



Safeguarding Children, Young People and Adults Induction Booklet

Section 1: Introduction

Chelmsford City Council is committed to promoting the welfare and protection of children, young people and adults with care and support needs. All staff must keep their eyes and ears open, as the responsibility of spotting abuse and ensuring the safety of those most vulnerable falls on us all.

Failure to report suspected abuse could result in disciplinary action, which could lead to a dismissal and the possibility of a criminal investigation where there is evidence of illegal activity. Most of all, it could result in the death of a child, young person or adult.

After reading this booklet you will know:

- The different types of abuse
- How to recognise and report safeguarding concerns, incidents and allegations
- Who to contact if you have any questions
- The safeguarding arrangements at Chelmsford City Council
- How to work safely with children, young people & adults at risk
- What level of safeguarding training you require

Definitions

Abuse is mistreatment of another person, causing them harm, it can be intentional or unintentional. It usually happens by someone who is known to the adult, but it can be strangers and it often involves someone with power over another. It takes many forms.

Types of abuse:

Children and Young People	Adults
Physical Abuse	Physical Abuse
Emotional Abuse	Domestic Abuse (incl. Honour Based Abuse)
Sexual Abuse	Sexual Abuse
Neglect	Psychological Abuse
	Financial Abuse
	Modern Slavery/Human Trafficking
	Discriminatory Abuse
	Organisational Abuse
	Neglect
	Self-Neglect

Child— under the age of 18 years old (i.e. not yet reached their 18th birthday)

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— 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 Children— defined in Working Together to Safeguard Children (2018) 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

Young Person— any child aged 16 or 17 years of age

Adult— 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 is receiving what may be thought of as a “child” or “young person’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 term ‘adult at risk’ is interchangeable with the term ‘adult with care and support needs’ throughout this document.

Section 2: Training

All staff in the council fall into at least one of the training groups, depending on the type of role that they have. Employees in higher groups are required to complete the training required by lower levels. If you have any questions about training, ask your line manager. Further information can be found on the Intranet.

Training Levels	Training Involved	Who requires this training
Group 1	<ul style="list-style-type: none"> • Familiarisation with this booklet. • To be completed prior to starting, then refreshed every 3 years. 	All Chelmsford City Council staff.
Group 2	<ul style="list-style-type: none"> • As above, plus; • Completion of the 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 at risk.
Group 3	<ul style="list-style-type: none"> • As above, plus; • ½ day training session • To be completed within 6 months of starting, then refreshed every 3 years. 	<p>Staff that work predominantly with children, young people or adults at risk and/or their parents/carers.</p> <p>Staff members under the age of 16 years are not required to complete Group 3 Training.</p>

Section 3: Safe working

Guidelines for conduct when working/having contact with children, young people and adults with care and support needs

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

You should:

- Always ensure you can be seen and observed publicly when working with children, young people and adults with care and support needs and avoid situations where you would be alone with them.
- Children, young people and adults with care and support needs have a right to privacy, respect and dignity. Respect the child, young person or adult, provide a safe and positive environment and treat them equally in the context of any activity.
- You must put the well-being and safety of the child, young person or 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 adult with care and support needs 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 a 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 adults with care and support needs, in particular when taking children, young people or adults on car journeys, no matter how short.

- Take children, young people and adults with care and support needs 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 any social networking sites.
- Arrange to meet or approach children, young people or adults with care and support needs outside an organised activity or service.

You should never:

- Leave children, young people or adults with care and support needs 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 adult.
- Allow children, young people and adults with care and support needs to use language inappropriate to the circumstances, unchallenged, or use it yourself.
- Ignore or fail to record an allegation a child, young person or adult makes about you or others.
- Do things of a personal nature for children, young people and adults with care and support needs 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 adult with care and support needs.
- 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.

Section 4: Reporting suspected abuse

Internal Safeguarding Reporting Procedure for all staff, councillors, contractors, casuals and volunteers

Stage 1:

- An employee, councillors, contractor, casual or volunteer notices a possible safeguarding concern, witnesses an incident or is made aware of an allegation.
- If the above occurs, stay calm and try to obtain another witness to your conversation with the child, young person or adult involved in the event, if it does not compromise the situation.
- Whilst talking to the child, young person or adult, or as soon as possible after, complete a **Concern/Incident/Allegation (CIA) Form** to capture as much detail as possible regarding the occurrence. This form is available on the intranet.
- Listen carefully to what is said and allow the child, young person or adult to talk at their own pace. Only ask questions for clarification and do not ask leading questions.
- 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.
- Submit the CIA form online. Members of staff without a council login 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.
- 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.
- As the individual who initially reported the case, you will be informed of the decision made.

Stage 2:

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

Stage 3:

Referral

- The Designated Safeguarding Reporting Officer will make and complete the appropriate referrals to external agencies as necessary.
- The online Safeguarding Dynamics Platform is updated by the Designated Safeguarding Reporting Officer to show the case has been referred.
- The Designated Safeguarding Reporting Officer records all actions as case notes and attaches any relevant documentation.

Case closed

- 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 Dynamics Platform.

Other

- All case notes and information will be stored on the secure Safeguarding Dynamics Platform. The case will remain open and visible to all DSROs until it has been agreed that the case should be closed.
- Finally, the person who made the initial report is informed whether the case has been referred.

IMPORTANT:

If you think the child, young person or adult **IS IN** immediate danger you must call 999 and then contact a Safeguarding Lead/Deputy, directly, as soon as possible. The normal safeguarding procedure can then be followed from submitting the CIA form onwards.

If the concern, incident or allegation is in relation to an employee, councillor, contractor, casual or volunteer you need to contact the HR Services Manager and Safeguarding Lead/Deputy as soon as possible. You do not need to fill in a CIA form.

Alternatively, you can report via the Whistleblowing procedure outlined in the Whistleblowing Policy (*available on the Intranet in the HR Documents Section*).

If you need help in completing the form, please contact one of the DSROs.

Name of the DSRO	Number	Email
Karen Buttress	01245 606233	karen.buttress@chelmsford.gov.uk
Kaylie Charlery	01245 606288	kaylie.charlery@chelmsford.gov.uk
Karen Stewart	01245 606249	karen.stewart@chelmsford.gov.uk
Andi Brewster	01245 606833	andi.brewster@chelmsford.gov.uk
Jacqueline Hiskey	01245 605720	jacqueline.hiskey@chelmsford.gov.uk
Alison Hawkins	01245 606336	alison.hawkins@chelmsford.gov.uk

Out of hours arrangements

If there are concerns about an incident or allegation of abuse outside office hours and it is not possible to speak to a DSRO, staff should contact one of the Safeguarding Leads as below.

If the concern is about a child or young person and they are at immediate risk of significant harm, then call the Children and Families Hub on 0345 603 7627 and ask for the 'Priority Line'.

If the concern is about an adult, then call 0345 603 7630.

If out of hours, telephone 0345 606 1212 (emergency duty team).

If the incident is considered urgent and someone is in immediate danger, call the Police on 999.

Safeguarding Leads	Number	Email
Keith Nicholson (Lead)	01245 606775 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

Section 5: Types of abuse

The table below defines the types of abuse and gives examples. Think about how you might notice if someone is being abused in this way.

**applicable to adults only*

Physical abuse: non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment.

- 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

Sexual abuse: direct or indirect involvement in sexual activity without consent. This could also be the inability to consent, pressured or induced to consent or take part.

- Sexual acts the person hasn't consented to or was pressurised into consenting to
- Touching inappropriately
- Indecent exposure
- Sexual Harassment
- Non-contact activities such as taking photographs, filming, being forced to watch pornography
- Online grooming
- Using inappropriate language in front of the individual

Emotional (Children)/Psychological (Adults): acts or behaviour which impinges on the emotional health of, or which causes distress or anguish to individuals.

- 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 expectations on children
- Seeing or hearing the ill-treatment of another
- Withdrawal of services or support networks (adults)

Neglect

Failure to;

- Provide with adequate food, clothing, shelter and supervision
- Ensure access to appropriate medical care or treatment
- Respond to basic emotional, social, health care and educational needs
- Safeguard and protect from harm or abuse.

Also includes:

- Withholding of 'necessaries', e.g. nutrition, medication, healthcare, social stimulation
- Behaviour of the parents and carers which have significant impact on children, such as domestic abuse.

Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties.

***Discriminatory Abuse-** a misuse of power that denies mainstream opportunities to some groups or individuals.

It includes discrimination or offensive comments on the basis of race, gender, gender identity, age, disability, sexual orientation, or religion, examples of which are:

- Harassment
- Hate crime/incident
- Unequal treatment
- Verbal/physical abuse/assault
- Inappropriate use of language
- Exclusion

***Organisational Abuse** - occurs where the culture of the organisation (e.g. a care home) puts emphasis on the running of the establishment and the needs of the staff above the needs and care of the vulnerable person.

- 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

*** Self- neglect**—Self-neglect is characterised as the behaviour of a person that threatens his/her own personal health or safety

Wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding .

Domestic abuse: Includes Honour Based Abuse, Forced Marriage, Female Genital Mutilation

- 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.
- Honour Based Abuse -used to justify abuse/ violence.
- 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.

***Financial:** unauthorised, fraudulent obtaining and improper use of funds, property etc.

- 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

Modern Slavery: including Human Trafficking

- 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, criminal exploitation, forced labour, slavery and the removal of organs or body tissue.

Section 5: Roles and responsibilities

Role	Responsibilities
Safeguarding Lead	This position is held by the Director of Public Places who holds overall accountability for safeguarding.
Safeguarding Deputies	Support the Safeguarding Lead in carrying out their duties and through discussions with Designated Safeguarding Reporting Officers they decide what action is taken for each referral.
Designated Safeguarding Reporting Officers (DSROs)	Receive reports of safeguarding concerns, incidents or allegations and discuss these with the Safeguarding Deputy Leads. They also provide face-to-face safeguarding training for members of staff.
Senior Community Safety Officer	Oversees the safeguarding reporting processes, including audits submitted to the Essex Safeguarding Boards and works alongside Paul Brookes to coordinate the safeguarding policy and the Internal Corporate Safeguarding Group meeting.
Safeguarding Member Champion	Held by the Cabinet Member for Safer Chelmsford who champions all safeguarding issues to Councillors.
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 Adults with care and support needs. This includes administrating DBS checks, coordinating training (including face to face and e-learning) and updating training records in iTrent. The lead contacts are Kerry Knowles and Alison Felton, Senior HR Business Partners.

Role	Responsibilities
Monitoring Officer	This position is held by the Legal and Democratic Services Manager, who is the senior officer with the statutory responsibility for handling complaints made about Councillor conduct.
Managers and supervisors	<p>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 person who 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.

Other Areas of Safeguarding:

	Definition
<p>Child Exploitation</p>	<p>Child Criminal Exploitation and Child Sexual Exploitation (CSE) occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into criminal or sexual activity.</p> <p>The victim may have been criminally or sexually exploited even if the activity appears consensual, as they often don't see themselves as a victim.</p> <p>Child exploitation does not always involve physical contact; it can also occur through the use of technology.</p>
<p>Honour Based Abuse</p>	<p>Honour Based Abuse (HBA) is an international term used by many cultures for justification of abuse and violence. It is a crime or incident committed in order to protect or defend the family or community 'honour'. 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.</p> <p>Honour based abuse often goes hand in hand with forced marriage, although this is not always case. Honour crimes and forced marriages are already covered by the law and can involve a range of criminal offences.</p> <p>HBA is often the collective term used to include Female Genital Mutilation and Forced Marriage.</p>
<p>Prevent (counter-terrorism)</p>	<p>The Chelmsford Prevent Strategy and Action Plan addresses all forms of terrorism, and is continuously prioritised according to the threat posed to our national security.</p> <p>It responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views. It provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support</p>

Reporting:

If you have a concern about a child, young person or adult that you think is linked to any of these topics then you need follow the internal safeguarding reporting process.

Always dial 999 in the event of an emergency.

If you would like to some advice on any of these topics you can speak to one of the designated points of contact for Chelmsford City Council as follows:

Name	Contact Details
Karen Buttress	T: 01245 606233 E: karen.buttress@chelmsford.gov.uk
Kaylie Charlery	T: 01245 606288 E: kaylie.charlery@chelmsford.gov.uk
Spencer Clarke	T: 01245 606477 E: spencer.clarke@chelmsford.gov.uk

Section 6: Useful contacts

Essex Social Care Direct

Normal telephone enquiries and referrals (Children and Families Hub)

0345 603 7627—ask for either the Consultation Line or Priority Line

Out of hours—0345 606 1212—ask for the Priority Line

Normal telephone enquiries and referrals (Adults)

0345 603 7630

Out of hours—0345 606 1212

socialcaredirect@essex.gov.uk

Essex Police

Central switchboard

101

Emergency

999

Other

Essex Safeguarding Children Board

www.escb.co.uk or 0333 013 8936

Essex Safeguarding Adults Board

www.essexsab.org or 03330 131019

SET Domestic Abuse Board

<https://setdab.org/>

COMPASS - A partnership of domestic abuse services providing a response in Essex

<https://www.essexcompass.org.uk/>

For more information, please see the full version of the Council's Safeguarding Policy for Children, Young People and Adults, which is available on the Intranet

