

# **SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK POLICY 2017**

Crawley Borough Council



# Introduction and policy aims

This policy applies to all staff (permanent, casual and temporary), volunteers and elected members who may come into contact with children, young people and adults at risk in the course of their work, whether in someone's home, on Crawley Borough Council premises, or in the community.

It informs staff, volunteers and elected members about:

- **What actions to take if you have concerns about the safety or welfare of a child, young person or adult at risk (see 'Quick Reference Summary' on page 15).**
- **What will happen once you have taken these actions.**
- **What actions to take if you have concerns about the behaviour of a member of staff, volunteer or elected member relating to the safety of a child, young person or adult at risk.**
- **Behavioural expectations – reducing the risk of false allegations.**

It is designed to ensure that all staff, volunteers and elected members are equipped with the knowledge, skills and information to enable them to undertake their safeguarding responsibilities for Crawley Borough Council.

## **Why Safeguard?**

Everyone, including children, young people and adults at risk, have the right not to be abused.

Crawley Borough Council recognises the need to ensure the welfare of children, young people and adults at risk when they come into contact with services provided by the Council and the staff responsible for delivering those services. This also applies to organisations using our premises.

Many staff have regular contact with people within these groups and are in a position to observe signs which might indicate that a person is at risk. If signs which cause concern are observed, council staff, volunteers and elected members have a responsibility to refer suspected cases of abuse to an appropriate agency or person.

There are also staff, volunteers and elected members who may not have direct contact with some of these groups, but who have access to sensitive information or who work in public places, develop policy and plan services for children, young people and adults at risk. It is equally important that these staff, volunteers and elected members have regard to the importance of safeguarding.

## **What does the Policy say?**

Crawley Borough Council will promote the safeguarding of children, young people and adults at risk through all services it delivers and will consult them, so that they may help shape the Council's services.

All staff (casual, temporary and permanent), volunteers and elected members have a duty to report allegations, disclosures and suspicions of abuse or neglect. Consultants and contractors are covered through procurement arrangements.

Crawley Borough Council's safeguarding policy and procedures are in-line with both the Adults and Children's Sussex safeguarding procedures, which are available online at:

- **Pan Sussex Child Protection and Safeguarding Procedures:**  
<http://sussex.procedures.org.uk/>
- **Sussex Safeguarding Adults' Policy and Procedures:**  
<http://sussexsafeguardingadults.procedures.org.uk>

It is not the Council's role to establish whether or not abuse is taking place but it is the Council's responsibility to record and report any concerns over the welfare of children, young people or adults at risk. This duty extends to the identification of abuse, poor practice by staff, volunteers and elected members of the Council, as well as allegations brought to the attention of the Council by a member of the public/community. It is also the Council's responsibility to ensure that the services we provide and the staff that we employ are suitable for children, young people and adults at risk.

### **Scope**

A range of services provided by or on behalf of the Council has the potential to impact upon the lives of children, young people and adults at risk.

This Safeguarding Policy outlines the Council's commitment to safeguard and promote the welfare of children, young people and adults at risk. It covers:

1. What is safeguarding?
2. Key legislation and statutory guidance
3. Accountability
4. Our commitment
5. Responsibilities
6. Recruitment
7. Training and development
8. Procurement
9. Funding agreements
10. Information sharing and partnerships
11. Referral procedures
12. Allegations procedures
13. Responding, recording and reporting allegations, disclosures and suspicions
14. Quick reference summary
15. Support for reporter of alleged abuse
16. Behavioural expectations
17. Preventing radicalisation, terrorism and non-violent extremism
18. E-safety
19. Designated safeguarding officers
20. Associated policies

The policy applies to all staff, volunteers and elected members. The term "staff" refers to casual, temporary, and permanent staff. Consultants and contractors are covered through the Procurement code.

# 1. What is safeguarding?

The Council aims to safeguard and promote the welfare of all children, young people and adults at risk irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and sexual orientation. They all have the right to protection from abuse.

The term 'children and young people' is used to refer to anyone under the age of 18 years.

The term 'adult at risk' refers to any person aged 18 years or over who meets the following criteria:

- 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 and neglect.

Carers are also included and are entitled to an assessment of their needs, where they meet the tests set out above.

**There are three parts to safeguarding children, young people and adults at risk:**

- **a duty to *protect* children, young people and adults at risk from maltreatment**
- **a duty to *prevent* impairment**
- **a duty to safeguard adults at risk in accordance with the Care Act (2014)**

The Council intends to safeguard children, young people and adults at risk from the following types of abuse:

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Child Sexual Exploitation (CSE)
- Female Genital Mutilation (FGM)
- Financial or Material Abuse
- Domestic Abuse
- Psychological Abuse
- Discriminatory Abuse
- Organisational Abuse
- Modern Slavery
- Neglect
- Self-Neglect
- Radicalisation, terrorism and non-violent extremism
- Risk of Injury
- Cyber/internet Abuse

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a child, young person or adult at risk by inflicting harm, or by failing to act to prevent harm. Individuals may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

Promoting welfare refers to creating opportunities to enable children and young people to have optimum life chances in adulthood, namely:

- Physical and mental health and emotional well-being
- Protection from harm and neglect
- Education training and recreation
- The contribution made by them to society
- Social and economic well-being.

The emphasis in the Council's work with adults at risk is to promote the empowerment and wellbeing of adults at risk through the services it provides. To also act in a way which supports the rights of individuals to lead a life based on self-determination and personal choice as well as recognise people who are unable to take their own decisions and/or protect themselves and their assets.

Crawley Borough Council is committed to safeguarding and protecting children, young people and adults at risk in all its services. The Council aims to consult with children, young people and adults at risk in policy and service delivery matters which affect them, so that they may help shape the Council's services.

## 2. Key legislation and statutory guidance

This policy has been produced to meet the Council's legal obligations in relation to following legislation and statutory guidance for safeguarding of children, young people and adults at risk.

### **Legislation**

- The Housing Act (1996)
- The Human Rights Act (1998)
- The Terrorism Act (2000)
- The Licensing Act (2003)
- The Children Act (1989 and 2004)
- The Safeguarding Vulnerable Groups Act (2006)
- The Child Care Act (2006)
- The Equality Act (2010)
- The Care Act (2014)
- The Modern Slavery Act (2015)
- The Counter Terrorism and Security Act (2015)

### **Statutory guidance**

- United Nations Convention on the Rights of the Child (1991)
- Department of Health 'No Secrets' (2000)
- Safeguarding children and young people from sexual exploitation (2009)
- Working Together to Safeguard Children (2015)
- What to do if you're worried a child is being abused (2015)
- FGM Mandatory Reporting Duty (2015)
- Information Sharing Guidance (2015)
- Prevent Duty Guidance for England and Wales (2015)
- The Prevent Duty. Departmental advice for schools and childcare providers (2015)

From April 2015, the Care Act (2014) ensures a statutory duty in regards to adult safeguarding. This is to ensure an adult at risk and/or carer can live safely, comfortably and free from abuse.

### 3. Accountability

Ultimately, accountability for safeguarding and protecting children, young people and adults at risk under this policy falls to the Chief Executive as detailed in the Children Act 2004 and the Care Act 2014. The Council has delegated this responsibility to Head of Community Services, Chris Harris (Lead Safeguarding Officer (LSO)).

The Elected Member responsible for safeguarding children, young people and adults at risk is the Cabinet Member with responsibility for Public Protection and Community Engagement.

The Council's Designated Safeguarding Officers are responsible for ensuring that all safeguarding and welfare concerns are reported to the relevant investigating agencies in accordance with the Council's Safeguarding Policy and ensuring that information is recorded appropriately. They also provide an important communication link between the Council's Lead Safeguarding Officer (LSO) and other staff within the Council.

In addition to the above, the Council's Lead Designated Safeguarding Officer (LDSO), Community Services Manager, Victoria Wise, is responsible for:

- Monitoring referrals,
- Supporting the Council's Designated Safeguarding Officers,
- Co-ordinating and delivering training,
- Facilitating an internal Safeguarding working group,
- Liaising with Lead Designated Safeguarding Officers from other boroughs and districts.

All staff, volunteers and elected members:

- Have a duty to report allegations, disclosures and suspicions of abuse or neglect.
- Are responsible for ensuring that the activities in which they are involved during the course of their work are carried out in accordance with this policy.

Managers and Heads of Service are responsible for ensuring that staff and volunteers understand, adhere to and implement this Policy.

### 4. Our commitment

**Crawley Borough Council will seek to meet its safeguarding responsibilities by:**

- Undertaking its 'duty to co-operate' under the Children Act 2004 and the Care Act 2014.
- Being a 'champion', influencing other organisations to improve children's, young people's and adults at risk's lives.
- Not employing people or recruiting volunteers who are a risk.
- Providing some services which could resolve children, young people and adults at risk's safety issues (e.g. anti-social behaviour investigations).
- Identifying potential risks to children, young people and adults at risk and directly influencing children's, young people's and adults at risk' lives through the services it provides.

- Learning from lessons of high profile serious case reviews (for example, cases such as, Victoria Climbié, Baby Peter and Child Sexual Exploitation (CSE) in Rotherham). This may include coordinating additional training for licensed operators and partner organisations.
- Working with organisations to help combat other national safeguarding concerns, such as Female Genital Mutilation (FGM), Child Sexual Exploitation (CSE) and Modern Slavery.
- Not placing staff, volunteers or elected members in situations where they may be accused of inappropriate behaviour towards children, young people or adults at risk.
- Continuously reviewing its actions via. Section 11 self-assessments and reports to the Children's and Adults' Local Safeguarding Boards.

**Crawley Borough Council accepts its moral and legal responsibility to:**

- Implement safeguarding procedures.
- Provide a duty of care for children, young people and adults at risk.
- Safeguard the well-being of children, young people and adults at risk.
- Protect individuals from abuse when they are engaged in services organised and provided by the Council.
- Listen to and respect the views of children, young people and adults at risk.

**Crawley Borough Council will achieve this by:**

- Respecting and promoting the rights, wishes and feelings of children, young people and adults at risk.
- Raising the awareness of the duty of care responsibilities relating to children, young people and adults at risk throughout the Council.
- Promoting and implementing appropriate procedures to safeguard the well-being of children, young people and adults at risk to protect them from harm.
- Ensuring where services are provided by third parties that these organisations have appropriate policies and procedures in place to comply with their safeguarding duties.
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur.
- Recruiting, training, developing, supporting, managing and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect children, young people and adults at risk from abuse, and minimise risk to them.
- Responding to any allegations of misconduct or abuse of children, young people or adults at risk in-line with this policy and the Adults' and Children's Local Safeguarding Boards procedures, as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Having a formal process for recording and notifying concerns to other agencies about potential child, young person or adult at risk abuse.
- Having (and promoting to staff, volunteers and elected members) clear communication channels in case of suspicions about child, young person or adults at risk abuse, or other risks.
- Requiring staff, elected members and volunteers to adopt and abide by the Council's Safeguarding Policy and associated procedures.
- Reviewing and evaluating the effectiveness of this policy and associated procedures documents on an annual basis via the Section 11 Audit and reports to both the Local Children's and Local Adults' Safeguarding Boards.

## 5. Responsibilities

Under this policy, all staff, volunteers and elected members have a responsibility to:

**Prevent abuse or harm of children, young people and adults at risk.** i.e. endeavour to ensure that all children, young people and adults at risk using the Council's services do so safely and appropriately, and are treated with respect and understanding.

**Protect children, young people and adults at risk from abuse or harm.** i.e. take all reasonable steps to safeguard and protect the rights, health and wellbeing of children, young people and adults at risk who take part in activities organised by the Council and within its facilities. As well as those of children, young people and adults at risk, whom staff may come into contact with, within the course of their work.

**Support children, young people and adults at risk.** i.e. promote the welfare of children, young people and adults at risk.

For children and young people, promoting welfare refers to creating opportunities to enable children and young people to have optimum life chances in adulthood.

For adults at risk, promoting welfare refers to the empowerment and wellbeing of adults at risk through the services it provides. To act in a way which supports the rights of individuals to lead a life based on self-determination and personal choice as well as recognise people who are unable to take their own decisions and/or protect themselves and their assets.

## 6. Recruitment

All staff and volunteers will be appointed in accordance with the Council's Recruitment and Selection Procedures and will be subject to Disclosure and Barring Service (DBS) clearance where appropriate. These are designed to provide a rigorous and thorough selection process and to carry out all necessary checks, particularly on individuals seeking to work with children, young people and adults at risk.

In accordance with DBS procedures, we will report to the DBS individuals who come to our attention through the recruitment process who have caused harm to a child, young person or adult at risk.

## 7. Training and development

Training, development and continuous review is key to ensuring that this Safeguarding Policy is implemented effectively.

Staff, volunteers and elected members will receive safeguarding training (including e-safety and CSE) or information regarding safeguarding and are expected to apply these principles as part of their day-to-day working practice. The training and/or information will be at a level appropriate to their role, depending on the degree to which they are in contact with, have sensitive information about and/or plan services for children, young people and adults at risk.

Designated Safeguarding Officers (DSOs) will receive additional higher-level training to enable them to support and advise staff, volunteers and elected members.

Staff training and development needs and opportunities relating to safeguarding and protection issues will be identified and addressed in an ongoing manner and in response to any changes in legislation. Training may include internal courses/workshops, externally accredited courses/seminars or workshops organised by child protection/adult at risk safeguarding agencies.

Elected Members' training and development will be identified and addressed through their induction as well as seminars when appropriate.

Co-ordination of training may also be extended to others, such as private hire or taxi drivers and B&B owners, where there are specific local concerns e.g. related to CSE.

## 8. Procurement

Partners or contractors working for, with, and on-behalf of the Council in areas where workers are likely to come into contact with children, young people or adults at risk will be required to comply with the requirements of this Policy and should reference e-safety, safeguarding and safer-recruitment where necessary.

All new contracts let by the Council which involve services for those who are likely to encounter children, young people and adults at risk will include appropriate reference to complying with this Policy. Evidence of this will be requested at the point of tender and then subsequently checked at periodic intervals or through contract management.

## 9. Funding agreements

Groups and organisations that receive funding from the Council for services and projects that affect children, young people and/or adults at risk will be required to prove that they discharge their safeguarding responsibilities in-line with Crawley Borough Council's statutory safeguarding responsibilities.

This will include evidence of appropriate and proportionate safeguarding policies, recruitment and vetting procedures and training and development for staff, volunteers, trustees etc.

## 10. Information sharing and partnerships

The Council supports the principle of sharing information with other agencies and will document information where appropriate to support this process. Data Protection should not be used as an excuse not to pass on important safeguarding information to relevant partner organisations. The Council is committed to close working with partners in all matters relating to safeguarding and protecting children, young people and adults at risk as well as to the relevant partnerships.

# 11. Referral procedures

This Safeguarding Policy informs all staff, volunteers and elected members of what actions they should take if they have concerns or encounter a case of alleged, disclosed or suspected child, young person or adult at risk abuse or neglect.

Staff, volunteers and elected members may come across cases of suspected abuse either through direct contact with children, young people and adults at risk, for example, running a holiday activity or for key staff (e.g. Housing Officers, Environmental Health, Benefit Officers) through visiting homes as part of their day to day work.

The primary responsibility of staff, volunteers and elected members is to ensure that any relevant information is passed to one of the Council's Designated Safeguarding Officers (DSO's) without delay (all DSO's contact details are listed on the Crawley Borough Council intranet), who will then discuss any action or referral to the relevant authority or authorities. These include the Police, West Sussex County Council Children's Social Care and Adults' Social Care. In addition to this, if a staff member receives a CSE disclosure, Sussex Police (Operation Kite) will be notified. If a DSO receives a disclosure or report of suspicion of an individual at risk of radicalisation, terrorism or non-violent extremism, the Prevent Coordinator will be informed and a further referral to Channel may be necessary (see page 19).

**It is not the Council's responsibility to investigate or decide whether or not a child, young person or adult at risk has been abused. It is, however, the Council's responsibility to report all concerns.**

## Responding to Disclosures

Abused children, young people 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 is disclosed, staff, elected members and volunteers are already helping the situation. The following points are a guide to help you respond appropriately:

### **If a child, young person or adult at risk discloses abuse to you, you must:**

- Stay calm and be sensitive.
- Inform the child, young person or adult at risk who discloses the abuse that you may need to refer this to one of the Council's Designated Safeguarding Officers (DSO's), and depending on the severity of the information disclosed, it may need to be referred to the Police, Children's Social Care or Adult's Social Care.
- Record all observations and everything that is said.
- Contact one of Crawley Borough Council's DSO's at the earliest possible opportunity.

## Responding to Observations and Suspicions

### **If you suspect abuse, you must:**

- Stay calm and be sensitive.
- If a child, young person or adult at risk is in immediate danger CALL 999 and ask for an emergency services response.
- In all cases record all observations and everything that is said.
- In all cases contact one of Crawley Borough Council's DSO's at the earliest possible opportunity. See the intranet for the most up-to-date list of DSO's.

**In the event that you have concerns about a child or young person and immediate action is not required (see above) the following process should be followed *within 1 working day of the recognition of risk*.**

The Designated Safeguarding Officer will support you to:

- Decide whether to refer to Children's or Adults' Social Care (Children's: Multi-agency Safeguarding Hub (MASH) or, Adults Care Point);
- Seek consent from the child's family for a referral to Social Care unless this may;
  - Place the child at risk of significant harm e.g. by the behavioural response it prompts or by leading to an unreasonable delay
  - Lead to the risk of losing evidential material or
  - In cases where fabricated or induced illness is suspected.

A decision not to seek parental agreement and the reasons for that should be recorded. Where the parent refuses to give consent for the referral further advice should be taken, unless this would cause undue delay, and the outcome fully recorded. If, having taken the parents' wishes into consideration it is still considered necessary to make a referral, the reason for proceeding should be recorded and social care told that consent has been withheld.

**You must seek consent from the adult at risk, unless there is an issue of lack of mental capacity. This should be recorded in the referral to Adult's social care.**

**Where appropriate, make a referral to Children's or Adults' social care:**

**Children's safeguarding referral:**

***Multi-agency Safeguarding Hub (MASH)***

- Referral form: <http://www.westsussexscb.org.uk/professionals/contacts-for-referral/>
- Secure GCSX email: [MASH@westsussex.gcsx.gov.uk](mailto:MASH@westsussex.gcsx.gov.uk)
- Telephone: 01403 22 99 00

**Adults at risk safeguarding referral:**

***Adults Care Point***

- Referral form: <https://www.westsussex.gov.uk/social-care-and-health/how-to-get-social-care-help/adults/raise-a-concern-about-an-adult/>
- Telephone: 01243 64 21 21

- Confirm the telephone referral in writing within 24 hours via the referral forms or a secure GCSX email.
- Ensure a copy of the referral is sent to the LDSO.
- Ensure that confidentiality is maintained unless discussion helps protect the child.
- Receive personal emotional support if necessary.

### **Out of Hours Arrangements**

If you suspect abuse, or abuse is disclosed to you outside normal office hours, you must:

#### ***For Children:***

- Call 0330 222 6664 out of office hours (5pm to 8am weekdays) and for emergencies at weekends and bank holidays (24 hours).

#### ***For Adults at risk:***

- Contact the West Sussex Adults' Services out-of-hours service directly on 01243 642 121.

**Record all observations and everything that is said**

**Report the disclosure / suspicions and subsequent action to one of the Council's DSO's the next working day.**

Should you wish to consult with one of Crawley Borough Council's Designated Officers before reporting your concerns to West Sussex Children and Adults Out-of-Hours Service, phone Chris Harris, the Council's Lead Safeguarding Officer on 07818 414 364 or Victoria Wise, Lead Designated Safeguarding Officer on 07807 824 537.

## 12. Allegations procedures

### **Allegations against staff, volunteers and elected members**

It is important that any concern arising from potential abuse, harassment, inappropriate conduct or neglect by a member of staff, volunteer or elected member of the Council should be reported immediately.

Where an allegation of abuse has been made, then the priority must be to ensure the wellbeing of the individual. However, if the allegation is of abuse by a member of Crawley Borough Council staff, volunteer, elected member or third party working on behalf of Crawley Borough Council, it is the responsibility of Crawley Borough Council to investigate immediately, and cooperate with the relevant authorities.

**If during working hours, the member of staff making or receiving the allegation against another member of staff should initially report to Chris Harris, LSO and Lucasta Grayson, Head of People and Technology as a matter of urgency.**

If an event or activity takes place outside of normal working hours then the officer who has received or is making the allegation must report his or her concerns as above by the next working day.

Crawley Borough Council will support all staff that in good faith report incidents where an individual may be harmed. However staff should be aware allegations made maliciously will be dealt with under the Council's Disciplinary Procedures.

If a member of staff or volunteer is disturbed by the incident then counselling will be considered and they should contact their line manager or a member of the HR team. Staff or volunteers who are members of a Union may contact their Union representative for additional support.

Where appropriate, following an initial investigation, the complaint against a member of staff will be considered under the Council's Disciplinary Procedure as Gross Misconduct, but any internal investigations will be conducted in consultation with West Sussex Local Authority Designated Officer (LADO), Social Services or the Police.

**If you have received an allegation about a member of staff / volunteer or are concerned about their poor practice, you must:**

- Stay calm and be sensitive.
- Record all observations and everything that is said.
- Contact the Lead Safeguarding Officer (LSO) and Head of People & Technology at the earliest possible opportunity.
- If you are unable to contact the LSO or Head of People & Technology, you should contact the LDSO or HR & OD Manager.
- Crawley Borough Council's LSO must contact the Local Area Designated Officer (LADO) for West Sussex County Council immediately if the allegation concerns a child. They must also inform Ofsted (if the alleged incident has occurred in a childcare setting for children under 8 years).

In the case of an allegation or concern about the Council's Head of People & Technology, this should be reported to the Head of Community Services or the Chief Executive.

**Local Area Designated Officer (LADO) for Safeguarding and Allegations Management Team**

***Contact details for the LADO:***

- Tel: 0330 222 3339
- Address: Safeguarding in Education and Allegations Management Team, Room 24, Durban House, Durban Road, Bognor Regis, PO22 9RE
- Email: [lindsey.tunbridge-adams@westsussex.gov.uk](mailto:lindsey.tunbridge-adams@westsussex.gov.uk),
- Assistant LADO: [Claire.coles@westsussex.gov.uk](mailto:Claire.coles@westsussex.gov.uk), [anne.richards@westsussex.gov.uk](mailto:anne.richards@westsussex.gov.uk)

**If you have received an allegation about an elected member or are concerned about their poor practice, you must:**

- Stay calm and be sensitive.
- Record all observations and everything that is said.
- Contact the Head of Legal and Democratic Services (monitoring officer) at the earliest possible opportunity, who will investigate in liaison with the Council's Lead Safeguarding Officer, as appropriate.

**Once the LADO has been informed then you and colleagues will follow all instructions from appropriate professionals and cooperate fully with any further investigations.**

Crawley Borough Council's Disciplinary Procedure will also be implemented, although it can be superseded at any time by statutory requirements as set out in:

- <http://sussex.procedures.org.uk/>
- <http://sussexsafeguardingadults.procedures.org.uk/>

## 13. Responding, recording and reporting allegations, disclosures and suspicions

### **Confidentiality**

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in-line with guidance from the Local Children's Safeguarding Board (LSCB) and the Local Adult's Safeguarding Board.

### **Recording**

Staff, volunteers and elected members must fill in the appropriate forms online when making a referral to either Children's Social Care via the MASH (Multi-agency safeguarding hub) or Adults Care Point for all allegations, disclosures and suspicions relating to the safeguarding of children and adults at risk.

A copy of the referral form must be kept and sent immediately to the DSO and LDSO to ensure that all facts are recorded properly and accurately. Details of all safeguarding referrals sent to MASH or Adults Care Point will be held in a single corporate database and managed by the LDSO.

All staff, volunteers and elected members must report safeguarding allegations, disclosures and suspicions to one of the DSO's, the LDSO or LSO immediately.

It is the responsibility of the Council's DSO's to take a lead on and report allegations, disclosures and suspicions to the Police and/or MASH and Adult Care Point. It is also their responsibility to ensure completed records are passed to the LDSO and to take any other action appropriate.

### **Reporting allegations made against staff, volunteers and elected members**

#### ***Unfounded allegations***

False or Unfounded allegations will result in all rights being re-instated.

#### ***Founded allegations***

Founded allegations will be passed on to the relevant organisations including the local authority children's social care team, LADO and where an offence is believed to have been committed, the police, and will result in the termination of employment.

Where the incident has taken place in a childcare establishment for children under the age of 8 years Ofsted will be notified immediately of the decision.

The LSO or Head of People and Technology will notify the Disclosure and Barring Service of this immediately and also if the individual concerned leaves the Council's employment during the investigation process and the allegation is subsequently substantiated.

**Recording allegations made against staff, volunteers and elected members**

All records relating to an allegation against staff, volunteers and elected members will be kept until the person reaches normal retirement age or for 10 years, if that is longer.

If the recorded allegation was founded, then this information must be provided on all future references for that individual.

# 14. Quick reference summary

## Suspicion/Observation

Stay calm and be sensitive



Observe. Intervene if emergency medical attention is required or there is immediate risk of harm.



Inform DSO  
(If out of hours, contact the MASH or Adult's Care Point directly (page 11) and report to one of the DSO's the next working day)



With advice from the DSO, record all details and if appropriate refer to MASH or Adult's Care Point (page 10) (and Police if necessary) using their relevant online referral forms.



## Disclosure

Stay calm and be sensitive



Inform the child, young person or adult at risk disclosing the abuse that you may need to refer this to one of the Council's Designated Safeguarding Officers (DSO's) and depending on the severity of the information disclosed, it may need to be referred to the Police and Children's and Adults' Social Care.



Listen. Intervene if emergency medical attention is required or there is immediate risk of harm.



Inform DSO  
(If out of hours, contact the MASH or Adult's Care Point directly (page 11) and report to one of the DSO's the next working day)



With advice from the DSO, record all details and if appropriate refer to MASH or Adult's Care Point (page 10) (and Police if necessary) using their relevant online referral forms.



## Allegation against a member of staff

Stay calm and be sensitive



Listen. Observe. Intervene if emergency medical attention is required or there is immediate risk of harm.



Inform the LSO (Head of Community Services) and Head of People and Technology. If not available inform the LDSO and HR & OD Manager



Record all details and send to LSO and Head of People and Technology.

LSO and Head of People and Technology to take appropriate action (referral to LADO and Ofsted, page 12)



## Allegation against an elected member

Stay calm and be sensitive



Listen. Observe. Intervene if emergency medical attention is required or there is immediate risk of harm.



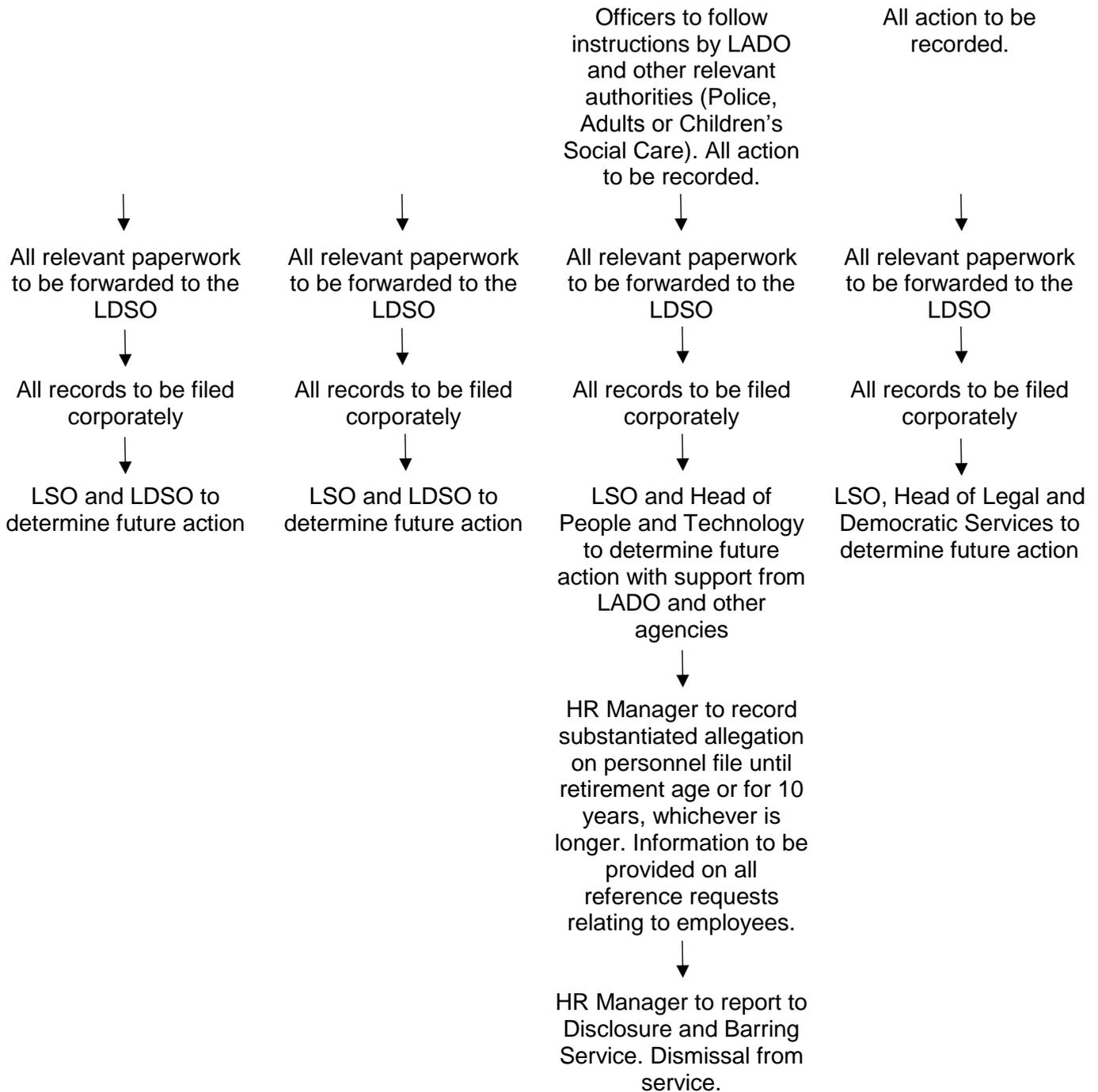
Inform the LSO and Head of Legal and Democratic Services.



Record all details and send to LSO and Head of Legal and Democratic Services.

LSO and Head of Legal and Democratic Services to take appropriate action.





## 15. Support for reporter of alleged abuse

Strong feelings may be generated by an allegation, disclosure or suspicion of abuse to, or neglect of, children, young people and adults at risk, especially if the allegation relates to a member of staff, volunteer or elected member. This can raise concerns among other staff, volunteers or elected members and create difficulties in reporting such matters.

The Council will fully support and protect all staff, volunteers or elected members who, in good faith and without malicious intent, report his or her concern about a colleague's practice or the possibility that a child, young person or adult at risk may be being abused.

## 16. Behavioural expectations

Whilst providing services for children, young people and adults at risk, Crawley Borough Council staff are in a position of trust and responsibility and this should be uppermost in practitioners' minds at all times. It is more important than ever for staff and volunteers to understand how they can best protect children, young people and adults at risk and themselves from false allegations whether working directly with, or inadvertently coming into contact with, children, young people and adults at risk during their work.

This section outlines the behaviour expected of Crawley Borough Council staff, volunteers, contractors, elected members and staff from other organisations who engage with children, young people and adults at risk through Crawley Borough Council and its services.

### **Code of conduct for adults working with children, young people and adults at risk**

This code has been developed to provide advice which will not only help to protect children, young people and adults at risk but will also help identify any practices which could be misconstrued and perhaps lead to false allegations of abuse being made against individuals.

Following this good practice code will also help to protect Crawley Borough Council by reducing the possibility of anyone using their role within the organisation to gain access to children, young people and adults at risk in order to abuse them.

When working with children, young people and adults at risk for Crawley Borough Council, all staff and volunteers are considered to be acting in a position of trust. It is therefore important that staff, volunteers and peer leaders are aware that they may be seen as role models by children and must act in an appropriate manner at all times and follow the code of conduct.

All members of staff and volunteers are expected to report breaches of this code to the Council's LSO, line manager or HR.

Staff breaching this code may be subject to Crawley Borough Council disciplinary procedures.

Any breach of this code involving a volunteer or member of staff from another agency may result in them being asked to leave the project. Serious breaches of this code may also result in a referral being made to a statutory agency such as the police, children's or adult's social care.

### **When working with children, young people and adults at risk it is important to:**

- Always follow the Crawley Borough Council safeguarding policy.
- Listen to and respect children, young people and adults at risk at all times.
- Always avoid favouritism.
- Behave in a professional manner at all times and ensure professional boundaries are in place.
- Use respectful language.
- Ensure written parental consent, for example when taking photographs and transporting children.
- Avoid situations that could potentially be perceived as compromising you, for example giving a child a lift in your personal car, on your own.
- Respect confidentiality unless the information you have may impact on the safety or welfare of the child.
- Treat children and young people fairly and without prejudice.
- Ensure the appropriate child : staff ratio is adhered to during activities.
- Value and take children's contributions seriously.
- Ensure that, whenever possible, there is more than one adult present during activities or at least that you are within sight or hearing of others.
- Always inform another member of staff, preferably your manager, if you are concerned that your actions have been or could be misconstrued by a child, adult at risk or a third party.
- Respect an individual's right to personal privacy.
- Always ensure equipment is used appropriately and for the purpose it was designed for.
- Ensure any contact with children, young people and adults at risk is appropriate and in relation to the work or project.
- Always ensure language is appropriate and not offensive or discriminatory.
- Follow the ICT security policy and social media policy and report any breaches.
- Actively involve children and young people in planning activities wherever possible.
- Provide examples of good conduct you wish others to follow.
- Challenge unacceptable behaviour and report all allegations / suspicions of abuse.
- Ensure you record and report to your line manager and DSO any behaviour or incident that could compromise you, for example if a child touches you inappropriately.

### **You must not:**

- Believe it could never happen to me.
- Allow allegations to go unchallenged, unrecorded and unreported.
- Use any kind of physical punishment or chastisement such as smacking, hitting or rough handling.
- Engage in rough or physical games including tickling or horseplay.
- Use any racist, sexist, discriminatory or offensive language.
- Use an aggressive tone of voice whilst speaking to children, young people and adults at risk.
- Develop inappropriate relationships such as contact with children and young people that is not a part of the work of the project and agreed with the manager or leader. Sexual relationships between any adult member of staff or volunteer and a child, young person or adult at risk using Council services represents a serious breach of trust and are not permissible in any circumstances.
- Let children and young people have your personal contact details (mobile number, Facebook profile, any personal social media, address etc) or communicate on a personal level outside of the work environment.
- Allow abusive peer activities e.g. bullying.
- Use sarcasm or insensitive comments to children, young people and adults at risk.
- Act in a way that can be perceived as threatening, demeaning or intrusive.
- Make inappropriate promises to children and young people, particularly in relation to confidentiality.

### **Use of mobile phones and cameras**

It is prohibited for staff to use their personal mobile phones to take pictures of the children, young people or adults at risk attending the council's services. In childcare settings, personal mobile phones will be stored in a pre-specified location whilst staff are on duty.

In Crawley Borough Council childcare settings, no cameras will be allowed to be used on the premises other than a camera belonging to the Council which is used with written parental permission.

## **17. Preventing radicalisation, terrorism and non-violent extremism**

As part of Crawley Borough Council's safeguarding duties detailed in Section 26 of the Counter Terrorism and Security Act 2015, the Council is required to **protect** and **prevent** all vulnerable people, including children, young people and adults at risk from being drawn into radicalisation, terrorism and non-violent extremism.

The terms 'radicalisation, terrorism and non-violent extremism' are not focused on any one group or ideology. The Council is required to address vulnerabilities to radicalisation in **all its forms** including: the extreme far-right, the extreme far-left, groups such as Daesh, or any other form of extremist ideology.

Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm.

All staff, volunteers and elected members are required to record and report any concerns of children, young people and adults at risk from being drawn into terrorism, radicalisation and non-violent extremism.

### **Responding to disclosures, observations and suspicions**

Please refer to page 9, this details how to respond appropriately to disclosures, observations and suspicions of any form of abuse and neglect. This includes any disclosures relating to vulnerable individuals at risk of being drawn into radicalisation, terrorism and non-violent extremism.

### **Referral process**

Please refer to page 9 and the quick reference summary on page 15. As a normal safeguarding concern, these same referral procedures are used. The primary responsibility of staff, volunteers and elected members is to ensure that any relevant information is passed to one of the Council's Designated Safeguarding Officers (DSO's) without delay, who will then discuss any action or referral to the relevant authority or authorities. These include the Police, West Sussex County Council Children's Social Care and Adult's Social Care.

In addition to this, the DSO will inform the Prevent Coordinator or Community Development Manager for additional, specific advice or further referral to Channel (contact details are on the intranet under 'safeguarding').

### **What are Prevent and Channel?**

Prevent is the Government's strategy to stop people becoming terrorists or supporting terrorism, in all its forms. Prevent works with individuals and communities by using voluntary early intervention to encourage them to challenge extremist and terrorist ideology and behaviour.

Channel is a specialist safeguarding panel which supports Prevent. It is a confidential and voluntary process where safeguarding professionals meet to discuss support options which can be offered to vulnerable residents.

## 18. E-safety

E-safety is the process of limiting risks to children, young people and adults at risk when using information and communications technology (ICT). E-safety is primarily a safeguarding issue, not a technological issue, which relates to the use of all ICT-fixed or mobile, current, emerging and future ICT. ICT is used daily as a tool to improve teaching, learning, communication and working practices to the benefit of our children and young people and those that work to support them. The use of ICT is recognised as being of significant benefit to all members of our community, in personal, social, professional and educational contexts. However alongside these benefits, there are potential risks that we have a statutory duty of care to manage, to ensure they do not become actual dangers to children and young people in our care or for employees.

Safeguarding against these risks is not just the responsibility of ICT departments, it is everyone's responsibility and this is reflected in the overall arrangements in place that safeguard and promote the welfare of all members of the community, particularly those that are vulnerable.

Much of the material on the internet is published for an adult audience and some is unsuitable for children and young people. In addition, there is information on weapons, crime, racism and extremist radicalisation that would be considered inappropriate. It is also known that adults who wish to abuse others may pose as another child/young person/peer to engage with them and then attempt to meet up with them. This process is known as 'grooming' and may take place over a period of months using chat rooms, social networking sites and mobile phones.

Cyberbullying is bullying through the use of communication technology and can take many forms e.g. sending threatening or abusive text messages or e-mails either personally or anonymously, making insulting comments about someone on a social networking site or blog or making/sharing derogatory or embarrassing videos of someone via mobile phone or e-mail.

As part of the ICT security policy, Crawley Borough Council requires all staff / volunteers to agree to the acceptable use policy before accessing the council's network.

### **Managing Incidents**

It is unlikely that any child, young person or adult at risk is able to access any inappropriate online sites due to Crawley Borough Council's limited and controlled public points of access. However, if any member of staff, volunteer or elected member has any concerns about a child, young person or adult at risk being groomed or accessing inappropriate online content, the incident should be reported to a Designated Safeguarding Officer like any other potential abuse.

The LSO is responsible for ensuring that the following procedures are followed in the event of any misuse of the internet or Crawley Borough Council ICT systems involving children, young people or adults at risk:

**If there has been inappropriate online contact, disclosed grooming, online bullying or any inappropriate or illegal websites viewed on CBC property:**

- Report to the LSO, LDSO or a designated Safeguarding Officer,
- Advise the child, young person or adult at risk on how to terminate the communication and save all evidence,
- Contact the parent(s)/carer(s),
- Contact the police on 101 as appropriate,
- The LSO or LDSO may inform Children's or Adult's Social Care if appropriate,
- Log the incident, including the date and time and send a copy to the LDSO,
- Identify support for the child, young person or adult at risk.

If a child, young person or adult at risk discloses to any member of Crawley Borough Council staff, volunteer or elected member that they have accessed inappropriate or illegal online content, are being groomed, bullied or having contact with inappropriate online individuals or groups, it is the responsibility of all staff, volunteers and elected members to report this to a DSO. And for the DSO to report onto Adults or Children's social care as well as the Police, as appropriate (and following the procedures detailed in section 11, 12 and 13).

## 19. Designated safeguarding officers

Contact details for all of Crawley Borough Council's Designated Safeguarding Officers (DSO's) can be found on the intranet, within the safeguarding section.

**All disclosures or suspicions must be reported to a Designated Safeguarding Officer.**

The DSO is responsible for ensuring that all safeguarding and welfare concerns are reported to the relevant investigating agencies in accordance with this Safeguarding Policy and ensuring that information is recorded appropriately.

The specific functions of the DSO include:

- Acting as a source of support, advice and expertise when deciding whether to make a referral through liaison with the relevant agencies.
- Ensure consent has been appropriately sought when appropriate (see page 10).
- Supporting staff, volunteers and elected members to write and submit referrals.
- Ensuring that detailed, accurate and secure written records of referrals are recorded and kept and provide advice to staff that have concerns on what to record.
- Having a working knowledge of the Sussex safeguarding policies, procedures and relevant professional guidance.
- Challenging a referral not taken up by Children's and Adult's Social Care when it is considered an appropriate case.

In addition to the above, the Council's LSO and LDSO, have responsibility to:

- Monitor the number of safeguarding referrals and outcomes of these.
- Co-ordinate and deliver training to staff, volunteers and elected members in accordance with the West Sussex Training Framework.
- Liaise with and support the Council's DSOs.
- Facilitate an internal Safeguarding Working Group and cascade relevant information from the Local

Safeguarding Boards and the District/Borough Safeguarding Officer Group.

- Ensure policy and procedures are in place and up-to-date.
- Oversee the development, implementation and monitoring of an action plan developed and updated annually (as part of Section 11 Assessment) to ensure the Council's safeguarding responsibilities are effectively carried out.
- Ensure that arrangements are made to identify staff that require training in child and adult at risk protection issues within their responsive area.
- Ensure that copies of the policy and procedures are available in their respective service areas.
- Ensuring the Council meets its statutory requirements, as set out in this report, and responds to requests from the Local Safeguarding Boards.
- Representing the Council on formal investigations into allegations of abuse led by Children and Adult Services including Serious Case Reviews.
- Working with the corporate management team and elected members to ensure that the Council's Safeguarding Policy is reflected in the Council's practice.
- Ensuring the Council is represented on the Local Safeguarding Boards and the District/Borough Safeguarding Officer Group(s).
- Ensuring that the lead elected member for safeguarding is informed and updated.

## 20. Associated policies

This Safeguarding Policy should also be read in conjunction with the following Crawley Borough Council documents:

- Recruitment and Selection Procedures
- ICT and social media policies and procedures
- Corporate Equalities Statement
- Complaints & Comments Policy and Procedures
- Health and Safety Policy
- Whistle Blowing Policy
- Lone Working Procedure
- Disciplinary Procedures
- Officers' Code of Conduct
- Members' Code of Conduct
- Home Office Prevent Strategy