



South Staffordshire Council



South Staffordshire Council

Protection of Children and Adults At Risk of Abuse and Neglect Policy and Procedure 2016 (v2)



Staffordshire
Safeguarding Children Board

PROTECTION OF CHILDREN AND ADULTS AT RISK OF ABUSE AND NEGLECT POLICY AND PROCEDURE

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SECTION ONE - PROTECTION OF CHILDREN AND ADULTS AT RISK OF ABUSE AND NEGLECT POLICY

1. INTRODUCTION

All children¹ and adults at risk of abuse and neglect² have the right to live their lives to the fullest potential, to be protected, to have the opportunity to participate in and enjoy any activity, and to be treated with dignity and respect.

South Staffordshire Council has both a moral and legal obligation to ensure a duty of care for children and adults across its services. We are committed to ensuring that all children and adults are protected and kept safe from harm whilst engaged in services organised and provided by the Council. We believe that safeguarding is everybody's responsibility.

The purpose of this policy and its associated procedures is to help protect all children and adults including those living in our communities placed in our care or accessing our services and to protect South Staffordshire Council, its staff, elected members and volunteers.

2. POLICY STATEMENT

The scope of this policy is to understand the district/borough council legislative framework, to outline the procedures to be followed and to identify the relevant contacts in relation to safeguarding children and adults at risk. The policy covers Safeguarding Children and Adults.

South Staffordshire Council has a legal responsibility to safeguard, promote wellbeing and protect children and adults.

¹ Children for the purposes of these guidelines are defined as those aged under 18 years.

² The safeguarding duties apply to an 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. The adult experiencing, or at risk of abuse or neglect will hereafter be referred to as the *adult* throughout this policy.

This will include:

- Respecting and promoting the rights, wishes and feelings of children and adults.
- Raising the awareness of the duty of care responsibilities relating to children and adults throughout the Council.
- Promoting and implementing appropriate procedures to safeguard the well-being of children and adults to protect them from harm.
- Creating a safe and healthy environment within all our services, to protect all parties and reduce the risk of abuse or allegations of abuse from occurring.
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect children and adults at risk from abuse, and to also minimise any risks to themselves.
- Responding promptly to any suspicions or allegations of misconduct or abuse of children or adults in line with the Staffordshire Safeguarding Children Board (SSCB) inter-agency policies and procedures for safeguarding children and promoting their welfare and the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Adult Safeguarding procedures.
- Requiring staff, elected members and volunteers to adopt and abide by the Council's Protection of Children and Adults at Risk of Abuse and Neglect policy and procedures, codes of conduct and associated procedures.
- Reviewing and evaluating this policy and procedure on an annual basis or in line with best practice, changing legislation, organisational requirements and service delivery.
- Ensuring representatives of South Staffordshire Council who have contact with children, young people or adults are subject to safer recruitment procedures. This is also applicable for when the council is working in partnership with other private, voluntary or contracted organisations and employees.

3. PRINCIPLES

This policy and supporting procedures are based on the following principles:-

- The welfare of children and adults is the primary concern.
- All children and adults irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual orientation have the right to protection from abuse and harm.

- It is everyone's responsibility to report any concerns about abuse in order that children and adults are appropriately safeguarded.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.³

4. SUPPORTING DOCUMENTS/LEGISLATION

The legislative framework underpinning this policy is summarised below. In addition this policy should be read in conjunction with other Council policies also listed below.

The major pieces of legislation and guidance are:

- Children Acts 1989, 2004 and 2014
- Care Act 2014
- Guidance to the Care Act 2016
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Public Interest Disclosure Act 1998
- Data Protection Act 1998
- European Convention of Human Rights
- Working Together to Safeguard Children 2015
- Disclosure and Barring Service (formerly the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Staffordshire Safeguarding Children Board's Inter-Agency policies and procedures for Safeguarding Children and Promoting their Welfare

www.staffsscb.org.uk/Professionals/Procedures/Procedures.aspx

Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Inter-Agency Procedures

The additional Council policies are:

- Equality and Diversity Policy
- Whistle blowing Policy and Procedure
- Recruitment and Selection Policy and Procedure
- Disclosure and Barring Policy and Procedure
- Data Protection Policy
- Disciplinary Procedure
- Individual Service operating procedures relating to undertaking the delivery of services to children vulnerable adults, their parents, guardians or carers.

³ **Note:** The application\implementation of the data protection requirements in the context of this policy and procedure will, until otherwise determined:-

a. be subject to the request made to Local Authorities by Lord Justice Goddard as chair of the Goddard Inquiry (20150 to retain of "any and all documents; correspondence; notes; emails and all other information – however held – which may contain content pertaining directly or indirectly to the sexual abuse of children or to child protection and care." and

b. Good Practice guidance produced from time to time on compliance with the Goddard Inquiry.

SECTION TWO – PROCEDURE AND GUIDANCE

1. INTRODUCTION

This set of procedures and guidelines sets out how South Staffordshire Council will implement the Protection of Children and Adults at Risk of Abuse or Neglect policy. It is to be used by all staff that come into contact with those who fall under the definition of the procedure, or those who are responsible for managing services that affect these individuals or groups.

The procedure guide is intended to be used in conjunction with the policy document, and other supporting individual service procedures. See appendices for detail.

2. DEFINITIONS USED WITHIN THE PROCEDURE

The term children or young person is used to refer to anyone under the age of 18 years in accordance with the Children Act 1989.

All the policies and procedures described within this document refer to adults as well as children.

Adults at risk for the purposes of this procedure are an 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.

The term staff, elected members and volunteers is used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a commissioned service for or representing the Council.

3. ROLES AND RESPONSIBILITIES

The Assistant Director Welfare Services

The Assistant Director Welfare Services is our safeguarding champion and designated professional lead for the protection of children and adults and is responsible for:-

- Ensuring the Council complies with its statutory and governance responsibilities concerning the protection of children and adults.
- Ensuring that all employees (including volunteers, contractors, agents and other partner representatives) are aware of this policy and understand how to comply with this procedure.
- Working with responsible bodies to implement and promote a partnership approach to working together to protect children and adults in all areas of the community.
- Manage the Council's internal corporate working group.

Safeguarding Champion, Information and Referral Officer

The Council's Designated Safeguarding Champion (SC) is the Assistant Director Welfare Services. The Council's Designated Information and Referral Officer (IRO) is the Community Wellbeing and Partnership Officer and there are also a number of Designated Safeguarding Officers. Responsibilities are as follows:

- Ensure policy documents and procedures are up to date and in line with best practice as defined under legislation and statutory guidance. (SC)
- Receive information from staff, volunteers, children and adults who have concerns, and record them. The standard form is attached at Appendix A and B. (SC and IRO).
- Contact the First Response team and advise the LADO of any concerns for the welfare of a child arising from abuse or harassment by an employee or volunteer immediately where the concerns meet the significant harm threshold or within 24 hours of receipt of the allegation(s) where the matter does not meet this threshold. (SC and IRO).
- Contact Staffordshire County Council Contact Centre promptly to advise of any concerns for the welfare of an adult arising from abuse, neglect or harassment by an employee or volunteer. (SC and IRO).
- Act as the delegated liaison on behalf of the Council for any formal investigations into allegations of abuse undertaken by the police and / or Staffordshire's Children's Social Care Service (CSC). (SC and IRO).
- Receive the appropriate protection of children and adult's at risk of abuse and neglect training. (SC and IRO).
- Maintain a central record of referrals to First Response. (SC).

At the time of writing current designated advisors for safeguarding/protection matters are as follows:

- Safeguarding Champion - **Elaine Harper** Assistant Director Welfare Services 01902 696503
- Information and Referral Officer - **Maggie Quinn** Community Wellbeing & Partnership Officer 01902 696530
- **Tahmina Choudhury** Housing Options Officer 01902 696507
- **Simon Nuttall** Team Manager Leisure and Facilities 01902 696518
- **Michelle Kettles** Welfare and Benefit Team Manager 01902 696471
- **Jane Turner** Programming Manager, Cheslyn Hay Leisure Centre 01902 417790
- **Judith Poulton** Customer Service Specialist Advisor 01902 696578
- **Jasmin Thomas** Food and Safety Officer 01902 696301

Human Resources Section

The Human Resources are responsible for ensuring:

- Appropriate procedures are in place to carry out pre-employment checks for all employees and volunteers working with the Council who have regular contact with children and/or adults in carrying out their duties, including robust reference and Disclosure and Barring Service (DBS) checking.
- Enhanced checks will be carried out for those employees that meet the definition of 'Regulated Activity'. For further information please refer to the Council's DBS policy.
- DBS checks and employee references are kept secure and confidential in compliance with the DBS Code of Practice.
- A record is kept of all employees and volunteers that have completed a DBS check.
- Training provision is in place for all staff who work with children and adults.
- Appropriate support is provided for any employee that reports a concern in good faith, even if these concerns are subsequently proven to be unfounded.
- Assistance in any investigations regarding allegations against members of staff paying due regard to the role of LADO and interagency procedures.
- The Council complies with its duty under the Safeguarding Vulnerable Groups Act 2006 by referring relevant information to the DBS where required to do so in respect of employees and volunteers. This will be undertaken in line with the approved processes set out in the Council's Disclosure and Barring Service policy and procedure. (See section 5 for more detail).

All Employees, Workers and Members

- Should not begin any unsupervised activity involving direct access to children, young people or adults at risk of abuse and neglect prior to the Council receiving a satisfactory DBS disclosure.
- Should be aware of this policy and procedure and of any local or national related policies/procedures that are applicable for their service area, as part of their induction programme.
- Need to attend mandatory protection of children and adults at risk of abuse and neglect training if applicable to their employment role and responsibilities (i.e. if they have direct or some form of indirect contact with children/young people/adults).

- Be aware of appropriate and inappropriate behaviour for employees who are working with children, young people and adults.
- Need to know who their Designated Child and Adult Protection Officer / Deputy Designated Child and Adult Protection Officer / Officers are.
- Have an expected responsibility to take action when they have concerns, witnessed or hold information that relates to the abuse and/or neglect of a child, young person or adult.
- Ensure parental consent is always sought regarding photographs or videos etc. (See Appendix D and E).

4. RECOGNITION OF ABUSE INCLUDING BULLYING AND NEGLECT

Important Rule

It is important to remember that many children and adults will exhibit some of these signs and indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as a death, or the birth of a new baby in the family, relationship problems between parents/carers, etc. However, you should always report anything that causes you to suspect that abuse may be happening or discuss your concerns with one of the Designated Officers as detailed in section 3 in order for appropriate action to be taken to ensure the welfare and safety of children and adults

4.1 Recognising Abuse

Recognising abuse is not easy, and it is not the responsibility of council staff/workers, elected members or volunteers to assess if an allegation of abuse is correct. South Staffordshire Council has a responsibility to share information and report concerns if we think it may be happening.

Abuse, including neglect are forms of maltreatment of a child or adult. Somebody may abuse a child or adult by inflicting harm or by failing to act to prevent harm. Children and adults may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger for example via the internet. They may also be abused by an adult or adults, or by another child or children.

4.2 Types of Abuse

It is generally accepted that there are the following types of abuse:

Children and Adults:

Physical abuse, emotional abuse (or psychological), sexual abuse and neglect.

Adults:

Financial, discriminatory, organisational, institutional, domestic abuse, modern slavery, neglect and acts of omission and self neglect.

Please note that the tabled examples and signs detailed on the following pages may also be indicators of other medical factors and may not necessarily confirm abuse and neglect. These tables are provided as a guide to help employees identify the types and signs of abuse and to help them decide whether concerns should be raised.

PHYSICAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none">• Shaking• Pinching• Slapping• Force-feeding• Biting• Burning or Scalding.• Causing needless physical discomfort• Inappropriate restraint• Locking someone in a room	<ul style="list-style-type: none">• Unexplained bruising, marks or injuries on any part of the body• Frequent visits to the GP or A&E• An injury inconsistent with the explanation offered• Fear of parents or carers being approached for an explanation• Aggressive behaviour or severe temper outbursts• Flinching when approached• Reluctance to get changed or wearing long sleeves in hot weather• Depression• Withdrawn behaviour or other behaviour change• Running away from home/residential care• Distrust of adults, particularly those with whom a close relationship would normally be expected
EMOTIONAL/PSYCHOLOGICAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none">• Intimidation and/or threats• Bullying• Rejection• Shouting• Indifference and the withdrawal of approval• Denial of choice• Deprivation of dignity or privacy• The denial of human and civil rights• Harassment	<ul style="list-style-type: none">• A failure to thrive or grow• Sudden speech disorders• Developmental delay, either in terms of physical or emotional progress• Behaviour change• Being unable to play or socialise with others• Fear of making mistakes• Self harm

<ul style="list-style-type: none"> • Being made to fear for one's well being 	<ul style="list-style-type: none"> • Fear of parent or carer being approached regarding their behaviour • Confusion
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SEXUAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none"> • Rape and other sexual offences • For adults, sexual activity including sexual contact and non-sexual contact that the person does not want, to which they have not consented, could not consent, or were pressured into consenting to. • Being encouraged or enticed to touch the abuser • Coercing the victim into watching or participating in pornographic videos, photographs, or internet images • Any sexual relationship that develops where one is in a position of trust, power or authority 	<ul style="list-style-type: none"> • Pain or itching in the genital/anal areas • Bruising or bleeding near genital/anal areas • Sexually transmitted disease • Vaginal discharge or infection • Stomach pains • Discomfort when walking or sitting down • Pregnancy • Sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn • Fear of being left with a specific person or group of people • Nightmares • Leaving home • Sexual knowledge which is beyond their age or development age • Sexual drawings or language • Bedwetting • Saying they have secrets they cannot tell anyone about • Self harm or mutilation, sometimes leading to suicide attempts • Eating problems such as overeating or anorexia • Disclosure
NEGLECT	
Examples include	Signs include
<ul style="list-style-type: none"> • Withholding help or support necessary to carry out daily living tasks • Ignoring medical and physical care needs 	<ul style="list-style-type: none"> • Constant hunger, sometimes stealing food from others • Dirty or 'smelly' • Loss of weight, or being constantly underweight

<ul style="list-style-type: none"> • Failing to provide access to health, social or educational support • The withholding of medication, nutrition and heating • Keeping someone in isolation. • Failure to intervene in situations that are dangerous to the person Inadequate supervision and guidance – leaving the child to cope alone, abandoning them or leaving them with inappropriate carers and failing to provide appropriate boundaries about behaviours such as under age sex or alcohol. 	<ul style="list-style-type: none"> • Inappropriate dress for the weather • Complaining of being tired all the time • Not requesting medical assistance and/or failing to attend appointments • Having few friends • Worsening of health conditions • Pressure sores • Mentioning their being left alone or unsupervised • Sore or extreme nappy rash • Skin infections • Lack of response to stimuli or contact • Poor skin condition(s) • Frozen watchfulness • Anxiety • Distressed • Child moves away from parent under stress • Little or no distress when separated from primary carer • Inappropriate emotional responses • Language delay
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Adults at risk may experience several other types of abuse as detailed below:

FINANCIAL ABUSE (Adults)	
Examples include	Signs include

<ul style="list-style-type: none"> • Being over charged for services • Being tricked into receiving goods or services that they do not want or need • Inappropriate use, exploitation, or misappropriation of property and/or utilities • Theft • Deception • Fraud • Exploitation or pressure in connection with wills 	<ul style="list-style-type: none"> • Lack of basic requirements e.g. food, clothes, shelter • Inability to pay bills. • Unexplained withdrawals from accounts. • Inconsistency between standard of living and income • Reluctance to take up assistance which is needed • Unusual interest by family and other people in the person's assets • Recent changes in deeds • Power of Attorney obtained when person lacks capacity to make the decision.
DISCRIMINATORY ABUSE	
Examples include	Signs include
<ul style="list-style-type: none"> • Use of inappropriate "nick names" • Use of derogatory language or terminology • Enforcing rules or procedures which undermine the individual's well being • Denial to follow one's religion • Lack of appropriate food • Denial of opportunity to develop relationships • Denial of health care. 	<ul style="list-style-type: none"> • Being treated unequally from other users in terms of the provision of care, treatment or services • Being isolated • Derogatory language and attitude by carers • Dismissive language by staff • Hate campaigns by neighbours or others • Deteriorating health • Indicators of other forms of abuse
INSTITUTIONAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none"> • Service users required to 'fit in' excessively to the routine of the service • More than one individual is being neglected • Everyone is treated in the same way • Other forms of abuse on an institutional scale 	<ul style="list-style-type: none"> • Inflexible daily routines, for example: set bedtimes and/or deliberate waking • Dirty clothing and bed linen • Lack of personal clothing and possessions • Inappropriate use of nursing and medical procedures • Lack of individualised care plans and failure to comply with care plans • Inappropriate use of power, control, restriction or confinement

	<ul style="list-style-type: none"> • Failure to access health care, dentistry services etc. • Inappropriate use of medication. • Misuse of residents' finances or communal finances • Dangerous moving and handling practices • Failure to record incidents or concerns
DOMESTIC ABUSE	
Examples include	Signs include
<ul style="list-style-type: none"> • Controlling or coercive behaviour • Forced marriage, honour based violence • Includes physical, sexual financial and emotional abuse in the context of home or family relationships. 	<ul style="list-style-type: none"> • Lack of finances • Pulling away from family and friends • Emotional outbursts and lacking in self esteem • Fear of making mistakes • Self-Harm
SELF NEGLECT	
Examples include	Signs include
<ul style="list-style-type: none"> • Little or no personal care • Refusing medication or refusing to stay on medication • Disorientated or incoherent • Unsafe living conditions & hoarding • Inability to manage finances and property • Isolation 	<ul style="list-style-type: none"> • Poor grooming, dirty or ragged clothes, unclean skin and fingernails • Unwilling to accept medical care • Unable to focus, carry on normal conversation or answer basic questions about date, place, and time • Lack of food or basic utilities in the home, unclean living quarters, rodents or other vermin • Hoarding animals or trash, inability to get rid of unneeded items • Inability to manage finances and property: not paying bills, repeatedly borrows money, gives money or property away • Little contact with family or friends, no social support
MODERN SLAVERY	
Examples include	Signs include

<ul style="list-style-type: none"> • Includes slavery, human trafficking, forced labour and domestic servitude. 	<ul style="list-style-type: none"> • Lack of finances • Lack of basic hygiene • Low weight • Poor grooming, dirty or ragged clothes, unclean skin and fingernails • Fear of making mistakes • No communication skills • Frequent bouts of a sexually transmitted disease • Teenage pregnancy
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4.3 The thresholds of need and Early Help for children and young people

Staffordshire Safeguarding Children's Board works to a model that identifies four levels of need. This model has four stages and is referred to by people working with children and young people to ensure a child's basic needs and developmental needs are met. The four stages are:

- Universal Need, where all a child's or young person's needs are being met through support from their own family or carer's and by accessing universal services.
- Additional Need, where a child or young person may need the intervention from an agency to provide support needs to them and their family.
- Multiple needs/complex needs, where a child or young person will need various interventions from several agencies to provide them and their family with stability and support.
- Acute/Specialist needs, where a child or young person needs more specialist support due to child protection issues where there is actual or likely significant harm or due to safeguarding but no actual or likely significant harm.

If you have regular contact with a child or young person and can see changes in their behaviour, clothing, actions or conversations seek advice from one of the safeguarding designated officers at South Staffordshire or the Local Support Team who can provide you with advice.

Early Help means that needs relating to a child or young person can be addressed as early as possible, reducing the likelihood of them escalating into requiring further intervention from a range of agencies.

4.3 Other types of abuse

Domestic Violence and Abuse

As of 1st March 2013, the Home Office definition of **Domestic violence and abuse** is:

Any incident or pattern of incidents of controlling⁴, coercive⁵ 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. This can encompass but is not limited to the following types of abuse; psychological, physical, sexual, financial and/or emotional

Source: www.homeoffice.gov.uk

In all cases where there is knowledge or suspicion that there exists a **potential** for a child or children to be suffering harm as a result of domestic violence and abuse, then a referral should be made to Children's Social Care via the First Response Team (FRT) who act as the first point of contact for all referrals in relation to cases that meet the **threshold for significant harm** – for further information please refer Section 1E threshold framework 'Accessing the right help at the right time'.

www.staffsscb.org.uk/Professionals/Procedures/Procedures.aspx.

Where it is thought that a victim of domestic violence and abuse meets the definition of an adult at risk of abuse and neglect, then an Adult Protection referral should be made to the Contact Centre on **0345 604 2719**. For further information please refer to the Council's Domestic Abuse Policy.

Hidden Harm

Children may be suffering from the effects of what is known as 'hidden harm' if they live with parents or carers who are misusing drugs or alcohol. Children in these situations may be acting as young carers or they may be subjected to any of the forms of abuse described above. Separate policies and procedures for children living with parents who misuse substances and those who are deemed as young carers can be found on the SSCB website.

www.staffsscb.org.uk/Professionals/Procedures/Procedures.aspx.

Child Sexual Exploitation

Child sexual exploitation is a form of sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the

⁴ Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

⁵ Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology. (DFE2017)

CHILDREN AND YOUNG PEOPLE DO NOT MAKE INFORMED CHOICES TO ENTER OR REMAIN IN SEXUAL EXPLOITATION. RATHER, THEY DO SO FROM COERCION, ENTICEMENT, MANIPULATION, FEAR OR DESPERATION. FOR FURTHER GUIDANCE

www.staffsscb.org.uk/Professionals/Procedures/Procedures.aspx

Forced Marriage

Forced marriage⁶ is a marriage without the full and free consent of both parties. It is a form of domestic violence and an abuse of human rights. In an arranged marriage the family will take the lead in arranging the match but the couples have a choice as to whether to proceed. In forced marriage, one or both spouses do not (or, in the case of some disabled young people and some adults, cannot) consent to the marriage and some element of duress is involved. Duress can include physical, psychological, sexual, financial and emotional pressure. It is important to note that the Mental Capacity Act does **NOT** allow for consent to marry to be given on behalf of a person without capacity to make this decision for themselves.

Female Genital Mutilation

Female genital mutilation (FGM) includes procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons.” (World Health Organisation, 2014). It is illegal in the UK. FGM is known by a number of names including „female genital cutting“, „female circumcision“ or initiation“. The term female circumcision suggests that the practice is similar to male circumcision, but it bears no resemblance to male circumcision, has serious health consequences and no medical benefits. FGM is also linked to domestic abuse, particularly in relation to honour based violence“.

For further guidance

<http://www.staffsscb.org.uk/Professionals/Procedures/Section-Four/Section-Four-Docs/Section-4M-Female-Genital-Mutilation.pdf>

Modern Slavery/Trafficking

Modern slavery encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever

⁶ Research carried out by the then Department for Children, Schools and Families estimated that the national prevalence of reported cases of forced marriage in England was between 5,000 and 8,000, with the youngest victim being 2 years old and the oldest 76 years..

means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

The organised crime of human trafficking into the UK has become an issue of considerable concern to all professionals with responsibility for the care and protection of children and adults. Any form of trafficking humans is an abuse.

Trafficking of persons means the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat of, or use of coercion, abduction, fraud, deception, abuse of power or of a position of vulnerability. It also includes 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.

It is important to note that some cases involve UK-born people being trafficked within the UK, e.g. people being trafficked from one town to another. The consent of the victim of trafficking is irrelevant where any of the above methods have been used.

Trafficked people may be used for sexual exploitation, agricultural labour including tending plants in illegal cannabis farms and benefit fraud. Children as well as adults are trafficked.

If you have a concern regarding the possible trafficking of a person you should immediately contact the Designated Officer or make a referral direct to the appropriate team. Practitioners should not do anything which would heighten the risk of harm or abduction to the child or adult.

Race and Racism

People from black and minority groups (and their parents or carers) are potentially likely to have experienced harassment, racial discrimination and institutional racism. Although racism causes significant harm it is not, in itself, a category of abuse (unless the victim meets the definition of an adult at risk of abuse and neglect, in which case an appropriate referral should be made) and dealing with it is considered under other specific policies of the Council and the District Community Safety Partnership.

Hate Crime

The Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS) have a nationally agreed definition of Hate Crime. Hate crimes are taken to mean any crime where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised. This is a broad and inclusive definition. A victim does not have to be a member of the group. In fact, anyone could be a victim of a hate crime.

The Crown Prosecution Service (CPS) and The Association of Chief Police Officers (ACPO) have agreed 5 monitored strands of hate crime as set out below. A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's:

- disability
- race
- religion or belief
- sexual orientation
- transgender identity

Hate crime can take many forms including:

- physical attacks such as physical assault, damage to property, offensive graffiti and arson
- threat of attack including offensive letters, abusive or obscene telephone calls, groups hanging around to intimidate, and unfounded, malicious complaints
- verbal abuse, insults or harassment - taunting, offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes, and bullying at school or in the workplace.

If the victim of a Hate Crime meets the definition of an adult at risk of abuse and neglect, an Adult Protection referral should be made to the Contact Centre on **0345 604 2719**.

Safeguarding People who are vulnerable to being drawn into Violent Extremism and/or Terrorism

The current threat from terrorism in the United Kingdom can involve the exploitation of vulnerable people, including children of all ages, young people and adults to involve them in terrorism or activity in support of terrorism.

Violent Extremism is defined by the Crown Prosecution Service (CPS) as: *"The demonstration of unacceptable behaviour by using any means or medium to express views, which:*

- *Encourage, justify or glorify terrorist violence in furtherance of particular beliefs;*
- *Seek to provoke others to terrorist acts;*
- *Encourage other serious criminal activity or seek to provoke others to serious criminal acts;*
- *Foster hatred which might lead to inter-community violence in the UK."*

There are a number of offences that can be considered when dealing with violent extremism. They include offences arising through spoken words, creation of tapes and videos of speeches, internet entries, chanting, banners and written notes and publications.

The main offences employed to date have been soliciting murder and inciting racial hatred.

The Stoke-on-Trent and Staffordshire Local Safeguarding Children Boards and the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board recognise the need to protect people against the messages of all violent extremism including that linked to Far Right / Neo Nazi / White Supremacist, Al Qaeda ideologies, Irish Nationalist and Loyalist paramilitary groups, and that linked to Animal Rights movements.

<http://www.staffsscb.org.uk/Professionals/Procedures/Section-Six/Section-Six-Docs/Section-6L-Staffordshire-and-Stoke-on-Trent-LSCB-and-SSASPB-Prevent-Channel-Guidance.docx>

4.4 Risks that increase the likelihood of abuse happening

There are certain situations and factors that put people at particular risk of abuse. If one or more of these factors are present, it does not mean that abuse will occur but it will increase the risk:

- Isolation.
- Living in the same household as an abuser.
- A previous history of abuse.
- The existence of financial problems.
- A member of the household experiences emotional or social isolation.
- Inappropriate physical or emotional environment e.g. lack of privacy and/ or personal space.
- Where there has been a change of lifestyle e.g. illness, unemployment or employment.
- Dependence on others for personal and practical care.
- Where a person is dependent on other people to administer money or where several people manage their money.
- Where the vulnerable person exhibits difficult and challenging behaviour.
- The carer has difficulties such as debt, alcohol or mental health problems.
- Poor leadership in care services.
- Unmonitored provision of care e.g. where reviews or inspections do not take place.
- Failure to comply with standard operating policies and procedures.

4.5 Increased Risk to Vulnerable Children

There are many issues that may contribute to child abuse, but some factors increase the risk to children and make them more vulnerable to abuse. They can be found in the background of parents, in the environmental situation and in attributes of the child themselves.

Parental factors:

- Parent has a mental illness
- Parent is misusing drugs or alcohol
- Parent has already abused a child
- Parent has previously had children removed
- Unwanted pregnancy
- Parent has a background of abuse when growing up
- Parents have unrealistic expectations of the child and lack parenting knowledge
- Parent is isolated and has little support
- Parent has a learning difficulty/disability

Environmental factors:

- Overcrowding in the house
- Poverty or lack of opportunity to improve the family's resources
- Domestic abuse is present
- A non biological adult (i.e. unrelated) living in the house
- Family is experiencing multiple stresses

Child factors:

- Baby is sickly, colicky or unwanted
- Child has a physical or learning disability
- Lack of attachment between child and parent
- Child resides in care, particularly residential
- Child is excluded from mainstream school
- Child uses drugs/ alcohol
- Child goes missing
- Child is living in private fostering arrangements

It is possible to limit the situations where the abuse of children and adults may occur, by promoting good practice to all staff and elected members. Please see Section 3.

5. RESPONDING TO DISCLOSURE, SUSPICIONS AND ALLEGATIONS

Council employees/ elected members/ volunteers may come across cases of suspected abuse either through direct or indirect contact with children and adults, for example, running a holiday activity, or visiting homes as part of their day to day work. It is not an employee's/ elected members/ volunteer's responsibility to decide whether or not a child or adult has been abused. It is however their responsibility to act immediately on any such suspicions and report their concerns and to ensure any relevant information is passed to the appropriate team (see referral form Appendix 1).

5.1 Responding to Disclosure

Abused children and adults at risk are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the child or adult is saying employees/ elected members/ volunteers are already helping the situation.

The following points are a guide to help employees respond appropriately:

Dos and Don'ts	
Dos	Don'ts
<ul style="list-style-type: none"> • React calmly so as not to frighten them • Seek the views and wishes of the adult at risk in relation to the safeguarding concern • Take what the person says seriously, recognising the difficulties inherent in interpreting what is being said by a person who has for example a speech impairment and / or differences in language • Avoid asking leading or direct questions other than those seeking to clarify your understanding of what the person has said. They may be subsequently formally interviewed by the Police and/or Children's Social Care Services and they should not have to repeat their account on several occasions. The first person told may become at witness at court if they have asked/gained direct relevant information. 	<ul style="list-style-type: none"> • Dismiss the concern • Panic • Allow your shock or distaste to show • Probe for more information than is offered • Speculate or make assumptions • Make negative comments about the alleged abuser • Make promises or agree to keep secrets • Ask the child, young person, adult at risk of abuse and neglect any witnesses to sign your written information as this may be significantly detrimental to any subsequent police investigation

Dos and Don'ts	
Dos	Don'ts
<ul style="list-style-type: none"> • Reassure the child or adult <u>at risk of abuse and/or neglect</u> that they are right to tell • Explain to them that concerns may have to be shared with someone who is in a position to act 	<ul style="list-style-type: none"> • Take photographs of any alleged injuries. Any such recording must only be done by an approved medical or other practitioner, following referral. • Examine injuries

- | | |
|--|--|
| <ul style="list-style-type: none"> • Make a written record of what has been disclosed at the earliest opportunity | |
|--|--|

5.2 Responding to Concerns

It is the responsibility of the individual employee, worker, elected member or volunteer to take action where there are safeguarding concerns..

If any employee, worker elected member or volunteer has any concerns regarding a child or adult who they think is being abused it is important for them to act immediately. All concerns must be shared with the Designated Child and Vulnerable Adult Protection Officer or other Designated Officers.

It's the responsibility of the Designated Child and Vulnerable Adults Protection Officer (including Deputy and Designated Officers) to take a lead on reporting any concerns to the First Response Team and/or the Police and to assist in any further action required on behalf of the Council. In the event that any of the designated individuals referred to in section 3 and above are not available employees, workers, elected members or volunteers should follow the steps set out below and in para 5.3.

Ensure that the person reporting the incident is reassured that their concerns are being appropriately addressed and that they have access to staff support if needed.

The individual receiving the concern must make a record of the concern, this should include:

- The date and time
- The child or adult's name, address and date of birth
- The nature of the allegation
- A description of any visible injuries
- Observations – e.g. a description of the child or adult's behaviour and physical and emotional state
- What the child or adult said and what was said in reply. Please record this as accurately as possible, using their words/language
- Any action taken as a result of the concerns being raised e.g. who was spoken to and resulting actions. Include names, addresses and telephone numbers
- Sign and date what has been recorded (Don't get them to sign)
- Store the information in accordance with relevant procedures, e.g. Data Protection
- Report to and inform your line manager and/or one of the Council's Designated Child and Adults Protection Officer.

5.3 Action to be taken by the Child and Adult Protection Officer (including Deputy and Designated Officers) when the threshold is met for referral.

Concerns relating to a child

- If concerns are raised in relation to a child, then this information can be recorded on a multi-agency referral form (MARF). This ensures you have all the information to hand **before** making a referral (where appropriate) The MARF can be downloaded from the SSCB website <http://www.staffsscb.org.uk/Professionals/Procedures/Section-Three/Section-3-Managing-Individual-Cases.aspx>

Actions to be taken by the Elected Member/ Employee/ Volunteer/ Designated Officers/ Departmental Child and / Senior Managers

- Where concerns do not meet the threshold for significant harm **the Local Support Team must be contacted for advice. (01902 506150)**
- If after reviewing the SSCB Thresholds document⁷ it is evident that the child or young person is at **risk of significant harm**, a call must be made to First Response on 0800 1313126 (between 8.00 am and 5.30 pm and 4.30 pm on a Friday). Outside of 8.00 am and 5.30 pm any child protection concerns should be directed to Staffordshire County Council Emergency Duty Service on 0345 6042886.
- If the line is busy First Response will accept a brief email with your contact details. This can be sent to frist@staffordshire.gov.uk (please note this should not include any confidential details about a child or young person). In the email explain that it is a child protection⁸ concern.
- First Response will ask you for a range of information, all of which is listed on the MARF. They will also ask you what your concerns are and what evidence you have to demonstrate that the child or young person is at risk of significant harm, so it's important to have as much information as possible before you make the call but this shouldn't delay it either. Call takers will also want to know if an early help

⁷ <http://www.staffsscb.org.uk/Professionals/Procedures/Section-One/Section-One-Docs/Section-1E-SSCB-Thresholds-for-Intervention-Guidance.pdf>

⁸ Working together 2015 page 92 explains what child protection is: It is part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

assessment has been completed. If you're not sure you can contact your Local Support Team (LST)

- **In an emergency where someone is at risk of immediate harm - dial 999**

Concerns relating to an adult

- If you have concerns about an adult record the same information as before and then seek advice from the Contact Centre on **0345 604 2719**.

***Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation.**

- All reported concerns must be discussed prior to making a referral with the agency's Designated Safeguarding Officer(s). If this person(s) is not available, either because they are on annual leave or off sick then any concerns should be discussed with a nominated deputy who will take responsibility for safeguarding when the designated lead is unavailable. The Designated Officer/ Deputy should also ensure that the employee reporting the incident is reassured that they have access to staff support if needed.

Where concerns meet the **threshold for significant harm** a referral must be made to Staffordshire Children's Social Care's First Response Team based at the MASH on **0800 1313126 (between 8.00 am and 5.00 pm and 4.30 pm on a Friday)** or via a brief e-mail first@staffordshire.gov.uk with your contact details (please note this should not include any confidential details about a child or young person) and explain the need for an urgent response due to a child protection concern. **The referral must be followed up in writing within 48 hours (the address is written on the multi agency referral form).**

- Where concerns do not meet the threshold for significant harm **the Local Support Team must be contacted for advice. (01902 506150)**
- To make an Adult Protection referral advice should be sought from the Contact Centre **0345 604 2719**.
- **Outside of 8.00 am and 5.00 pm** any concerns relating to a child should be directed to Staffordshire County Council **Emergency Duty Service on 0345 604 2886**.
- Alternatively you can contact Staffordshire Police on **101** or dial **999 in an emergency where someone is at risk of immediate harm**.

Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation.

Where a referral has been made by an individual employee, worker elected member or volunteer because the designated officers are not available they **MUST** inform the Assistant Director Welfare Services (also the Councils Designated Child and Adult Protection Officer to ensure there is a central Council record of the referral.

5.4 Consent

Safeguarding children and consent

It is important for professionals to discuss their concerns with the child (where appropriate) and family because it can help to resolve issues that otherwise would not warrant a referral to First Response. Discussing concerns early on also builds trust and encourages parents to work with professionals; this in turn keeps children safe and prevents issues escalating. However, there may be circumstances where parents refuse to give consent and it is in this instance that, employees, members or volunteers should make a judgement as to whether, without help, the needs of the child would escalate.

Consent is **not** required for referrals that meet the threshold for significant harm (i.e. child protection); however you, as the referring professional, must inform parents or carers that you are making a referral as stated above, unless by alerting them you could be putting that child or others at risk. If you have not spoken to the parent/ carer, First Response will ask you to do so before they proceed with the call.

Adult safeguarding referrals and consent

Consent is not required for adult protection referrals; however it is good practice to gain consent if possible. If the adult lacks capacity to make a decision to share the information for themselves, a decision can be taken in their best interests about whether this is appropriate.

Information can also be shared without consent if there is an overriding public or vital interest;

- Risk of harm to the wellbeing and safety of the adult or others
- Other adults or children could be at risk
- It is necessary to prevent crime or a crime may have been committed
- The person lacks capacity to consent

5.5 Early Help - Responding to lower level concerns in relation to children that do not meet the threshold for significant harm

Staff, members and volunteers may come into contact with children and families that need additional support and help. It is important that action is taken early to enable children to have the best outcomes. There are a

range of agencies that can provide early help and support to children and families. The overall aim of early help is to support children, young people and families at the earliest possible stage of a problem emerging to prevent them from reaching crisis point and the need for statutory intervention. The Local Support Team can provide early help to children and families, consent should be obtained from parents/carers for a request for support to be made to the Local Support Team. Staff can also seek advice from the Designated Safeguarding Officers in relation to dealing with lower level concerns; further information on Early Help is available at <http://www.staffsscb.org.uk/Professionals/Staffordshire-Early-Help-Strategy/Staffordshire-Early-Help-Strategy.aspx>

5.6 Responding to allegations against Staff and Volunteers

Detailed procedures and guidance relating to the management of allegations against people who work with children are contained within the following documents:

Working Together to Safeguard Children (2013) Chapter 2
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf
SSCB Inter-Agency Procedures: Section 4HA

It is essential that any concerns for the welfare of a child arising from abuse or harassment by a member of staff or a volunteer should be reported **IMMEDIATELY** to the Safeguarding Champion (Elaine Harper, Assistant Director Welfare Services) or the Information and Referral Officer (Maggie Quinn, Community Wellbeing and Partnership Officer). In their absence one of the other advisors detailed in section 3 should be informed along with the Council's Senior HR Advisor.

The Designated Child Protection Officer/ Deputy must contact First Response or Adults Safeguarding and speak to the LADO within 24 hours.

The LADO is a statutory role in relation to allegations against children. They provide an 'Initial Discussion' which allows for the giving of advice and guidance relating to the most appropriate way of managing the allegation or concern, and most importantly will help establish what the 'next steps' should be in terms of investigating the matter further.

The LADO will liaise with police and children's social care safeguarding teams when appropriate, and also discuss with the Designated Child and Adult Protection Officer or Deputy Child and Adult Protection Officer other issues such as – notifying the child's parents/carers; suspending the adult; risks to other children; communication with relevant other organisations/bodies; supporting the adult and possible media interest. The LADO will also monitor the progress of an investigation and assist an employer in the taking of any difficult judgments about a person's suitability to remain in the children's workforce.

5.7 Support for the Referrer

The Council will fully support and protect all elected members/ employees/volunteers who, in good faith (without malicious intent), make a referral about a colleague who may be abusing a child or adult and report his or her concern about a colleague's practice.

This support may take the form of counselling through the Council's service, moving the person reporting the abuse / potential abuse to another workplace temporarily whilst the incident is investigated. The Council also has a whistle blowing procedure which a referrer can follow if there are reasons why the standard procedures for dealing with allegations make them feel particularly vulnerable, or if they consider their concerns are not being acted upon appropriately.

However, all elected members/ employees/ volunteers have a duty to safeguard and promote the welfare of children and adults and in order to investigate concerns robustly it may not be possible to maintain complete anonymity, but the interests of the referrer will be protected when concerns are raised.

5.8 Disclosure

Any staff member, elected member or volunteer who becomes the subject of a police investigation in relation to physical or sexual offences against adults or children, or are charged with such a criminal offence, must inform the Assistant Director Welfare Services. Staff must disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children whether received before, or during their employment at the organisation. The HR Manager will discuss any potential safeguarding matters with the LADO and any required action will be agreed.

5.9 Types of Investigation

There may be a number of strands to a child or adult protection investigation e.g. professionals strategy meetings, child protection conferences and core groups, criminal investigations joint evaluation meetings (under Staffordshire LADO procedures) as well as disciplinary investigations. Elected members/ employees/ volunteers may need to be involved as witnesses, holders of key information, or in regard to ongoing processes around protection and welfare.

The Council will consider protecting all parties when an employee is accused of abuse pending a formal investigation. For the employee who is accused, options may include alternative work. Where that is not possible agreed gardening leave or suspension may be considered. An investigation will be carried out as quickly as is practically possible for the protection of all parties involved. The Council will assess each individual allegation on its own, taking into account the findings of any criminal

investigation and respond to the outcome of the investigation in line with Council policy and procedure.

Employees are strongly advised to ensure they respect and maintain appropriate boundaries between themselves and children, young people and adults. The Code of Conduct in section 6 provides advice about professional practice that will minimise the potential for unintentional inappropriate behaviour and/or misunderstandings.

5.10 Referral to the Disclosure and Barring Service

Where an employee has been dismissed or where a member of staff/volunteer has been removed from working with children and/or adults (in what is legally defined as a Regulated Activity) because they meet the referral criteria the Council will manage any required referral to the disclosure and barring service (DBS) in line with the relevant provisions of the Disclosure and Barring policy and procedure.

6. CONFIDENTIALITY

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on need to know basis only.

Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation. **This includes contacting the alleged perpetrator.** Advice should FIRST be sought from the police and/or Children's Social Care LADO. This will be co-ordinated by the Assistant Director Welfare Services.

It is extremely important that allegations or concerns are not discussed, as any breach of confidentiality could be damaging to the child or adult, their family and any child/vulnerable adult protection investigations that may follow.

Any individual under supervision has the right to be notified about the cause for concern. This should be done in joint consultation with Children's Social Care Services and the Police. It is important that the timing of this does not prejudice the investigation.

Recorded information should be stored in a secure place with limited access e.g. to the Designated Child and Adult Protection Officer, and in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).⁹

⁹ **Note:** The application\implementation of the data protection requirements in the context of this policy and procedure will, until otherwise determined:-
a. be subject to the request made to Local Authorities by Lord Justice Goddard as chair of the Goddard Inquiry (20150 to retain of "any and all documents; correspondence; notes; emails and all other information -

If enquiries arise from the public (including parents) or any branch of the media, it is vital that all staff, elected members and volunteers are briefed so that they do not make any comments regarding the situation. Staff, elected members and volunteers should be informed who the relevant designated Council spokesperson will be, and all enquiries directed through them. Staff, elected members and volunteers should reply 'no comment' to all questions / enquiries.

Further guidance available at:

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

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

<http://preview.staffordshirecares.info/StayingSafeintheCommunity/Sto-pabuseofadults.aspx>

SECTION THREE – FURTHER INFORMATION

1. SUMMARY OF CONTACT INFORMATION

The Designated Officers below are for advice and guidance on safeguarding matters and making referrals.

<p>South Staffordshire Council</p> <p>Safeguarding Champion is Elaine Harper, Assistant Director Welfare Services and the Information and Referral Officer is Maggie Quinn, Community Wellbeing and Partnership Officer - Other Designated Child and Adult Protection Officers are:</p> <ul style="list-style-type: none"> • Tahmina Choudhury Housing Options Officer 01902 696507 • Simon Nuttall Team Manager Leisure and Facilities 01902 696518 • Maggie Quinn Community Wellbeing and Partnership Officer 01902 696530 • Michelle Kettles Welfare and Benefit Team Manager 01902 696471 • Judith Poulton Customer Service Specialist Advisor 01902 696578 • Jasmin Thomas Food and Safety Officer 01902 696301 <p>Member Representative is Councillor Roy Wright r.wright@sstaffs.gov.uk</p>
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If you have concerns about a child or adult and you cannot get hold of one of the Designated Officers quickly you MUST contact one of the agencies below:

<p>Staffordshire County Council</p> <p>Vulnerable Children's Division – First Response Team</p> <p>For child protection issues contact:</p> <p>If anyone is in immediate danger 999</p>

however held – which may contain content pertaining directly or indirectly to the sexual abuse of children or to child protection and care.” and
b. Good Practice guidance produced from time to time on compliance with the Goddard Inquiry.

First Response Team (CLL VCD) **0800 131 3126** (between 8:00am and 6:00pm) or firsttr@staffordshire.gov.uk or; Staffordshire Police on **101**

Outside of the hours of 8:00am to 6:00pm child protection concerns need to be made to the Emergency Duty Service on **0345 604 2886**

Where concerns do not meet the threshold for significant harm the Local Support Team must be contacted for advice on **01902 506150**

For adults (age 18 and over) contact:

If anyone is in immediate danger **999**

Staffordshire Social Care and Health on **0345 604 2719**. Please refer to the Staffordshire and Stoke on Trent Safeguarding Procedures.

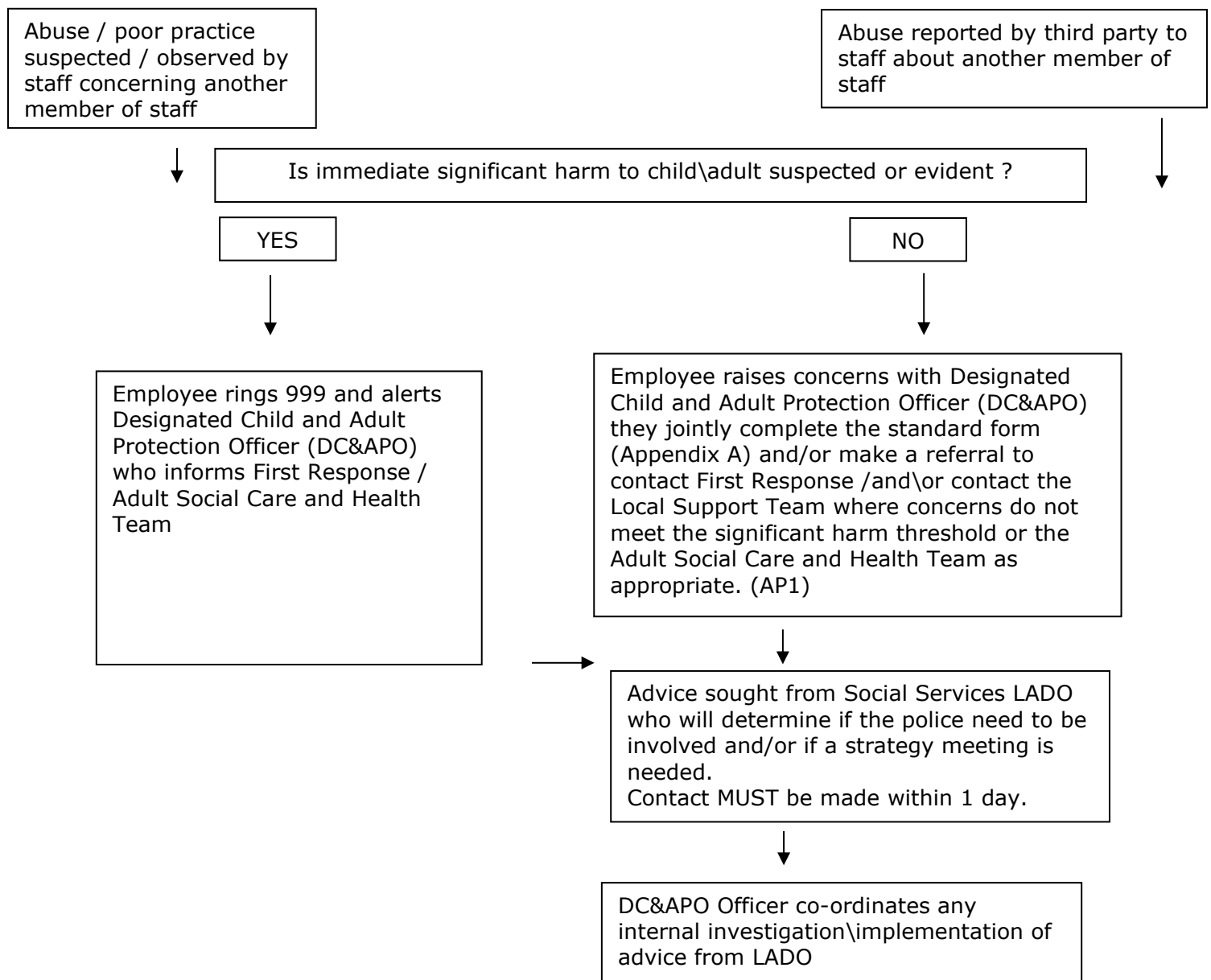
Make a record of your referral/request for advice and e-mail it to the Designated Child and Adult Protection Officer*

2. STANDARD FORMS AND TEMPLATES

Standard forms and templates referred to throughout the policy and procedure can be found in the appendices.

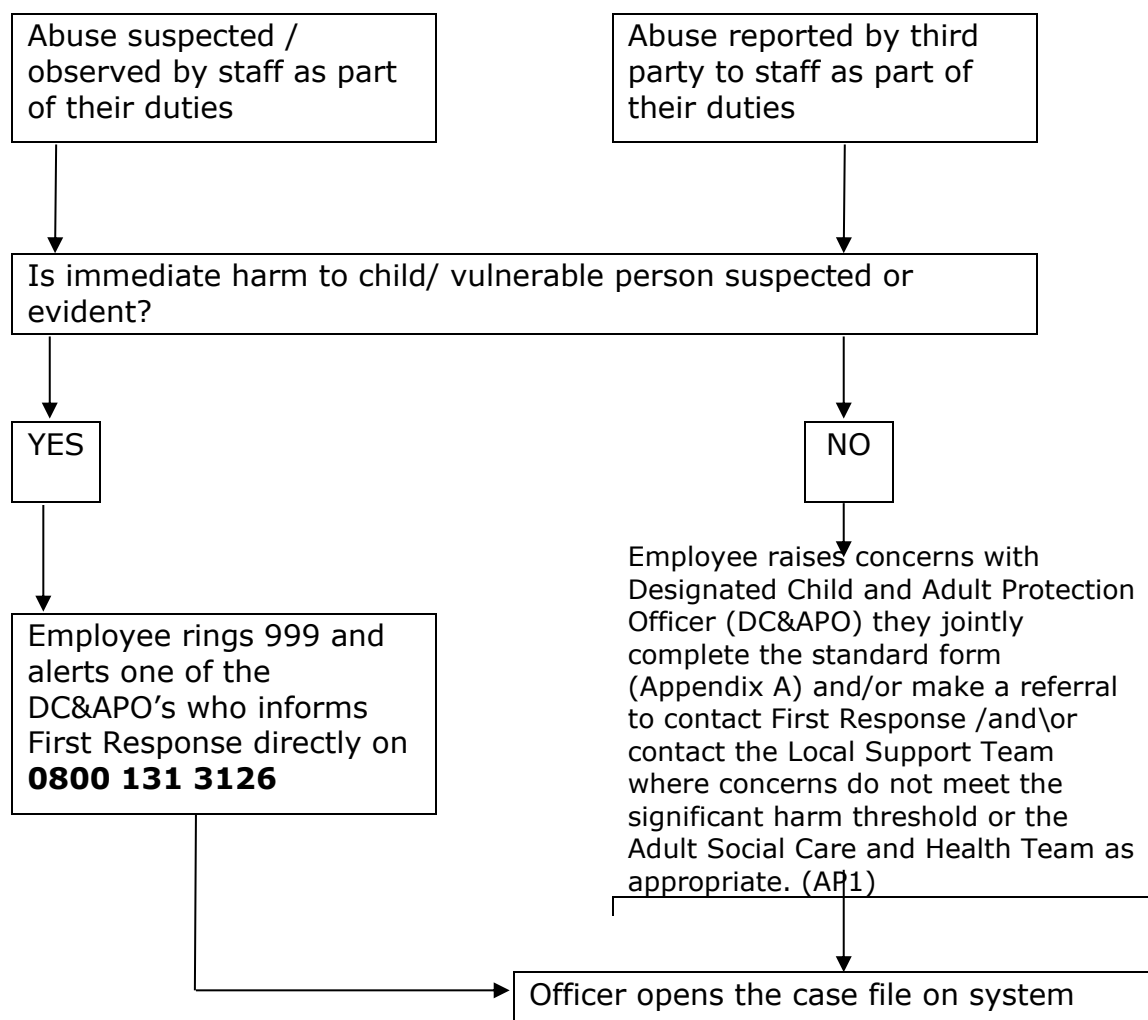
3. **PROCEDURAL FLOW CHARTS**

a. **Suspensions of abuse reported or identified – involving a member of South Staffordshire Council staff**



NB In the absence of the DC&APO (Assistant Director Welfare Services) any concerns should be reported to the designated Deputy DC&APO (Community Wellbeing and Partnership Officer). In their absence contact should be made with one of the Designated Officers (see section 3).

b. Suspicions of abuse reported or identified – not involving a member of South Staffordshire Council staff



NB Any concerns should be reported one of the Designated Officers listed in section 3 of this policy and procedure. A record of the referral must be provided to the Council's Designated Child Protection & Vulnerable Adults Officer.

4. PROMOTING GOOD PRACTICE

a. Code of Conduct for the Protection of Children and Adults at Risk of Abuse and Neglect

It is possible to limit the situations where the abuse of children and adults may occur, by promoting good practice to all staff, elected members and volunteers.

This code of conduct details the type of practice required by all staff, elected members and volunteers when in contact with children or adults. The types of practice are categorised into good practice, practice to be avoided and practice never to be sanctioned.

This Code of Practice will be issued to all employees who work with or come into contact with children and/or adults along with an executive summary of this policy/procedure.

b. Code of Practice for working with Children and Adults at Risk of Abuse and Neglect

South Staffordshire Council supports and requires the following good practice by staff, members and volunteers when in contact with children and adults.

When working with children and adults all parties should:

- Adhere to the protection of children, and adult's at risk of abuse and neglect policy at all times.
- Always work in an open environment e.g. avoid private or unobserved situations and encourage an open environment for activities.
- Treat all children and adults equally, with respect and dignity.
- Be an excellent role model including not smoking or drinking alcohol in the company of children and adults.
- Ensure if any form of manual or physical support is required for a child or adult, it is provided openly, the child or adult is informed of what is being done and their consent is obtained.
- Deliver educational instruction first verbally; secondly role-modelling; and thirdly, and only if necessary, with hands on – which must be accompanied by telling the child or adult why it is necessary and obtaining their consent.
- Involve parents, guardians and carers wherever possible.
- Build balanced relationships on mutual trust that empower children and adults to share in the decision making process.
- Recognise the developmental needs and capacity of children and adults. Avoid excessive training or competition and either pushing them against their will or putting undue pressure on them.

An example form for obtaining parental consent for taking part in events/activities is given at appendix C.

Practice to be avoided

In the context of job roles within South Staffordshire Council, the following practice should be avoided by employees:

- Avoid having favourites – this could lead to resentment and jealousy by other children or adults and could lead to false allegations.
- Avoid spending excessive amounts of time alone with children or adults away from others.
- Ensure that when children or adults are taken away from home adults avoid entering their rooms unless in an emergency situation or in the interests of health and safety. If it is necessary to enter rooms, the door should remain open, if appropriate.
- Avoid, where possible, doing things of a personal nature for children and adults that they can do for themselves.
- Avoid engaging in physical contact (e.g. horseplay) except as permitted within the rules of the game or competition.

NB. It may sometimes be necessary to do things of a personal nature for children/ adults at risk of abuse and neglect, particularly if they are very young or are disabled. These tasks should only be carried out with the full understanding and consent of the parent or guardian. In an emergency situation that requires this type of help, employees should endeavour to have someone present and fully inform the parents as soon as it is reasonably possible. In such situations it is important that all staff etc. are sensitive to the child/ adult and undertake personal care tasks with the utmost discretion. Staff should not take on the responsibility for tasks for which they are not appropriately trained.

Practice never to be sanctioned

In the context of job roles within the Council, the following practices should never be sanctioned by employees:

- Never engage in contact of a personal nature e.g. texting, dialog on face book and other social media.
- Never engage in sexually provocative games.
- Never form intimate emotional or physical relationships with children or adults.
- Never allow or engage in touching a child or adult in a sexually suggestive manner.
- Never allow children and adults to swear or use sexualised language unchallenged.
- Never make sexually suggestive comments to a child or adult, even in fun.
- Never reduce a child or adult to tears as a form of control.
- Never allow allegations made by a child or adult to go unchallenged, unrecorded or not acted upon.
- Never share a room with a child or adult for sleeping accommodation.

- Never invite or allow children or adults to stay with an employee at their private home.
- Never use the internet to access child pornography sites (see Email and Internet Code of Conduct).
- Never physically restrain a child or young person unless this is an appropriate response to prevent physical injury to the individual or to another person, or to prevent damage to any property. In any circumstances physical restraint must be proportionate and reasonable otherwise the restraint could be defined as assault.
- Never leave children unattended or with employees who have not been subject to an appropriate Disclosure and Barring Service check.
- Never issue medication to a child or an adult unless there are specific and detailed instructions and written consent given by the child / young person's parent, carer or legal guardian (someone who has parental responsibility for the child / young person).

Important Note: In special cases room sharing may be required for health and safety reasons or if the child is very young or particularly vulnerable. If so, this should be explained why this is necessary to the child/ adult and their parent or guardian or carer and their consent sought. Where possible ensure that at least two adults, preferably male and female are in the room.

Employees who breach this code of behaviour may be subject to the Council's disciplinary procedures depending upon the circumstances of the case.

First Aid and Treatment of Injuries

If a child or adult at risk of abuse and neglect requires first aid or any form of medical attention whilst in the care of an employee, then the following good practice should be followed:

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

If it is necessary to provide transport or take children or adults away from home the following good practice must be followed:

- Where practical request written parental/guardian consent if members of staff are required to transport children/ adults.
- Always tell another member of staff that a child is being transported, giving details of the route and the anticipated length of the journey.
- Ensure all vehicles are correctly insured.
- All reasonable safety measures are taken, e.g. children in the back seat behind the driver, seatbelts are worn and booster seats in place.
- Ensure where possible, a male and female accompany mixed groups of children or adults. These adults should be familiar with and agree to abide by the Council's Protection of Children and Adults at Risk of Abuse and Neglect policy and procedures.
- Always plan and prepare a detailed programme of activities and ensure copies are available for other staff and parents/guardians.

South Staffordshire Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are monitored appropriately. Service Level agreements or contracts in place for these contractors should therefore specify this requirement.

Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into contact with children or adults, must have their own equivalent Protection of Children and Adults at Risk of Abuse and Neglect policy, or failing this, must confirm that they have read and understood and are willing to comply with the terms of this policy and associated procedures.

Where there is potential for contact with children or adults it is the responsibility of the manager who is using the services of the contractor (the Client) to check that the correct Disclosure and Barring Service check has been satisfactorily completed, that (the Client) has a suitable child/adult protection policy and suitable staff safeguarding training in place.

Guidelines on Children and Adults at Risk of Abuse and Neglect in Publications and on the Internet

Websites and publications provide excellent opportunities to publicise achievements of individuals and provide a showcase for the activities of children and adults at risk of abuse and neglect. In some cases, however, displaying certain information about children and adults could place them at risk. The following procedure must be followed to ensure the Council's publications and information on the internet does not place children or adults at risk.

- Publications or information on an internet site must never include personal information that could identify a child and adult.

- Any contact information must be directed to the Council or another relevant organisation's address.
- Before publishing any information about a child or an adult, written consent must be obtained from the child or adult's parent/guardian/carer. If the material is changed from the time of consent, the parents/guardians must be informed and consent provided for the changes.
- The content of photographs or videos must not depict a child or adult in a provocative pose or in a state of partial undress. Children and adults must never be portrayed in a demeaning or tasteless manner.
- For photographs or videos of groups or teams of children or adults ensure that only the group or team is referred to not individual members. Credit for achievements by a child or adult are to be restricted to first names only.
- All published events involving children or adults must be reviewed to ensure the information will not put children or adults at risk. Any publications of specific meetings or child/adult events e.g. team coaching sessions, must not be distributed to any individuals other than to those directly concerned.
- Particular care must be taken when publishing photographs, film or videos of children or adults who are considered particularly vulnerable e.g. the subject of a child or adult protection issue or a custody dispute.

Important Note: Any concerns or enquiries about publications or internet information should be reported to the Council's Designated Child and Adult Protection Officer.

Guidelines on Use of Photography, Videoing and Filming of Children and Adults at Risk of Abuse and Neglect– (Including Mobile Phone Technology)

There is evidence that some individuals have used public events as an opportunity to take inappropriate photographs or film footage of children. The following best practice is to be adopted to protect children and adults at risk of abuse and neglect who are being photographed or videoed:

- When commissioning professional photographers or inviting the press to cover Council services, events and activities organisers must ensure that they make expectations clear in relation to child and adult protection.
- Organisers must check the credentials of any photographers and organisations used.
- Where possible the consent of the parent/guardian for photographing, videoing and/or filming of a child or adult must be obtained prior to the event or activity. (See appendix D and E).
- Where possible anyone wishing to use photographic/film/video equipment at a venue must obtain the approval of the Council.
- An activity or event specific identification badge/sticker must be provided and clearly displayed at all times, by

accredited photographers, film and video operators on the day of the activity or event.

- Unsupervised access must not be allowed to children or adults or one to one photographic sessions.
- Do not allow photographic sessions outside of the activities or services, or at a child or adults home.
- It is recommended that the names of children or vulnerable adults should not be used in photographs or video footage, unless with the express permission of the child or adult's parent or guardian or carer.
- South Staffordshire Council reserves the right at all times to prohibit the use of photography, film or video at any event or activity with which it is associated.
- The specific details concerning photographic /video and filming equipment should, where possible, be published prominently in event programmes and must be announced over the public address system prior to the start of an event. The recommended wording is:

"In line with the recommendation in the Council's Protection of Children and Adults at Risk of Abuse and Neglect policy, the promoters of the event request that any person wishing to engage in any video, zoom or close range photography should register their details with staff at the spectators entry desk before carrying out any such photography. The promoter reserves the right to decline entry to any person unable to meet or abide by the promoters conditions."

- Any concerns with photographers or video or film operators are to be reported to the Council's Designated Child and Adult Protection Officer and where relevant, the Police.

Parents/Carers use of Photographic and Filming Equipment at Events

It is good practice to inform parents/carers of our expectations of them using their own photographic/filming equipment at events organised by the Council.

- Parents/carers and spectators should register with the organiser, their intent to use zoom, close range photography or filming equipment at an event.
- Children, adults, parents/carers should be informed that if they have concerns they can report these to the organiser.
- Concerns regarding inappropriate or intrusive photography or filming should be reported to the organiser, or senior member of staff present. It is their responsibility to record the incident on the incident report form and pass on to the Designated Child and Adult Protection Officer to take appropriate action.

An example of wording to be displayed at an event or on publicity material prior to the event should follow the lines of:

"In line with South Staffordshire Council's Protection of Children and Adults at Risk of Abuse and Neglect policy, any person wishing to engage in the zoom, close range photography or filming, should register their intent with the event/activity organiser, prior to carrying out any such photography or filming. The organiser reserves the right to refuse any such photography or filming if there are concerns or complaints about its appropriateness"

An example form for use at Events and for taking, video material, photographs is given at appendices D and E.

Videoring as a Coaching Aid

There is no intention to prevent coaches or teachers using video equipment as a legitimate coaching aid. However, performers and their parents/carers should be aware that this is part of the coaching programme and care should be taken in the storing of such films.

c. Best practice in the recruitment of staff and volunteers working with Children

Pre-recruitment

If any form of advertising is used to recruit staff and volunteers, it should reflect:

- The responsibilities of the role
- The level of experience or qualifications required (e.g. experience of working with children is an advantage)
- The Council's open and positive stance on the protection of children and adults at risk of abuse and neglect to promote a strong culture of vigilance which may deter unsuitable people from applying
- The use of the Disclosure and Barring Service (DBS) and other vetting procedures in the recruitment and selection process.

Applicant Information

All applicants, whether for paid or voluntary, full- or part-time positions, should complete an application form, which should elicit the following information:

- Name, address and National Insurance Number
- Past career, relevant interests, any gaps in employment and reasons for leaving
- Relevant experience, educational qualifications, job specific qualifications and training
- Any criminal record
- The names of at least two people (not testimonials) willing to provide a reference where it is a requirement of the job.

Checks and References

Staff and volunteers recruited to work in services for children and adults at risk of abuse and neglect must be checked for any possible irregularities (or issues), which may give reason for concern.

A minimum of two references must be taken up, one of which must be the previous employer and if available, at least one should be associated with former work with children or adults at risk of abuse and neglect. References should include the applicant's suitability to work with children or adults where it is a requirement of the job.

Qualifications relevant to being able to professionally practice will be checked with awarding bodies.

All posts that meet the definition of 'Regulated Activity' will require an Enhanced DBS Disclosure. These checks will be completed by the Human Resources Team.

If a DBS check highlights an unspent conviction a risk assessment will be carried out to assess the suitability of the applicant to work with children or adults. This will be carried out by the Service Manager and a member of the HR Team who has attended Safer Recruitment training.

Interview

Interviews are carried out in line with the Council's Recruitment and Selection procedures. Managers are required to ensure the interview is likely to include questions on how to deal with children and adult protection issues.

Induction and Training

Checks are only part of the process to protect children and adults from possible abuse and/or neglect. Appropriate training will enable individuals to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice/concern of possible abuse and/or neglect. Service Managers are required to ensure relevant service induction takes place.

The induction and training should include:

- An assessment of the training needs required (Manager)
- Clarification, agreement and signing up to the Council's Code of Conduct for Employees (HR)
- Clarification, agreement and signing up to the Council's Protection of Children and Adults at Risk of Abuse and Neglect policy and procedure (policy declaration – appendix F) (HR)

- The provision of an executive summary of the policy and code of conduct regarding safeguarding (HR)
- The expectations, roles and responsibilities of the job are clarified (Manager)
- As a minimum the Council expects all staff to have undergone formal children and or adult at risk of abuse and neglect training related to their job within 6 months of commencement of employment with the Council. Refresher training will be required every 3 years. This is the responsibility of line managers in services where children and/or adults at risk of abuse and neglect are clients/customers.

Probation, Monitoring and Performance Development Reviews

All newly appointed members of staff undergo an agreed period of probation on commencement of their role.

All members of staff who have contact with children and adults at risk of abuse and neglect will be monitored and their performance appraised. This will give an opportunity to evaluate progress, set new goals, identify training needs and address any issues of poor practice. Line Managers should be sensitive to any concerns about poor practice and act on them at an early stage. They should also offer appropriate support to those who report concerns/complaints.

It is the responsibility of Line Managers to monitor good practice. This can be done in a number of ways:

- Direct observation of the activity or service. Staff appraisals, mentoring and providing feedback on performance.
- Children and adults feedback on the activities or services.

South Staffordshire Council is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

Having a criminal record will not necessarily bar someone from working with the Council. This will depend on the nature of the position, the nature of the offence, how long ago and at what age the offence was committed and any factors which may be relevant.

Failure to declare a conviction, caution or pending police action, will disqualify the applicant from appointment or result in summary dismissal if the discrepancy comes to light.

SOUTH STAFFORDSHIRE COUNCIL

**SOUTH STAFFORDSHIRE COUNCIL FORM FOR
REPORTING SUSPECTED ABUSE AND/OR NEGLECT**

Your name and position

Name of Child/ adult at risk of abuse and neglect

Age and date of birth: _____

Any special factors e.g. disability, or non English Speaker:

Parent/carer names:

Home address and phone number if available:

Are you reporting your own concerns or passing on those of somebody else?
Give details.

Brief description of what has prompted the concerns: include dates, times etc.
of any specific incidents.

Date and time of
Incident: _____

Description of any physical signs, behavioural signs, indirect signs?

Have you spoken to the child/adult at risk of abuse and neglect? If so what was said?

Have you spoken to the parent(s)/carer(s)? If so what was said?
(Remember care must be taken so that this does not put the person at greater risk, this will not always be appropriate)

Has anybody been alleged to be the perpetrator? If so give details.

Have you consulted anybody else?

Name and contact details of social workers/officer from statutory protection agency to whom referral has been made.

Signature

Today's date:

Received by:

Position:

Date:

Action taken by Designated Child and Adult Protection Officer to investigate the matter and further action taken:

**PLEASE SEND THIS FORM 'IN CONFIDENCE'
TO COMMUNITY WELLBEING AND PARTNERSHIP OFFICER,
MAGGIE QUINN,
SOUTH STAFFORDSHIRE COUNCIL
(FORM TO BE STORED SECURELY AND CONFIDENTIALLY)**

SOUTH STAFFORDSHIRE COUNCIL

**FORM FOR REPORTING OF AN INCIDENT OR SUSPICION
ABOUT THE BEHAVIOUR OF COLLEAGUES IN RELATION TO
THE PROTECTION OF CHILDREN OR ADULTS AT RISK OF ABUSE
AND NEGLECT**

Name of individual about whom you have concerns:	
Place of work (if known):	

Your Name:	
Place of work and contact details:	
Description of concerns, including any incidents witnessed, the time, date and place of any incidents, other people involved.	
Have you spoken to the individual about your concerns? Record their response/reaction.	

Date:	
-------	--

Report received by:	
Date:	

Details of action taken:	
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**PLEASE SEND THIS FORM 'IN CONFIDENCE'
TO COMMUNITY WELLBEING AND PARTNERSHIP OFFICER,
MAGGIE QUINN,
SOUTH STAFFORDSHIRE COUNCIL
(FORM TO BE STORED SECURELY AND CONFIDENTIALLY)**

Example Consent Form

All information will be treated in strict confidence

Event/Activity:	Date:
Name of child:	Date of birth:
Home address:	
Home telephone No:	Mobile telephone No:
Medical conditions (if any) e.g. asthma, diabetes, allergies:	

I confirm that my son/daughter is in good health and I give consent / do not consent for my son/daughter to participate in the above event/activity.

I consent / do not consent to any emergency treatment required by my son/daughter during the course of the event/activity.

I give / do not give consent for my son/daughter to be photographed during the course of the above event/activity and I consent to the photographs being used by South Staffordshire Council for bona fide promotional purposes. This also includes the use on the World Wide Web (internet).

The information you provide will be used in accordance with the Data Protection Act 1998, to ensure the safety of all participants and may be shared with other people/organisations involved in the delivery of the above event/activity, if appropriate. By signing this form you are consenting to the Council using the information, which you have supplied in the manner stated above.

Name of Parent/Guardian:

.....

Signature:..... Date:

APPENDIX D

Consent Form for the use of Cameras and other Image Recorders

Event you would like to take photographs at	
Reason for taking photographs:	
Name of company (if taking photographs in a professional capacity)	
Full name and address of person taking photographs: Tel No: Mobile Tel No. E-mail Address Date of Birth/...../.....	
Relationship of the photographer and subject(s)	
Reason for taking photographs and/or uses the images are being, or are intended to be put to (i.e. family record/advertising etc.)	

I declare that the information provided is true and correct and
that images will only be used for the purposes stated.

Signed.....

Date.....

Authorised by

Date.....

Position held

Under the Data Protection Act 1998 the information that you
have provided will be used only for the purposes contained
within our Registration Document which is publicly available
from South Staffordshire Council or the Information
Commissioners Office, www.ico.gov.uk.

Photography Consent Form to be completed by parents
SOUTH STAFFORDSHIRE COUNCIL

I give my permission for my child's photo to be taken and used for promotional purposes produced by South Staffordshire Council only, no names will be used and information will be stored in conjunction with the Data Protection Act 1998. The photos will only be used for promotional purposes for one year.

Parent/Guardian (Print Name):

Parent/Guardian (Signature):

Name of Child:.....

South Staffordshire Council is fully committed to safeguarding the wellbeing of children and vulnerable adults by protecting them, from neglect, physical, sexual, emotional and financial harm.

Working as an employee or volunteer of South Staffordshire Council or as an elected member it is important that you have taken time to thoroughly read this Protection of Children and Adults at Risk of Abuse and Neglect policy and procedures.

By being made aware of the policy it is our intention to ensure that all are proactive in providing a safe and secure environment for the children and adults at risk of abuse and neglect in our care.

Declaration:

I have read and understood Protection of Children and Adults at Risk of Abuse and Neglect policy and procedures and I accept the principles therein. I have also been provided with an executive summary of the policy and the supporting code of practice to refer to during my employment.

Signed:

Date:

Name (Please print):

.....

Position in organisation:

.....