

Combined Safeguarding
Policy and Strategy
for
Children, Young People
and Vulnerable Adults



castlepoint

benfleet | canvey | hadleigh | thundersley

May 2018

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Introduction

Children, young people and vulnerable adults have the right to participate and be safe in the services provided for them regardless of age, race, disability, culture or gender. This includes a right to protection from abuse.

Under the Children Act 2004 and the Apprenticeships Skills, Children and Learning Act 2009, Castle Point Borough Council has a duty to co-operate with Essex County Council in discharging its duties as a Children's Services Authority and to promote the well-being of children and young people and keeping them safe. Due to the legislation set out in the Care Act 2014, Essex County Council and other local authorities are given a lead role in coordinating local safeguarding activity in relation to adults. Castle Point Borough Council can carry out its responsibilities by ensuring that the needs and interests of children, young people and vulnerable adults are considered by all Members, employees, volunteers and contracted services, when taking decisions in relation to service provision.

Additionally The Counter-Terrorism and Security Act 2015 introduced a duty on specified authorities (this includes district and borough councils) to have due regard to the need to prevent people from being drawn into terrorism. This is known as the Prevent Duty.

Preventing someone from becoming a terrorist or supporting terrorism is no different from safeguarding vulnerable individuals from other forms of exploitation or harm. The Castle Point Prevent Strategy and action plan sits alongside this Council's Combined Safeguarding Children, Young People and Vulnerable Adults policy and concerns should be raised in the same way.

In addition to this document, a staff handbook, e-learning exercises and training sessions have been developed to advise on safe working practices and summarise what an employee must do if they suspect abuse is taking place.

Policy statement

Castle Point Borough Council provides a wide range of services and facilities. This combined policy and strategy aims to ensure that an overarching approach to safeguarding covers all services. Castle Point Borough Council will promote the welfare and protection of children, young people and vulnerable adults within all services by:

- Respecting the rights, wishes, feelings and privacy of children, young people and vulnerable adults.
- Preventing abuse by promoting good practice, creating a safe and healthy environment and avoiding situations where abuse or allegations of abuse occur.
- Taking seriously and responding appropriately and promptly to all concerns, incidents and allegations.
- Providing training appropriate to the level of involvement with children, young people and vulnerable adults to ensure that employees understand the different forms of abuse as well as their roles and responsibilities under the Council's Codes of Conduct and the Combined Safeguarding Policy.
- Requiring organisations that the Council contracts with or that provide the Council with services, to have appropriate safeguarding policies and procedures in place.
- Not tolerating harassment of any Members, employees, volunteers, contracted service providers or children/vulnerable adults who raise concerns of abuse.
- Ensuring that unsuitable people are prevented from working with children, young people and vulnerable adults through the Council's 'Safe Recruitment Procedure.'

- In order to stay at the forefront of safeguarding, Castle Point Borough Council is committed to reviewing its safeguarding policies and procedures every year.

This combined policy and strategy applies to all services within the scope of Castle Point Borough Council. In addition to employees and Members, it also applies to volunteers, outside hirers, outside organisations delivering services on behalf of Castle Point Borough Council, contractors and grant funded organisations.

Definitions

Child

The term 'child' refers to anyone under 18 years of age (i.e. not yet reached their 18th birthday)

Young Person

The term 'young person' refers to any child aged 16 or 17 years of age

Vulnerable Adult

The term 'adult' refers to any person aged 18 years or over. According to the Care Act (2014), Local Authority safeguarding duties apply to any adult who:

- 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.

This applies even if the adult may be receiving what may be thought of as a "children" or "young people's" service.

Councils will have a duty to make enquiries about allegations of abuse against adults at risk of abuse where they meet the above criteria.

The Care Act (2014) does not use the term 'Vulnerable Adult', however for the purpose of this Safeguarding Policy we will use the term 'Vulnerable Adult' to describe an adult who meets the above criteria.

Abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or omission, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.(No Secrets DH 2000)

Harm

The Children Act 1989 defines 'harm' as 'ill-treatment or the impairment of health or development, including for example impairment suffered from seeing or hearing the ill-treatment of another;

Parents

This term is used in its broadest sense to include parents, carers and guardians. Safeguarding Adults "Adult safeguarding" is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities. Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. In these cases, local services must work together to spot those at risk and take steps to protect them.

Safeguarding Children

Safeguarding is defined in Working together to safeguard children (2015) as:

- protecting children from maltreatment
- preventing impairment of children's health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes

□

Safeguarding responsibilities

In Essex safeguarding children, young people and vulnerable adults is an inter-agency responsibility involving the city/borough/district councils, Essex County Council, the Essex Safeguarding Children's Board and the Essex Safeguarding Adult's Board

The role of Castle Point Borough Council staff

It is the responsibility of all employees and members to adhere to best practice, participate in relevant training and report any concerns, incidents or allegations to a designated person in accordance with the relevant procedure set out below. Safeguarding reports cannot be anonymous and should be made in the knowledge that, during the course of enquiries, they may be required as a prosecution witness.

In addition to their responsibilities for reporting safeguarding issues, all employees and Members should work to prevent safeguarding concerns arising by following the 'Safe working practices' guidelines found in Appendix 9. All external organisations and contractors providing services to the Council are required to comply with Castle Point Borough Council's Combined Safeguarding Policy and, where relevant, have their own policy and procedures in place.

Whilst safeguarding is everyone's responsibility, there are a number of specific safeguarding roles within Castle Point Borough Council. The following briefly sets out the responsibilities of different safeguarding roles within the Council.

| | |
|--|--|
| Safeguarding Lead: | This position is held by the Head of Licensing & Safer Communities. The Safeguarding Lead holds overall accountability for safeguarding children, young people and vulnerable adults. When a CIAR form is completed the Safeguarding Lead will decide whether a safeguarding referral is made. |
| Safeguarding Deputy: | The Safeguarding Deputy supports the Safeguarding Lead in carrying out her duties, and in her absence, takes over the responsibilities for deciding whether a referral should be made. |
| Designated Safeguarding Reporting Officers: | The Designated Safeguarding Reporting Officers (DSROs) receive reports of safeguarding concerns and pass these on to the Safeguarding Lead or Deputy Lead electronically. |
| HR Manager: | Acts as the first point of call for staff reporting safeguarding allegations made against employees or members. |
| HR Team: | Ensure that stringent recruitment procedures are in place and that appropriate checks are made on staff working with children, young people and vulnerable adults. This includes ensuring that any required DBS (Disclosure and Barring Service) checks are undertaken prior to any employee starting work. |
| Managers: | Are responsible for carrying out the correct safeguarding induction process for all new members of staff, including arranging the appropriate training. |

Please see Appendix 1 for the organisational hierarchy of safeguarding roles within Castle Point Borough Council.

The role of Essex County Council

Essex County Council has responsibilities as the Children's Services Authority and the Social Services Authority for Essex. As part of Castle Point Borough Council's procedures the Safeguarding Lead (or Deputy Lead) will report safeguarding concerns, incidents and allegations to Essex Social Services. The relevant officers at Essex County Council will then be responsible for coordinating any investigation.

The role of the Essex Safeguarding Boards

The Essex Safeguarding Children Board (ESCB) www.escb.co.uk is a statutory body which acts as a mechanism for agreeing how relevant organisations in Essex co-operate to safeguard and promote the welfare of children and young people. The aim of the Board is to improve outcomes for children by co-ordinating the work of local agencies to safeguard and promote the welfare of children and ensuring the effectiveness of that work. The ESCB works with Essex County Council, Essex Police, Essex Community Rehabilitation Company, Education Services, Health Services, City, Borough and District Councils, and the Voluntary Sector. They also work with the Southend and Thurrock Local Safeguarding Children Boards.

The Children Act 2004 requires each local authority to establish a Local Safeguarding Children Board (LSCB) for their area and specifies the organisations and individuals (other than the local authority) that should be represented on LSCBs. The objectives of LSCBs are to coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and to ensure the effectiveness of what is done by each such person or body for those purposes.

The Essex Safeguarding Adults Board (ESAB) www.essexsab.org.uk raises awareness and promotes the welfare of vulnerable adults by the development of an effective co-operative. This group of people come from a wide range of public and voluntary services and other organisations and is committed to ensuring that the work done effectively brings about good outcomes for adults. It is an organisation that draws on expertise and experience from many sources.

The aim of ESAB is to promote and develop effective protection system for vulnerable adults across a wide range of agencies and where preventive strategies fail to ensure our professionals are equipped to deal with incidents.

The current mission of the Essex Safeguarding Adults Board is; "To raise awareness, amongst staff, in all agencies dealing with vulnerable adults to the possibility of abuse of them, to promote and develop an effective protection system for them and where preventive strategies fail to ensure our procedures are robust enough to deal with incidents".

As part of the Council's commitment to robust safeguarding provision, Castle Point Borough Council through its Safeguarding Lead has a seat on the Local Stay Safe Group and meets with representatives from both the ESAB and ESCB quarterly.

Recognising potential incidences of abuse

Although Members, employees, volunteers and contracted service providers may have limited direct contact with children, young people and vulnerable adults, it is important they are aware of the potential indicators of abuse and what to do if they have concerns. Responsibilities under this combined policy and strategy are limited to reporting any concerns, incidents or allegations, it is not the responsibility of those representing the Council to investigate or judge allegations.

There are four categories of abuse relating to children and ten for adults, as defined within the Children's Act 1989 and Care Act 2014. Details of the physical and behavioural indicators for each can be found in the table below.

| Type of Abuse – Children (Source: SET Procedures 2015) | Types of Abuse – Adults (Source: Care Act 2014) |
|--|---|
| <ol style="list-style-type: none"> 1. Physical Abuse 2. Emotional Abuse 3. Sexual Abuse 4. Neglect | <ol style="list-style-type: none"> 1. Physical Abuse 2. Domestic Abuse incl. Honour Based Abuse 3. Sexual Abuse 4. Psychological Abuse 5. Financial Abuse 6. Modern Day Slavery / Human Trafficking 7. Discriminatory Abuse 8. Organisational Abuse 9. Neglect and acts of Omission 10. Self- Neglect |

| Type of Abuse | Who it Affects | Physical Indicator / Signs | Behaviour Indicator |
|-------------------------------------|---|--|--|
| Physical | Children, Young People and Vulnerable Adults | <ul style="list-style-type: none"> • Unexplained injuries e.g. dislocations, fractures • Unusual bruising or abrasions e.g. hand marks • Burns and scalds e.g. cigarette burn • Bite marks • Injuries on parts of the body where the person would not normally accidentally hurt themselves | <ul style="list-style-type: none"> • Cowering and flinching • Unusually sleepy • Fear of parent being contacted or going home • Depression • Fear of making mistakes • Wearing long sleeves in hot weather • Child gives inconsistent accounts for cause of injuries • Attempted suicide |
| Neglect and acts of omission | Children, Young People and Vulnerable Adults | <ul style="list-style-type: none"> • Untreated medical conditions • Clear failure to ensure the taking of medication appropriately • Constantly tired • Dehydration/ weight loss / malnutrition. Constant hunger, stealing food | <ul style="list-style-type: none"> • Missing doctor/hospital appointments • Truancy/late for school • Constantly tired • Regularly alone and unsupervised • Listless, apathetic • Anxious attachment, aggression, indiscriminate friendliness • Poor self esteem |

| Type of Abuse | Who it Affects | Physical Indicator / Signs | Behaviour Indicator |
|------------------|--|--|--|
| | | <ul style="list-style-type: none"> Unwashed, unkempt, smells Frequent diarrhoea Poor home environment e.g. unhygienic or hazardous | |
| Emotional | Children, Young People and Vulnerable Adults | <ul style="list-style-type: none"> Developmentally delayed e.g. speech disorders (children) | <ul style="list-style-type: none"> Neurotic behaviour e.g. hair twisting, rocking Unable to play/take part Self harm or mutilation Fear of parents being contacted (children) Obsessions or phobias Disturbed sleep or tendency to withdraw to room Changes in behaviour, especially in front of particular people Self abuse i.e. self harm, head banging, hand biting General resignation Extreme submissiveness or dependency Constantly seeks to please; fear of making mistakes Low self-esteem; negative statements about self Aggressive or cruel to others |
| Sexual | Children, Young People and Vulnerable Adults | <ul style="list-style-type: none"> Pain/itching in the genital area Bruising/bleeding near the genital area Sexually transmitted diseases Vaginal discharge/infections Stomach pains Discomfort when walking/ sitting Pregnancy | <ul style="list-style-type: none"> Sudden change in behaviour Becoming aggressive/withdrawn Apparent fear of one person or group of people Allegations made by child Running away Nightmares Unexplained sources of money Sexual drawings/languages/behaviour Incontinence/bed wetting Overeating or anorexia Self mutilation, suicidal Secrets Substance/drug abuse Inappropriate knowledge of adult sexual behaviour for their age, including use of language Behaving beyond their age Not allowed to have friends Telling about the abuse |
| Financial | Vulnerable Adults | <ul style="list-style-type: none"> Unexplained or sudden inability to pay bills Unexplained or sudden withdrawal of money | <ul style="list-style-type: none"> Exploitation of dependence for personal gain Prevention of necessary care options Misuse of funds, including lack of 'best interest' decisions |

| Type of Abuse | Who it Affects | Physical Indicator / Signs | Behaviour Indicator |
|--|-------------------|--|---|
| | | <ul style="list-style-type: none"> Someone has taken responsibility for paying bills, rent, buying food etc but is clearly not doing so Arrears and debts Stealing No money for activities, transport, snacks | <ul style="list-style-type: none"> Fraud Pressure or misappropriation of property, wills, bank accounts, benefits or assets |
| Discriminatory Abuse | Vulnerable Adults | <ul style="list-style-type: none"> Direct or indirect discrimination based on race, gender, culture, disability, sexuality, religion, belief or values Harassment Incitements of others to commit abusive acts or make abusive comments | <ul style="list-style-type: none"> Name calling Stereotyping Omitting services or activities based on preconceived ideas about someone's age or condition Ignoring dietary requirements |
| Institutional Abuse | Vulnerable Adults | <ul style="list-style-type: none"> Poor care planning Inflexible routines Little opportunity for outside activities Lack of privacy Few visitors and/or staff insistent on notification before visits Lack of personal clothing or possessions or sensory deprivation – e.g. spectacles, hearing aids, teeth | <ul style="list-style-type: none"> The routine/ practice or management that is not responsive to or respectful to the individuals served Often described as “thoughtless” practice or “we always do it this way” or “this is how we do it here” Staff ordering residents around, shouting at them, punitive or lack respect Restricted access to toilet or bathing facilities, telephone, visitors or receiving phone calls Lack of culturally appropriate care and stimulation Unnecessary or inappropriate rules Extreme standards of cleanliness and hygiene Ignoring or not responding to complaints, or not making a complaints process clear to service users and next of kin Repeated incidents – no learning over time (e.g. not safeguarding service users from unwanted sexual attention from other service users) |
| Domestic (includes: Honour Based Abuse, Forced Marriage, Female Genital Mutilation) | Vulnerable Adults | <ul style="list-style-type: none"> Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or | <ul style="list-style-type: none"> Honour based abuse – used to justify abuse / violence |

| Type of Abuse | Who it Affects | Physical Indicator / Signs | Behaviour Indicator |
|--|-------------------|--|---|
| | | <p>over who are or have been intimate partners or family members regardless of gender or sexuality.</p> <ul style="list-style-type: none"> • A forced marriage is when one or both parties do not consent to the marriage • Female Genital Mutilation (FGM) is female circumcision for cultural or non-therapeutic reasons | <ul style="list-style-type: none"> • Isolation • Absence from school / college / work • Self harm, depression • Damaging possessions • Excessive restriction and control • Difficulty walking • Child contact / custody problems • Excessive jealousy • Verbal abuse |
| Modern Slavery (Includes Human Trafficking) | Vulnerable Adults | <ul style="list-style-type: none"> • The Act – recruitment, transportation, transfer, or harbouring. • The Means – threat or use of force, deception, abuse of power or vulnerability. For the purpose of exploitation – includes sexual exploitation, forced labour, slavery and the removal of organs or body tissue | <ul style="list-style-type: none"> • Very little or no pay • Works excessively long and /or unusual hours • Owes a large debt and is unable to pay it off • Poor physical health • Is not allowed to speak for themselves • Not in control of own money, no financial records or ID documents |
| Self Neglect | Vulnerable adults | <ul style="list-style-type: none"> • Lack of personal hygiene, health or surroundings • Hoarding | <ul style="list-style-type: none"> • Malnourishment • Dehydration • Confusion • Inappropriate clothing • Under of over medication • Skin sores • Poor hygiene |

Safeguarding reporting procedures

The SET (Southend, Essex, Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex. The Council has developed these guidelines to form our own robust procedures for handling safeguarding issues.

The following procedures outline the steps that Council Members and staff should take when they become aware of a safeguarding concern, incident or allegation. Which procedure is taken will depend on the nature of the safeguarding incident.

Where the safeguarding concern or incident relates to children or young people

Procedure A - should be followed if the child or young person is thought to **NOT** be in immediate danger.

Procedure B - should be followed if the child or young person is thought to be **IN** immediate danger. The definition of 'immediate danger' is when a child, young person is thought to be at risk of death or serious physical/psychological harm.

Where the safeguarding concern or incident relates to vulnerable adults

Procedure C - should be followed if the vulnerable adult is thought to **NOT** be in immediate danger.

Procedure D - should be followed if the vulnerable adult is thought to be **IN** immediate danger. The definition of 'immediate danger' is when a vulnerable adult is thought to be at risk of death or serious physical/psychological harm.

Where safeguarding allegations are made against Council employees or Members

Procedure E - should be followed if a safeguarding complaint or allegation is raised about a Council employee or Member.

A full description of each of these procedures is included over the next few pages. In order to help visualise these procedures in action, they are shown diagrammatically in Appendix 2, 3 and 4.

Where safeguarding concerns arise relating to homeless children

In addition to the above procedures, the Housing Service may need to make a referral to Essex Social Care in relation to:

- Homeless 16-17 year olds; and
- Intentionally homeless household with children

Procedure A

| Reporting a safeguarding concern or incident relating to Children or Young People | | | | | | | | | | | | | |
|--|---|-------------------------|---|-------------------------|-------------------|---|----------------|---------------------|---|------------------------|--------------------|---|-------------------------|
| A. If the child or young person is thought NOT to be in immediate danger | | | | | | | | | | | | | |
| Report —————→ Record —————→ Refer | | | | | | | | | | | | | |
| Stage 1 – Report | <p>1.1 A Member, employee or volunteer notices a possible safeguarding concern, witnesses an incident or is made aware of an allegation.</p> <p>1.2 If the above occurs, stay calm and endeavour to obtain another witness to your conversation with the child or young person involved in the event if it does not compromise the situation.</p> <p>1.3 Whilst talking to the child or young person, or soon after, complete the concern/incident/allegation/referral (CIAR) form to capture as much detail as possible regarding the occurrence. This form is available on the intranet (http://intranet/main.cfm?type=rbmsafech), see also appendix 5). Paper copies of the form will be made available to staff that are not operating near a computer.</p> <p>1.4 Listen carefully to what is said and allow the child, young person or vulnerable adult to talk at their own pace. Only ask questions for clarification and do not ask leading questions.</p> <p>1.5 Find an appropriate opportunity to explain that it is likely that the information will need to be shared with other responsible people – do not promise to keep secrets.</p> <p>1.6 Once you have gathered as much information as possible, immediately report to and inform a Designated Safeguarding Reporting Officer about the concern or incident. Ideally this should be the officer most relevant to your service area, but should they not be contactable, any can be approached. Ensure they are given the completed CIAR Form. The Designated Safeguarding Reporting Officers are as follows (their contact details can be found in Appendix 1):</p> <div style="border: 1px solid black; border-radius: 15px; padding: 10px; margin: 10px auto; width: fit-content;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Helen Collins</td> <td style="text-align: center;">–</td> <td style="text-align: center;">Community Safety</td> </tr> <tr> <td style="text-align: center;">Yvonne Ray</td> <td style="text-align: center;">–</td> <td style="text-align: center;">Housing</td> </tr> <tr> <td style="text-align: center;">Barbara Cree</td> <td style="text-align: center;">–</td> <td style="text-align: center;">Human Resources</td> </tr> <tr> <td style="text-align: center;">Lisa Campen</td> <td style="text-align: center;">–</td> <td style="text-align: center;">Leisure Services</td> </tr> </table> </div> | Helen Collins | – | Community Safety | Yvonne Ray | – | Housing | Barbara Cree | – | Human Resources | Lisa Campen | – | Leisure Services |
| Helen Collins | – | Community Safety | | | | | | | | | | | |
| Yvonne Ray | – | Housing | | | | | | | | | | | |
| Barbara Cree | – | Human Resources | | | | | | | | | | | |
| Lisa Campen | – | Leisure Services | | | | | | | | | | | |
| Stage 2 - Record | <p>2 The Designated Safeguarding Reporting Officer is required to discuss the case with the Safeguarding Lead or Deputy as soon as they receive the completed CIAR form. Through this discussion, a decision is made whether to refer the case to Essex Social Care Direct.</p> <ul style="list-style-type: none"> • If it is decided that the case should be referred proceed to Stage 3. • If the case is not referred then the Safeguarding Lead or Deputy Lead must record the reason for not referring the case on the CIAR form. • The DSRO should enter the case on the safeguarding database | | | | | | | | | | | | |
| Stage 3 - Refer | <p>3.1 The Safeguarding Lead or Deputy Lead phones Essex Social Care Direct on 0845 603 7627 and makes referral.</p> <p>3.2 The Safeguarding Lead/Deputy Lead MUST chase up Essex Social Care if they do not receive acknowledgement of the case within one working day.</p> <p>3.3 The Safeguarding Lead/Deputy Lead completes and sends off an Inter-agency Referral Form to Essex Social Care Direct within 48 hours of making the referral by phone</p> <p>3.4 The Safeguarding CIAR form is updated by the Safeguarding Lead/Deputy Lead to show the case has been referred. This ensures the information is logged in the safeguarding database.</p> <p>3.5 Finally, the employee who made the initial report is informed whether the case has been referred.</p> | | | | | | | | | | | | |

Procedure B

B. If the child or young person **is thought to be IN** immediate danger

Report → **Refer** → **Record**

| | |
|-------------------------|--|
| Stage 1 – Report | <p>1.1 A Member, employee or volunteer notices a serious safeguarding concern, which could indicate that the child or young person is in immediate danger OR a member, employee or volunteer witnesses a severely violent incident. NB if the incident is considered very severe, immediately call the police on 999.</p> <p>1.2 If the above occurs, stay calm and endeavour to obtain another witness to your conversation with the child or young person involved in the event if it does not compromise the situation.</p> <p>1.3 Whilst talking to the child or young person, or soon after, complete concern/incident/allegation/referral (CIAR) form to capture as much detail as possible regarding the occurrence. This form is available on the intranet (http://intranet/main.cfm?type=rbmsafech), see also appendix 5). Paper copies of the form will be made available to staff that are not operating near a computer.</p> <p>1.4 Listen carefully to what is said and allow the child or young person to talk at their own pace. Only ask questions for clarification and do not ask leading questions.</p> <p>1.5 Find an appropriate opportunity to explain that it is likely that the information will need to be shared with other responsible people – do not promise to keep secrets.</p> <p>1.6 Once you have gathered as much information as possible, immediately phone or meet with the Safeguarding Lead/Deputy Lead the same day the concern or incident is noticed. Leisure staff are advised to contact their duty manager or line manager first, who will contact the Safeguarding Lead/Deputy Leads on the employee's behalf. Ensure the Safeguarding Leads are given the completed CIAR Form.</p> <p>1.7 To make contact with the Safeguarding Lead/Deputy Leads out of hours, please see below.</p> |
| Stage 2 – Refer | <p>2.1 Through discussion with the Safeguarding Lead/Deputy Lead, a decision is made whether to refer the case. If a decision to refer the case is made, the Safeguarding Lead or Deputy Lead should phone Essex Social Care Direct on 0845 603 7634 and make the referral immediately.</p> <p>2.2 The Safeguarding Lead/Deputy Lead then completes and sends off an Inter-agency Referral Form to Essex Social Care Direct within one working day of making the referral by phone</p> <p>2.3 The Safeguarding Lead/Deputy Lead MUST chase up Essex Social Care if they do not receive acknowledgement of the case within one working day.</p> <p>2.4 The Employee who made the initial report is then informed whether the case has been referred.</p> <p>2.5 The DSRO should enter the case on the safeguarding database</p> |
| Stage 3 - Record | <p>3.1 The Safeguarding Lead or Deputy Lead then completes the CIAR within one working day of the incident being reported. This ensures the updated information is logged in the safeguarding database.</p> |

Out of hours working

If an employee is concerned about an incident or allegation of abuse outside of office hours and is unable to contact a Designated Safeguarding Reporting Officer, they should:

Make contact with one of the Safeguarding Leads on:

Melanie Harris, the Safeguarding Lead (mobile: 07929 410729)
Helen Collins, the Deputy Lead (mobile: 07967 393755)

If it is not possible to reach the Safeguarding Leads and an adult /child/ young person is in immediate danger, please contact **Essex Social Care Direct 'Out of Office Hours' Line** on 0845 606 1212.

Procedure C

Reporting a safeguarding concern or incident relating to Vulnerable Adults

C. If the vulnerable adult **is thought NOT to be** in immediate danger

Report → **Record** → **Refer**

| | | | | | | | | | | | | | |
|-------------------------|--|-------------------------|---|-------------------------|-------------------------|---|------------------------|---------------------|---|------------------------|--------------------|---|-------------------------|
| Stage 1 – Report | <p>1.1 A Member, employee or volunteer notices a possible safeguarding concern, witnesses an incident or is made aware of an allegation.</p> <p>1.2 If the above occurs, stay calm and endeavour to obtain another witness to your conversation with the vulnerable adult involved in the event if it does not compromise the situation.</p> <p>1.3 Whilst talking to the vulnerable adult, or soon after, complete the Concern/incident/allegation/referral (CIAR) form to capture as much detail as possible regarding the occurrence. This form is available on the intranet (http://intranet/main.cfm?type=rbmsafech), see also appendix 5). Paper copies of the form will be made available to staff that are not operating near a computer.</p> <p>1.4 Listen carefully to what is said and allow the vulnerable adult to talk at their own pace. Only ask questions for clarification and do not ask leading questions.</p> <p>1.5 Find an appropriate opportunity to explain that it is likely that the information will need to be shared with other responsible people – do not promise to keep secrets.</p> <p>1.6 Once you have gathered as much information as possible, immediately report to and inform a Designated Safeguarding Reporting Officer about the concern or incident. Ideally this should be the officer most relevant to your service area, but should they not be contactable, any can be approached. Ensure they are given the completed CIAR Form. The Designated Safeguarding Reporting Officers are as follows (their contact details can be found in Appendix 1):</p> <div style="border: 1px solid black; border-radius: 15px; padding: 10px; margin: 10px auto; width: fit-content;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: left;">Helen Collins</td> <td style="text-align: center;">–</td> <td style="text-align: left;">Community Safety</td> </tr> <tr> <td style="text-align: left;">Veronica Jackson</td> <td style="text-align: center;">–</td> <td style="text-align: left;">Housing Options</td> </tr> <tr> <td style="text-align: left;">Barbara Cree</td> <td style="text-align: center;">–</td> <td style="text-align: left;">Human Resources</td> </tr> <tr> <td style="text-align: left;">Lisa Campen</td> <td style="text-align: center;">–</td> <td style="text-align: left;">Leisure Services</td> </tr> </table> </div> | Helen Collins | – | Community Safety | Veronica Jackson | – | Housing Options | Barbara Cree | – | Human Resources | Lisa Campen | – | Leisure Services |
| Helen Collins | – | Community Safety | | | | | | | | | | | |
| Veronica Jackson | – | Housing Options | | | | | | | | | | | |
| Barbara Cree | – | Human Resources | | | | | | | | | | | |
| Lisa Campen | – | Leisure Services | | | | | | | | | | | |
| Stage 2 – Record | <p>2 The Designated Safeguarding Reporting Officer is required to discuss the case with the Safeguarding Lead or Deputy as soon as they receive the completed CIAR form. Through this discussion, a decision is made whether to refer the case to Essex Social Care Direct.</p> <ul style="list-style-type: none"> • If it is decided that the case should be referred proceed to Stage 3. • If the case is not referred then the Safeguarding Lead or Deputy Lead must record the reason for not referring the case on the CIAR form. • The DSRO should enter the case on the safeguarding database | | | | | | | | | | | | |
| Stage 3 - Refer | <p>3.1 The Safeguarding Lead or Deputy Leads phone Essex Social Care Direct on 0845 603 7630 and makes referral.</p> <p>3.2 The Safeguarding Lead/Deputy Lead MUST chase up Essex Social Care if they do not receive acknowledgement of the case within one working day.</p> <p>3.3 Safeguarding Lead/Deputy Lead completes and sends off a SET SAF 1 Form to Essex Social Care Direct within 48 hours of making the referral by phone</p> <p>3.4 The Safeguarding Record Form is updated by the Safeguarding Lead/Deputy Lead to show the case has been referred.</p> <p>3.5 Finally, the employee who made the initial report is informed whether the case has been referred.</p> | | | | | | | | | | | | |

Procedure D

D. If the vulnerable adult is thought to be **IN** immediate danger

Report → Refer → Record

| | |
|-------------------------|---|
| Stage 1 – Report | <p>1.1 A Member, employee or volunteer notices a serious safeguarding concern, which could indicate that a vulnerable adult is in immediate danger OR a member, employee or volunteer witnesses a severely violent incident. NB if the incident is considered very severe, immediately call the police on 999.</p> <p>1.2 If the above occurs, stay calm and endeavour to obtain another witness to your conversation with the vulnerable adult involved in the event if it does not compromise the situation.</p> <p>1.3 Whilst talking to the vulnerable adult, or soon after, complete concern/incident/allegation/referral (CIAR) form to capture as much detail as possible regarding the occurrence. This form is available on the intranet (http://intranet/main.cfm?type=rbmsafech), see also appendix 5). Paper copies of the form will be made available to staff that are not operating near a computer.</p> <p>1.4 Listen carefully to what is said and allow the vulnerable adult to talk at their own pace. Only ask questions for clarification and do not ask leading questions.</p> <p>1.5 Find an appropriate opportunity to explain that it is likely that the information will need to be shared with other responsible people – do not promise to keep secrets.</p> <p>1.6 Once you have gathered as much information as possible, immediately phone or meet with the Safeguarding Lead/Deputy Lead the same day the concern or incident is noticed. Leisure staff are advised to contact their duty manager or line manager first, who will contact the Safeguarding Lead/Deputy Leads on the employee’s behalf and ensure the Safeguarding Leads are given the completed CIAR Form.</p> <p>1.7 To make contact with the Safeguarding Lead/Deputy Leads out of hours, please see below.</p> |
| Stage 2 – Refer | <p>2.1 Through discussion a decision is made whether to refer the case. If a decision to refer the case is made, the Safeguarding Lead or Deputy Lead should phone Essex Social Care Direct on 0845 603 7634 and make the referral immediately.</p> <p>2.2 Safeguarding Lead/Deputy Lead completes and sends off a SET SAF 1 Form to Essex Social Care Direct within one working day of making the referral by phone.</p> <p>2.3 The Safeguarding Lead/Deputy Lead MUST chase up Essex Social Care if they do not receive acknowledgement of the case within one working day.</p> <p>2.4 The employee who made the initial report is then informed whether the case has been referred.</p> <p>2.5 The DSRO should enter the case on the safeguarding database</p> |
| Stage 3 - Record | <p>3.1 The Safeguarding Lead or Deputy Lead then completes the CIAR within one working day of the incident being reported. This ensures the information is updated and logged in the safeguarding database.</p> |

Out of hours working

If an employee is concerned about an incident or allegation of abuse outside of office hours they should:

Make contact with one of the Safeguarding Leads on:

| | |
|---|------------------------|
| Melanie Harris , the Safeguarding Lead | (mobile: 07929 410729) |
| Helen Collins , the Deputy Lead | (mobile: 07967 393755) |

If it is not possible to reach the Safeguarding Leads and an adult /child/ young person is in immediate danger, please contact Essex Social Care Direct ‘Out of Office Hours’ Line on 0845 606 1212.

Procedure E

E. Reporting Safeguarding Allegations made against Employees or Members

Report **→** **Refer** **→** **Record**

| | |
|-------------------------|--|
| Stage 1 – Report | <p>1.1 A complaint or allegation is made that a worker/volunteer has:</p> <ul style="list-style-type: none"> ▪ behaved in a way that has harmed, or may have harmed, a child or vulnerable adult, ▪ possibly committed a criminal offence against, or related to, a child or vulnerable adult, ▪ behaved towards a child or vulnerable adult in a way that indicates s/he may be unsuitable to work with vulnerable individuals. <p>1.2 If the above occurs face to face, stay calm and endeavour to obtain another witness to your conversation with the person reporting the allegation whether that be a child, young person, vulnerable adult or parent.</p> <p>1.3 Whilst talking to the person making the allegation, or soon after, complete concern/incident/allegation/referral form (CIAR) form to capture as much detail as possible regarding the occurrence. This form is available on the intranet (http://intranet/main.cfm?type=rbmsafech), see also appendix 5). Paper copies of the form will be made available to staff that are not operating near a computer.</p> <p>1.4 Listen carefully to what is said and allow the person making the allegation to talk at their own pace. Only ask questions for clarification and do not ask leading questions.</p> <p>1.5 Find an appropriate opportunity to explain that it is likely that the information will need to be shared with other responsible people – do not promise to keep secrets.</p> <p>1.6 The employee must then immediately contact the Human Resources Manager, Barbara Cree, to report the allegation and ensure she is given the completed concern/incident/allegation/referral (CIAR) form.</p> <p>1.7 If the allegation is made in writing then the employee who receives the letter must immediately contact the HR Manager to report the allegation and ensure she is given all related materials.</p> |
| Stage 2 – Refer | <p>2.1 The HR Manager contacts the Safeguarding Lead and Deputy Leads to report the allegation the same day the allegation is received.</p> <p>2.2 The Safeguarding Lead/Deputies then contacts the LADO's (Local Authority Designated Officer) at Essex County Council. They can be contacted on 01245 436744.</p> <p>2.3 Initial considerations are held with the LADO and a decision is taken regarding course of action – either no further action will be taken, a police investigation will be launched, an assessment will be made by social care or an employee could face disciplinary action.</p> <p>2.4 If an employee is concerned about an allegation of abuse outside of office hours, they should report the incident to their line manager who should phone the Essex Social Care Direct 'Out of Office Hours' Line on 0845 606 1212 for advice.</p> <p>2.5 The DSRO should enter the case on the safeguarding database</p> |
| Stage 3 - Record | <p>3.1 The Safeguarding Lead or Deputy Lead then completes the CIAR (available from: http://intranet/main.cfm?type=rbmsafech), within one working day of the incident being reported. This ensures the information is updated and logged in the safeguarding database.</p> |

Specific Housing Services safeguarding procedures

In addition to the above procedures, the Housing Service may need to make a referral to Essex Social Care in relation to:

- Homeless 16-17 year olds; and
- Intentionally homeless household with children

| Persons affected | Reason for contacting Essex Social Care |
|--|---|
| Homeless 16-17 year olds | For an assessment of whether they are a child in need, to whom a duty is owed by Essex Social Care. |
| Intentionally homeless household with children | For an assessment of whether Essex Social Care owes them a duty by virtue of the Children Act 1989. |

The Housing Service has their own procedures for referring the above cases, these can be found in:

- [The Joint working protocol between Essex Housing Authorities and Essex County Council in dealing with homeless families with dependent children](#)
- [the 'Joint Strategic Protocol to address the needs of homeless 16/17 year old Young People in Essex'](#)

Copies of these can be obtained by clicking the above links or on the intranet @ <http://intranet/main.cfm?type=rbmsafech>

However, as both these types of referral have a safeguarding element, the Safeguarding Lead or Deputy Lead must be made aware when they are referred to Essex Social Care. As such, the CIAR form must be filled out and emailed to the Lead Safeguarding Officer.

Once a report has been made

Confidentiality

Employees must not:

- Discuss any allegations of abuse or bullying, substantiated or not, with anyone from Castle Point Borough Council, other than their line manager, the Designated Safeguarding Reporting Officer or the Safeguarding Lead and Deputy.
- Discuss any allegations of abuse or bullying, substantiated or not, with any member of an external agency, other than as part of a formal investigation.
- Discuss any allegations of abuse or bullying, substantiated or not, with any other interested party, including parents, carers and relatives of the child, young person or vulnerable adult without the express permission of the person with overall responsibility for the investigation.

This does not exclude the employee from the need or right to consult with a solicitor, trade union representative or other bona fide legal adviser.

Data protection

All paper copies of the Concern, Incident, Allegation, Referral Form must be retained by the Designated Safeguarding Lead and Reporting Officers in a locked, secure cabinet to ensure confidentiality. Electronic copies of the completed Forms will be retained in a secure electronic mail box. This information will be retained in accordance with data protection periods. No other copies can be kept.

Quality assurance and feedback

Whenever a safeguarding concern, incident or allegation is reported to a Designated Safeguarding Reporting Officer (DSRO), the DSRO will be responsible for communicating with the Safeguarding Lead (and/or Deputy Lead) to enable them to provide feedback to the person who initially made the referral. Safeguarding officers hold regular meetings to share best practice with each other.

Safeguarding requirements for specific circumstances

Work experience

Castle Point Borough Council offers work experience to some young people each year. Although primarily designed to help young people become familiar with the workplace Managers should ensure that employees are aware of the Safe working practice guidelines (found in Appendix 9), such as not travelling alone with a work experience student.

Castle Point Borough Council through Human Resources provides planned and structured work experience placements. When the Council offers a work experience placement to students, managers have a responsibility for their health, safety and welfare. Under health and safety law, these students will be regarded as employees.

Leisure Services

Independent sports clubs, theatre groups and other organisations which regularly hire out and use facilities operated by or on behalf of Castle Point Borough Council must have appropriate child protection and vulnerable adult policies in place, commensurate with the level of contact they have with children, young people and vulnerable adults. Furthermore, they must ensure that their employees or volunteers who have significant, regular or unsupervised contact with children, young people and vulnerable adults have had a satisfactory DBS check as a condition of hire.

Bed and breakfast/emergency/severe weather (for rough sleepers) accommodation

Children, young people and vulnerable adults should only be placed in temporary bed and breakfast/emergency accommodation in an emergency and as a last resort. Housing Officers conduct a risk assessment of the people they place in temporary bed and breakfast accommodation to ensure that vulnerable individuals are protected from harm.

The Council will only use bed and breakfast/emergency accommodation where owners/employees/volunteers have the appropriate DBS checks.

Please note - since 3 December 2012 CRB/ISA checks are criminal record and barred list checks made with the DBS.

Use of Contractors

Castle Point Borough Council will take 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 regular contact with children, young people or vulnerable adults, should have its own equivalent child protection and vulnerable adult policies, or failing this, must comply with the terms of this policy. This requirement will be written into the contract. Where contact with children, young people and vulnerable adults is a necessary part of the contracted service, it is the responsibility of the manager who is using the services of the contractor to ensure that satisfactory DBS checks have been completed.

Grant Applicants

Safeguarding policies and procedures are required from all grant funded organisations and satisfactory DBS checks for employees and volunteers are also required of any organisations working with children, young people and vulnerable adults who seek funding from Castle Point Borough Council. As a minimum, any organisation receiving funding from

the Council will be expected to have a statement of policy and procedure regarding safeguarding, in place and understood by employees and volunteers, and available to service users. This applies to all organisations the Council awards grants to.

An example policy for organisations to use is included in Appendix 7. Commissioned/contracted or grant funded organisations with minimal contact with children, young people or vulnerable adults may wish to adopt the Council's policy and procedures if deemed suitable.

Licensing

Castle Point Borough Council is responsible for a wide range of licensing functions. Protecting children from harm is a licensing objective that the Council is legally obliged to consider, in particular when licensing premises under the Licensing Act 2003 or the Gambling Act 2005. For more information, please refer to the Castle Point Borough Council's Statement of Licensing Policy, Hackney Carriage and Private Hire Policy and Gambling Policy.

Health and safety

Castle Point Borough Council inspects local authority health and safety enforced premises. Employers in these premises are obliged to carry out risk assessments, including for the employment of young people. As part of the inspection process, officers of the Council may examine such risk assessments with a view to determining their suitability. If evidence is gained that young people are working without relevant permits in place, or in 'unsuitable workplaces', Castle Point Borough Council will report this activity to Essex Social Care Direct.

Photography and pornography

It is an unfortunate fact that some people have used children and young people's events as opportunities to take inappropriate photographs or footage of children and young people. Members, employees, volunteers and contracted service providers should be vigilant at all times to ensure that misuse of photography does not occur.

In particular, written parental/carer consent must be obtained before anyone working for or on behalf of the Council takes a photograph of or films a child, young person or vulnerable adult.

When commissioning professional photographers or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to child protection. The following steps should be taken when professional photographers or the press are invited to events:

1. Check the credentials of any photographers and organisations used,
2. Ensure identification is worn at all times,
3. Do not allow unsupervised access to children, young people or vulnerable adults
4. Do not allow photographic sessions outside of the activities or services
5. Ensure that the names of children, young people, or vulnerable adults are not used in photographs or footage, unless the express permission of the parent/carer of the child, young person or vulnerable adult has been given.

Social media

The open nature of the internet means that social networking sites can leave Council staff vulnerable if they fail to observe a few simple precautions. The below guidelines are intended as general advice on how to avoid social media putting you in a position where your actions may be misconstrued or give rise to a safeguarding concern.

Please be aware that children, young people, vulnerable adults or their parents and carers may be able to view your profile and could, if they find any posts offensive, complain to the Council. It is important therefore that your privacy settings and the way that you conduct yourself on social media are appropriate.

Conduct on social networking sites

- You should not accept friend requests from (or send friend requests to) a child, young person, vulnerable adult (or their parent/carer) who you are in contact with as a result of your council employment.
- All social media engagement on behalf of the Council should take place via an approved Council site and not via personal accounts. You should not, outside of formal channels, engage in online discussion with any child, young person or vulnerable adult (or their parent/carer) who you are in contact with as a result of your council employment.
- Do not post any comments about or pictures of children, young people or vulnerable adults (or their parents/carers) who you are in contact with as a result of your council employment.
- Be aware that other users could tag you in an inappropriate post or photograph. If you find inappropriate references to yourself on social media you should detag yourself and contact the user to ask for it to be removed.

Privacy and security

- To ensure that social media does not compromise your professional position please ensure that your privacy settings are set correctly. At a minimum it is recommended that security levels are set to 'friends only' for Facebook (and the equivalent settings for other social media websites).
- You should proactively update your privacy settings whenever a social media provider changes its settings.

Safeguarding training

Employee training

Whenever Castle Point Borough Council recruits employees it will ensure that they are well informed, trained, supervised and supported so that they are better able to identify potential indicators of abuse, less likely to become involved in actions that may cause harm to children, young people and vulnerable adults and less likely to do anything that could be misinterpreted. Training will happen by the following process:

Induction

All new employees will be made familiar with the safeguarding policy and procedures and of who the Designated Safeguarding Reporting Officers are. Staff are given a handbook, which summarises what an employee must do if they suspect abuse and details safe working practices (see Appendix 9). In addition, the policy is accessible to all staff on the intranet in the safeguarding section.

Ongoing training needs

Line managers and Human Resources will be primarily responsible for assessing which level of safeguarding training individual officers require. This will be by determining which category the job role falls into in the table below

All staff in borough councils fall into one of the training groups in the table below. The table details who requires each level of training and the training involved. Training required is cumulative and employees in higher groups are required to complete the training required by lower levels. Safeguarding officers are available to provide some guidance on the levels of training required, however line managers and Human Resources are responsible for assessing whether further training is required.

| Training levels | Training involved | Who requires this training |
|-----------------|--|--|
| Group 1 | <ul style="list-style-type: none"> Familiarisation with Council's Safeguarding Children and Vulnerable Adults policy and strategy and induction booklet | All Castle Point Borough Council staff |
| Group 2 | <ul style="list-style-type: none"> As above for Group 1, plus: Completion of the Safeguarding Children, Young People and Vulnerable Adults e-learning module | All Castle Point Borough Council staff who, during the course of their employment with the Council, either: <ul style="list-style-type: none"> are responsible for providing services for children, young people or vulnerable adults at least once per week on average are in contact with children, young people or vulnerable adults at least once per week on average have periods of intense but irregular contact with children, young people or vulnerable adults (Although contact may only be during a few weeks in a year there is a high level of extended contact during these periods) |
| Group 3 | <ul style="list-style-type: none"> As above for Group 2, plus: A minimum ½ day training session at ESCB Level 2 (to be refreshed every 3 years) | All Castle Point Borough Council staff who, during the course of their employment with the Council, either: <ul style="list-style-type: none"> regularly (at least once per week on average) have periods where they are |

| | | |
|--|---|--|
| | | <p>the person primarily responsible for a child, young person or vulnerable adult (i.e. where they are the only member of staff providing services or where they are actively leading or supervising other staff providing the services)</p> <ul style="list-style-type: none"> • spend the majority of their time working with or providing services to children, young people or vulnerable adults • the nature of their role makes it likely that they will become aware of safeguarding issues which may arise (i.e. those conducting housing and homelessness investigations) • All Designated Safeguarding Reporting Officers |
| Group 4 (Safeguarding Lead and Deputy) | <ul style="list-style-type: none"> • As above for Groups 1 and 2, plus: • Completion of training provided by Essex County Council on the reporting process • Completion of the 'Train the Trainer – Vulnerable Adults' course • Completion of the 'Train the Trainer – Children and Young Persons' course | The Safeguarding Lead and Deputy Lead |

Please note that Group 2 is the equivalent of ESCB Level 1 and Group 3 is the equivalent of ESCB Level 2

Leisure Services staff training

All staff who work predominantly with children, young people or vulnerable adults must be trained to Group 3 (Level 2) standard. Staff employed in Leisure throughout the year, (where required) should be trained to Group 2 (Level 1) within 1 month of starting and Group 3 (Level 2) within 6 months. Should a member of staff leave and return within a 3 year period, they will not be required to undertake the training again unless major changes to the Council's safeguarding policies and procedures have been made.

If staff, such as sports coaches, can demonstrate that they have already undertaken the requisite level of safeguarding training, they may be exempt from attending the group 3 training session. They will, however, still be required to complete the e-learning module, so that they are aware of the Council's procedures.

Training administration

Safeguarding training for staff will be monitored by Human Resources. They will be responsible for ensuring that staff undertake the initial training upon induction and refresh training when required every 3 years.

Safe recruitment

Castle Point Borough Council is not a Children's Services Authority and therefore scope for working directly with children and young people or with vulnerable adults is limited. However, it is important that the Council takes all reasonable steps to prevent unsuitable people working with vulnerable groups. For all new employees, confirmation of employment will be dependent on satisfactory checks.

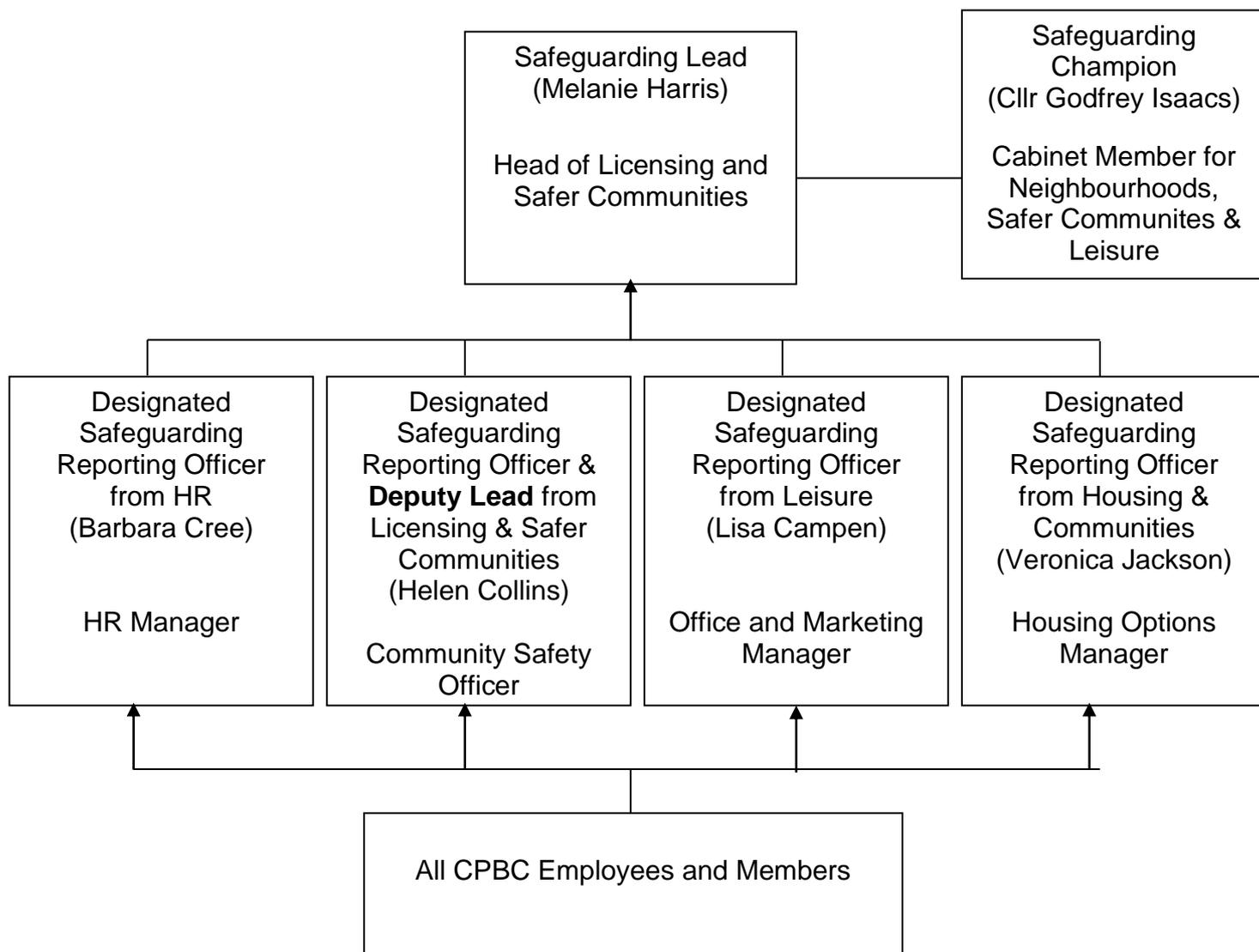
Managers and Human Resources are responsible for risk assessing all job descriptions to identify which are likely to involve regular and/or substantial unsupervised contact with children, young people and vulnerable adults. DBS checks should be sought where an employee's (or volunteer's) role involves substantial, regular or unsupervised contact with children, young people or vulnerable adults. DBS checks are only accurate at the moment that the certificate is issued.

For more information on the Council's safe recruitment practices, please refer to the following policies:

- Safer Recruitment Procedure
- Policy and Procedure for obtaining Disclosure of a Criminal Record

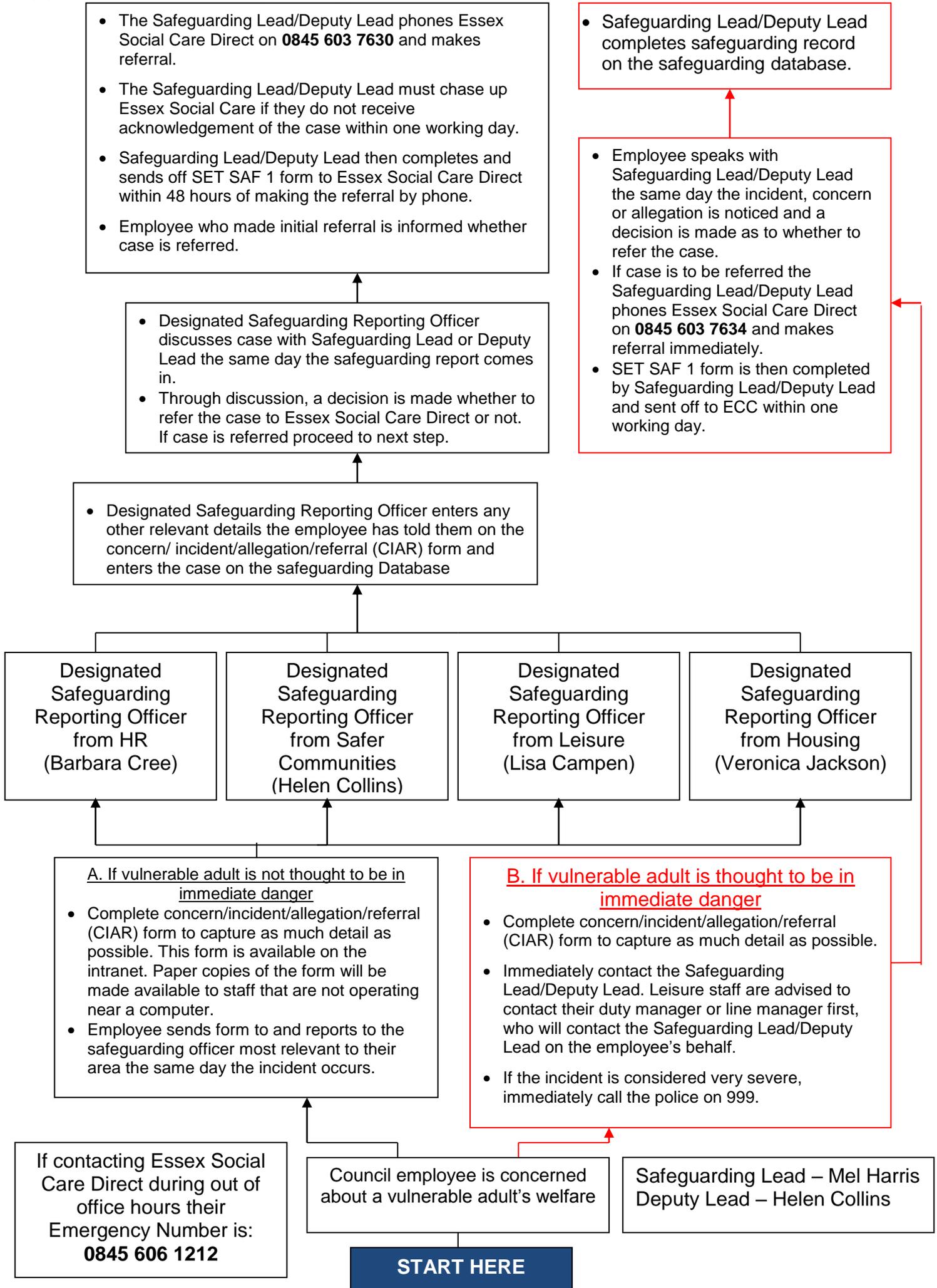
In addition, the Council has a safeguarding statement on the jobs page and the safeguarding hand book is included in every induction folder.

Safeguarding Structure

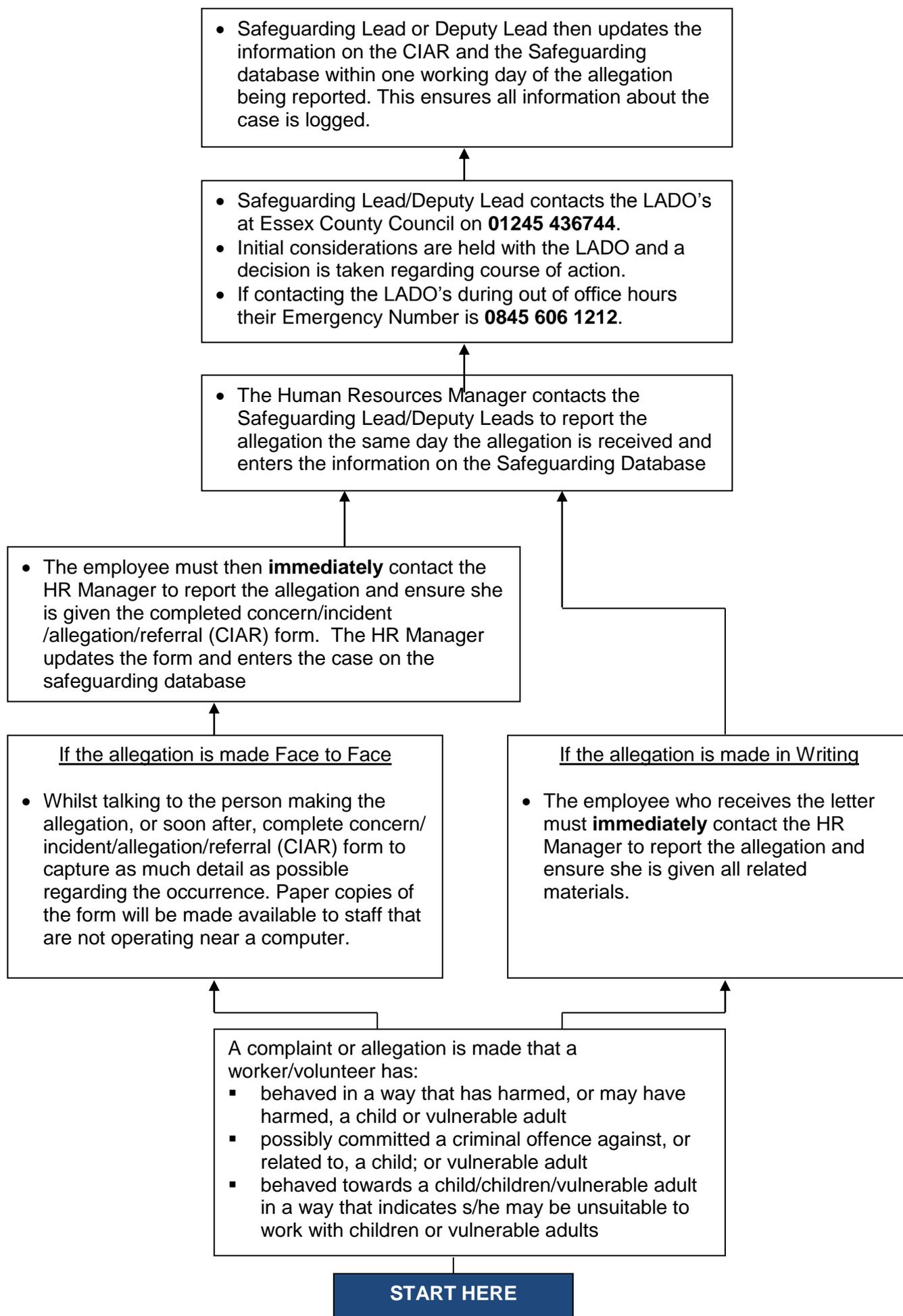


| Safeguarding Officers | Tel. Number | E-mail address |
|-----------------------|------------------------------|--|
| Melanie Harris | 01268 882369 07929 410729 | mharris@castlepoint.gov.uk |
| Helen Collins | 01268 882461 07967 393755 | hcollins@castlepoint.gov.uk |
| Veronica Jackson | 01268 882324 | vjackson@castlepoint.gov.uk |
| Barbara Cree | 01268 882445 | bcree@castlepoint.gov.uk |
| Lisa Campen | 01268 882465 | lcampen@castlepoint.gov.uk |

Appendix 3 Safeguarding Vulnerable Adults – Reporting structure



Appendix 4 Safeguarding allegations against council staff – reporting structure



**CONFIDENTIAL**

This form should be completed by the member of staff responding to a concern, incident or allegation. Please complete as much of this form as possible. Electronic copies of this form are available at: <http://intranet/main.cfm?type=rbmsafech>

SECTION A: INITIAL DETAILS

| | |
|--------------------|-------|
| Your Name: | |
| Your Position: | |
| Your Line Manager: | |
| Date: | |
| Time of Report: | am/pm |

Would you describe this report as an: Concern Incident Allegation (please circle as appropriate)

SECTION B: PERSONAL DETAILS OF CHILD OR VULNERABLE ADULT INVOLVED

| | |
|---|----------------------------------|
| Full Name: | |
| Person Type: (Please circle) | Child Vulnerable Adult |
| Gender: (Please circle) | M F |
| Date of Birth: | |
| Activity Attending: | |
| Home Address: | |
| Parent/Guardian Name/s | |
| Contact Tel. for Parent/Guardian | |
| Child's School (if applicable) | |
| Is the child disabled? (please circle) | YES NO N/A |

SECTION C: DETAILS OF CONCERN, INCIDENT OR ALLEGATION

Please record the details of the concern/incident/allegation below. Only include the facts regarding what you have observed and/or what you have been told. Include as much detail as you can remember. Please include details of anyone else who witnessed the incident (use extra blank paper if necessary and attach to this form).

Details of concern, incident or allegation:

| |
|--|
| |
|--|

Action taken, if any, by the person reporting the incident:

| |
|--|
| |
|--|

Are the parents/guardians aware of this concern/incident/allegation at the time of this report being made? YES NO

Please pass this form on to the Designated Safeguarding Reporting Officer most relevant to your area within 24 hours. The Designated Safeguarding Reporting Officers for the Council are as follows:

| |
|---|
| <p>Helen Collins (01268 882461) - Community Safety Veronica Jackson (01268 882488) - Housing Barbara Cree (01268 882445) - Human Resources Lisa Campen (01268 882465) - Leisure Services</p> |
|---|

Remember that the information you have provided is confidential; do not discuss with anyone other than those directly involved and only then in a professional capacity. Please sign and date below.

| | |
|---------|-------|
| Signed: | Date: |
|---------|-------|

This information will be processed in accordance with the Data Protection Act 1998 and may be shared with Essex County Council.

SECTION D: TO BE COMPLETED BY DESIGNATED SAFEGUARDING REPORTING OFFICER ONLY

As the Designated Safeguarding Reporting Officer, please sign and date below to confirm receipt of this form. You should now enter the information on the safeguarding database and contact the Safeguarding Lead or Deputy Lead to determine whether a referral to Essex Social Care Direct is required. However, if the child or vulnerable adult is thought to be in immediate danger approach the Safeguarding Lead or Deputy Leads as soon as you receive this form.

| | | | |
|---------|----------------|----------------|-------|
| Signed: | Date Received: | Time Received: | am/pm |
|---------|----------------|----------------|-------|

SECTION E: TO BE COMPLETED BY SAFEGUARDING LEAD/DEPUTY LEAD ONLY

Details of action taken:

| |
|--|
| |
|--|

| | | | |
|---------|----------------|----------------|-------|
| Signed: | Date Received: | Time Received: | am/pm |
|---------|----------------|----------------|-------|

Essex County Council

Worried about a child?

If you are concerned that a child or young person is being harmed or neglected or is at risk of this you should contact Essex Social Care Direct. The telephone numbers to use are:

Where there are concerns about the immediate welfare or safety of a child/young person (in working hours):

0845 603 7634

Out of hours:

(5.30pm - 9.00am Monday - Thursday, 4.30pm Friday - 9.00am Monday and Bank holidays)

Tel: 0845 606 1212

Fax: 01245 434700

Normal telephone inquiries/referrals:

0845 603 7627

By email: socialcaredirect@essex.gov.uk

By post: Social Care Direct, Essex House, 200 The Crescent, Colchester, Essex, CO4 9YQ

By fax: 0845 601 6230

Custodian of the Register: 01245 430832

Worried about a vulnerable adult?

If you are concerned that a child or young person is being harmed or neglected or is at risk of this you should contact Essex Social Care Direct. The telephone numbers to use are:

Where there are concerns about the immediate welfare or safety of a vulnerable adult (in working hours):

0845 603 7634

Out of hours:

(5.30pm - 9.00am Monday - Thursday, 4.30pm Friday - 9.00am Monday and Bank holidays)

Tel: 0845 606 1212

Fax: 01245 434700

Normal telephone inquiries/referrals:

0845 603 7630

Has an allegation been made about an employee, member, contractor or volunteer?

LADO (Local Authority Designated Officer):

The LADO is located within Children's Services and should be alerted to all cases in which it is alleged that a person has behaved in a way that has harmed, or may have harmed, a child. They will provide advice and guidance and help determine that the allegation sits within the scope of the procedures. Within the role the LADO helps co-ordinate information sharing with the right people.

LADO contact details: 01245 436744

Other contacts

Essex Police

Central switchboard – 0300 333 4444 (alternatively if this number does not work – 01245 491491)
Emergency – 999

NSPCC

Child Protection Helpline – 0808 800 5000
www.nspcc.org.uk

Disclosure and Barring Service

DBS customer services
PO Box 110
Liverpool
L69 3JD
Tel: 0870 90 90 811
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Ask SAL

The Ask SAL helpline is a partnership project between the Southend, Essex and Thurrock Safeguarding Adults Boards and Essex County Council. Individuals can use this helpline to report if they see, hear or suspect that a vulnerable adult is being abused.
Ask SAL helpline - 08452 66 66 63
www.asksal.org.uk/

Child Protection in Sport Unit

Sports organisations can seek advice on child protection issues from the Child Protection in Sport Unit (CPSU) which has been established as a partnership between the NSPCC and Sport England. CPSU / NSPCC provide advice and assistance on developing codes of practice and child protection procedures to sporting organisations.
Tel: 0116 234 7278
Online: [Enquiry form](#)
Email: cpsu@nspcc.org.uk
www.nspcc.org.uk/Inform/cpsu/cpsu_wda57648.html

Public Concern at Work

Provides free confidential advice on how to raise a concern about malpractice at work.
Tel: 020 7404 6609 (whistle blowing advice line)
www.pcaw.co.uk/

Template for safeguarding policy and procedure (voluntary organisations are free to use all or any sections of Castle Point Borough Council's Safeguarding Policy. Below is the minimum acceptable for any organisation receiving funding from Castle Point Borough Council).

Policy statement

Children, young people and vulnerable adults have the right to participate, have fun and be safe in the services provided for them and the activities they choose, or their parents/carers choose for them.

(Name of organisation) is committed to safeguarding children, young people and vulnerable adults and protecting them from abuse when they are engaged in services organised and provided by, (name of organisation). We will endeavour to keep children, young people and vulnerable adults safe from abuse and suspicion of abuse will be responded to promptly and appropriately. We will act in the best interest of the child, young person or vulnerable adult at all times.

We will proactively seek to promote the welfare and protection of all children, young people and vulnerable adults. (Name of organisation) will ensure that unsuitable people are prevented from working with children, young people and vulnerable adults through using safe recruitment and selection processes.

(Name of organisation) will take any concern made by a service user, employee, volunteer or child/vulnerable adult seriously and sensitively. Concerns cannot be anonymous and should be made in the knowledge that, during the course of any enquiries, the agency that made that referral will be made clear.

(Name of organisation) will not tolerate harassment of any service user, employee, volunteer or child/vulnerable adult who raises concerns of abuse.

Procedure

Any concerns will be brought to the attention of (named senior person) who will report the concern to a Castle Point Borough Council Designated Safeguarding Reporting Officer or to Essex Social Care Direct.

Those raising the concern must be made aware that the concern will be shared with appropriate people but will be treated in confidence as far as possible.

Officers, employees and volunteers must not discuss the concern except with the designated officer and any agent of the organisation responsible for investigating the concern.

The following legislation and guidance underpin the safeguarding policy and aim to ensure that children, young people and vulnerable adults are protected from harm.

Legislation relating to safeguarding Children and Young People

Below is a comprehensive list of legislative acts that empower and compel Borough Councils to ensure adequate safeguarding measures for children are in place.

| Legislation | Description |
|---|---|
| Protection of Freedoms Act 2012 | <p>This confirmed that the registration and continuous monitoring of those involved in a regulated activity would not be introduced.</p> <p>From 10 September 2012 what constitutes a ‘regulated activity’ has changed in relation to children and young people.</p> <p>Also from 10 September 2012 the controlled activity category is scrapped, under 16s cannot apply for a CRB check and the information police can release on an enhanced CRB check will be subject to a more rigorous relevancy test.</p> <p>From 1 December 2012 the Independent Safeguarding Authority (ISA) and CRB have been merged into a single authority responsible for barring and vetting applicants. This is known as the Disclosure and Barring Service (DBS). The DBS has a greater focus on the roles working most closely with vulnerable groups.</p> <p>From 2013 an update service will be introduced allowing employers to check whether there have been any changes to a criminal record since the last certificate.</p> |
| The Apprenticeships, Skills, Children and Learning Act 2009 | <p>Section 9 makes amendments to the Children Act 2004, specifically regarding the establishment of Children’s Trust Boards. The Children’s Trust comprises:</p> <ul style="list-style-type: none"> a. the local authority including all constituent services that impact on children and families, such as housing, b. named statutory ‘relevant partners’ – this includes borough councils, c. any other partners the local authority considers appropriate <p>The ‘relevant partners’ are placed under a duty to cooperate in the making of arrangements to improve wellbeing and have a power to pool budgets and share other resources.</p> |
| Safeguarding Vulnerable Groups Act 2006 | <p>This created the Independent Safeguarding Authority (ISA) which aims to prevent unsuitable people working with children, young people and vulnerable adults across all services.</p> |
| Mental Capacity Act 2005 | <p>This made it an offence to neglect or deliberately ill-treat a person who lacks capacity.</p> |
| Children Act 2004 | <p>Section 11 places a statutory duty on borough councils to make arrangements to ensure that in discharging their functions they consider the need to safeguard and promote the welfare of children.</p> <p>Section 10 outlines the duty to promote inter-agency cooperation between named agencies (including borough councils). There is a reciprocal duty on those agencies to co-operate with the Child Support Agency (CSA) in budget pooling – a</p> |

| | |
|---|--|
| | <p>key provision that underpins children's trust arrangements.</p> <p>Section 13 requires each local authority to be a statutory partner of the Local Safeguarding Children's Board.</p> <p>Section 17 entitles borough councils to be consulted on the CSA's Children and Young People's Plan (CYPP).</p> |
| The Sexual Offences Act 2003 | This replaced the Sex Offenders Act (1997). This incorporated 50 new offences, including a new 'Grooming' offence. Offences also include the use of the internet in child abuse and abuse of positions of trust. It also includes a new definition of rape. |
| The Sexual Offences (Amendment) Act 2000 | Introduces the concept of 'abuse of trust,' whereby adults could commit an offence in engaging in sexual activity with someone younger than them if they are seen to be in a position of trust, even if the younger person is above the age of consent (16-18 in the case of child protection). |
| Care Standards Act 2000 | <p>The Care Standards Act 2000 sets out a regulatory framework and standards for services people might receive. This applies to regulated services such as residential care, domiciliary care or adult placement schemes.</p> <p>Part 7 makes provision for the Protection of Vulnerable Adults (POVA) scheme to prevent abusers from working with vulnerable adults.</p> |
| Protection of Children Act 1999 | Sets out the framework to enable employers to check on the suitability of employees to work with children. This act builds on the Police Act (1997), which set up the Criminal Records Bureau. |
| The Human Rights Act 1998 | Sets out the rights of children and families to challenge what they perceive to be an infringement of their human rights. |
| Every Child Matters, the Government's vision for children's services (No longer in force, yet the principles remain key cross cutting priorities) | <p>This set out 5 key outcomes - be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic wellbeing. Borough councils contribute to these outcomes in a variety of ways:</p> <p>Housing – for example: preventing homelessness, providing supported accommodation for young parents and care leavers, re-housing families fleeing domestic abuse, supported accommodation for vulnerable adults, adaptations to properties etc.</p> <p>Planning – for example: providing appropriate play facilities in new housing developments, making road safety schemes child-friendly.</p> <p>Culture, leisure and learning opportunities – for example: provision of local leisure centres, art, crèche and playgroup facilities, museums, theatres.</p> <p>Environmental health services – for example: promoting the health of children and adults, particularly in relation to food hygiene and nutrition.</p> <p>There are a number of other ways that borough councils contribute to improving outcomes for children, young people and vulnerable adults, including community safety, and as a licensing authority, the roll out of children's centres and the promotion of local employment.</p> |

Legislation relating to safeguarding Vulnerable Adults

At present, there is no specific piece of legislation relating to safeguarding adults. This does not mean that there are no powers to act – rather that the legislation is fragmented. A wide range of legislation applicable to adults who may be vulnerable has been developed over a number of years. It includes laws about adult care services, where upper-tier councils have the statutory lead, and laws about crime, contracts and property, human rights, and mental health and capacity. The following acts form part of this legislation:

| Legislation | Description |
|---|---|
| Protection of Freedoms Act 2012 | <p>This confirmed that the registration and continuous monitoring of those involved in a regulated activity would not be introduced.</p> <p>From 10 September 2012 what constitutes a ‘regulated activity’ will change in relation to vulnerable adults. Adults are no longer labelled as ‘vulnerable’, instead activities are set out which if required make them vulnerable at that particular point in time.</p> <p>Also from 10 September 2012 the controlled activity category is scrapped, under 16s cannot apply for a CRB check and the information police can release on an enhanced CRB check will be subject to a more rigorous relevancy test.</p> <p>From 3 December 2012 the ISA and CRB have been merged into a single authority responsible for barring and vetting applicants. This is known as the Disclosure and Barring Service (DBS). The DBS has a greater focus on the roles working most closely with vulnerable groups.</p> <p>From 2013 an update service will be introduced allowing employers to check whether there have been any changes to a criminal record since the last certificate.</p> |
| The Safeguarding Vulnerable Groups Act 2006 | Created the Independent Safeguarding Authority (ISA), which aims to prevent unsuitable people working with children and vulnerable adults. It includes social care services, as well as health, education, housing support and supporting people services. |
| The Mental Capacity Act 2005 | Made it an offence to neglect or deliberately ill-treat a person who lacks capacity. It put arrangements in place for advocacy support and best-interest decision-making. |
| The Care Standards Act 2000 | This sets out a regulatory framework and standards for services people might receive. This applies to regulated services, including care in a care home, domiciliary care and adult placement schemes (now referred to as Shared Lives). |
| The Counter-Terrorism and Security Act 2015 | Contains a duty on specified authorities (this includes district and borough councils) to have due regard to the need to prevent people from being drawn into terrorism. |

Guidelines for conduct when working/having contact with Children, Young People and Vulnerable Adults

In addition to the Employee and Member Codes of Conduct/protocols, the following guidelines should be followed to by Members, employees, volunteers and contracted service providers who have contact with children, young people or vulnerable adults:

- Always be publicly open to scrutiny when working with children, young people and vulnerable adults and avoid situations where a Member, employee, volunteer or service provider and a child or children or a vulnerable adult(s) are alone, unobserved.
- Children, young people and vulnerable adults have a right to privacy, respect and dignity. Respect the child, young person or vulnerable adult and provide a safe and positive environment.
- All children, young people and vulnerable adults should be treated equally in the context of any activity.
- Members, employees, volunteers and contracted service providers must put the well being and safety of the child, young person or vulnerable adult before the development of performance.
- If a child, young person or vulnerable adult is accidentally injured as the result of a Member, employee, volunteer or contracted service provider's actions; seems distressed in any way; appears to be sexually aroused by your actions; misunderstands or misinterprets something you have done; always report such incidents as soon as possible to your line manager and the Designated Safeguarding Reporting Officer and make a written report.
- If a child, young person or vulnerable adult arrives at an activity or service showing signs or symptoms that give you cause for concern, you must act appropriately following the procedures outlined above in the policy.
- When undertaking visits to schools, youth clubs, etc, agree in advance with the agency that an employee will remain in the room with you at all times.
- When conducting consultations/communications with children, young people and vulnerable adults, ensure that recognised agencies are used as a source of access such as a school, youth club, sports club, etc.
- When administering first aid, wherever possible, employees should ensure that another adult is present, or is aware of the action being taken. Parents/carers should always be informed when first aid is administered.

Employees should not:

- Spend unreasonable amounts of time alone with children, young people and vulnerable adults away from others.
- Take children, young people and vulnerable adults in a car journey alone, no matter how short.
- Take children, young people and vulnerable adults to your home or any other place away from Council premises where they will be alone with you.
- Arrange to meet or approach children, young people or vulnerable adults outside an organised activity or service.

Employees should never:

- Leave children, young people or vulnerable adults unattended.
- Engage in rough physical games including horseplay.
- Engage in sexually provocative games.
- Allow, encourage or engage in inappropriate touching of any form.
- Allow children, young people and vulnerable adults to use language inappropriate to the circumstances, unchallenged, or use it yourself.
- Make sexually suggestive comments about or to a child, young person or vulnerable adult.
- Let an allegation a child, young person or vulnerable adult makes be ignored or unrecorded.
- Do things of a personal nature for children, young people and vulnerable adults that they can do for themselves e.g. assist with changing. It may sometimes be necessary to do things of a personal nature for children or vulnerable adults, particularly if they are very young or are disabled. These tasks should only be carried out with the full understanding and consent of parents/carers. In an emergency situation that requires this type of help, you should endeavour to have someone else present and inform the parents/carers as soon as is reasonably possible. In such situations it is important that all employees treat the child with the utmost discretion.
- Share a changing room with a child, young person or vulnerable adult.
- Enter areas designated only for the opposite sex.
- Use the internet or any other electronic or telephone device to access child pornography sites.

Castle Point Borough Council takes its responsibility very seriously. Employees who breach any of the codes above will face investigation and may face disciplinary action, which could lead to a dismissal and the possibility of a criminal investigation where there is evidence of illegal activity.

Volunteers in breach of the above Code of Conduct will have their services terminated with immediate effect. Where there is evidence of illegal activity, the volunteer will be reported to the relevant authorities and may face criminal investigation.

If a Member does not adhere to the policy, there may be grounds for reporting their behaviour to the Standards Committee, who may require an investigation under the Member Code of Conduct. If a safeguarding issue occurs relating to a Member, the Designated Safeguarding Reporting Officer informed of the breach should contact the Monitoring Officer immediately. The position of Monitoring Officer is currently held by the Strategic Director/Monitoring Officer. Where there is evidence of illegal activity, the Member will be reported to the relevant authorities and may face criminal investigation.