

Safeguarding Children, Young People and Vulnerable Adults

Policy & Procedures



It is not up to you to decide whether a child or vulnerable adult is suffering harm as a result of abuse or neglect, but it is up to you to report any concerns as soon as possible

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1. Introduction

1.1 Test Valley Borough Council delivers a varied range of services and functions which can bring employees, Members and volunteers into contact with children or vulnerable adults. This could be either as the main part of their role or indirectly when they are carrying out their work such as during a home visit, working outdoors in a public space or seeing customers in a reception area.

1.2 Test Valley Borough Council recognises that we all have a responsibility to protect children and vulnerable adults and has developed a safeguarding policy which includes the Prevent duties, (Counter Terrorism & Security agenda) to ensure that effective practices are in place for all of the Councils' activities.

1.3 Test Valley Borough Council believes that all children, young people and vulnerable adults have the right to be safe, happy and healthy and deserve protection from abuse. The Council is committed to safeguarding from harm all children, young people and vulnerable adults using any of its services and involved in any of its activities, and to treat them with respect during their dealings with the Council.

1.4 This policy is written in accordance with The Children Act 2004, The Care Act 2014 and associated guidance.

2. Policy Statement

2.1 Test Valley Borough Council is committed to practices that protect children, young people and vulnerable adults from harm regardless of age, gender, disability, racial heritage, religious belief, sexual orientation or any other protected characteristic as covered by the Equality Act 2010. Employees, Members and volunteers accept and recognise their responsibilities to develop self awareness of the issues that cause children, young people and vulnerable adults harm.

3. Aim of the Policy

3.1 The aims of the policy are to:

- Clarify the roles and responsibilities of all parties within the scope of the policy
- Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and vulnerable adults are protected and respected
- Promote procedures, codes of conduct and best practice in how employees, Members and volunteers interact with children, young people and vulnerable adults while providing Council services.

- Develop clear guidance and procedures for those employees, Members and volunteers working with children, young people and vulnerable adults and ensure through training and support that they are aware of these and are able to implement them
- Provide a framework for developing partnerships with appropriate external bodies' e.g. Hampshire Safeguarding Children Board and Hampshire Safeguarding Adults Board to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and vulnerable adults
- Enable information sharing about safeguarding concerns with relevant agencies and involving parents/carers and children, young people and vulnerable adults appropriately.
- Support the procedures for the safe recruitment of employees, Members and volunteers in accordance with relevant legislation and guidance.
- Provide effective management for employees and volunteers through supervision, support and training.

4. Scope of Policy

4.1 The policy is in respect of the Council's responsibility towards:

- Children and young people legally defined as any person under the age of 18 including unborn children. From this point the terms child or children will be used to refer to this group. (The Children Act 2004)
- The Care Act 2014 refers to an 'adult at risk' of abuse or neglect with care and support needs however for the purpose of this policy we will retain the term vulnerable adult.
- The employees of the Council who will come into contact with children or vulnerable adults during the course of their work.
- Members of the Borough Council when on Council business.
- Volunteers who are performing a task or duty at the request of, or on behalf of, Test Valley Borough Council.
- Contractors when carrying out work on behalf of Test Valley Borough Council.
- The term 'parent/ carer' is used throughout as a generic term to represent parents, carers and guardians for both children and vulnerable adults.
- The policy covers all functions and services of the Council.

4.2 Child Protection is defined as: (The Children Act 2004)

- Protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect.

4.3 Safeguarding and promoting the welfare of children and young people is defined as:

- Protecting children from maltreatment
- Preventing impairment of childrens' health or development
- Ensuring that children are growing up and living in circumstances consistent with the provision of safe and effective care
- Undertaking that role so as to enable those children to have optimum life chances

4.4 It is also important to recognise that in providing services, the Council is not acting in loco parentis (in place of the parent)

4.5 Adult Safeguarding is defined as: (The Care Act 2014)

An adult at risk has:

- needs for care and support (whether the LA are meeting these or not)
- is experiencing, or at risk of abuse or neglect
and
- as a result of these needs is unable to protect themselves against the abuse or neglect or risk of it.

4.6 This policy is to be used in conjunction with the Borough's

- Equal Opportunities Policy
- Dignity at Work Policy
- Complaints Procedure
- Disciplinary Policy
- Council's Confidential Reporting Code for Employees.
- Vulnerable Persons Protocol (Housing, Health and Communities)
- Data Protection Compliance Policy on the use of photographs and videos.
- Use of IT and Social Media Policy
- Health and Safety (Lone Working)
- Contract Standing Orders
- Recruitment Policy
- Disclosure and Barring, Criminal Records Check procedure (revised 2013)
- Test Valley Borough Council Prevent Action Plan

Test Valley Borough Council is committed to regularly reviewing its policies and good practice.

5. Prevent

5.1 Prevent is a requirement of the Counter Terrorism & Security Act 2015 and places a duty on specified authorities in the exercise of their functions to have due regard to the need to prevent people from being drawn into extremism and terrorism. In accordance with guidance, Prevent is included as part of our responsibilities to safeguard vulnerable groups and when using this policy should be considered in the same context as any other safeguarding concern

5.2 Extremist are known to target vulnerable children, young people and adults to radicalise them to their ideology.

5.3 Radicalisation is usually a process not an event. During that process, behaviors as well as opinions are likely to change. These changes may be apparent to the friends, families and work colleagues of the person concerned and may include a change of ideology and beliefs held, appearance, language used, peer groups and interests

5.4 Test Valley Borough Council is a specified authority and are required to put in place an action plan covering our main responsibilities which include:

- Training of staff to have an understanding of Prevent
- Ensure our Council owned venues are not used by extremists to disseminate views
- Ensure organisations we work with are not engaged in extremism
- Report any concerns via the agreed reporting procedure which in Hampshire will follow the same process as use to report safeguarding concerns into the Multi-agency Safeguarding Hub.
- Feed into Channel Panel as required which a multi-agency approach to identify and provide voluntary support to individuals who are at risk of being drawn into terrorism.

6. Review

6.1 This policy and associated guidance will be reviewed annually or whenever there is a change in the related legislation. This will ensure the document is fit for purpose and up to date and compliant with our Section 11 duties of the Children Act 2004 and any other relevant legislation

7. Responsibilities

7.1 Responsibility for the implementation of this policy lies at all levels of the Council. We have a duty to comply with and take part in any multi-agency safeguarding arrangements put in place with regards the vulnerable groups we are working with such as attendance at statutory protection conferences.

7.2 Cabinet are responsible for ensuring that the Council has a policy, which adequately provides protection for children and vulnerable adults in receipt of its services and for the regular review of this policy in the light of changes to legislation.

7.3 Members are responsible for ensuring that they are familiar with and understand the policies and procedures relating to their role which may bring them into contact with children and vulnerable adults either directly or indirectly and raise any concerns appropriately.

7.4 Heads of Service are responsible for assisting HR and other related officers in performing their safeguarding functions primarily around:

- Identifying those services and posts that are likely to have an involvement with children and vulnerable adults.
- Ensuring that employees whose duties will involve contact with children or vulnerable adults are screened at the appropriate level and are appropriately qualified and/or trained in working with these groups.
- Ensuring that all necessary procedures and practices are in place to provide adequate protection both for children and vulnerable adults and also protection for the employees working with them.
- Ensuring that proper records are kept of any incidents occurring within their Service and that these are held securely and passed on to the Safeguarding Officer or the Monitoring Officer if the incident involves an employee.

7.5 Human Resources Service is responsible for:

- Working with Heads of Service in maintaining a record of those posts that are likely to work with children or vulnerable adults and identifying the level of involvement and the appropriate level of screening required.
- Ensuring that recruitment procedures are robust and that information pertinent to working with these groups is obtained during the recruitment procedure.
- Ensuring that all safeguarding and DBS checks are carried out at the level required in respect of every role identified involving contact with children and vulnerable adults.
- Ensuring that employees in contact with these groups are adequately trained and aware of their responsibilities in this area.
- Supporting Heads of Service in dealing with allegations of abuse or lack of care by staff.
- Referring any information about individuals who may pose a risk to the Disclosure and Barring Service.

7.6 Employees:

All employees and particularly those coming into contact with children and vulnerable adults are responsible for:

- Ensuring that they are familiar with and understand the policies and procedures relating to their work which brings them into contact with children and vulnerable adults either directly or indirectly and raise any concerns about their level of knowledge with their managers in order that this may be addressed.
- Treating all children and vulnerable adults they come into contact with while carrying out their work with respect.

- Reporting to their manager or the Safeguarding Officer any concerns they may have about abuse or a lack of care of children or vulnerable adults.

7.7 The designated Safeguarding Officer has the responsibility to:

- Provide advice and information relating to safeguarding concerns
- Receive and record information from employees, Members, volunteers, children, vulnerable adults or parents and carers who have safeguarding concerns.
- Assess the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Consult initially with Childrens or Adult Services to test out any doubts or uncertainty about the concerns if required as soon as possible.
- Ensure a formal referral to a statutory agency or the police has been made without delay and ensure the proper transfer of information relating to dealings with children and vulnerable adults, where necessary.
- Ensure the Councils' safeguarding policies and procedures are up to date and compliant with legislation and guidance.
- Ensure appropriate training is available for employees, Members, and volunteers.
- Be responsible for ensuring any internal safeguarding allegations are reported to the Hampshire County Council Local Authority Designated Officer as appropriate and in accordance with Working Together guidelines
- Liaise with the Community Safety Manager who has a lead responsibility for Prevent as required.

7.8 The designated Safeguarding Officer should be aware of the local child and vulnerable adult protection networks, the role of the Hampshire Safeguarding Children Board and The Hampshire Safeguarding Adult Board and the existence of local safeguarding procedures. It is essential for the designated Safeguarding Officer to have received training in child protection and safeguarding vulnerable adults.

8. Allegations against employees or Members

8.1 Where there is an allegation against employees or Members concerning children or vulnerable adults in which it is alleged that an employee or Member has:

- Behaved in a way that has harmed, or may have harmed a child or vulnerable adult
- Possibly committed a criminal offence against, or related to, a child or vulnerable adult

- Behaved in a way that indicates they are unsuitable to work with children or vulnerable adults.

The following shall apply:

8.2 The Human Resources Service will be responsible if the allegation concerns an employee and the normal employment procedures would apply.

8.3 If the allegation relates to a Member, the Councils Monitoring Officer will be responsible in accordance with the normal procedures relating to an allegation of a failure to comply with the Member Code of Conduct.

8.4 In each case it shall be the responsibility of the Human Resources Service or the Monitoring Officer, as appropriate, to make any required report to the Hampshire County Council Local Authority Designated Officer (LADO) for children or Designated Safeguarding Adult Officer for adults.

9. Funding and Grants

9.1 Where organisations and groups that work with children or vulnerable adults apply to the Council for grant assistance, the granting of funds will be subject to a safeguarding policy being in place by the recipient organisation checked on application by a self declaration to this effect. Assurances that the organisation is not engaged in extremism are also required. Guidance for organisations or groups can be provided by the Safeguarding Officer on adopting a safeguarding policy if needed.

10. Hiring Facilities to Others

10.1 Any hirer who provides activities for children must state this fact on the booking form and sign a self declaration that they are aware of safeguarding procedures or have their own safeguarding policy in place. The Test Valley Borough Council booking procedure includes a clause to prevent bookings from radical or extremist groups.

11. Tendering and Contracting out Services

11.1 Any contractor or sub-contractors engaged by the Council in areas where workers are likely to come into contact with children or vulnerable adults, should have its own safeguarding policy in place or failing this, must comply with the terms of this policy.

11.2 All new contracts let by the Council which involves services for children and vulnerable adults will include appropriate reference to complying with the policy and that evidence is requested at point of tender and then subsequently checked at periodic intervals.

12. Out of Hours Working

12.1 It is recognised that employees, Members and volunteers work outside of office hours and therefore may have difficulties contacting the Safeguarding Officer. If there is an incident or allegations of abuse outside of office hours, this should be reported directly to the **Hants Direct Out of Hours (Children and Adults Services) Duty team on 0300 555 1373**.

12.2 The employee, Member or volunteer should then complete the Safeguarding Children and Vulnerable Adults Report form (Appendix 1) and contact the Safeguarding Officer at the first opportunity.

12.3 Any out of hours working undertaken by an employee should comply with Health and Safety and the Lone Working procedures.

13. Confidentiality

13.1 TVBC will act in accordance with information sharing guidance and legislation.

13.2 The legal principle that “the welfare of the child is paramount” means that the considerations of confidentiality that might apply to other situations within the Borough Council should not be allowed to override the right of the child to be protected from harm. The same applies to vulnerable adults where there is an immediate risk of harm but wherever possible consent from the adult must be obtained before a referral is made unless doing so places the individual at further risk.

13.3 Every effort should be made to ensure that confidentiality is maintained for all concerned both when an allegation is made and whilst it is being investigated. (See the Council's Confidential Reporting Code for Employees procedure)

14. Record keeping

14.1 Records should be stored securely and shared only with those who **need** to know. These procedures not only serve to protect children/ adults but also protect employees, Members, volunteers and the Council itself.

All written/electronic communications should be marked CONFIDENTIAL and sent only to the named person/s dealing with the case.

The importance of good record keeping in this area cannot be over stressed.

15. Complaints procedure

15.1 It is important to maintain an open culture where employees, Members, volunteers, associated workers, children, vulnerable adults and parents/carers feel able to express concerns both about safeguarding children and vulnerable adults and concerns about issues of poor practice when dealing with children and vulnerable adults.

Employees and Members can raise concerns about other employees or Members by following the Grievance Procedure or the Confidential Reporting Code for Employees or other appropriate procedure.

An easy to follow complaints procedure for members of the public including partners, volunteers and young people is available on the Council's website or from the Council Offices. www.testvalley.gov.uk

16. Recruitment

16.1 Through its recruitment procedures for all employees and volunteers who work directly with children or vulnerable adults, Test Valley Borough Council will:

- Check for convictions for criminal offences against children and vulnerable adults in accordance with current legislation
- Explore each applicant's experience of working or contact with children or vulnerable adults prior to an appointment being made
- Obtain two references, one of which must be from a current or most recent employer. Qualifications and professional registration will also be verified prior to an appointment being made.
- Undertake any other pre-employment checks, for example confirmation of the applicant's right to work in the UK.

17. Training

17.1 Test Valley Borough Council recognises that it has a commitment to ensure that all employees, Members and volunteers have a clear understanding of their roles and responsibilities when working with children and vulnerable adults. The Council's training process will help them to:

- Be able to recognise signs of abuse and what appropriate course of action should be taken in such circumstances.
- Have an understanding of the potential risks to themselves and ensure that good practice is adhered to at all time.
- Recognise the signs of improper behaviour from other employees, Members and volunteers and take appropriate action should this occur.
- Have an awareness of Prevent and the referral pathway to report concerns

17.2 All employees who work directly or indirectly with children and vulnerable adults will be required to have training in the above areas at a level commensurate to their role.

17.3 Training for Members and volunteers will be delivered in accordance to need and relevant guidance.

18. Safeguarding Children

18.1. Recognising Child Abuse

- Recognising child abuse is not easy and it is **not** the responsibility of employees, Members or volunteers to decide whether or not abuse has taken place or if a child is at significant risk, they do however have a responsibility to act if they have any concerns.
- Whilst any child or young person could be at risk of abuse, those with disabilities or who are care leavers have an increased risk of vulnerability. Therefore when working with these groups or their families Officers, Members and volunteers need to be mindful of this increased risk factor.

18.2 Recognising What is Child Abuse

There are four main forms of child abuse*

Physical Abuse

Physical abuse may involve actions such as hitting, shaking and burning as well as giving children alcohol, inappropriate drugs or poison. Physical abuse as well as being a deliberate act can be caused by an omission or failure to act to protect.

Emotional Abuse

Emotional abuse is a persistent lack of love and affection. A child may be constantly shouted at, threatened or taunted. This can make the child nervous and withdrawn. Other forms of emotional abuse include excessive overprotection and unrealistic pressure to succeed. Some level of emotional abuse is involved in all types of ill treatment of children although it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing the child or young person to take part in sexual activities whether or not the child is aware of, or consents to, what is happening. Sexual abuse can involve penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. It may also involve non-contact activities such as showing pornographic material or encouraging children to behave in sexually inappropriate ways. This includes children and young people up to the age of 18 who are victims of Child Sexual Exploitation (CSE) or are missing or trafficked.

Neglect

Neglect is the persistent failure to meet a child's basic physical and or psychological needs. These needs include, for example, adequate food and warm clothing and also medical care. Children may be left alone unsupervised. Emotional neglect is when children are deprived of love and affection.

Missing, Exploited & Trafficked (MET)

Children or young people can be exploited for criminal (CCE) and sexual (CSE) purposes and this occurs when an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive for a sexual or criminal activity

- (a) in exchange for something the victim needs or wants
- (b) for the financial or other advantage of the perpetrator or facilitator and/or
- (c) through violence or threats of violence.

The victim may have been exploited even if the activity appears consensual. This does always involve physical contact and can take place through the use of technology.

Trafficking children relates to 'the recruitment, transportation, transfer, harboring or receipt of a person by means of threat, use of force, coercion, abductions, fraud, deception or abuse of power for the purpose of exploitation'. In order for the person to be recognised as a victim of trafficking, these three elements must be proven:

- Movement (including within the UK)
- Control, through harm/ threat of harm or fraud
- For the purpose of exploitation

** (Working Together to Safeguard Children HM Gov 2018)*

18.2 Indications that a child is being abused:

- Unexplained or suspicious injuries such as bruises, cuts and burns particularly if situated on parts of the body not normally prone to such injuries.
- Injuries for which an explanation seems inconsistent.
- Fear of parents being approached about such injuries.
- Reluctance to get changed e.g. wearing long sleeves in hot weather.
- Flinching when touched or approached.
- A failure to thrive or grow
- Sudden speech disorders
- Difficulties in making friends
- The child is prevented from socialising.
- Sudden or unexplained changes in behaviour.
- Fear of being left with a specific person.
- Sexually explicit behaviour.
- Sexual knowledge beyond their age and developmental level.
- A distrust of adults particularly those with whom a close relationship would normally be expected.
- Constant hunger, sometimes stealing food.
- The child being dirty/smelly and unkempt.
- Loss of weight.
- Inappropriate dress for the conditions.
- Unexplained gifts/expensive hobbies/activities
- Access to illegal substances
- Missing/skipping school/home/events

18.3 This list is by no means definitive and it is important to remember that many children will exhibit some of these indicators at some time and the presence of one or more should **not** be taken as proof that abuse is occurring.

18.4 There may be other reasons for changes in behaviour such as a death in the family or the birth of a new baby. It is crucial that this is only a process of observation and that at no point in time should an employee, Member or volunteer feel that they should be actively seeking out abuse or an abuser.

18.5 The responsibility of the employee, Member or volunteer is to ensure that if they have concerns about the welfare of a child they must report it and must **never** assume that others will do so.

19. Safeguarding Vulnerable Adults

19.1 What is abuse of vulnerable adults?

Physical

Hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual

Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological

Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material

Theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and acts of omission

Ignoring medical or physical care needs, failing to provide access to appropriate health, social care, welfare benefits or educational services, with holding the necessities of life such as medication, adequate nutrition and heating.

Discriminatory

Racism, sexism or acts based on a person's disability, age or sexual orientation. It also includes other forms of harassment, slurs or similar treatment such as disability hate crime.

Domestic abuse

Psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

Organisational abuse

Neglect and poor care practice within a care setting such as a hospital or care home or in relation to care provided in someone's own home ranging from one off incidents to on-going ill-treatment. It can be neglect or poor practice as a result of the structure, policies, processes and practices within a care setting.

Modern slavery

Encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Self-Neglect

Covers a wide range of behaviours including neglecting to care for one's personal hygiene, health or surroundings and also includes behaviour such as hoarding.

20 Procedures for Safeguarding Children and Vulnerable Adults

20.1 These procedures seek to ensure that all employees Members and volunteers have a clear understanding of their responsibilities when working with children and vulnerable adults.

20.2 See flowchart summarising the procedures for responding to suspicions of abuse against children or vulnerable adults or other concerns relating to the protection of children and vulnerable adults (Appendix 2.0)

21. Responding to allegations and suspicions of abuse to children or vulnerable adults.

21.1 If a child or adult discloses abuse to you directly you must:

- Stay calm.
- Listen carefully.
- Find an appropriate, early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets.
- Allow the child/adult to talk and at their own pace and in their own words.
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer.
- Reassure the child/adult that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the child's/adult's own words as soon as possible. Note the date and time, any names mentioned and to whom the information was given. Ensure that this record is signed and dated.
- Relay this information as soon as possible to the Safeguarding Officer, Manager or Head of Service in accordance with the Council's Confidential Reporting Code for Employees.
- All reports should be made using the Safeguarding Children and Vulnerable Adults report form which can be found on Trout Face/forms and requests/safeguarding report form.

Ref: Safeguarding Children and Vulnerable Adults Report form (Appendix 1)

21.2 Remember that it is important that everyone at Test Valley Borough Council is aware that the person who first encounters a case of alleged or suspected abuse is **not** responsible for

deciding whether or not abuse has occurred. This is the task of the professional agencies following a referral to them of a concern about a child or vulnerable adult.

If you think a child or a vulnerable adult is in immediate danger then always contact the Police on 999. Report your actions to your line manager who should in turn pass the information onto the Safeguarding Officer.

22. Responding to suspicions that an employee, Member or volunteer may be abusing a child or vulnerable adult or not following the Code of Conduct and Good Practice.

22.1 Any employee, Member or volunteer who suspects that a colleague may be abusing children/ vulnerable adults or in any way behaving inappropriately, should act on their suspicions. Action should also be taken if it is felt that colleagues are not following the codes of conduct set out in this document. This action will serve not only to protect children/ or vulnerable adults but also colleagues from false accusations.

- Write down the details of the incident following the guidelines in this policy.
- Pass this report to your manager at the earliest opportunity.
- The manager should then take appropriate action to ensure the safety of the child/ adult and of any other child/adult who may be at risk.
- The matter should then be discussed with the Monitoring Officer and if necessary the Safeguarding Officer and HR, who will then consider whether the matter is an issue relating to poor practice or to child / adult abuse.
- If the matter relates to poor practice, procedures relating to misconduct should be followed. If the matter relates to child / adult abuse the matter should be referred to Children or Adult Services who may involve the Police, and the employee suspended pending the outcome of an internal investigation into the allegations.

22.2 Test Valley Borough Council acknowledges that this is an extremely sensitive issue and assures all employees and persons working on its behalf that it will fully support and protect anyone, who in good faith, reports a concern that a colleague is, or may be, abusing a child or vulnerable adult.

23. Safeguarding Code of Conduct and Good Practice

23.1 These guidelines are designed not only to protect children and vulnerable adults but also to protect employees, Members and volunteers from situations where false allegations may occur.

23.2 Employees, Members and volunteers must:

- Treat all children and vulnerable adults and their possessions with respect.
- Provide an example of good conduct they wish others to follow

- Ensure that whenever possible there is more than one adult present during activities with children and vulnerable adults or that at least they are within the sight or hearing of others
- Respect the child/vulnerable adult's right to personal privacy and encourage them to feel comfortable enough to point out attitudes or behaviour they do not like.
- Remember that someone else might misinterpret their actions, no matter how well intentioned.
- Be aware that physical contact with a child or vulnerable adult may be misinterpreted and be mindful of why, how and where they make physical contact .
- Recognise that special caution is required when discussing sensitive issues
- Challenge unacceptable behaviour and report all allegations/suspicious of abuse.
- Be identifiable and have their photo ID card at all times
- Keep the child's or vulnerable adult's needs first and performing outcomes second.

23.3 Employees, Members and volunteers must **not**:

- Have inappropriate physical or verbal contact with children or vulnerable adults
- Make sexually suggestive comments, even in fun
- Make derogatory remarks or gestures in front of children or vulnerable adults
- Jump to conclusions about others without checking the facts
- Exaggerate or trivialise child or vulnerable adult abuse issues
- Show favoritism to individuals
- Ask people to do things that are potentially dangerous, illegal or otherwise unreasonable.
- Allow bullying
- Let allegations a child or vulnerable adult makes be ignored or go unrecorded
- Take chances when common sense, policy or practice suggests a more prudent approach.
- Take children or vulnerable adults alone on a vehicle journey unless in an emergency or with parental consent.
- Take children/ vulnerable adults to their home.
- Meet up with children / vulnerable adults outside of their work with Test Valley Borough Council unless it is with the full consent and knowledge of the person's parents / carers and their manager.
- Never enter a house when a child is in there on their own.

24. Personal Care

It may sometimes be necessary for employees/volunteers to do things of a personal nature for children or vulnerable adults, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of the parents/carers. If an emergency situation arises that requires this type of help then parents/carers should be fully informed as soon as it is reasonably possible.

25. Legislation /Guidance

The Children Act 2004
Working Together to Safeguard Children 2018
Information Sharing Advice for practitioners – A guide to interagency working
HM Gov 2018
The Care Act 2014
The Role of District Councils in Safeguarding Adults (LGI&D Aug 2010)
The Counter-Terrorism & Security 2015

26. Useful Contacts and sources of information

To report your concerns or to talk to a duty social worker regarding child protection call HantsDirect (Childrens Services)

0300 555 1384 (office hours)
0300 555 1373 (out of hours)
Professionals Line 01329 225379

www.hants.gov.uk/childrens-services

To report your concerns or to talk to a duty social worker regarding vulnerable adults call HantsDirect (Adult Services)

0300 555 1386 (office hours)
0300 555 1373 (out of hours)
Professionals Line 01329 225378

www.hants.gov.uk/adult-services

Police (non emergency)	0845 045 45 45	
NSPCC Child Protection Helpline	0800 800 5000	www.nspcc.org.uk
ChildLine	0800 1111	www.childline.org.uk
Elder Abuse Response helpline	0808 8088141	www.elderabuse.org.uk
Respond – for people with learning difficulties	0808 8080700	www.respond.org.uk

NOTE It is not the role of the Council to decide whether a child or adult has been abused or not. This is the task of Children or Adult Services, who have the legal responsibility. It is however, everybody's responsibility to ensure that concerns are shared and appropriate action taken

Should an employee feel they require support following their involvement with a safeguarding concern, information on the **Test Valley Employee Support Service** can be found on the Councils intranet (under Employee Information) The Employee Support Service offers you the chance to speak to a fully qualified and experienced counsellor **in complete confidence** to help resolve problems, find solutions and ease any difficulties you may be having.

Appendix 1
Test Valley Borough Council

**Example of the Safeguarding Child and Vulnerable
Adult Report Form**

**This form can be found on Trout Face under e-forms
and MUST be submitted as an electronic form only**

Please provide as much information as possible

Your Name:
Your Position:
Child/adults' Name:
Child/adults' Address:
Child/adults' Date of Birth: (or approximate age)
Ethnicity of child/adult (if known)
Name (s) and address of parent/carer: (if applicable)
Name of school (if applicable):
Date and time of disclosure:
Your Observations:

Record Form A – A Disclosure of Abuse to a Child or Vulnerable Adult

Exactly what the child/adult said and what you said:

Remember to record details in the person's own words. Continue on a separate sheet if necessary.

Action taken so far:

Date:

Record Form A – A Disclosure of abuse to a Child of Vulnerable Adult

Consultation and investigation undertaken:

Decision made:

No Further Action	<input type="radio"/>
Continued Monitoring	<input type="radio"/>
Formal Referral	<input type="radio"/>

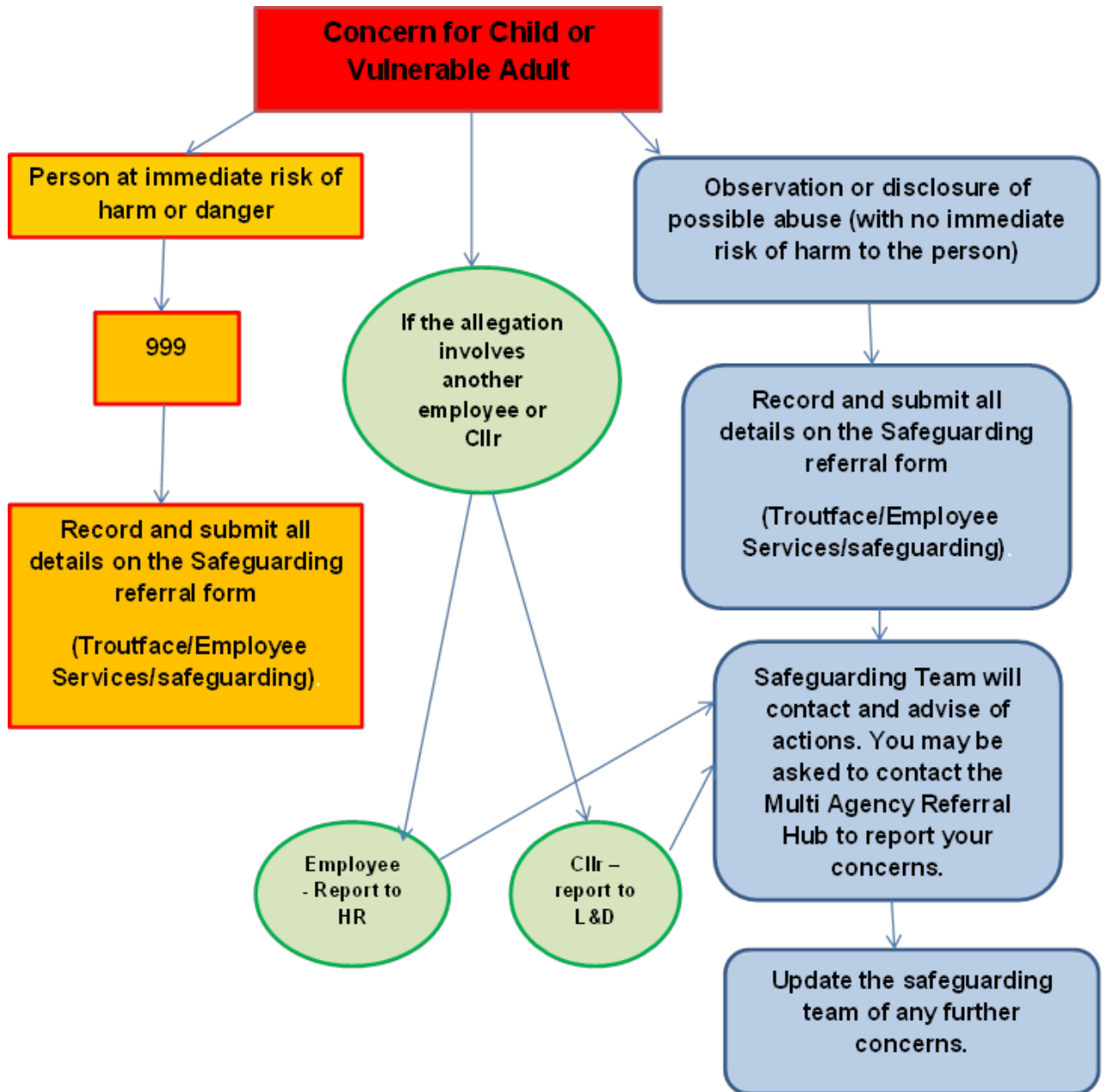
Date:

Details:

Record A – A Disclosure of abuse to a Child or Vulnerable Adult

Details of Formal Referral:
(Including the agency to which the case is being referred and a contact name with the agency, date of referral)

Appendix 2 Reporting flowchart



If you need any help or support as a result of the concern, please speak with your manager or one of the safeguarding team.
You can also contact the Employee Support Service.

Serious Case Review /Internal Management Review procedure for TVBC (Appendix 3)

A Serious Case Review (SCR) or an Safeguarding Adult Review (SAR) takes place a when a person dies, sustains a life-threatening injury, permanent impairment of health or development or a number of other circumstances (listed below). The prime purpose of the review is for agencies and individuals to learn lessons to improve the way in which they work both individually and collectively to safeguard and promote the welfare of children and adults.

A SCR is always instigated by the Hampshire Safeguarding Childrens Board (HSCB) as a result of the following:

- When a child dies (including death by suspected suicide), and abuse or neglect is known or suspected to be a factor in the death.

Additionally, HSCB may decide to conduct a SCR whenever a child has been seriously harmed in the following situations:

- A child sustains a potentially life- threatening injury or serious and permanent impairment of physical and mental health and development through abuse or neglect;
- A child has been seriously harmed as a result of being subjected to sexual abuse;
- A parent has been murdered and a domestic homicide review is being initiated under the Domestic Violence Act 2004;
- A child has been seriously harmed following a violent assault perpetrated by another child or an adult;
- The case gives rise to concerns about the way in which local professionals and services worked together to safeguard and promote the welfare of children. This includes inter-agency and inter-disciplinary working.

A Safeguarding Adult Review would instigated by the Hampshire Safeguarding Adult Board when they become aware of or suspect that an adult with care and support needs has dies or been significantly harmed as a result of abuse or neglect.

Process

The Chief Executive or Safeguarding Officer TVBC would be notified by the HSCB/HSAB that a person living within their area is subject of a review and that the designated officer (the Safeguarding Officer as the trained SCR author) will need to initiate an Internal Management Review (IMR)

The IMR is a chronology and written account of each Services involvement with the named person, their family or care provider. The terms of reference of the IMR will be clearly stated by the HSCB/HSAB at onset as to the level, extent and time scale the IMR must cover.

As soon as TVBC receive notification of the need to carry out an IMR all files, written or electronic or any other type of documentation pertaining to the child or adult must be secured (electronic files to be made 'read only' by all) and access given to the Safeguarding Officer.

Staff involved need to be assured that the is not about placing blame or finding fault but a process to find out what lessons can be learnt and if any procedures need to be improved to prevent the reoccurrence of the same circumstances.

The SCR /SAR overview report and the IMR will be used to produce an executive summary. The content of the executive summary will be suitably anonymised in order to protect the identity of children, relevant family members and others and to comply with the Data Protection requirements. . The executive summary should, however, include the names of the Chair, , the overview report author, and the job titles and employing organisations of all the Panel members. The content of the summary will also include information about the review process, key issues arising from the case, the recommendations and the action plan (including any actions that have been completed).

Test Valley Borough Council (Appendix 4) **Children out of school Guidance**

All school aged children should be in school during term time unless accompanied by a responsible adult. This guidance outlines the responsibility and actions that employees must take if they see a situation where a child or young person may be putting themselves or others **at risk of harm.**

If the child/group appears to be behaving in a way that causes concern or they are putting themselves or others at risk of harm and if

- You suspect drug or alcohol use
- Anti- social behaviour (vandalism, bullying or intimidation) is taking place

You must call the Police on the 101 stating clearly what you have seen. Call 999 if you feel it is an emergency and ask for the appropriate emergency service. Under Section 16 of the Crime & Disorder Act 1998, the Police have a duty to deal with such situations.

Your action must also be reported to your line manager at the first opportunity. Actions of an employee will be supported by the Council in accordance with the Safeguarding Children and Vulnerable Adults Policy where an employee is acting in good faith and responding to a concern.

You do not have to approach the child, young person or group as this is not your responsibility and you may be putting yourself at risk, but you should act quickly and report as above.

If you are in any doubt, always act on the side of caution and report your concern and let the correct authorities decide if any further action is required.

This type of information sharing will also help to identify areas of hotspots for truancy and action can then be taken by relevant agencies to tackle this problem.

Your actions may prevent a child or young person from coming to harm. For more information contact the Councils Safeguarding Officer.

TEST VALLEY SAFEGUARDING: APPROACH TO THREATS OF SUICIDE (Appendix 5)

If a customer states during a contact with them that they will take their own life, please phone through to the Police on 101 and tell them your concern, the persons name and address and any other relevant information you have. We do not need the customers consent. The Police should follow this up and inform Adult Services if further action/intervention is needed. If you feel the threat is serious and help is needed urgently this will become a 999 call.

We can also phone concerns through to Adult Services and again we do not need to obtain consent in this circumstance as it is considered a serious safeguarding alert. This course of action would be taken if you do not feel the Police have picked up the concern or if you feel you need to speak to a Social Worker with regards your concerns.

When dealing with such a serious situation please phone this through directly yourself to Police or Adult Services as you will have a better understanding of the situation and can answer any questions they may have. (If you need reassurance or to discuss your concern first, please speak to a Manager or one of the safeguarding team at TVBC) Please then complete a Safeguarding referral form (Troutface/ E-forms/ Safeguarding reporting form) so we have a record of the referral and any updates of actions.

Safeguarding Team: Details can be found on Trout Face/safeguarding page

To report your concerns or to talk to a duty social worker regarding child protection call:

HantsDirect (*Childrens Services*)*

0300 555 1384 office hours (*staff or public*)

0300 555 1373 out of hours (*staff or public*)

- All referrals into Childrens Services now need to be made electronically using their Inter Agency Referral Form (Troutface/safeguarding)

To report your concerns or to talk to a duty social worker regarding vulnerable adults call:

HantsDirect (*Adult Services*)

0300 555 1386 office hours (*staff or public*)

0300 555 1373 out of hours (*staff or public*)