

Safeguarding Policy

Children, Young People and Vulnerable Adults

**Safeguarding Children, Young People & Vulnerable Adults Policy –
Version 8
Issue Date August 2019**



Chelmsford
City Council

Development of Policy

The Policy and supporting schedules have been developed utilising best practice, guidance from local authorities, the Essex Safeguarding Children and Adults Boards, legislation relevant to safeguarding and related policies provided by Chelmsford City Council.

Authorisation of Policy

The Director of Public Places and Safeguarding Lead Officer has responsibility and endorses the adoption and implementation of this Safeguarding Policy. Delegated responsibilities rest with Safeguarding Deputy Leads and the Internal Corporate Safeguarding Group.

This Retention and Disposal Schedule is authorised by:

Keith Nicholson,
Director of Public Places and Safeguarding Lead

Review of Policy

This policy will be reviewed annually. The next review date will be July 2020.

Compliance of Policy

The schedules for this policy will be measured through the biannual Internal Corporate Safeguarding Group using the action plans from the Essex Safeguarding Children and Adults Board audits. Actions will be reported to Management Team and prioritised following each audit report.

Documentation

Document Owner: Director of Public Places and Safeguarding Lead Officer

Document Author: Partnerships and Safeguarding Officer

Disclaimer: This printed version may not be the current version. A current version may be obtained in the required format from the Chelmsford City Council Intranet.

Contents

Section A – Policy

1. Introduction.....	5-7
<ul style="list-style-type: none">• Policy statement• Scope• Definitions	
2. Safeguarding responsibilities.....	8-11
<ul style="list-style-type: none">• The role of Essex County Council• The role of the Essex Safeguarding Boards• The role of Chelmsford City Council staff• Related responsibilities• Internal Corporate Safeguarding Group• District, Borough & City Council Safeguarding Leads Meeting• The Mid-Essex Stay Safe Group• Effective Support for Children and Families in Essex	
3. Recognising potential incidences of abuse.....	12-16
<ul style="list-style-type: none">• Types of abuse as per SET Procedures and Care Act 2014• Related Responsibilities	
4. Safeguarding requirements for specific circumstances.....	16-19
<ul style="list-style-type: none">• Grant applicants• Health and safety• Hirers of Council Facilities• Licensing• Photography• Social Media• Use of contractors and suppliers• Work experience	
5. Safeguarding training.....	20-22
<ul style="list-style-type: none">• Employee training• Induction• Ongoing training needs• Designated Safeguarding Reporting Officer training• Training for casual staff• Training administration	
6. Safer recruitment.....	22
7. Audit, quality assurance and review.....	22
<ul style="list-style-type: none">• Review mechanism• Audit of compliance with policy• Quality assurance and improvement• Safeguarding Board Audits	

8. Other relevant policies..... 23

- Whistleblowing Procedure
- Domestic Abuse Policy
- Prevent Strategy

Appendices 25-42

- Appendix 1 – CCC Safeguarding Structure and contact details
- Appendix 2 – Useful contacts
- Appendix 3 – Safeguarding legislation
- Appendix 4 – Safe working practices
- Appendix 5 – Effective Support Windscreen
- Appendix 6 - Child Sexual Exploitation (CSE) Briefing Note
- Appendix 7 - Modern Slavery (Including Human Trafficking) Briefing Note
- Appendix 8 - Honour Based Abuse (Including FGM & FM) Briefing Note
- Appendix 9 - Prevent (Counter- Terrorism) Briefing Note
- Appendix 10 – Terms and conditions of purchase

Version History 43-44

Section B – Procedures

1. Safeguarding reporting procedures 45-52

- **Procedure A:** when they are thought **NOT to be in immediate danger**
- **Procedure B:** when they are thought to be **IN immediate danger**
- Out of hours working
- **Procedure C:** Reporting process for safeguarding allegations made against staff
- Once a report has been made

Appendices..... 53-56

- Appendix A–Reporting structure when a child or adult is **NOT** thought to be in **immediate danger**
- Appendix B– Reporting structure when a child or adult is thought **TO BE IN immediate danger**
- Appendix C – Reporting structure for safeguarding **allegations against staff**
- Appendix D - Links to external reporting forms and related area procedures

Section A – Policy

1. Introduction

Children and 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 Apprenticeships Skills, Children and Learning Act 2009, the Children Acts 2004 and 1989, Chelmsford City 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. Chelmsford City Council can carry out its responsibilities by ensuring that the needs and interests of children and adults are considered by all members of staff, including Council employees, elected Members, contractors, agency staff, volunteers, suppliers or consultants of Chelmsford City Council and when making decisions in relation to service provision.

This document is supported by a staff Induction booklet, Councillor's Briefing, eLearning module and face to face training sessions. This policy runs in conjunction with the Council's Whistleblowing Policy and Procedure and Safer Recruitment Procedure.

This Policy and all related documents are available in hard copy and alternative formats upon request.

Policy statement

Chelmsford City Council provides a wide range of services and facilities. This policy aims to ensure that an overarching approach to safeguarding covers all services. Chelmsford City Council will promote the welfare and protection of children and adults within all services by:

- Respecting the rights, wishes, feelings and privacy of children and adults.
- Raising awareness among Council employees, elected Members, contractors, agency staff, volunteers, suppliers, consultants etc. of their safeguarding duty
- Taking seriously and responding appropriately and promptly to all concerns, incidents and allegations.
- Providing training appropriate to the level of involvement with children and adults to ensure that everyone understands the different forms abuse as well as their roles and responsibilities under the Council's Codes of Conduct and the Safeguarding Policy.
- Ensuring that everyone knows how to record and report safeguarding concerns, incidents or allegations.
- Requiring organisations that the Council contracts to provide the Council with services, to have appropriate safeguarding procedures and training in place and adopt this policy.
- Ensuring that unsuitable people are prevented from working with children and adults through the Council's Safer Recruitment Procedure.
- Not tolerating harassment of any Council employees, elected Members, contractors, agency staff, volunteers, suppliers, consultants or children/adults who raise concerns of abuse.
- Preventing abuse by promoting good practice, creating a safe and healthy environment and avoiding situations where abuse or allegations of abuse occur.
- In order to stay at the forefront of safeguarding, Chelmsford City Council is committed to reviewing its safeguarding policies and procedures at least on an annual basis.

Scope

This policy applies to all services within the scope of Chelmsford City Council. In addition to employees and elected Members, it also applies to organisations delivering services on behalf of the Council, including contractors, agency staff, volunteers, suppliers, consultants, 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

2. Safeguarding responsibilities

In Essex safeguarding children and adults is an inter-agency responsibility involving the city/borough/district councils, Essex County Council, the Essex Safeguarding Children Board and the Essex Safeguarding Adults Board.

The role of the Essex County Council

Essex County Council has responsibilities as the Children's Services Authority and the Social Services Authority for Essex. As part of Chelmsford City Council's procedures, the Safeguarding Lead, Deputy Lead, or a Designated Safeguarding Reporting Officer 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)** 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.

Please see the website at: www.escb.co.uk



The **Essex Safeguarding Adults Board (ESAB)** 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".

Please see the website at: www.essexsab.org.uk

As part of the Council’s commitment to robust safeguarding provision, Chelmsford City Council through its Safeguarding Lead has a board member on both the ESCB and the ESAB.

The role of Chelmsford City Council staff

It is the responsibility of all employees and elected 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 in this policy. 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 elected Members should work to prevent safeguarding concerns arising by following the ‘Safe working practices’ guidelines found in Appendix 4. All external organisations and contractors providing services to the Council are required to comply with Chelmsford City Council’s Safeguarding Children, Young People and Vulnerable Adults Policy and, where relevant, have their own policy, procedures and training in place.

Whilst safeguarding is everyone’s responsibility, there are several specific safeguarding roles within Chelmsford City Council. The following briefly sets out the responsibilities of different safeguarding roles within the Council (see Appendix 1 for the organisational hierarchy structure chart and relevant officer contact details).

Role	Responsibilities
Safeguarding Lead	This position is held by the Director of Public Places (Keith Nicholson), who holds overall accountability for Safeguarding Children and Vulnerable Adults.
Safeguarding Deputy Leads	Deputies (Paul Brookes and Spencer Clarke) support the Safeguarding Lead in carrying out their duties. The Safeguarding Deputy Leads decide if Safeguarding Concerns/Incidents/Allegations are referred, following discussions with the Designated Safeguarding Reporting Officers.
Designated Safeguarding Reporting Officers (DSROs)	These officers (Karen Buttress, Kaylie Charlery, Kelly McGibney, George Hoppett and Andi Brewster) receive reports of safeguarding concerns or incidents and discuss these with the Safeguarding Lead or Deputy Leads.
Partnerships and Safeguarding Officer	This officer (Kaylie Charlery) oversees the safeguarding reporting processes, including audits submitted to the Essex Safeguarding Boards and coordinates an Internal Safeguarding Group alongside Paul Brookes.
Safeguarding Member Champion	This position is held by the Cabinet Member for Safer Chelmsford (Councillor Jude Deakin) who champions Safeguarding issues to all Councillors.
HR Services Manager	Debbie Wootton, HR Services Manager, acts as the first point of contact for reporting safeguarding allegations against staff. In this instance, ‘staff’ refers to Council employees, elected Members, contractors, agency staff, suppliers or consultants of Chelmsford City

	Council.
Group HR	Human Resources follow the Safer Recruitment Procedure and ensure that appropriate checks are made on staff working with Children and Vulnerable Adults. This includes administrating DBS checks and updating training records in iTrent. The lead contact is Kerry Knowles, Senior Business Partner.
Monitoring Officer	This position is held by the Legal and Democratic Services Manager (Lorraine Browne) who is the senior officer with the statutory responsibility for handling complaints made about Councillor conduct. She is also the named senior officer for Whistleblowing (allegations against staff, of suspected wrongdoing or malpractice that they reasonably believe is in the public interest).
Managers and supervisors	<p>Managers and supervisors are responsible for complying with the requirements of the Safeguarding Policy. They need to ensure that it is understood by staff working within their areas and that the reporting procedures are followed.</p> <p>When recruiting a new staff member, Managers and supervisors need to indicate the correct safeguarding level on the 'Authorisation to Fill' form and subsequently apply the correct safeguarding induction process, including checking that the appropriate training has been booked. They need to communicate with HR regarding Safer Recruitment and DBS checks.</p> <p>Staff need to be able to raise concerns and feel supported in their safeguarding role, and this should be regularly discussed during regular 1 to 1 meetings, Personal Performance Appraisals and team meetings, where relevant.</p>
All Staff	<p>'Staff' refers to Council employees, elected Members, contractors, agency staff, volunteers, suppliers or consultants of Chelmsford City Council.</p> <p>All Staff Need to follow best practice, participate in relevant training and report any concerns, incidents or allegations. Safeguarding reports made by Staff cannot be anonymous and should be made in the knowledge that, during the course of enquiries, the agency that made the referral may be required as a prosecution witness.</p>
Suppliers and Contractors	Must agree to comply with Chelmsford City Council's Safeguarding Policy and where relevant have their procedures and training arrangements in place.

Related responsibilities

Several staff members have responsibilities within a specific area of safeguarding:

Responsibility Area	Name	Contact Details
Child Sexual Exploitation (CSE)	Karen Buttress	T: 01245 606233 E: karen.buttress@chelmsford.gov.uk
Domestic Abuse	Karen Buttress	T: 01245 606233 E: karen.buttress@chelmsford.gov.uk
Hate Crime	Kaylie Charlery	T: 01245 606288 E: kaylie.charlery@chelmsford.gov.uk

Honour Based Abuse - including Female Genital Mutilation and Forced Marriage	Spencer Clarke	T: 01245 606477 E: spencer.clarke@chelmsford.gov.uk
Modern Slavery – including Human Trafficking	Kaylie Charlery	T: 01245 606288 E: kaylie.charlery@chelmsford.gov.uk
Prevent (counter-terrorism)	Spencer Clarke (Deputy Karen Buttress)	T: 01245 606477 E: spencer.clarke@chelmsford.gov.uk

Internal Corporate Safeguarding Group

The Internal Corporate Safeguarding Group (ICSG) consists of representatives with safeguarding responsibilities from Chelmsford City Council. The ICSG meets biannually and is responsible for implementing and progressing any safeguarding action plans. A yearly report will be presented to management team as well as any significant issues as they occur. The Group is overseen by Keith Nicholson, Safeguarding Lead.

District, Borough & City Council Safeguarding Leads Meeting

The District, Borough & City Council Safeguarding Leads meet on a quarterly basis to share county-wide safeguarding information, updates and good practice. The Partnerships and Safeguarding Officer, Kaylie Charlery represents Chelmsford City Council at these meetings.

The Mid-Essex Stay Safe Group

The Mid-Essex Stay Safe Group consists of representatives from a range of agencies including NHS, Essex Social Services, Police, Probation, Education, Voluntary Sector and District Councils. This group is responsible for developing an action plan to improve safeguarding practice across the Mid-Essex area and for considering actions to address emerging issues. The Partnerships and Safeguarding Officer, Kaylie Charlery represents Chelmsford City Council at these meetings.

Effective Support for Children and Families in Essex

The Essex Safeguarding Children’s Board has created a guidance document called 'Effective Support for Children and Families in Essex' for everyone who works with children and young people and their families in Essex. Its main aim is to ‘put the child and their family at the centre, providing effective support to help them solve problems and find solutions at an early stage, at the point that needs become more apparent and when needs become so great that specialist statutory interventions are required.’ The document sets out a model to illustrate the four levels of need for children and families – Universal, Additional, Intensive and Specialist. Early help may occur at any point in the life of a child or young person and includes both interventions early in life as well as early in the development of a problem. The ultimate aim is to not only prevent or solve problems, but also to reduce the impact of those that have already emerged.

For more information, see Appendix 5 – Effective Support Windscreen, or read the full guidance document online at [Essex Safeguarding Children Board](#).

3. Recognising potential incidences of abuse

Although some Council employees, elected Members, contractors, agency staff, volunteers, suppliers or consultants of Chelmsford City Council may have limited direct contact with children and adults, it is important they are aware of the potential indicators of abuse and what to do if they have concerns. Responsibilities under this policy 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:

Types of abuse - Children (Source: SET Procedures 2019)	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 Slavery/Human Trafficking 7. Discriminatory Abuse 8. Organisational Abuse 9. Neglect and acts of Omission 10. Self-Neglect

Abuse will usually fall into one or more categories. Details of the physical and behavioural indicators for each can be found in the table below:

Type of Abuse	Examples	Signs/Indicators
Physical	<ul style="list-style-type: none"> Rough or inappropriate handling Hitting, shaking, throwing, kicking Poisoning Burning/scalding Suffocating/drowning Force-feeding Restraint or inappropriate physical sanctions Misuse of medication or refusing treatment Female Genital Mutilation Fabricated or induced illness 	<ul style="list-style-type: none"> Unexplained injuries Unusual bruising or abrasions Burns and scalds e.g. cigarette burn Bite marks Hair loss from one area of scalp/sore patches Cowering and flinching Unusually Sleepy or docile Fear of making mistakes/parent being contacted Wearing long sleeves in hot weather
Emotional (Children)/Psychological (Adults)	<ul style="list-style-type: none"> Verbal abuse Bullying (including online) Insulting, humiliating, ridiculing, blaming Harassment Intimidation/controlling behaviour/coercion Over-protection/social isolation Ignoring Exploitation and corruption Conveying to the individual that they are worthless/unloved Imposing age or developmentally inappropriate 	<ul style="list-style-type: none"> Disturbed sleep Changes in behaviour, especially in front of particular people Self-abuse e.g. self-harm General resignation, withdrawal or isolation Extreme submissiveness or dependency Constantly seeks to please; fear of making mistakes or seeking attention Fear of parents being contacted (Children) Low self-esteem; negative statements about self, aggressive or cruel to others.

	<p>expectations on children</p> <p>Seeing or hearing the ill-treatment of another</p> <p>Withdrawal of services or support networks (adults)</p>	<p>Poor peer relationships</p> <p>Failure to thrive i.e. falter in growth (Children Developmentally delayed e.g. speech disorders (Children)</p> <p>Anxious</p> <p>Obsessions or phobias</p>
Sexual	<p>Sexual acts the person hasn't consented to or was pressurised into consenting to</p> <p>Touching inappropriately</p> <p>Indecent exposure</p> <p>Sexual Harassment</p> <p>Non-contact activities such as taking photographs, filming, being forced to watch pornography</p> <p>Online grooming</p> <p>Using inappropriate language</p>	<p>Incontinence/bed wetting</p> <p>Repeated urinary tract infections</p> <p>Bruising, bleeding, pain, itchiness, or unexplained soreness around genital area</p> <p>Sexually Transmitted Diseases</p> <p>Pregnancy</p> <p>Torn or blood on underclothes</p> <p>Apparent fear of one person or group of people</p> <p>Allegations made by child</p> <p>Inappropriate knowledge including use of language/inappropriate behaviour</p> <p>Overeating, anorexia, self-mutilation, suicidal</p> <p>Prostitution or indiscriminate choice of sexual partners</p> <p>Excessive washing</p>
Neglect and acts of omission	<p>Failure to;</p> <p>Provide a child with adequate food, clothing, shelter and supervision</p> <p>Ensure access to appropriate medical care or treatment</p> <p>Respond to basic emotional, social, health care and educational needs</p> <p>Safeguard and protect from harm or abuse. Also, includes:</p> <p>Withholding of 'necessaries', e.g. nutrition, medication, healthcare, social stimulation</p> <p>Behaviour of the parents and carers which have significant impact on children, such as domestic abuse.</p> <p>Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties.</p>	<p>Untreated medical conditions</p> <p>Inappropriate dress</p> <p>Constantly tired</p> <p>Dehydration/weight loss/malnutrition/constant hunger/frequent diarrhoea/clinically obese</p> <p>Unwashed, unkempt, smells</p> <p>Poor home environment e.g. unhygienic/hazardous</p> <p>Listless, apathetic</p> <p>Anxious attachment, aggression, indiscriminate friendliness</p> <p>Late/missed appointments/school or regularly forgotten to be picked up</p> <p>Poor self-esteem</p> <p>Few friends</p> <p>Inconsistent or reluctant contact with health or social care agencies</p> <p>Lack of safety equipment being used following recommendation.</p>
Domestic Abuse (Includes: Honour Based Abuse, Forced Marriage, Female Genital Mutilation) (Adults only)	<p>Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.</p> <p>Honour Based Abuse -used to justify abuse/violence.</p>	<p>Excessive jealousy</p> <p>Isolation</p> <p>Controlling behaviours</p> <p>Child contact/custody problems</p> <p>Verbal abuse</p> <p>Damaging possessions</p>

<p>See Appendix 8 for further information on HBA</p>	<p>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 reason.</p>	<p>Absence from school/college/work Excessive parental restriction and control Self-harm, suicide or depression Difficulty walking Female members of the family have undergone FGM</p>
<p>Financial (Adults only)</p>	<p>The unauthorised, fraudulent obtaining and improper use of funds, property etc., including: Theft, fraud Coercion or misappropriation on property, wills, bank accounts, benefits or assets Internet scamming Rogue traders Refusal to let the vulnerable person have access to their own money, property or possessions</p>	<p>Sudden inability to pay bills Someone has taken responsibility for paying bills, but not doing so Work on property not completed or costing excessive amounts Unexplained loss of money or personal possessions Arrears and debts Stealing No money for activities, transport, snacks Prevention of necessary care options</p>
<p>Modern Slavery (Including Human Trafficking) (Adults only) See Appendix 7</p>	<p>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.</p>	<p>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 or able to speak for themselves Not in control of own money, no financial records or ID documents</p>
<p>Discriminatory (Adults only)</p>	<p>It includes discrimination/slurs on the basis of race, gender, gender identity, age, disability, sexual orientation, or religion, examples of which are: Harassment Hate crime Unequal treatment Verbal/physical abuse/assault Inappropriate use of language Exclusion</p>	<p>Name calling Stereotyping Omitting services or activities based on preconceived ideas about someone's age or condition Ignoring dietary requirements Not meeting cultural or religious needs or imposing unwanted beliefs Lack of communication provision e.g. interpreters Incitements of others to commit abuse</p>
<p>Organisational (Adults only)</p>	<p>Neglect or poor practice as a result of structure, policies, processes and practices within an organisation Can be one-off incidents or ongoing Imposing rigid and insensitive routines Unskilled, intrusive or invasive interventions An environment allowing inadequate privacy or physical comfort</p>	<p>Poor care planning Inflexible routines Poor staff morale, high turnover and sickness rate Insufficient staff training and staff development Repeated incidents – not learning over time Ignoring or not responding to complaints Little opportunity for outside activities Lack of privacy Few visitors/staff insistent on notification before visits Often described as “thoughtless” practice or “we always do it this way” or “this is how we do it here”</p>
<p>Self Neglect (Adults only)</p>	<p>Wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding</p>	<p>Malnourishment Dehydration Confusion Inappropriate clothing Under or over medication Skin sores Poor hygiene</p>

Related Responsibilities

There are several related areas that are not recognised as types of abuse within the Children's Act 1989 or Care Act 2014, within which Chelmsford City Council has a responsibility to prevent crime and there are specific reporting procedures:

Child Sexual Exploitation/Child Exploitation

Involves children and young people receiving something i.e. accommodation, drugs, affection, as a result of them performing sexual activities, or having others perform sexual activities on them or running drugs for example. It can occur without physical contact; when children are groomed to post sexual images of themselves on the internet.

See Appendix 6 for more information, including indicators and reporting procedures.

Mental Capacity Act

The Mental Capacity Act 2005 covers people in England and Wales who can't make some or all decisions for themselves. The ability to understand and make a decision when it needs to be made is called 'mental capacity'.

People working with or caring for adults who lack capacity to make decisions for themselves have a legal duty to consider the Mental Capacity Act Code of Practice, which provides guidance and information about how the Mental Capacity Act works in practice.

The Code of Practice states that certain categories of people are legally required to 'have regard to' relevant guidance in the Code of Practice. That means they must be aware of the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make a decision for themselves, and they should be able to explain how they have had regard to the Code when acting or making decisions. This includes those who act in a professional capacity for, or in relation to, a person who lacks capacity, for example housing workers.

Prevent (counter-terrorism)

Prevent is a Government strategy led by the Home Office and focuses on working with individuals and communities who may be vulnerable to the threat of violent extremism and terrorism. Supporting vulnerable individuals and reducing the threat from violent extremism in local communities is the priority for statutory partners and their partners.

The Chelmsford Prevent Strategy and Action Plan match the requirements of the national counter-terrorism strategy known as 'Contest' and the Essex Safeguarding Adults Board. The strategy aims to reduce the risk to the United Kingdom and its interests overseas from international terrorism 'so that people can go about their lives freely and with confidence'. Chelmsford is one of the safest and most affluent places in Essex, and the Safer Chelmsford Partnership works hard to maintain this standard. Prevent will address all forms of terrorism but continue to prioritise according to the threat posed to our national security.

Karen Buttress is trained to deliver WRAP (Workshop to Raise Awareness of Prevent) sessions.

Further details on Prevent, including signs, indicators and reporting procedures, can be found in Appendix 9. A copy of the Prevent strategy is available upon request from Spencer Clarke.

4. Safeguarding requirements for specific circumstances

Grant applicants

Safeguarding policies and procedures are required from all grant funded organisations and satisfactory DBS checks for relevant employees and volunteers are also required of any organisations working with children and adults who seek funding from Chelmsford City Council. This information will be requested at the application stage and applications will not be processed without the relevant documentation.

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, irrespective of whether the grant has been awarded through the official grant application process.

Commissioned/contracted or grant funded organisations with minimal contact with children or adults may wish to adopt the Council's policy and procedures if deemed suitable.

Health and safety

Chelmsford City Council enforces health and safety in some workplaces including shops, restaurants warehouses, and premises providing consumer services or leisure facilities. Employers in these premises are obliged to carry out risk assessments, including for the employment of young people. Whilst undertaking their duties 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', Chelmsford City Council will report this activity to Essex Social Care Direct.

Hirers of Council Facilities

Independent sports clubs, theatre groups and other organisations which regularly hire out and use facilities operated by or on behalf of Chelmsford City Council must familiarise themselves with the Council's Safeguarding policy, in particular the reporting procedures for suspected abuse. All activities that involve participation of children, young people and/or vulnerable adults are approved on the understanding that the Hirer is aware of, and will adhere to, the Policy.

Hirers of Chelmsford City Council facilities must take the necessary steps to prevent hirers conducting illegal activity on the premises, including radicalisation and abuse of children or vulnerable adults.

Licensing

Chelmsford City 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 Chelmsford City Council's Licensing Act 2003 - Statement of Licensing Policy, Guidelines Relating to the Relevance of Convictions, and Gambling Act 2005 Policy, available online at <http://www.chelmsford.gov.uk/licensing>

Photography

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. Councillors, employees, volunteers

and contracted service providers should be vigilant at all times to ensure that misuse of photography does not occur.

All photography by Council employees or on behalf of the Council must be made in accordance with the Council's Photographic Policy. Written 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 adult. Usually this will be in the form of the Council's Image Consent Form.

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 or adults
4. Do not allow photographic sessions outside of the activities or services,
5. Ensure that the names of children or adults are not used in photographs or footage, unless the express permission of the parent/carer of the child, young person or adult has been given.

The Marketing Engagement and Events Team have a list of preferred professional photographers and can organise one on your behalf. For more information, contact them on 01245 606900.

Internet and social media

The open nature of the internet including the numerous social media sites provides an easy method for people to commit abuse online. The following reporting processes are in place for reporting online abuse:

1. For staff experiencing abuse from another member of staff this will be reported to HR via your services Business Partner and the perpetrator will be subject to the disciplinary procedure.
2. If a member of staff is experiencing abuse from a member of the public then this will be reported via the normal safeguarding route and an online form completed and dealt with by the safeguarding team.
3. If a member of the public is experiencing abuse then this will be reported via the normal safeguarding route and the most appropriate course of action would be identified – this could include reporting to the police as a hate crime for example.

Social networking sites can leave Council staff vulnerable to allegations 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. Guidance on using social media for business uses can be found on the social media pages of the staff intranet.

Please be aware that children and adults or their parents and carers may be able to view your social media 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, 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 site and not via personal accounts. You should not, outside of formal channels, engage in online discussion with any child, young person or 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 or 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 de-tag 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.

Online conduct should not differ from offline conduct in terms of respect for others. When using personal social networking sites always remember that everything you say is a matter of public record, and could be viewed more widely than you intend. Any content found to breach existing policies may result in disciplinary action.

Use of contractors and suppliers

Chelmsford City Council will take reasonable steps to ensure that contractors and suppliers doing work on behalf of the Council are monitored appropriately. Chelmsford City Council now has a specific safeguarding page for Contractors/Suppliers to refer to for more information and to access the Safeguarding Children, Young People and Vulnerable Adults Policy: www.chelmsford.gov.uk/safeguarding.

Chelmsford City Council is required to ensure that contractors and suppliers are aware of and use the Council's Combined Safeguarding Policy for Children, Young People and Vulnerable Adults.

Certain suppliers, whilst undertaking a council contract, may come into contact with or be in the vicinity of children, young people and vulnerable adults. Therefore, they must be aware of and comply with the reporting procedures and safe working practices contained in the Council's Safeguarding Policy. They must also ensure that their staff are DBS checked and trained appropriately, where relevant.

Chelmsford City Council must inform contractors of their obligations under the policy, these apply to all purchase orders placed by the Council.

Work experience

Chelmsford City Council offers work experience to many young people each year. Managers should ensure that employees are aware of the Safe Working Practice Guidelines (found in Appendix 4), such as not travelling alone with a work experience student aged under 18, unless the school has specifically approved this.

Chelmsford City 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 (see the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, which state that the employer has a duty to assess risk and address it).

5. Safeguarding training

Employee training

Whenever Chelmsford City 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 and adults and less likely to do anything that could be misinterpreted. Training will happen by the following process:

Training levels	Training involved	Who requires this training
Group 1	Safeguarding Children, Young People and Adults Induction Booklet. To be completed prior to starting, then refreshed every 3 years.	All Chelmsford City Council staff.
Group 2	As above, plus: Safeguarding Children, Young People and Adults eLearning module To be completed within one month of starting, then refreshed every 3 years.	Chelmsford City Council staff who are in regular contact or have periods of intense but irregular contact, with children and adults. Examples: Fitness Instructor, Lifeguard, Benefits Officer, Customer Services Advisor, CCTV Operator, Housing Needs Officer.
Group 3	As above, plus: Safeguarding Children, Young People and Adults face-to-face training (3hrs) delivered by an external agency. To be completed within 6 months of starting, then refreshed every 3 years. Staff members under the age of 16 years are not required to complete Group 3 Training.	Chelmsford City Council staff who work predominantly with children, adults and/or their parents/carers. Examples: Accommodation Officer, Learning Assistant, Swimming Instructor, Gym Instructor, Housing Advice Officer, Crèche Supervisor.
Group 4	Role of the Designated Lead for Safeguarding Children	Safeguarding Lead and Deputy Leads.
Group 5	ESCB Train the Safeguarding Trainer Training for Trainers in Safeguarding Adults	Designated Safeguarding Reporting Officers.

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

Induction

All new starters are expected to familiarise themselves with the safeguarding induction booklet, which summarises what an employee must do if they suspect abuse, gives contact details for key officers and also details safe working practices (see Appendix 4). A copy of this booklet is included as a Key Document within of the Pre-Starter reading on the 'New Starter Information' internet page and new starters sign a Key Document Form to confirm that they have read and understood the document.

The Safeguarding Policy - Children, Young People and Vulnerable Adults is available to all staff on the intranet in the Safeguarding Section. All members of staff have a responsibility to familiarise themselves with its content.

Ongoing training needs

All staff in the council fall into one of the training groups listed in the table above. Their level will depend on the type of role and responsibility that they have. Line managers and Human Resources will be primarily responsible for assessing which level of safeguarding training individual officers require and monitored by the Internal Corporate Safeguarding Group.

The levels of training are cumulative and employees in higher groups are required to complete the training required by lower levels. If you have any doubts about what level of training you require, ask your line manager or contact HR.

Designated Safeguarding Reporting Officer training

On appointment, Designated Safeguarding Reporting Officers (DSROs) familiarise themselves with local reporting procedures and attend two training courses recommended by the ESAB and the ESCB, entitled ESCB Train the Safeguarding Trainer and Training for Trainers in Safeguarding Adults. This qualifies the selected DSRO to deliver Group 3 training. They also attend refresher courses and additional training, as recommended.

Training for Casual Staff

All staff members have access to the safeguarding induction booklet at the facility in which they work. Those without a Council login can access a hard copy via their line manager.

All staff who work predominantly with children or adults must be trained to CCC Group 3 standard (excluding staff under 16 years of age). Where possible this training will be led by a DSRO based within their directorate, with assistance from another DSRO. Where required, staff should be trained to CCC Group 2 within 1 month of starting and CCC Group 3 within 6 months.

The Council's e-learning module can be accessed online (by staff with a Council login) and a hard copy or a PDF version is provided to casuals. 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. In this instance, proof of training, evidence of the course provider, and learning objectives will be required by the Partnerships and Safeguarding Officer. They will however, still be required to complete the eLearning module, so that they are aware of the Council's procedures.

Training administration

Safeguarding training for staff will be monitored by HR using iTrent. They will be responsible for notifying staff and managers of staff that have outstanding training; including any refresher training that is required every 3 years.

Individual Council-run departments with casual staff, including the four Leisure Centres, are responsible for ensuring their staff attend relevant safeguarding training in a timely manner. HR will provide information on any outstanding training to both the staff and their manager.

6. Safer recruitment

Chelmsford City Council is not a Children's Services Authority and therefore scope for working directly with children or with 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 and adults.

The Disclosure and Barring Service (DBS) formed from 1st December 2012 when The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA), has been amalgamated to form one department, as a result of the Protection of Freedoms Act (2012). This service allows the Council to check whether there have been any updates since the date of an existing DBS check, as a DBS check has no official expiry date. Such a process should only be used in those few instances where employees and volunteers have substantial or regular and unsupervised contact with children and adults and in accordance with the Council's procedure for rechecks. Referrals of concern must still be made to the Independent Safeguarding Authority (ISA).

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

- [Safer Recruitment Procedure](#)
- [Policy and Procedure for Obtaining Disclosures and Barring Checks](#)

In addition, all job application packs will expressly state Chelmsford City Council's commitment to safer recruitment and safeguarding generally. As part of the induction, a copy of the Safeguarding Induction booklet is included as a Key Document within of the Pre-Starter reading on the 'New Starter Information' intranet page and new starters sign a Key Document Form to confirm that they have read and understood the document. The booklet provides information on what to do should they suspect abuse of a child, young person or vulnerable adult is taking place.

7. Audit, quality assurance and review

Review mechanism

Responsibility for updating this policy lies primarily with the Partnerships and Safeguarding Officer in conjunction with the Internal Corporate Safeguarding Group. The policy will be reviewed annually and between annual reviews, making any necessary changes required by legislation or policy they are made aware of.

Audit of compliance with policy

As part of the policy review it is important that an assessment is made of its effectiveness. Therefore, to inform the annual policy review, a submission should be included in Late Opening to assess staff awareness and adherence to the safeguarding policies and procedures.

Quality assurance and improvement

Although this policy only requires an annual review, service improvement is a continuous process. Designated Safeguarding Reporting Officers should liaise with the Safeguarding Lead to provide feedback to any officer who has made a safeguarding report. Officers who attend external safeguarding meetings or training should report any recommendations or best practice to other safeguarding officers at the regular Internal Corporate Safeguarding Group meetings.

Safeguarding Board Audits

Chapter 3 of the DfE guidance 'Working Together to Safeguard Children 2018' states that Local Safeguarding Children Boards (LSCBs) have a statutory duty to assess how well, and to what level, its partners are fulfilling their obligations to safeguard and promote the welfare of children under Section 11 of the Children Act 2004. This requirement is carried out through a regular cycle of auditing of partners' safeguarding effectiveness.

As part of the Essex Safeguarding Adult's Board's remit in ensuring that there are effective safeguarding arrangements in Essex it is important that it is able to audit and monitor how robust the arrangements are that local agencies, organisations, and service providers have in place.

Chelmsford City Council partakes in both the ESCB and ESAB audits to assess our current compliance and use it to develop an improvement plan.

8. Other relevant policies

Chelmsford City Council has three other separate policies that sit alongside its Safeguarding Policy. These are available on the intranet. The Prevent Strategy however is only available on request.

Whistleblowing Procedure

This procedure is intended to supplement, rather than to replace, the existing procedures whereby employees of the Council and other persons may raise complaints or matters of concern with the Council. It may also be followed where reports are made of safeguarding allegations against staff, of suspected wrongdoing or malpractice that they reasonably believe is in the public interest - [Whistleblowing Procedure](#)

Domestic Abuse Workplace Policy

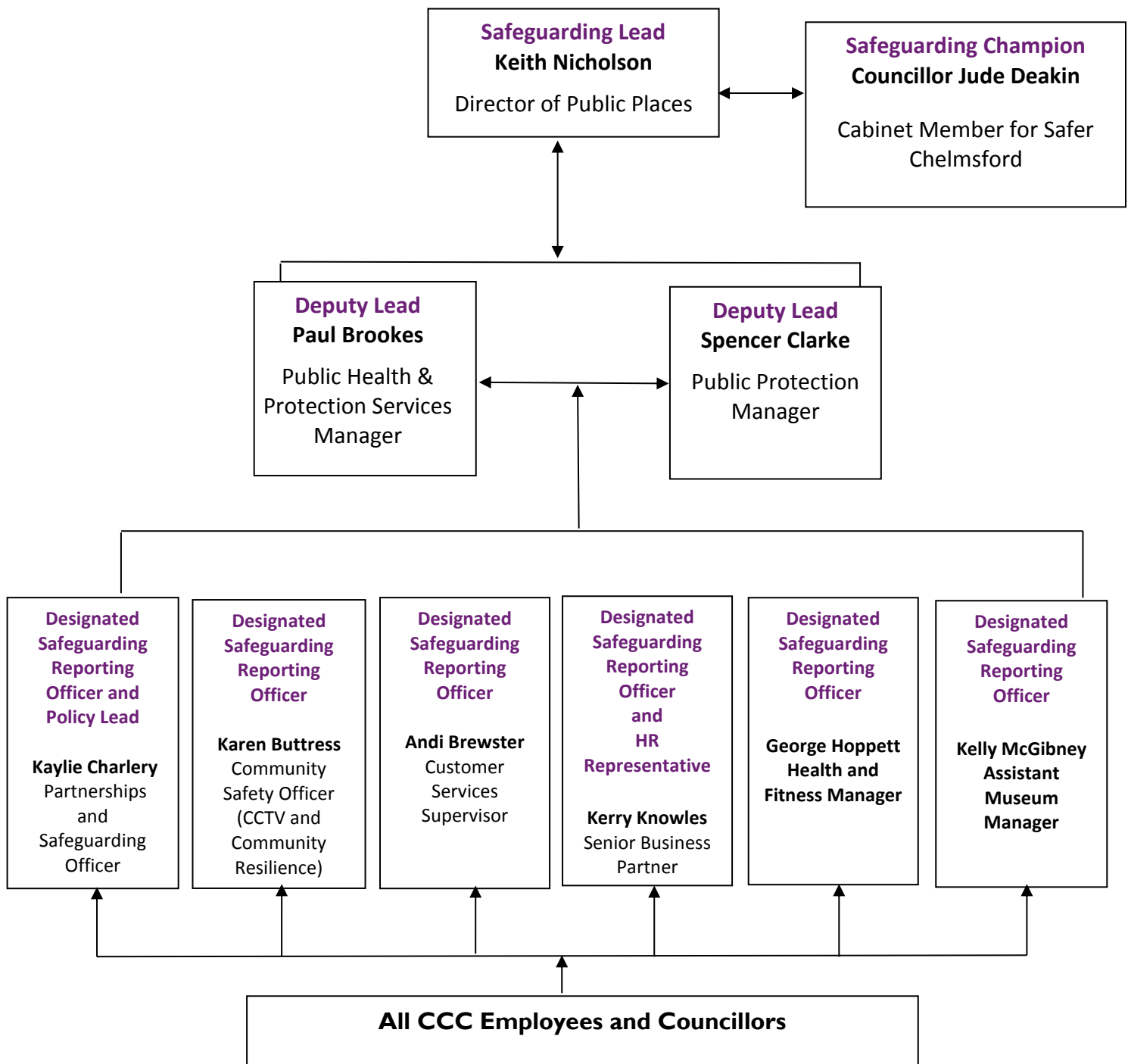
This policy sets out what the Council hopes to achieve in relation to domestic abuse as a local employer. The aim is to support those employees who are experiencing domestic abuse, raise awareness of its implications and its effect within the work place and set out what we may be able to do if employees are perpetrators of domestic abuse - [Domestic Abuse Workplace Policy](#)

Prevent Strategy

'The Chelmsford Prevent Strategy and Action Plan' was developed by the Safer Chelmsford Partnership in order to comply with the aims of the government's national 'Contest' strategy – i.e. to reduce the risk to the United Kingdom and its interests overseas from international terrorism so that people can go about their lives freely and with confidence. Its aim is to ensure that employees are aware of the signs of radicalisation and

know the relevant procedures to follow up a concern in order to prevent the rise of extremism in the local area. A copy is available on request by contacting Spencer Clarke on 01245 606477 or spencer.clarke@chelmsford.gov.uk.

Appendix 1 – CCC Safeguarding Structure and Contact Details



Name	Tel. Number	E-mail address
Keith Nicholson	01245 606775	keith.nicholson@chelmsford.gov.uk
Councillor Jude Deakin	01245 250464	jude.deakin@chelmsford.gov.uk
Paul Brookes	01245 606436	paul.brookes@chelmsford.gov.uk
Spencer Clarke	01245 606477	spencer.clarke@chelmsford.gov.uk
Kaylie Charlery	01245 606288	kaylie.charlery@chelmsford.gov.uk
Karen Buttress	01245 606233	karen.buttress@chelmsford.gov.uk
Andi Brewster	01245 606833	andi.brewster@chelmsford.gov.uk
Kelly McGibney	01245 605707	kelly.mcgibney@chelmsford.gov.uk
George Hoppett	01245 605608	george.hoppett@chelmsford.gov.uk
Kerry Knowles	01245 606592	kerry.knowles@chelmsford.gov.uk

Appendix 2 - Useful contacts

Referrals and enquiries

<p>Enquiries/Reporting a concern for a child to the Children and Families Hub (Mon–Thu 8.45am–5.30pm, Fri 8.45am–4.30pm)</p>	<p>Tel: 0345 603 7627 – ask for either the ‘Consultation Line’ or ‘Priority Line’</p> <p>The consultation phone line will provide advice and guidance for professionals. The priority line is available for professionals to refer concerns where children may be at immediate risk of significant harm.</p> <p>Fax: 03330 133944</p> <p>Address: Children and Families Hub, Essex House, 200, The Crescent, Colchester, Essex CO4 9YQ</p> <p>Online Portal: Enquiries and requests for information from Children and Families can also be made through: www.essex.gov.uk/ChildrenAndFamiliesEnquiries</p> <p>If you are concerned that a child or young people is being harmed or neglected or is at risk you should complete a Children and Families Request for Support form - here.</p>
<p>Reporting a concern for a child to the Children and Families Hub out of hours Immediate Out Of Hours Response (Mon-Thu 5.30pm-9.00am, Fri 4.30pm–Mon 8.45am, Inc. Bank holidays)</p>	<p>Tel: 0345 606 1212 (ask for the Priority Line)</p> <p>Email: EMERGENCY.DUTYTEAMOUTOFHOURS@ESSEX.GOV.UK</p> <p>If there is an immediate risk of harm to a child then contact the Police on 999.</p> <p>For non-immediate requests please contact the Children and Families Hub within the working hours above</p>
<p>Enquiries/Reporting a concern for an adult to Adult’s Social Care during office hours</p>	<p>Tel: 0345 603 7630</p> <p>Email (non-secure): SOCIALCAREDIRECT@ESSEX.GOV.UK</p> <p>Fax: 0845 601 6230</p> <p>Address: Essex Social Care Direct, Essex House, 200 The Crescent, Colchester, Essex, CO4 9YQ</p>
<p>Reporting a concern for an adult to Adult’s Social Care out of hours</p>	<p>Tel (general public): 0345 606 1212</p> <p>Tel (Statutory Agencies): 0300 123 0778</p> <p>Fax: 0300 123 0779</p>

Essex Police

Central switchboard	101
Emergency	999

Other

Essex Safeguarding Children Board	<p>Tel (general enquiries): 0333 013 8936</p> <p>Tel (training enquiries): 0333 013 8937</p> <p>Email (general): escb@essex.gov.uk</p> <p>Email (training): escb.training@essex.gov.uk</p> <p>Web: www.escb.co.uk</p> <p>Address: Essex Safeguarding Children Board, Room C228, County Hall, Chelmsford CM1 1QH</p>
Essex Safeguarding Adults Board	<p>Tel (general): 03330 131019</p> <p>Tel (training): 03330 139913</p> <p>Email (general): ESAB@essex.gov.uk</p> <p>Email (training): ESAB.training@essex.gov.uk</p> <p>Web: www.essexsab.org.uk</p> <p>Address: ESAB Support Team, E3 (zone 1), County Hall, Chelmsford, Essex, CM1 1QH</p>
Childline	<p>Tel: 0800 1111</p> <p>Web: www.childline.org.uk</p>
NSPCC (including Child Trafficking Advice Centre)	<p>Tel: 0808 800 5000</p> <p>Web: www.nspcc.org.uk</p>
Protect (formerly Public Concern at Work)	<p>Tel (advice line): 0203 1172 520 (Option 1*)</p> <p>Email: whistle@protect-advice.org.uk</p> <p>Web: www.pcaw.org.uk</p>
Children and Families Hub	<p>Tel: 0345 6037627 (ask for the Children and Families Hub)</p> <p>Email: FOH@essex.gcsx.gov.uk</p>
Crimestoppers (anonymous)	<p>Tel: 0800 555 111</p> <p>Web: https://crimestoppers-uk.org</p>
'Stop the Traffik' (The Metropolitan Police hotline for victims or to report suspected trafficking)	<p>Tel: 0800 783 2589 (24 hour hotline)</p>

Appendix 3 - Safeguarding legislation

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

Legislation relating to safeguarding Children and Young People

Legislation (in date order)	Description
SET Safeguarding and Child Protection Procedures (May 2019)	The SET (Southend, Essex, and Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex.
The Anti-Social Behaviour, Crime and Policing Act 2014	Chapter 12 part 10 of this act saw forced marriage officially become a criminal offence in England and Wales, punished by up to seven years imprisonment. This came into effect on 16 th June 2014, and also applied to UK nationals overseas who are at risk of becoming the victim of a forced marriage.
Working Together to Safeguard Children (July 2018)	<p>This statutory guidance sets out how organisations and individuals should work together to safeguard and promote the welfare of children, and how practitioners should conduct the assessment of children.</p> <p>Working Together 2018 sets out the new Multi-Agency Safeguarding Arrangements (MASA) that all local authority areas must have in place by the end of September 2019 to replace the previous Local Safeguarding Children Boards (LSCBs)</p>
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>On 10th September 2012, what constitutes a ‘regulated activity’ changed in relation to children and young people.</p> <p>Also on 10th September 2012 the controlled activity category was scrapped. Under-16s are now not able to apply for a CRB check and the information police can release on an enhanced CRB check is subject to a more rigorous relevancy test.</p> <p>On 1st December 2012, the Independent Safeguarding Authority (ISA) and was merged into a single authority responsible for barring and vetting applicants. This is now known as the Disclosure and Barring Service (DBS). The DBS now has a greater focus on the roles working most closely with vulnerable groups.</p> <p>On 17th June 2013, an update service was 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> <ol style="list-style-type: none"> the local authority including all constituent services that impact on children and families, such as housing, named statutory ‘relevant partners’ – this includes district councils,

	<p>c. any other partners the local authority considers appropriate</p> <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	This created the Independent Safeguarding Authority (ISA) which aims to prevent unsuitable people working with children and adults across all services.
Mental Capacity Act 2005	This made it an offence to neglect or deliberately ill-treat a person who lacks capacity.
Children Act 2004	<p>Section 11 places a statutory duty on district 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 district councils). There is a reciprocal duty on those agencies to co-operate with the Child Support Agency (CSA) in budget pooling – a 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 Board.</p> <p>Section 17 entitles district 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.
Female Genital Mutilation Act 2003	This Act made FGM illegal in this country. It is an offence to: undertake the operation (except on specific medical grounds), assist a girl to mutilate her own genitalia, and assist a non-UK national or UK national to undertake FGM of a UK national outside the UK (except on specific medical grounds).
Homelessness Act 2002	It is a requirement for the Council to refer homeless people with dependent children who are ineligible for homelessness assistance or are intentionally homeless to Children's Social Care, but only if the person consents. If unable to obtain consent, the Council can disclose information to Social Services if they believe the child is, or will be, at risk of significant harm.
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>
Local Government Act 2000	The Council has a responsibility to address the needs of children and young people living in the area.

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.
Children Act 1989	<p>Section 17 – Children In Need: The Local Authority has a general duty to safeguard and promote the welfare of children within their area who are in need and to promote the upbringing of such children by their families.</p> <p>Section 47 – Children At Risk: The Local Authority shall make enquiries where there is reasonable cause to suspect that a child or young person living in the area is suffering or is likely to suffer significant harm.</p> <p>The Children Act 1989 defines “harm” in Section 31 (9) as: ill-treatment, the impairment of health, and the impairment of development (Definition includes impairment suffered from seeing or hearing the ill-treatment of another).</p>
Every Child Matters 2003, the Government’s vision for children’s services (No longer in force, yet the principles remain key cross cutting priorities)	<p>This sets out 5 key outcomes - be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic wellbeing. District 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 district councils contribute to improving outcomes for children and 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 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 several 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 (in date order)	Description
The Care Act 2014 (replaces <i>No Secrets 2000</i>)	This act was introduced to reform the law relating to care and support for adults and the law relating to support for carers. The Care Act outlines the responsibility of local authorities to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or neglect; and the obligation to create Safeguarding Adults Boards (SABs) in every area in order to bring together the key local partners to focus on safeguarding strategy and practice.
SET Guidelines (April 2019)	The SET (Southend, Essex, and Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex.
The Anti-Social Behaviour, Crime and Policing Act 2014	Chapter 12 part 10 of this act saw forced marriage officially become a criminal offence in England and Wales, punished by up to seven years imprisonment. This came into effect on 16th June 2014, and also applied to UK nationals overseas who are at risk of becoming the victim of a forced marriage.
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’ was changed 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. Also on 10 September 2012 the controlled activity category was scrapped. Under-16s are now not able to apply for a CRB check and the information police can release on an enhanced CRB check is subject to a more rigorous relevancy test.</p> <p>On 3 December 2012, the ISA and CRB were merged into a single authority responsible for barring and vetting applicants. This is now known as the Disclosure and Barring Service (DBS). The DBS now has a greater focus on the roles working most closely with vulnerable groups.</p> <p>From early 2013 an update service has been 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 act 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).

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

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

You should:

- Always ensure you can be seen and observed publicly when working with children, young people and vulnerable adults and avoid situations where you would be alone with them.
- Children, young people and vulnerable adults have a right to privacy, respect and dignity. Respect the child, young person or vulnerable adult, provide a safe and positive environment and treat them equally in the context of any activity.
- You must put the wellbeing and safety of the child, young person or vulnerable adult before what you are trying to achieve with them such as the development of their performance. In other words, you may have to cease the planned activity if carrying on would undermine their well-being or safety.
- If a child, young person or vulnerable adult is accidentally injured as the result of your actions or failure to act or arrives at an activity or service showing signs or symptoms that give you cause for concern, you must act appropriately following the procedures outlined in the policy and always report such incidents as soon as possible to your line manager and the Designated Safeguarding Reporting Officer and make a written report.
- Ensure that recognised agencies such as schools, youth clubs or sports clubs are used to communicate and engage with children.
- Make sure that when undertaking visits to these places you agree in advance with the agency that an employee will remain in the room with you at all times.

You should not:

- Spend unreasonable amounts of time alone with children, young people and vulnerable adults, in particular when taking children, young people or vulnerable adults on car journeys, no matter how short.
- Take children, young people and vulnerable adults to your home or any other place away from Council or agency premises where they will be alone with you. However, if it is necessary for young people to go on site visits as part of their work experience, the officer in charge must write to parents in advance to ask for their permission and explain why it is necessary.
- Add or accept young people you work with or come into contact with, on social networking sites (e.g. Facebook and Twitter, etc.)
- Arrange to meet or approach children, young people or vulnerable adults outside an organised activity or service.

You should never:

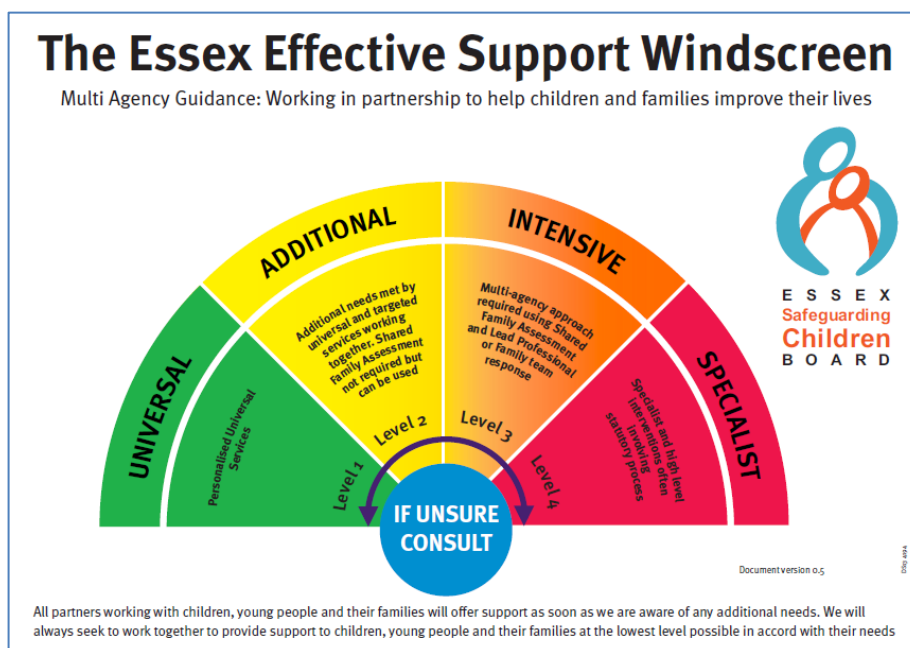
- Leave children, young people or vulnerable adults unattended.
- Engage in rough physical games including horseplay.
- Engage in sexually provocative games or allow, encourage or engage in inappropriate touching of any form.
- Make sexually suggestive comments about or to a child, young person or vulnerable adult.
- Allow children, young people and vulnerable adults to use language inappropriate to the circumstances, unchallenged, or use it yourself.
- Ignore or fail to record an allegation a child, young person or vulnerable adult makes about you or others.
- 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 assist them, particularly if they are very young or are disabled. In such a situation, 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 try to have someone else present and inform the parents/carers as soon as is reasonably possible.
- Share a changing room with a child, young person or vulnerable adult.
- Enter areas designated only for the opposite sex. The only exception is where you are providing cleaning services and then you should wait until the room is vacant.
- Use the internet or any other electronic or telephone device to access child pornography sites.

Warning

Chelmsford City Council takes its responsibility very seriously. Employees who breach the guidelines above will face investigation and may face disciplinary action where appropriate, which could lead to a dismissal and the possibility of a criminal investigation where there is evidence of illegal activity.

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

If a safeguarding issue occurs in which Member is alleged to have acted inappropriately, the Designated Safeguarding Reporting Officer informed of the breach should contact the HR Manager who will immediately contact the Safeguarding Lead and the Monitoring Officer. Where there is evidence of illegal activity, the Member will be reported to the relevant authorities and may face criminal investigation. In addition to these legal sanctions there may be grounds for a complaint to be made under the Code of Conduct for Councillors.



This illustrates how the safeguarding children board will respond to the requirements of children and families across four levels of need. The aim is to work with children and families to prevent their needs escalating to a higher level and not to refer to services at a higher level unless everything possible has been done to meet the needs at the current level.

In order to condense this information into a useful diagram, the Safeguarding Board has developed an effective support 'windscreen'. The four levels of need are detailed as follows:

- **Universal** – all children and young people have the right to receive universal services, such as education and healthcare, in order to meet all their needs so that they are happy and healthy and able to learn and develop securely.
- **Additional** – those with additional needs require extra support on top of universal services. They are likely to be targeted services, such as additional help with learning, and are best provided by those who already work with the children/young people in question.
- **Intensive** – vulnerable children and young people whose needs are more complex require intensive support. A co-ordinated multi-disciplinary approach is usually best, involving a Shared Family Assessment (SFA) and a Lead Professional to work closely with the child and family.
- **Specialist** – children and young people whose needs are so great that significant intervention is required to keep them safe or to ensure their development are considered for specialist support. More than one service team is involved, creating a 'Team Around the Child' (TAC) approach with a Lead Professional in a statutory role. Examples of specialist services include Children's Social Care and Child & Adolescent Mental Health Service (CAMHS).

An assessment using this approach can be undertaken or provided by a range of agencies, and helps with:

- Early identification of children's needs.
- Planning and providing services to meet those needs.
- Supporting children and families, therefore avoiding the need for referrals to Children's Social Care.

Family consent is essential; however, if assessment and services are refused, the impact on children must be considered and a referral to Children's Social Care must be made if appropriate.

Child Sexual Exploitation (CSE)

CSE is classed as a Hidden Harm, which is an area of focus within the Police and Crime Plan for Essex.

It builds upon the Tackling Domestic Abuse area of focus that is within the existing Plan and extends it to include wider forms of harm which include;

- Child Sexual Exploitation
- Modern Slavery (including Human Trafficking)
- Honour Based Abuse (including Female Genital Mutilation and Forced Marriage).

These are often not recognised or reported. The emphasis is very much on spotting the signs early and helping to prevent escalation of risk.

Background

CSE involves children and young people receiving something – for example, accommodation, drugs, affection – as a result of them performing sexual activities, or having others perform sexual activities on them. It can occur without physical contact; when children are groomed to post sexual images of themselves on the internet. Vulnerable groups are particularly at risk, such as looked after children, children leaving care, children missing from school, home or care, and children with learning difficulties. Victims may be trafficked locally, regionally, nationally and internationally.

CSE is a form of sexual abuse in which a young person is manipulated or forced into taking part in a sexual act, often in return for attention, affection, money, drugs, alcohol or accommodation. The child will generally think that their abuser is their friend but the abuser might physically or verbally threaten them and be violent towards them. The abuser might control and manipulate them and try to isolate them from friends and family.

Signs and Indicators

Signs and indicators of honour based violence can include but aren't limited to:

- Going missing or other unexplained absences; regularly truanting or not attending school
- Becoming disengaged from family and usual friends
- Having new and unexplained possessions or money, particularly mobile phones.
- Having unexplained contacts in phones
- Keeping paper lists of numbers or having 'white wall' (no profile picture etc.) Facebook pages or pages featuring unknown adults
- Associating with other children identified as involved in or at risk of CSE
- Having older partners or being found in unusual circumstances with older men
- Suffering from sexually-transmitted diseases or showing signs of physical injury
- Mood swings or changes in emotional wellbeing, secretive behaviour at home
- Drug and alcohol misuse
- Being picked up or dropped off in cars by unknown adults
- Increased offending

How to Report

If you would like some advice or would like to know more about CSE you can speak Karen Buttress, the designated single point of contact for Chelmsford City Council:

Karen Buttress

01245 606233

karen.buttress@chelmsford.gov.uk

If you have a concern then you will need to submit an online [Concern Incident Allegation \(CIA\) Form](#) or complete a paper form, available through your line manager.

As always, dial 999 in the event of an emergency.

Useful Links

[Sexual Offences Act 2003](#)

[Essex Police CSE Advice](#)

[HM Gov Safeguarding CSE](#)

[NSPCC: CSE at a glance](#)

[Barnardo's](#)

Modern Slavery (including Human Trafficking)

Modern Slavery is classed as a Hidden Harm, which is an area of focus within the Police and Crime Plan for Essex.

It builds upon the Tackling Domestic Abuse area of focus that is within the existing Plan and extends it to include wider forms of harm which include Child Sexual Exploitation, Modern Slavery (including Human Trafficking) and Honour Based Abuse (including Female Genital Mutilation and Forced Marriage). These are often not recognised or reported. The emphasis is very much on spotting the signs early and helping to prevent escalation of risk

Background

Slavery is not confined to history or an issue that only exists in certain countries. Human Trafficking exists worldwide and takes on a variety of forms in different locations. As such, Modern Slavery and Human Trafficking are almost interchangeable terms. People are bought and sold for sexual exploitation, forced labour, street crime, domestic servitude or for the sale of organs and human sacrifice. Men, women and children are trafficked within their own countries and across international borders.

The UN definition of Human Trafficking is...

“The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation”

Forms of abuse

They may be forced to work in certain types of industries or activities, such as:

- Factories, farms or fast food restaurants
- Domestic service, such as a cleaner or nanny
- Street crime, such as pickpocketing or robbery
- Services of a sexual nature

Signs and symptoms

It's important to be aware of the warning signs of trafficking, as often the indicators of this type of abuse can be very subtle.

People who have been trafficked may:

- Show signs of consistent abuse or have untreated health issues
- Have no identification documents in their personal possession, and little or no finances of their own
- Be unwilling to talk without a more 'senior', controlling person around who may act as their translator
- Sleep in a cramped, unhygienic room in a building that they are unable to freely leave
- Be unable to leave their place of work to find different employment, and fear that bad things may happen if they do
- Be charged for accommodation or transport by their employers as a condition of their employment, at an unrealistic and inflated cost which is deducted from their wages
- Have limited social contact and no communication with their family

How to report

If you would like some advice or would like to know more about Modern Slavery or Human Trafficking you can speak Spencer Clarke, the Designated Single Point of Contact for Chelmsford City Council:

Spencer Clarke

01245 606477

spencer.clarke@chelmsford.gov.uk.

If you have a concern then you will need to submit an online [Concern Incident Allegation \(CIA\) Form](#) or complete a paper form available through your line manager.

As always, dial 999 in the event of an emergency.

Useful Links

[Modern Slavery Strategy](#)

[The Modern Slavery Act \(2015\)](#)

[Essex Police Modern Slavery Advice](#)

[Stop the Traffik](#)

[Crime Stoppers](#)

Honour Based Abuse (including FGM and FM)

Honour Based Abuse is classed as a Hidden Harm, which is an area of focus within the Police and Crime Plan for Essex.

It builds upon the Tackling Domestic Abuse area of focus that is within the existing Plan and extends it to include wider forms of harm which include Child Sexual Exploitation, Modern Slavery (including Human Trafficking) and Honour Based Abuse (including Female Genital Mutilation and Forced Marriage). These are often not recognised or reported. The emphasis is very much on spotting the signs early and helping to prevent escalation of risk.

Background

Honour Based Abuse (HBA) refers to crimes committed against a person as punishment for breaking an 'honour code', usually imposed by a family or community.

HBA occurs when perpetrators believe a relative or other individual has shamed or damaged a family's or community's honour or reputation and that the only way to redeem the damaged honour is to punish and/or kill the individual.

The concept of honour is often used by perpetrators to make excuses for their abuse.

There is a very strong link between 'honour' based violence, forced marriage and domestic abuse. Examples of damaged honour are:

- Defying parental authority
- Becoming overly westernised in style (e.g. clothing, make up, behaviour, attitudes, etc.)
- Using drugs, alcohol or cigarettes
- Interfaith or intercommunity relationships
- Having sex/relationships/pregnancies outside marriage
- Leaving a spouse or seeking a divorce

Forms of abuse

Forms of honour based violence can include but aren't limited to:

- Being disowned or ostracised by the community
- Physical abuse of the victim by family members including spouse and in laws
- Restriction of freedom or loss of independence – being policed by family members
- Isolation from wider family or community
- Forced marriage
- Murder

Signs and indicators

Signs and indicators of honour based violence can include but aren't limited to:-

- Excessive Jealousy
- Isolation
- Controlling Behaviour
- Verbal Abuse
- Damaging Possessions
- Absence from school college work

- Excessive restriction and control

How to report

If you would like some advice or would like to know more about honour based abuse you can speak Spencer Clarke, the designated single point of contact for Chelmsford City Council:

Spencer Clarke

01245 606477

spencer.clarke@chelmsford.gov.uk.

If you have a concern then you will need to submit an online [Concern Incident Allegation \(CIA\) Form](#) or complete a paper form available through your line manager.

As always, dial 999 in the event of an emergency.

Useful Links

[Female Genital Mutilation Act 2003](#)

[Forced Marriage Act 2007](#)

[NSPCC FGM](#)

[Childline FGM](#)

[Forward FGM](#)

[Gov.uk FGM](#)

[Gov.uk forced marriage definition](#)

[Gov.uk forced marriage guidance](#)

[Unicef child marriage](#)

Prevent (counter-terrorism)

Prevent is one of the four elements of **CONTEST** which is a National Security Strategy giving top priority in countering the threat of terrorism at home and overseas.

Background

Experience tells us that the threat comes not just from foreign nationals but also from terrorists born and bred in Britain. It is therefore vital that our counter-terrorism strategy contains a plan to prevent radicalisation and stop would-be terrorists from committing mass murder.

Aims of prevent:

- responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views
- provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with

How to report

If you would like some advice or would like to know more about Prevent you can speak Spencer Clarke, the designated single point of contact for Chelmsford City Council:

Spencer Clarke

01245 606477

spencer.clarke@chelmsford.gov.uk.

If you have a concern then you will need to submit an online [Concern Incident Allegation \(CIA\) Form](#) or complete a paper form available through your line manager.

As always, dial 999 in the event of an emergency.

Useful Links

[Counter-Terrorism Act 2015](#)

[Gov.uk counter terrorism strategy](#)

[Essex Police PREVENT](#)

[UK counter terrorism office](#)

['Let's Talk About it'](#)

[PREVENT Tragedies](#)

17. Safeguarding Children, Young People and Vulnerable Adults

The Supplier acknowledges that the Council has legal responsibilities regarding the safeguarding of children, young people and vulnerable adults under current legislation (including the Safeguarding of Vulnerable Groups Act 2006 ('SVGA')) and is also required to comply with various codes of practice and other guidelines (together the 'Safeguarding Obligation') and agrees to provide all assistance reasonably required by the Council to enable the Council to comply with the Safeguarding Obligation and shall not do any act that would cause the Council to be in breach of any provision set out in or referred to in the Safeguarding Obligation.

The Supplier acknowledges that it may also have legal responsibilities regarding the safeguarding of children, young people and vulnerable adults and agrees to comply with those responsibilities.

The Supplier agrees that it will:

- Comply with the Council's 'Combined Safeguarding Policy for Children, Young People and Vulnerable Adults', which is updated from time to time and is available at www.chelmsford.gov.uk/safeguarding and shall ensure that at all times it is familiar with and complies with the reporting procedures for suspected abuse, as set out in the policy.
- Ensure that adequate staff training is provided as appropriate.
- To the extent that it is discharging a service for the Council which would be regulated or affected by the Safeguarding Obligation observe and perform the Safeguarding Obligation.
- Notify the Council immediately of any breach of or departure from the Safeguarding Obligation.

The Supplier further agrees that it will:

- Ensure that all individuals engaged in a Regulated Activity under the SVGA will be subject to a valid enhanced disclosure check through the Disclosure and Barring Service; and
- Monitor the level and validity of the checks under this clause for each member of staff; and
- Not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity under the SVGA or who may otherwise present a risk to service users and or children and/or vulnerable adults.

Version History

Version number	Date of changes	Changes made	Authorised by
1	February 2014	<ul style="list-style-type: none"> Websites added for ESCB and ESAB Phone numbers added for ESCB and ESAB Contact details added for the Early Help and Advice Hub (Family Solutions) 	
1	March 2014	<ul style="list-style-type: none"> Hyperlinks updated for safeguarding forms on the intranet Hyperlink added for Photographic Policy and Social Media information intranet page Hyperlinks added for safeguarding training intranet pages Hyperlinks added for the Safer Recruitment Procedure and information on DBS checks 	
1	April 2014	<ul style="list-style-type: none"> Addition to Safeguarding legislation of: Children's Act 1989; Local Government Act 2000; Homelessness Act 2002; Female Genital Mutilation Act 2003; Working Together to Safeguard Children (April 2013) Hyperlinks for most recent SET guidelines for safeguarding children and adults added 	
1	June 2014	<ul style="list-style-type: none"> Updated Appendix 9 Altered reporting procedure for an allegation made against a Councillor (the Monitoring Officer is added as another person to be notified) Section added concerning Human Trafficking Sections added concerning HBA/FGM/Hate Crime/Forced Marriage/Child Sexual Exploitation Section added concerning CCC's Prevent Policy Addition to Safeguarding legislation of: The Anti-Social Behaviour, Crime and Policing Act 2014, Chapter 12 part 10 – Forced marriage becoming illegal Contact details added for both Crimestoppers and The Metropolitan Police 'Stop the Traffik' 24 hour hotline 	
2	July 2014	<ul style="list-style-type: none"> Section added about the 'Effective Support for Children and Families in Essex' document 	
3	March 2015	Document split into two sections – Section A (Policy) and Section B (Procedures)	
4	September 2016	<ul style="list-style-type: none"> Document split into two documents by existing sections – Section A: Policy and Section B: Procedures Addition of section outlining development, authorisation, review and compliance of policy and addition of version disclaimer. <u>Section A - Policy</u> Name changed to Safeguarding Policy – Children, Young People and Vulnerable Adults Section 10: Safeguarding responsibilities: The role of Chelmsford City Council Staff: Change of Safeguarding Lead, addition of Safeguarding Deputy Lead, Addition of Designated Safeguarding Reporting Officer, change of Human Resources representative, change of Whistleblowing officer, addition to staff with related responsibilities. Addition of Internal Corporate Safeguarding Group section. Addition of District, Borough & City Council Safeguarding Leader Meeting section Section 11: Recognising potential incidences of abuse: Updated types of abuse MCA added to related responsibilities Section 12: Safeguarding requirements for specific circumstances 'Leisure & Heritage Services' section amended to cover all 'Hirers of Council Facilities' 	Keith Nicholson

		<ul style="list-style-type: none"> • 'Use of contractors' section expanded to include suppliers and Terms & Conditions of Purchase • Section 13: Safeguarding training: • Note regarding under 16s and Group 3 training. • Induction section added • Ongoing training needs section added • 'Leisure and Heritage Services staff training' section amended to cover 'Training for Casual Staff' • Training administration section updated with new procedures. • Section 14: Safer recruitment - Addition of Disclosure and Barring Services checks intranet page and link to Agency Workers Policy. • Section 15: Audit, quality assurance and review – addition of Safeguarding Board Audits section • Appendix 1: Change of Safeguarding Lead, addition of Safeguarding Deputy Lead, Addition of Designated Safeguarding Reporting Officer. • Appendix 2: Useful contacts – Update and amendment of various numbers, email addresses and team names in line with changes at Essex County Council. • Appendix 3: Safeguarding legislation – addition of SET Safeguarding and Child Protection Procedures 2015. • Appendix 5: Accompanying description of Essex Effective Support Windscreen added • Following appendices added: • Appendix 6: Child Sexual Exploitation (CSE) Briefing Note • Appendix 7: Modern Slavery (Including Human Trafficking) Briefing Note • Appendix 8: Honour Based Abuse (Including FGM & FM) Briefing Note • Appendix 9: Prevent (Counter- Terrorism) Briefing Note • Appendix 10: Terms and conditions of purchase • <u>Section B – Procedures</u> • Change from Inter-Agency Referral Form to FORS Form. • Addition of reference to Safeguarding Dashboard • Update of DSRO, Safeguarding Leads and Human Resources contacts. • Update of Social Care Direct contact numbers. • Data Protection – addition of reference to Retention and Disposal Policy, Safeguarding Report Dashboard and Safeguarding Information Sharing Protocol. • Appendix E added: Links to external reporting forms and related area procedures 	
5	December 2016	<ul style="list-style-type: none"> • Procedure C and Appendix C updated to include alternative contacts in the absence of HR Services Manager. 	Paul Brookes
6	July 2017	<ul style="list-style-type: none"> • Contact details updated 	
7	January 2018	<ul style="list-style-type: none"> • Amendments following the NSPCC Health Check 	
8	August 2019	<ul style="list-style-type: none"> • Contact details updated • Document and website links updated • Legislation updated 	

Safeguarding Policy: Children, Young People and Vulnerable Adults

Section B – Procedures

1. Safeguarding reporting procedures

The SET (Southend, Essex, and Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex. (For reference, the guidelines for safeguarding children can be viewed at: [SET Safeguarding and Child Protection Procedures](#) and the equivalents for safeguarding adults are available at: [SET Safeguarding Adults Guidelines](#). The Council has used these guidelines to form our own procedures for handling safeguarding issues internally.

The following procedures outline the steps that Councillors and staff, volunteers and contractors 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.

There are three main types of reporting procedure to follow:

Procedure A – If the child, young person or vulnerable adult is thought **NOT to be in immediate danger**

Procedure B – If the child, young person or vulnerable adult is thought to be **IN immediate danger***

Procedure C – To report a Safeguarding Allegation against a member of staff or another Councillor

*Please note that ‘**immediate danger**’ means that a child or adult are thought to be at risk of death or serious physical or psychological harm as a result of abuse.

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 also shown diagrammatically in Appendices 2, 3 and 4.

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

- Homeless 16-17 year olds; and
- Homeless households with children or a pregnant woman who are in receipt of a negative decision under homelessness legislation

Procedure A

If the child, young person or a vulnerable adult is **NOT** thought to be in immediate danger

Stage 1

- 1.1 A Member, employee, contractor or volunteer notices a possible safeguarding concern, witnesses an incident or is made aware of an allegation.
- 1.2 If the above occurs, stay calm and try to obtain another witness to your conversation with the child, young person or vulnerable adult involved in the event, if it does not compromise the situation.
- 1.3 Whilst talking to the child, young person or vulnerable adult, or as soon as possible after, complete **the first stage: Concern/Incident/Allegation (CIA) Form** to capture as much detail as possible regarding the occurrence. This form is available on the intranet.
- 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.
- 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.
- 1.6 Submit the CIA form online. Casual members of staff are advised to contact their duty or line manager first to discuss the concerns and contractors should contact their contract manager who may complete the CIA form on their behalf.
- 1.7 Designated Safeguarding Reporting Officers (DSROs) will be notified by email that the case has been submitted and you will also receive a confirmation email. If you need any help in completing the form, please contact one of the DSROs using the contact details below:

DSRO	Number	Email
Kaylie Charlery (Public Health & Protection)	01245 606288	kaylie.charlery@chelmsford.gov.uk
Karen Buttress (Public Health & Protection)	01245 606233	karen.buttress@chelmsford.gov.uk
Andi Brewster (Corporate Services)	01245 606833	andi.brewster@chelmsford.gov.uk
Kelly McGibney (Corporate Services)	01245 605707	kelly.mcgibney@chelmsford.gov.uk
George Hoppett (Public Places)	01245 605608	george.hoppett@chelmsford.gov.uk

Stage 2

- 2.1 One of the DSROs accepts the new case and completes the second stage of the process online **within one working day** of the incident being reported. The DSRO will discuss the case with the Safeguarding Lead or a Deputy Lead to decide the best course of action, i.e. whether to:
 - refer the case to either Essex Social Care Direct, Essex Police or other support service
 - keep the case open and investigate further

- decide not to refer the case

2.2 Once the DSRO has agreed the course of action with the Safeguarding Lead or Deputy Leads, the case will be passed electronically to the appropriate officer to action (this could be the Lead /Deputy Lead/ or a DSRO acting on their behalf).

Stage 3

Referral

3.1 The Designated Safeguarding Reporting Officer will either make the referral by phone to Essex Social Care Direct, Essex Police or other support service and/or submit a SETSAF Form (for adults) or a Request for Support Form (for children). Forms are available at <https://intranet.chelmsford.gov.uk/groups-and-activities/safeguarding/safeguarding-documents/>

3.2 The Designated Safeguarding Reporting Officer **MUST** chase up Essex Social Care if they do not receive an acknowledgement of the case within one working day.

3.3 The online Safeguarding Report Dashboard is updated by the Designated Safeguarding Reporting Officer to show the case has been referred.

Investigation

3.4 The Designated Safeguarding Reporting Officer records all actions as case notes and attaches any relevant documentation.

Case closed

3.5 If it is decided that the case will not be referred further, the Designated Safeguarding Reporting Officer must record the reason for not doing so on the Safeguarding Dashboard.

Other

3.6 All case notes and information will be stored on the secure Safeguarding Report Dashboard. The case will remain open and visible to all DSROs until it has been agreed that the case should be closed.

3.7 Finally, the person who made the initial report is informed whether the case has been referred.

Procedure B

If the child, young person or vulnerable adult is thought to be IN immediate danger

Stage 1

1.1 A Member, employee, contractor or volunteer notices a serious safeguarding concern, which could indicate that the child, young person or vulnerable adult is in immediate danger OR they witness a violent incident.

NB: If the incident is considered severe, immediately call the police on 999.

1.2 If the above occurs, stay calm and try to obtain another witness to your conversation with the child, young person or vulnerable adult involved in the event, if it does not compromise the situation.

1.3 Whilst talking to the child, young person or vulnerable adult, or soon after, complete **the first stage: Concern/Incident/Allegation (CIA) Form** to capture as much detail as possible regarding the occurrence. This form is available on the intranet.

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.

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.

1.6 Submit the CIA form online. Casual staff are advised to contact their duty or line manager first and contractors should contact their contract manager who may complete the CIA form on their behalf.

1.7 Immediately phone or meet with the Safeguarding Lead or one of the Deputy Leads on the same day the concern or incident is noticed referring to the CIA Form completed online.

Safeguarding Leads/Deputies	Number	Email
Keith Nicholson (Lead)	01245 606473 07836 572195	Keith.Nicholson@chelmsford.gov.uk
Paul Brookes (Deputy)	01245 606436 07738 040612	paul.brookes@chelmsford.gov.uk
Spencer Clarke (Deputy)	01245 606477 07738 340759	spencer.clarke@chelmsford.gov.uk

Stage 2

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/ Deputy Lead should phone **Essex Social Care Direct on 0345 606 1212** and make the referral immediately (one emergency number for children and adults).

2.2 The Safeguarding Lead/Deputy Lead **MUST** chase Essex Social Care if they do not receive acknowledgement of the case within one working day.

2.3 The Safeguarding Lead/Deputy Lead then completes and sends off a Request for Support Form (for

children) or a SETSAF Form (for adults) to Essex Social Care Direct **within one working day** of making the referral by phone. Forms are available at <https://intranet.chelmsford.gov.uk/groups-and-activities/safeguarding/safeguarding-documents/>

2.4 If the Safeguarding Lead /Deputy Lead decides not to refer the case further, they must record the reason for not doing so on the Safeguarding Report Dashboard, then close the case.

Stage 3

3.1 The Designated Safeguarding Reporting Officer updates the Safeguarding Report Dashboard with their actions within one working day of the incident being reported. This ensures the information is logged in the safeguarding database.

3.2 The employee who made the initial report is then informed whether the case has been referred.

Out of hours working

If a Member, employee, contractor or volunteer is concerned about an incident or allegation of abuse outside office hours and the person is not deemed to be in immediate danger, they should speak to their line manager. The line manager may make the decision to make contact with either the Safeguarding Lead or Deputies on:

Keith Nicholson, Safeguarding Lead - 07836 572195

Paul Brookes, Deputy Lead - 07738 040612

Spencer Clarke, Deputy Lead - 07738 340759

If the child, young person or adult is in immediate danger, please contact **Essex Social Care Direct 'Out of Office Hours' Line** on 0345 606 1212 or **if the incident is considered severe, immediately call the police on 999**. A CIA form should be completed as soon as possible afterwards and a Designated Safeguarding Reporting Officer contacted at the earliest convenience.

Procedure C

Reporting Safeguarding Allegations made against staff

Stage 1

- 1.1 A complaint or allegation is made that an employee/contractor, volunteer or Member has:
- 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, young person or vulnerable adult in a way that indicates s/he may be unsuitable to work with vulnerable individuals
- 1.2 If the above occurs face to face, stay calm and try to obtain another witness to your conversation with the person reporting the allegation.
- 1.3 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.
- 1.4 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.
- 1.5 Whilst talking to the person making the allegation, or soon after, complete **the first stage: Concern/Incident/Allegation (CIA) Form** to capture as much detail as possible regarding the occurrence. Please select the relevant tick box within the form to indicate that the case relates to an internal member of staff / Councillor. The CIA form is available on the intranet.
- 1.6 Once the CIA achieve form has been submitted online, an email notification will be generated and sent to HR Services Manager (Debbie Wootton) and the Safeguarding Lead (Keith Nicholson), plus their deputies. If an allegation is made against a Councillor, the Monitoring Officer will be notified and involved in any discussions.
- 1.7 If the allegation is made in writing then the person who receives the letter must **immediately** contact the HR Services Manager (Debbie Wootton) on 01245 606711 to report the allegation and ensure she is given all related materials. In Debbie's absence contact Paul Brookes (01245 606436) or Keith Nicholson (01245 606775)

Stage 2

- 2.1 The HR Services Manager contacts the Safeguarding Lead and the Monitoring Officer (if relevant) on **the same day** as the allegation is received.
- 2.2 The Safeguarding Lead/Deputy then contacts the LADO (Local Authority Designated Officer) at Essex County Council. They can be contacted on 03330 139 797.
- 2.3 Initial discussions 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, an employee could face disciplinary action, or a combination of these actions.

2.4 If there is a concern about an allegation of abuse outside of office hours, please contact either:

- Keith Nicholson, Safeguarding Lead, on 07836 572195
- Paul Brookes, Deputy Safeguarding Lead on 07738 040612
- Essex Social Care Direct 'Out of Office Hours' Line on 0345 606 1212 for advice.

Stage 3

3.1 The Safeguarding Lead or Deputy Lead updates the case notes on the Safeguarding Report Dashboard within one working day of the allegation being reported. A link to this form will be generated by email.

3.2 Relevant action is taken e.g. police investigation, social care assessment, and/or disciplinary action.

3.3 Any internal safeguarding allegations will be treated in the strictest confidence and kept separate from all cases relating to members of the public.

3.4 Where relevant, it is the responsibility of the Council to make a referral to the Disclosure and Barring Services.

Please also see the Council's Whistleblowing Policy at www.chelmsford.gov.uk/whistleblowing.

Once a report has been made -

Confidentiality

Staff must not:

- Discuss any allegations of abuse or bullying, substantiated or not, with anyone from Chelmsford City Council, other than their line manager, the Designated Safeguarding Reporting Officer or the Safeguarding Lead and Deputies.
- 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

In the course of carrying out its various functions and activities the Council collects and generates a wide range of data/information which is recorded in different forms of document (for example; letters, invoices, emails, photographs, voice recordings, plans/drawings, registers, contracts/deeds, financial records, application forms, video).

The Council has developed a policy with which refers to the retention and disposal needs for both paper and electronically stored documents/records, including digital 'media'. The purpose of this policy is to ensure that

the Council handles its data appropriately by enabling its staff and Members with the necessary information to manage their information in line with Council policies and relevant legislations.

Chelmsford City Council's Retention and Disposal Policy includes the following sections that are applicable to Safeguarding:

- Safeguarding SA1.1.1 states that records of welfare concerns that are referred to Social Care or the Police should be kept for 40 years after the last contact with the service user.
- Safeguarding SA1.1.2 states that records of welfare concerns that Community Services decide, after consultation, do not necessitate a referral to Social Care or the Police, should be kept for 40 years after the child/vulnerable adult concerned ceases to use the service, unless the child or adult are continuing to use the services in the area that the referral initiated from.
- Safeguarding SA2.1 states that records of documents relating to the Independent Inquiry into Child Sexual Abuse (IICSA), led by Hon. Lowell Goddard (as detailed to Management Team) should be kept for 40 years to support the enquiry.

Concern/Incident/Allegation Forms completed online and progress notes regarding each case are retained on a secure database called the Safeguarding Report Dashboard. This database is accessible on a permissions basis by members of the Internal Corporate Safeguarding Group.

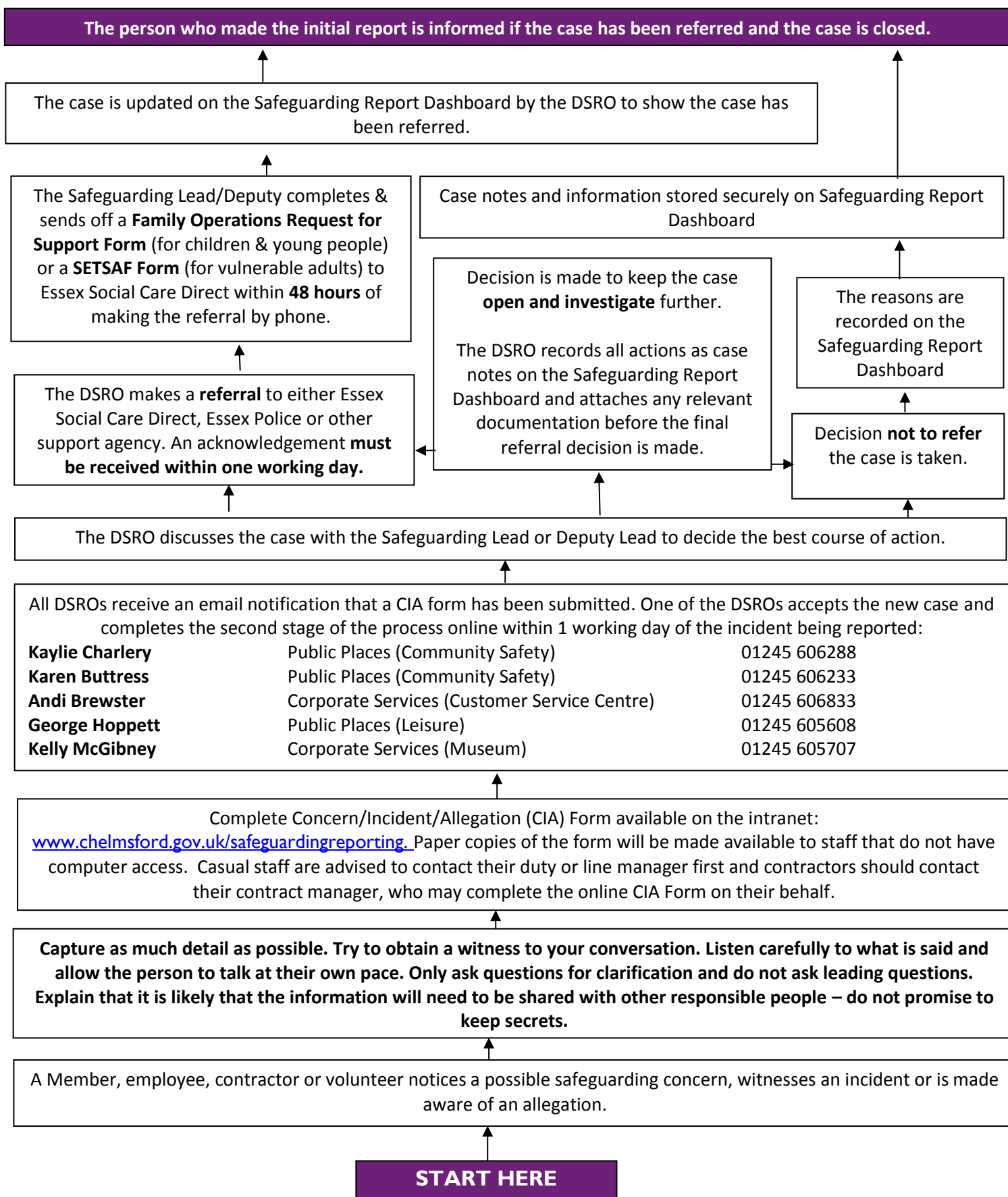
Chelmsford City Council adopts the Safeguarding Information Sharing Protocol in conjunction with the SET (Southend, Essex, Thurrock) safeguarding guidelines. The Protocol sets out the details of sharing information in accordance with the principles defined in the Whole Essex Information Sharing Framework (WEISF).

Quality assurance and feedback

Whenever a safeguarding concern, incident or allegation is reported to a Designated Safeguarding Reporting Officer (DSRO), they will be responsible for communicating with the Safeguarding Deputy Lead or Lead to make informed decisions on referrals and subsequently provide feedback to the person who initially made the report. The Internal Safeguarding Reporting Group shares best practice to ensure that referral decisions are consistent between cases. If the referring member of staff does not feel that the DSRO has taken the concern seriously and is not happy with the action taken they can discuss their concerns directly with the Safeguarding Lead who will investigate whether they feel the appropriate action has been taken. They are also free to follow the Council's Whistleblowing procedure.

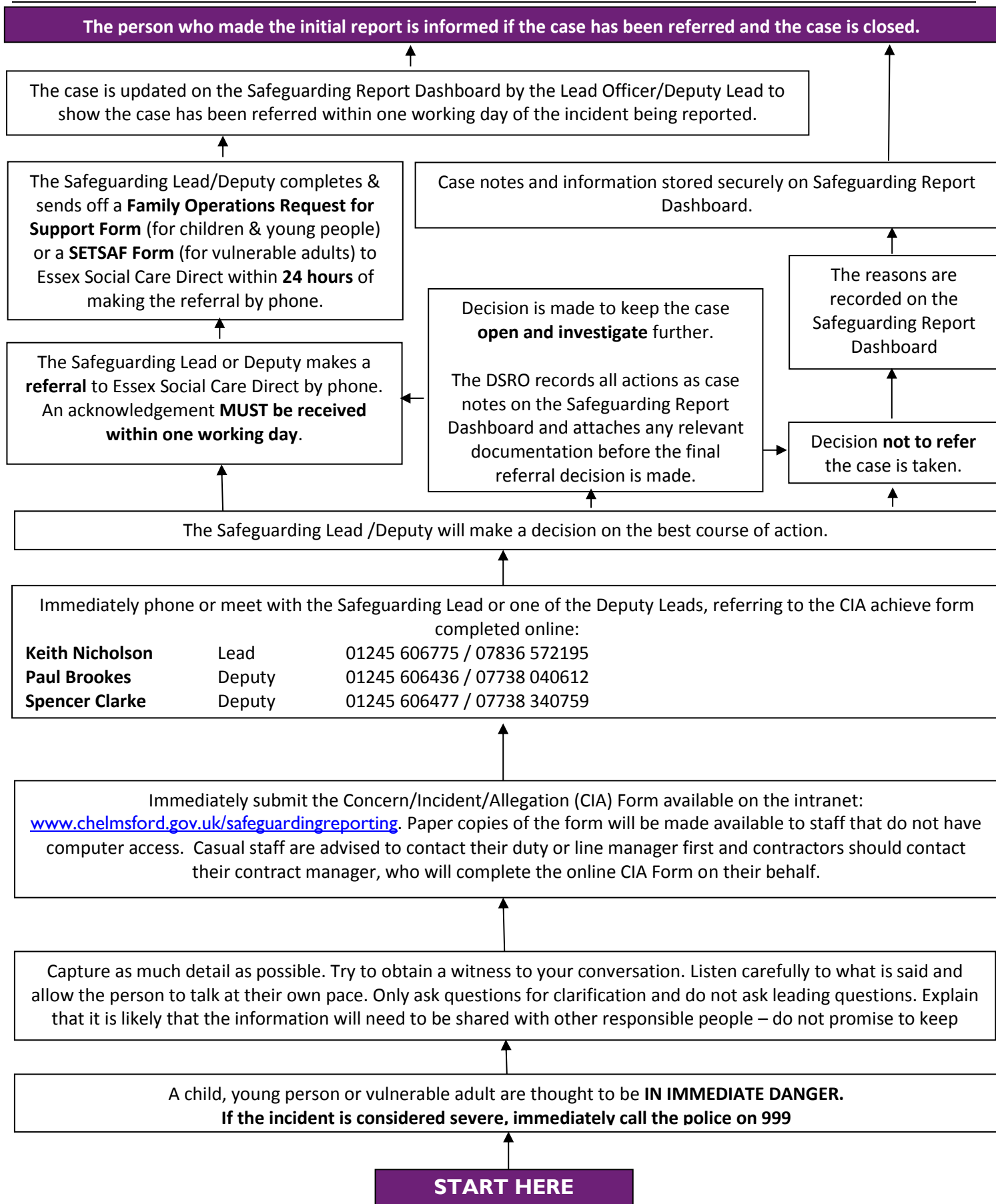
Appendix A

Reporting structure when a child or adult is **NOT** thought to be in immediate danger

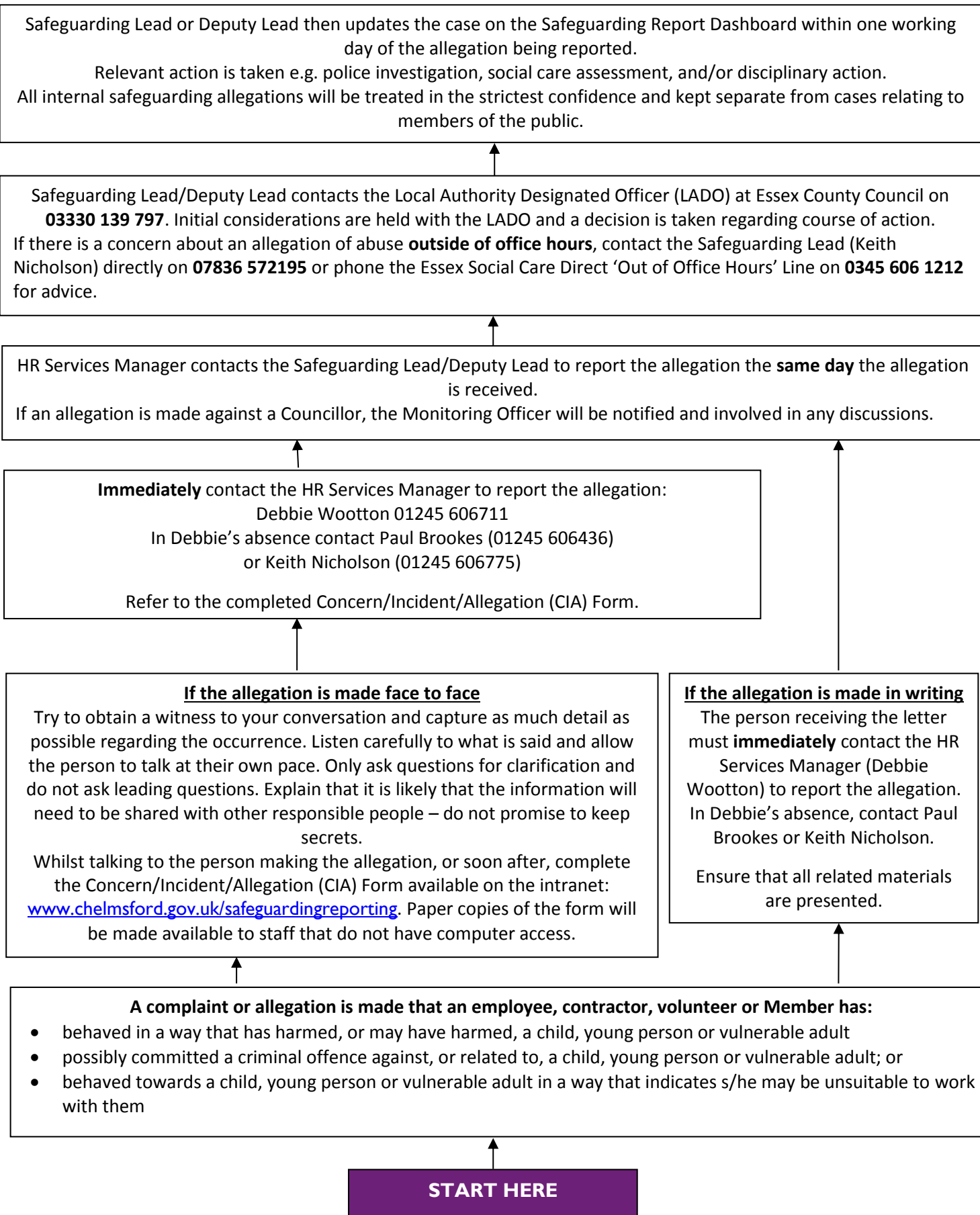


Appendix B

Reporting structure when a child or adult is thought **TO BE IN** immediate danger



Appendix C - Reporting process for safeguarding allegations made against staff



Appendix D – Links to external reporting forms and related area procedures

Children and Families Request for Support (RFS) Form

[Request for Support Form](#)

SETSAF – Safeguarding Adult Concern Form

[SETSAF Form](#)

The Adult Alert form (SETSAF) can be used by anyone to begin the adult safeguarding process. The form should be used to record any specific concerns or incidents that relate directly to the care or welfare of an adult. The form must be used whenever there are concerns that may identify possible abuse against an individual. The form should only be completed in respect of the alleged victim.

Guidance for completing the SETSAF can also be found on the above website.

DASH Risk Form

[DASH Risk Assessment](#)

The common Domestic Abuse, Stalking and Honour Based Violence (DASH 2009) Risk Identification, Assessment and Management Model.

Reporting procedures for related areas

If you have a concern or you would like to know more about any of the following areas, speak to the designated single point of contact for Chelmsford City Council.

For all areas please follow the standard reporting procedures outlined in Appendices A-C.

Responsibility Area	Name	Contact Details
Child Sexual Exploitation (CSE)	Karen Buttress	T: 01245 606233 E: karen.buttress@chelmsford.gov.uk
Domestic Abuse	Karen Buttress	T: 01245 606233 E: karen.buttress@chelmsford.gov.uk
Hate Crime	Kaylie Charlery	T: 01245 606288 E: kaylie.charlery@chelmsford.gov.uk
Honour Based Abuse - including Female Genital Mutilation and Forced Marriage	Spencer Clarke	T: 01245 606477 E: spencer.clarke@chelmsford.gov.uk
Mental Capacity Act	TBC	
Modern Slavery – including Human Trafficking	Kaylie Charlery	T: 01245 606288 E: kaylie.charlery@chelmsford.gov.uk
Prevent (counter-terrorism)	Spencer Clarke (Deputy Karen Buttress)	T: 01245 606477 E: spencer.clarke@chelmsford.gov.uk