process:

In the first instance report to a Designated Safeguarding Officer (DSO):

A full list of DSOs can be found on the Safeguarding section of the Charnwood Borough Council intranet <http://info.charnwood.local/sites/cyp/default.aspx> , or on Council noticeboards

There are trained Designated Safeguarding Officers in the following Services:

-) Neighbourhood Services
-) Landlord Services
-) Regulatory Services
-) Strategic and Private Sector Housing

If all of the DSOs are unavailable go to one of the following:

Strategic Director of Neighbourhoods & Community Wellbeing Head of Neighbourhood Services

If all of the above are unavailable, go to:
Chief Executive

If all DSO's unavailable or it is out of office hours, ask for advice from

Children's Services First Response Team (24 hour)
0116 305 0005

Child Abuse Investigation Unit or Child Referral Desk (Leicestershire Police)
0116 248 5500

NSPCC Action Help Line
0808 800 5000

Always follow the reporting procedure back to the Designated Safeguarding Officers

999!

If you feel that there is an immediate risk, always contact the emergency services!

1.0 Introduction

Every child and young person has the right not to be abused

What does 'safeguarding' mean?

The government guidance on Working Together to Safeguard Children 2015 defines safeguarding children and promoting their welfare as:

-) Protecting children from maltreatment
-) Preventing impairment of children's health or development
-) Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
-) Taking action to enable all children to have the best outcomes

Who is this policy for?

This policy is for you if you are a member of Charnwood Borough Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the Council.

It is important to be aware that Charnwood Borough Council has both a moral and legal obligation to ensure the duty of care for children across all of its services. Council staff may come across cases of suspected abuse either through direct contact with children, for example running a sports or community event, observing a child or family in the council reception area or as staff visiting homes as part of their day to day work. We are committed to ensuring that all children are protected and kept safe from harm whilst engaged in services organised by the Council.

What does this policy cover?

The policy equips you with the information you need regarding what actions to take if you suspect or are told about abuse, and what will happen next. This may be the tool that helps you to save a child's life.

While it is not our job to establish whether or not abuse is taking place, it ***IS*** our responsibility to report any concerns we have over the welfare of children or young people. This duty extends to the identification of abuse, poor practice by internal members/staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you record relevant information and pass it on to the Designated Safeguarding Officer's as quickly as possible, so that they can discuss any action or referral to the relevant authority. Remember to contact the Emergency Services without delay if necessary.

Safeguarding Children

This policy has been developed in accordance with the following legislation and procedures: The legal obligations concerning children and young people are underpinned by Section 11 of the Children Act 2004. Further guidance is available from Working Together to Safeguard Children which was first introduced in 2013 and updated in 2015.

Charnwood Borough Council is a statutory agency of the Leicestershire and Rutland Local Safeguarding Children's Board (LSCB) as defined in Section 13 of the Children Act 2004. This policy document is based on LSCB guidance. For more information go to www.lrlscb.org.uk

1.1 Policy Statement

Charnwood Borough Council accepts the moral and legal responsibility to implement procedures, to provide a duty of care for children, safeguard their well being and protect them from abuse. We aim to do this by:

-) Respecting and promoting the rights, wishes and feelings of children and young people
-) Raising the awareness of the duty of care responsibilities relating to children and young people throughout the Council
-) Promoting and implementing appropriate procedures to safeguard the well-being of children and young people to protect them from harm
-) Ensuring all staff receive safeguarding training at a relevant level as set by the Local Safeguarding Children Board
-) Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
-) Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect children and young people from abuse, and minimise risk to themselves
-) Ensuring that relevant commissioned services are compliant with safeguarding expectations as set out by the Local Safeguarding Children Board
-) Responding to any allegations of misconduct or abuse of children or young people in line with this Policy and Guidance and Local Safeguarding Children Board guidance; as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
-) Requiring staff, elected members and volunteers to adopt and abide by the Council's Children and Young People Safeguarding Policy and Guidance
-) Reviewing and evaluating this Policy and Procedures document on an annual basis

1.2 Definitions

This policy and these procedures are based on the following definitions:

-) The term child, or young person is used to refer to anyone under the age of 18yrs
-) The term parent is used as a generic term to represent parent, carers and guardians
-) The terms staff, elected members and volunteers is used to refer to employees, borough councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the Council including commissioned services
-) Children and Young People are vulnerable to abuse from adults or from other children or young people

There are 4 broad types of child abuse: physical abuse, emotional abuse, sexual abuse and neglect. Full definitions of these can be found in the Leicestershire and Rutland Safeguarding Children's Board (LSCB) Procedures available from <http://lrsb.org.uk/> and <http://lrsb.org.uk/advice-and-information-on-types>

Local Safeguarding Children Boards have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working as well as supporting and enabling partner organisations to adapt their practice and become more effective in

safeguarding children. The Leicestershire and Rutland LSCB maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to assessing need and safeguarding in specific circumstances, e.g. Child Sexual Exploitation and safeguarding disabled children are all provided on the LSCB website <http://lrsccb.proceduresonline.com/chapters/contents.html>

LSCB's also conduct and publish Serious Case Reviews and associated findings/recommendations after a child has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

1.3 Principles

Section 11 of the Children Act 2004 places a duty on:

-) Local authorities and district councils that provide Children's and other types of services, including children's and adult social care services, public health, housing, sport, culture and leisure services, licensing authorities and youth services
-) 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 safeguarding and promote the welfare of children.

This means that:

-) The welfare of children and young people is the primary concern
-) All children and young people have the right to protection from abuse
-) Local Agencies, including those in universal services and those providing services to adults with children, should understand their role in identifying emerging problems and sharing information with other professionals to support early identification and assessment (*Working Together 2015*)
-) It is **everyone's** responsibility to report any concerns about abuse
-) Professionals working in universal services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share that information and work together to provide children and young people with the help they need (*Working Together 2015*)
-) All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately
-) All personal data will be processed in accordance with the requirements of the Data Protection Act 1998

1.4 Support for Members of Staff, Elected Members or Volunteers Raising Concerns

In the event of having a concern, you may choose to talk to your line manager in the first instance, who will support you to report your concerns to an appropriate Designated Safeguarding Officer.

When a member of staff, an elected member or a volunteer raises concerns with their Designated Safeguarding Officer, the DSO will ensure that:

-) The procedures are followed appropriately in consultation with Social Care Services and in line with LSCB procedures
-) The appropriate agencies, or any other parties, are informed
-) Information is recorded and stored appropriately. The LSCB guidelines is that information about safeguarding should be retained securely for 100 years

-) Staff involved, where they indicate that they require support, are signposted in line with the Council's employee wellbeing policies. This includes access to a confidential counselling service. Support and signposting will primarily be carried out by the person's line manager.

1.5 Additional Considerations when Concerns Relate to an Internal Employee/Member of the Council e.g. Staff, Contractors, Volunteers, and Elected Members

It can be very worrying to have concerns about a child's safety or welfare that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistleblowing Policy which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Contact HR for more information and a copy of the Whistleblowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined above. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to:

-) Your line manager
-) Human Resources

You **must** report to:

-) A Designated Safeguarding Officer

Remember that the safety of the child is paramount

There may be circumstances where allegations are about poor practice rather than abuse, but this should always be communicated to your line manager and you can ask a Designated Safeguarding Officer for guidance about appropriate action. Managers wishing to seek further advice can refer to Chapter 3.9 of the Local Safeguarding Children's Board Procedures available from http://lrs cb.proceduresonline.com/chapters/p_alleg_staff.html

Where an allegation is made against an elected member this should be referred to a Designated Safeguarding Officer who will then engage the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member Code of Conduct related issues.

Any allegation or concern regarding a member of staff, officer or volunteer involving conduct towards a child or young person should be referred to the Designated Safeguarding Officer who will then engage Human Resources who has the responsibility to refer to the designated officer or team of officers for the management and oversight of allegations against people that work with children based at the appropriate Social Care Department (Leicestershire County Council for Charnwood residents). This role used to be referred to as the Local Authority Designated Officer (LADO), they will:

- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police; and
- Monitor the progress of all cases to ensure that they are dealt with quickly and consistently

Details of the designated team responsible for the referral of allegations against those who work with children are on page 11

1.6 Confidentiality and Information Sharing

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of children and young people. Information should be handled and disseminated on a need to know basis only. Your line manager and the Designated Safeguarding Officer will guide you as to who needs to know information about the case.

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion. The person should be informed that the member of staff will at the very least, have to disclose the conversation to the line manager and depending on the severity of the information may be disclosed to Social Care Services or the Police.

When it comes to reporting safeguarding concerns, Data Protection should not be a barrier to information sharing. Charnwood Borough Council is signed up to the LSCB Multi-Agency Information Sharing Agreement (ISA) for the purposes of safeguarding children. This is intended to help with the sharing of information across agencies, especially in relation to safeguarding children by:

- Making it easier and quicker for information to be shared securely between agencies
- Removing the uncertainty that often surrounds inter-agency information sharing
- Encouraging agencies to share information to assist with the safeguarding of children

Remember - The Welfare of the Child is Paramount

2.0 Reporting and Managing Incidents and Concerns

It is our duty as officers, members or volunteers of Charnwood Borough Council to report any concerns we may have concerning the safeguarding or welfare of a child or family.

The process on how to respond to concerns is detailed in the flowchart on page 3: Guide for Dealing with Concerns Relating to a Child or Young Person.

2.1 Responding to Suspicions

You are not expected to investigate suspicions or concerns, other agencies are trained to do this.

If you have a concern about the safety or welfare of a child or young person:

-) Note the concerns and your reasons for being concerned including your professional opinion of the situation using the incident reporting form
-) You may choose to see your line manager
-) Report to an appropriate Designated Safeguarding Officer
-) Maintain confidentiality in line with Section 1.6

Do not undertake further investigations.

When there are ongoing concerns regarding a parent or carer in relation to the alleged abuse of a child or young person, the parent or carer should not be contacted about the allegation of abuse. Social Care Services and/or the Police will do this at an appropriate time.

2.2 Responding to Disclosure

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying you are already helping the situation. It is key that you reassure the person that they were right to tell and to not make promises to keep secrets. The guidelines accompanying this policy contain a more detailed guide to help you respond appropriately.

Remember: Listen – write it down – report it

2.3 Incident Reporting Form

You need to fill in an Incident Report Form for all concerns, suspicions and disclosures relating to the safeguarding of children and young people. This needs to be done as soon as is practicable to ensure all the facts are recorded. ***Do not delay when reporting concerns as a child's welfare or safety may be imminently at risk.***

Copies of the Incident Report Form are available from:

-) Intranet
-) Designated Safeguarding Officers
-) Reception

The Incident Reporting Form is available via a link on the intranet, on the Safeguarding site.

<http://info/sites/cyp/Reporting%20Forms/Forms/AllItems.aspx>

You then need to email it or provide a printed copy to a Designated Safeguarding Officer (see the list of services that have DSOs on page 4 of this policy or the photoboard also available on the Safeguarding site on the Intranet). Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale. If you are out on visits and need to telephone a DSO to relay your concerns you are permitted to do this. The DSO will either complete an IRF on your behalf or ask you to complete one on your return to the office.

If you have to fill in a form, please include all relevant facts about you, about the incident and about the people involved. Please talk to a Designated Safeguarding Officer for advice and guidance.

2.4 Types of Investigation

There may be circumstances where you could be involved in an investigation as a result of an incident or concern. You will receive full support from HR and from your line manager should this happen. Designated Safeguarding Officers will also be available for help, information and advice.

2.5 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the Local Authority Whistleblowing policy. Contact HR for more information and a copy of the policy <http://hr.charnwood.local/SitePages/Whistleblowing.aspx>

Staff support can be accessed through AMICA, an NHS based telephone counselling service:

0116 2544388

This service is open 365 days a year between 8.30am and 8.30pm and gives you access to a qualified counsellor. Contact with AMICA is completely confidential and no information which identifies an individual will be made available to Charnwood Borough Council (except where there is a threat to visitors or employees).

3.0 Systems and Structures

Districts and Boroughs in Leicestershire have developed systems and structures to report, refer and record safeguarding concerns for internal use and in line with the Local Safeguarding Children Board procedures for multi-agency working which can be found at www.lrlscb.or.uk. For more information contact the Lead Professional Officer (see 3.2).

3.1 Key Contacts

A full list of Designated Safeguarding Officers can be found on the Safeguarding section of the Charnwood Borough Council intranet <http://info.charnwood.local/sites/cyp/default.aspx> , or on Council noticeboards

External key contacts:

Social Care Services

First Response Children's Duty Team 24 hour phone line

Phone: 0116 305 0005

Emergency Services

999

Leicestershire Police

101 (if you think a crime has been committed but there is no immediate danger)

Child Abuse Investigation Unit (Police)

0116 248 5500

Email: caiureferrals@leicestershire.pnn.police.uk

Designated team responsible for the referral of allegations against those who work with children (previously known as the LADO)

<http://lrsb.org.uk/lado-local-authority-designated>

0116 305 7597

NSPCC Childline (for persons under 18 years)

0800 1111

www.childline.org.uk

NSPCC Advice Line (for adults who are concerned about a child)

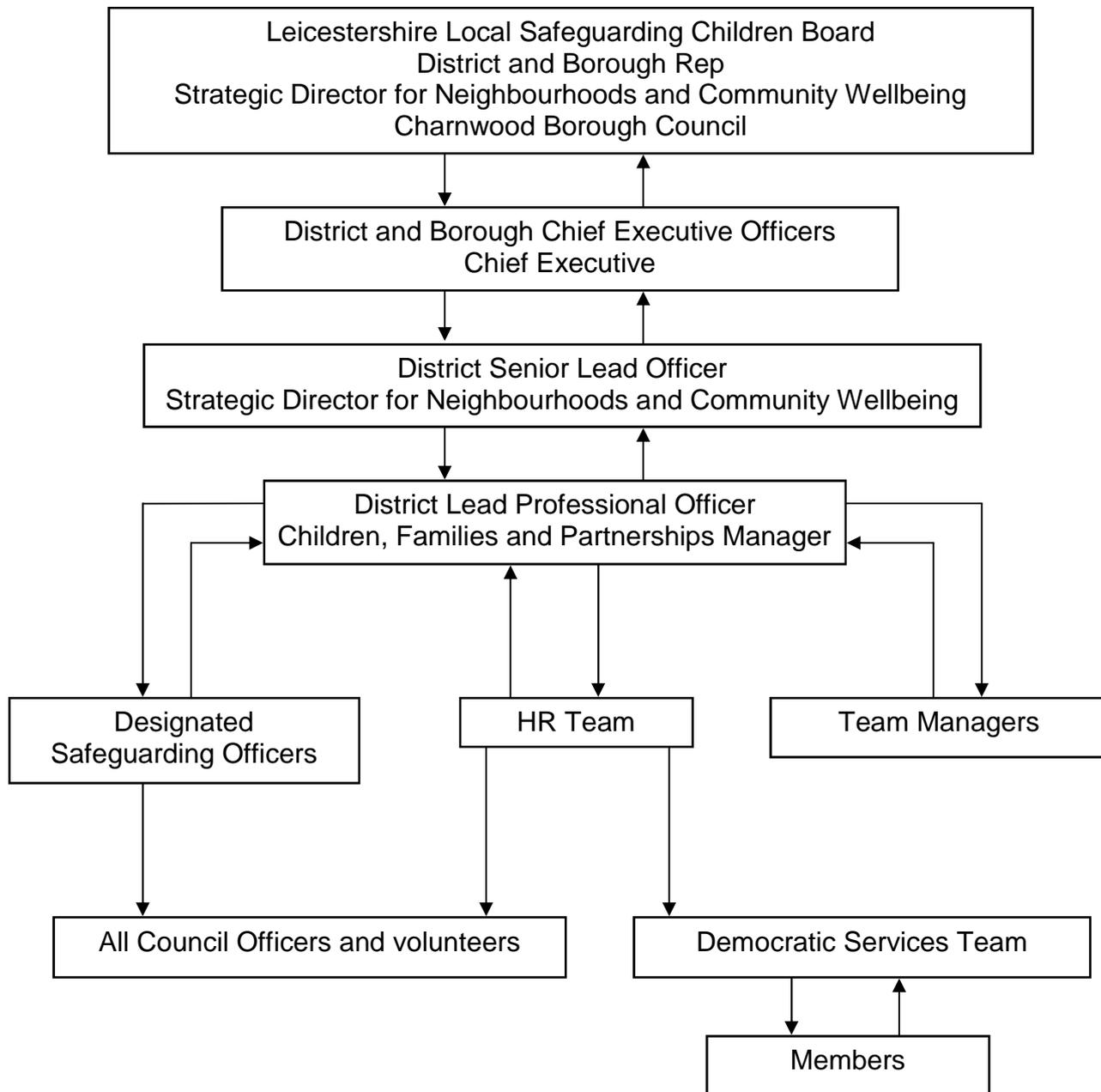
0808 800 5000 or text 88858

Hearing impaired 18001 0808 800 5000

www.nspcc.org.uk

3.2 Leicestershire Structure and Contacts

Leicestershire and Rutland Safeguarding Children Board Safeguarding Communication and Accountability Flow Chart



3.3 What is the Role of the Designated Safeguarding Officers?

All suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. A full list of Designated Safeguarding Officers can be found on the Safeguarding section of the Charnwood Borough Council intranet <http://info.charnwood.local/sites/cyp/default.aspx> , or on Council noticeboards

They have the responsibility to:

-) Receive information from staff, volunteers and others who have concerns, and support them to record them, using appropriate forms and procedures
-) Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services and in line with LSCB procedures
-) Ensure that the appropriate agencies are informed
-) Ensuring that HR are alerted and included in any issues that may result in staff being reported to the Independent Safeguarding Authority
-) Ensure that information is recorded and stored appropriately
-) Provide information to staff reporting concerns about support available to them when they ask for it
-) Receive the appropriate training

If you make a referral to a DSO and would like a second opinion on the action taken, you may request this from either the Children, Families and Partnerships Manager or Head of Neighbourhood Services.

3.4 What is the Role of the Lead Professional?

To:

-) Ensure that Incident Report Forms and copies of the policy and procedures are available
-) Ensure that arrangements are made to identify staff that require training in safeguarding issues within the organisation
-) Map training needs
-) Ensure that all staff have access to relevant level training
-) Develop and review policies
-) Manage incident forms
-) Retain an overview of all incidents reported
-) Report to senior lead officer
-) Support staff in the organisation when they request it
-) Ensure partnerships are in place

3.5 What is the Role of the Senior Lead Officer?

To:

-) Work with Lead professional
-) Represent the Council on formal investigations into allegations of abuse led by Social Care Services (unless it is appropriate for the member of staff reporting the concerns or the DSO that dealt with the report to do so)
-) Check and challenge structures
-) Drive safeguarding agenda to Senior Management Team and Chief Executive

-) Ensure communication strands are strong
-) Ensure members are appropriately informed

Promoting Good Practice with Children

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of children and vulnerable adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue.

As a matter of course:

-) Always put the welfare of the children before any other agenda
-) Provide a good role model of behaviour

When delivering an activity:

-) Maintain correct statutory staff to child ratios
-) Always have a register of children in your charge and make sure they are signed out when collected. Be aware of who is and is not authorised to collect the child and do not let them leave with anyone else without checking with a parent first
-) If working with children without parents present, an appropriate consent form should be filled in by parents detailing emergency contacts and medical issues
-) If children are old enough to make their own way home after a session this should be clarified on the consent form
-) Treat all children equally with respect and dignity using positive constructive encouragement
-) Stay vigilant for the safety of all children around you, not just the ones immediately in your care
-) If you have to physically touch a child i.e. for swimming lessons, gymnastic coaching, restraint etc., then do so with consideration, never touch intimate areas and always tell the child what you are going to do
-) Always wear appropriate clothing when working with children, e.g. dress according to the duties to be undertaken in a manner befitting the responsible care of children. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the Council must be worn at all times
-) Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to discipline a child then do so in a positive constructive manner making sure that the child knows it is the behaviour and not the child that is not welcome
-) Use appropriate language and explanations. (It is not always what is said but how it is said that can be of concern and of great importance)

Practice that is not acceptable

-) Allowing inappropriate language of all parties to go unchallenged
-) Transporting children should never be undertaken by just one member of staff, there should always be two adults within your selected mode of transport
-) Making sexually suggestive comments to or around a child
-) Engaging in rough physical or sexually provocative play with a child
-) Allowing or engaging in inappropriate touching
-) Inviting or allowing a child to stay in your home
-) Taking children to your home, for however short a time
-) Performing personal care for someone which they can do themselves or that you are not trained to do
-) Forming inappropriate relationships with children in your care, N.B Remember this legally means a child up to 18 years of age
-) Allowing allegations made by a child to go unchallenged, unrecorded or un-acted upon
-) Giving home or mobile number to children or obtaining children's mobile phone numbers unless this is an agreed part of the service/ activity being delivered

NB – some situations may require an amendment to good practice regulations. This should be done in advance and checked with a DSO or with HR, and the young person if possible, to ensure that it is appropriate for the situation.

Responding to a disclosure of abuse

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

What to do if a child or young person discloses information to you:

- J React calmly
- J Take what the person says seriously
- J Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- J Reassure the person that they were right to tell **and do not make promises of confidentiality**
- J Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer
- J Immediately record all details in writing, using the child or young person's own words.
- J As soon as possible fill out the Incident Reporting Form, available on the intranet (See Appendix 4) again including all the details that you are aware of and what was said using the child or young person's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer.

The person receiving the disclosure should not:

- J Dismiss the concern
- J Panic
- J Allow their shock or distaste to show
- J Probe for more information than is comfortably offered – do not overpressure for a response
- J Speculate or make assumptions
- J Make negative comments about the alleged abuser
- J Make promises or agree to keep secrets
- J Say what might happen as a result of the disclosure

First Aid and Treatment of Injuries

If a child requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

- J Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- J Keep a written record of any injury that occurs, along with the details of any treatment given
- J Where possible, ensure access to medical advice and/or assistance is available
- J Only those with a current, recognised First Aid qualification should respond to any injuries
- J Where possible any course of action should be discussed with the child in language that they understand and their permission sought before any action is taken
- J In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- J The child's parents/guardians or carers must be informed of any injury and any action taken as soon as possible, unless it is in the child's interests and on professional advice not to
- J A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

Transporting Children

If it is necessary to provide transport or take children and vulnerable adults **in a car** the following good practice must be followed:

- J Staff are not specifically required to transport young people in their own vehicles unless it is part of their job description or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical
- J You should only transport a child/children where there are two members of staff/adults present in the selected mode of transport

- J Ensure where possible, a male and female accompany mixed groups of children or vulnerable adults. These adults should be familiar with and agree to abide by the Council's Safeguarding Policy and Procedures
- J In addition to this, where practical, request written parental/guardian consent
 - J Members of staff should discuss any proposals for transporting young people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the young person is unfamiliar with the vehicle, driver or accompanying staff and potential risks have been identified, a risk assessment should be produced.
 - J Ensure that the vehicle used to transport children and young people is legal and roadworthy and complies with the Council's requirements that those using a vehicle for work purposes have a valid driving licence and up to date car tax, MOT and insurance
 - J It is the driver's responsibility to ensure that every child travelling in his/her car is properly restrained (see Table 2 below). The law says that all children up to 135cm tall (around 4'5"), or the age of 12, whichever comes first, in the front or rear seats in cars, vans and other goods vehicles must travel in the correct child restraint for their weight with very few exceptions.

Use of Contractors

Charnwood Borough Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are monitored appropriately. Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into contact with children should have their own equivalent Safeguarding Policy, or failing this, comply with the terms of this policy.

Where there is potential for contact (including direct contact) with children or adults, guidance has been produced outlining safeguarding provisions required within Charnwood Borough Council Contracts. These can be accessed via the Procurement Team.

Three key distinctions have been made of contracted provisions in terms of safeguarding requirements. The Lead Officer procuring in consultation with the Service Manager procuring is responsible for ensuring that any contract makes proper provision for the safeguarding of adults and children. The Lead Officer and Service Manager procuring must seek advice from a CBC Designated Safeguarding Officer, usually the Children, Families and Partnerships Manager, if the contracted work either:

Tier 1: Involves direct contact with children, young people or vulnerable adults

or

Tier 2: The work to be contracted take place in, or overlooks, an area which children, young people or vulnerable adults regularly use

or

Tier 3: The work involves access to data about children, young people and vulnerable adults

In either circumstance, safeguarding measures must be detailed within the Request for Quotation or Invitation To Tender (as appropriate) that require the contractor to make appropriate and proportionate provision of the protection of vulnerable adults and children.

Photographic and video consent guidelines

Charnwood Borough Council Photographic Consent Guidelines for images and video to be used in marketing, social media and the media have been developed by the Communications Team and can be found on the HR Policies intranet site.

Recruitment, employment and deployment

Comprehensive policies and guidance regarding recruitment, employment and deployment including Disclosure and Barring Checks can be found on the HR Policies intranet site.



Safeguarding / cause for concern reporting form

<p align="center">(For DSO use only) Reference number: SURNAMEfirstnameddmyy</p>	
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This form is used for reporting causes for concern as well as suspicions and disclosures of possible abuse; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be kept securely.

Subject(s) Details

Name of subject(s)	
Current address	
Postcode	
Telephone number	
Date(s) of birth	
Gender of subject(s)	
Does anybody you are concerned about have a disability	Yes No
If yes, please give details	
Subject/ families first language	
Any communication barriers that need to be considered?	Yes No
If yes, please give details	

Your name	
Your job title/ role	
Your email address	
Your telephone number	
Date and time you are completing this form	

<p>What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc</p>	
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<p>Are you likely to have ongoing contact with the subject(s) If yes, please give details</p>	<p>Yes No</p>
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<p>Are they aware that you are passing on information about your concerns? Have they given consent for this? If yes provide details regarding who has given consent and how (in person/ on telephone etc) Remember, it is good practice to gain consent but if you have concerns you should pass on the information to a DSO regardless.</p>	
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<p>Details of most recent contact (please give, date, time, location, who subject was accompanied by, actions/interventions taken</p>	
---	--

<p>What is your concern leading to this referral? Please give as much factual information as</p>	
--	--

possible including the time and date of any incident			
Is the subject of concern already known to social care? If yes, please give details, including if they are on a Child Protection Plan, have been or are a Looked After Child in local authority care	Yes	No	Don't know

Are you aware of any of the following within the household

Domestic Abuse	Yes	No	Don't know
Substance Misuse	Yes	No	Don't know
Disabilities	Yes	No	Don't know
Learning Difficulties	Yes	No	Don't know
Mental Illness	Yes	No	Don't know
Sexual Exploitation	Yes	No	Don't know

If yes to any of above, please give details	
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Significant others in Subject life – including family and perpetrator

(We appreciate you may not know this information, please record as much information as you do know)

Name	Name	Name	Name
Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Key agencies involved

Please list in the boxes below the key agencies involved with the child / young person / family or adult.

This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other

(We appreciate you may not know this information, please record as much information as you do know)

Name	Name	Name	Name
Agency	Agency	Agency	Agency
Address	Address	Address	Address
Contact number(s)	Contact number(s)	Contact number(s)	Contact number(s)

Contact your Designated Safeguarding Officer urgently, they will initiate appropriate action. Remember it is your responsibility to ensure that a DSO receives the information as quickly as possible

<i>For Designated Safeguarding Officer use only</i>	
<i>DSO name:</i>	
<i>Date, time, venue/ method of initial staff report regarding suspicions, concerns or disclosure relating to safeguarding: Who was present:</i>	
<i>Date, time and venue of Incident Reporting Form handover: Who was present:</i>	
<i>Notes regarding DSO follow up actions:</i>	