



Safeguarding Policy Adults and Children

If there is a doubt, there is no doubt

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Version	3
Date	March 2016
Author	Sam McConnell
Review	March 2018

1. Our Commitment to Safeguarding

Burnley Borough Council delivers a range of services and activities that impact on the lives of adults and children both directly and indirectly. Safeguarding adults, children and young people - ensuring their welfare, safety and health - is of paramount importance. We are committed to providing safe and supportive services that will give both adults and children the opportunities to achieve their full potential.

This includes:

- Having commitment from senior managers and councillors to safeguarding
- Having a safe recruitment and selection process
- Ensuring that all relevant staff are DBS checked at the appropriate level
- Providing training at the appropriate levels for staff, volunteers and councillors
- Each directorate having a designated 'Safeguarding Advisor' or 'Safeguarding Officer'
- Having information about our safeguarding processes easily accessible on our internet for adults, children, young people and their families
- Having all the relevant information for staff available on our intranet and from their line manager
- Having an easily understandable reporting and monitoring system
- Working co-operatively with partner organisations/services, including using the Common Assessment Framework (CAF)

This policy and guidance will provide all staff, volunteers and councillors with a clear understanding of the issues around safeguarding including their responsibilities, the council's processes and procedures and what to do in an emergency.

This document should be considered in conjunction with other council policies listed below;

- Domestic Abuse Policy – S10
- Alcohol and Drugs Policy – S10
- Dignity at Work Policy – S10
- Accident and Incident Reporting – S9
- Working with Young Person's Policy – S9
- Training and Development and Staff Induction – S2

2. Statement of our Responsibilities

This policy applies to all staff, including volunteers and councillors and anyone working on behalf of Burnley Borough Council regardless of the level of contact with children and/or adults. Safeguarding is everybody's business and everyone has a duty to ensure both children and adults are safe and that abuse and other forms of neglect is reported.

All staff at the authority must receive the basic training on safeguarding to ensure they know what is meant by abuse and neglect and what to do if they have concerns. This includes knowing what to do outside of work as responsible citizens if they are concerned about the welfare of a child, young person, or adult.

As a Council we have appointed a senior manager as the **Designated Safeguarding Officer**, who takes a strategic and operational lead on matters related to safeguarding children within the authority. This is currently Sam McConnell, Community Safety Manager and his duties include ensuring this Safeguarding Policy and any other relevant policies and procedures are up to date.

In addition, at least one employee from every directorate will have responsibility for communicating safeguarding information within that directorate so that every staff member and volunteer is aware of their responsibilities and what to do if they have concerns. These officers are identified within the Council either as a '**safeguarding advisor**' (if they have appropriate safeguarding training experience to offer advice and deal with issues themselves) or a '**safeguarding officer**' (if they have a more advanced knowledge). Contact details for these officers can be found on Page 13.

Our processes and procedures are also subject to overview and scrutiny by elected members, and the Council actively encourages input from partners in order to improve the way we safeguard children and adults.

As a Council we also need to ensure that robust safeguarding procedures are also applied when entering into contracts and service-level agreements. It is the responsibility of the employee managing the agreement to make sure that the organisation concerned has appropriate policies and procedures relating to safeguarding, and that their staff have relevant training and are DBS checked where necessary.

For more information please see:

- A full summary of child protection legislation from the NSPCC:
<http://www.nspcc.org.uk/search/?query=child%20protection%20legislation>
- The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.
<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

3. Understanding Abuse

1. **Physical abuse:** May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness.
2. **Emotional abuse:** Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child or adults emotional development. It may involve conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
3. **Sexual abuse:** Sexual abuse involves forcing or enticing a child or young person or adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).
4. **Neglect:** Neglect is the persistent failure to meet a basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may also occur during pregnancy as a result of maternal substance abuse.
5. In the case of an adult the theft, misuse, or coercive control of the finances of an adult deemed vulnerable is also classed as abuse.

If you are worried about a child

- **Where there is a serious and immediate threat to a child:** call 999
- **During office hours:** If an incident occurs or you have concerns you should contact your directorates Safeguarding Advisor. If they aren't available contact one of the council's other Safeguarding Advisors or the Designated Safeguarding Officer or Deputy Safeguarding Officer (see back page for contact details)
- **Outside office hours:** If an incident occurs or you have concerns you should contact the council's out of hours contact Guardhall Securities Group on 01254 384940
- **As a private individual:** if someone has concerns about a child in the district they can contact Lancashire County Council Social Care Services directly
 - 8am – 8pm Monday to Friday: 08450 530009 (local number 01772 221 609)
 - 8pm – 8am Monday to Friday and anytime weekends and bank holidays: 0845 602 1043
- **You wish to remain anonymous:** anyone can contact the NSPCC helpline, 24 hours a day, on 0808 800 5000

For more information please see:

- The full 'Working Together to Safeguard Children' document is available at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/281368/Working_together_to_safeguard_children.pdf
- The NSPCC website has some helpful information on signs and symptoms of abuse. http://www.nspcc.org.uk/Inform/research/briefings/signs-of-abuse_wda102204.html

Adults

The Law Commission reported in May 2011, that it would be preferable to refer to “**adults at risk**”. This reflects the preference of people with disabilities that the emphasis should be on the circumstances adults find themselves in, rather than on the individual’s disability.

“Adult safeguarding” is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.

Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. In these cases, local services must work together to spot those at risk and take steps to protect them.

Abuse occurs when someone’s human and civil rights are violated by someone else. This can include a single or series of actions, either deliberately, or unknowingly that cause harm, or fails to protect a person from abuse.

Anyone can abuse and often it can be the person you least expect. Abusers could include:

- spouse/partner;
- carers and care workers;
- family member/relative;
- friend;
- neighbour;
- someone not known to the person.

For more information please see:

Legislation Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/part/1/crossheading/safeguarding-adults-at-risk-of-abuse-or-neglect/enacted>

4. What if abuse is disclosed to you?

Children, young people and adults being abused often don't disclose what is happening to them, and when they do it's rarely directly to professionals. Partly this is due to lack of awareness of services, and partly to do with trust and a fear of losing control of a situation. Therefore it is very important that if a child or young person discloses abuse to a staff member they should:

- Consider your environment, ensure any conversation is private
- Listen carefully
- Respond sensitively and take the matter seriously
- Explain that the staff member cannot 'keep a secret' and must disclose any evidence of abuse to the appropriate agency
- Make a note of everything that was discussed as soon as possible after the disclosure (see 'how to record your concerns' below).

How to record your concerns

If you are made aware of any instance of abuse, or have any concerns about it, it is important to note down the details in writing as soon as possible. As well as aiding you in taking the appropriate action as described above, it will also enable you to complete a **safeguarding referral form**, which is available on the intranet/hub. This ensures the Council can maintain a full corporate record of all safeguarding issues encountered by staff, which will allow us to take action to reduce them in future. If you're not sure report it.

Gaining consent from adults

If an adult discloses to you information that suggests they are being abused and there are concerns for their well-being and/or safety, you should try and gain their consent to exchange information with other relevant agencies.

This can be a difficult thing to do. The person may not realise they are being abused, the abuser could be a family member or carer, or they may be reluctant to report abuse because they wish to retain the companionship of the abuser for their own reasons.

Some things to consider when asking for consent to exchange information:

- Give reassurances that their information will only be shared with those agencies that can support them;
- Reassure the individual that nothing will happen until those agencies have spoken to them about the information they have disclosed;
- Confirm that they have done nothing wrong
- Try to avoid using the term "abuse" in your discussions. It may put people off from further disclosure.

If the individual refuses to give you consent you should still record the details and refer to your Safeguarding Advisor, the Safeguarding Lead or Deputy. A joint decision can then be made to exchange information externally with other agencies, regardless of consent being provided. This will normally only happen if there is a potential risk of harm or suspicion of criminal offences being perpetrated. Any decision made will be recorded and added to the information submitted. Appropriate information will be fed back to the reporting officer.

The preferred option will always be to gain consent

It will not always be possible to refer information disclosed to you into the council process. For example:

- there may be occasions when you are made aware of abuse of an adult outside of the work environment, either by the person being abused or a third party; or
- the person disclosing information may not want to report the matter to the council.

In the case of a child, or young person you should report any suspicion of abuse regardless of consent, referring to the procedure flowchart at the back of this document.

In these circumstances you can either provide contact information to the discloser, or report the matter yourself using one of the three options listed below.

- On line by completing LCC's Safeguarding alert form
<http://www.lancashire.gov.uk/acs/sites/safeguarding>
- Adult Social Care Services Telephone 0300 123 6721
- Lancashire Police Telephone 0845 125 3545

You should consider the capacity of the individual disclosing the information to you to report the matters before you decide on the most appropriate action to take.

5. Prevent

In order to safeguard adults, children, young people and communities most public bodies now have a statutory duty to be aware of the signs of extremist behaviour and to try and prevent individuals who may be at risk of being exploited by radicalisers and subsequently drawn into terrorist related activity.

Extremism “Is the vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.”(Prevent Strategy 2011).

If you are concerned that an individual is being exploited in this way it is important that you share these concerns with the Council’s Designated Safeguarding Officer to enable those individuals to receive the help and support they need.

If you require further information the Council can offer training on Prevent Awareness.

To view the Governments Strategy on Prevent please go to;

<https://www.gov.uk/government/uploads/.../prevent-strategy-review.pdf>

6. Training

It is the responsibility of each service, in liaison with People and Development, to make sure that all staff have received the appropriate level of training for them to be confident and competent when working with children and being able to recognise and respond to safeguarding concerns. Training has to be up-dated regularly, to keep up with new developments and initiatives.

New Starters

All new starters will have an introduction to the safeguarding policy and procedures through their local/service induction process. Induction is more than reading a document and ticking a box, the trainer has to check out that employees have an understanding of the policy and processes. New starters who have had child protection/safeguarding training through a previous employer will still have to do the council's training – this training includes how to work within the council's safeguarding policy and procedures. In this way we make sure that those staff members that have contact with children have a workable understanding of council policy and have the knowledge and skill to make sure that children are safe. Should a specific job role require a higher level of training, the recruiting manager will ensure that the appropriate training, whether internal or external, is undertaken as soon as possible after the new employee starts.

All staff

All staff are required to undertake the Safeguarding module on the e-Learning system, which gives a basic awareness of issues related to the safeguarding of children, young people and vulnerable adults. This will be refreshed at regular intervals. There is a requirement for all staff to complete CSE online training.

Any other training needs relating to safeguarding issues will be identified through an employee's PDR. Staff with regular contact with children will update their training every 3 years (as a minimum). It is the responsibility of the line manager to arrange for this training to take place and for Safeguarding Advisors and Corporate Health and Safety Advisor to audit that this has occurred.

Elected Members

Safeguarding Training will be provided on the 'Member Training Programme' for all councillors

Specialist Training

The Designated Safeguarding Officer will ensure that 'safeguarding advisors' and other relevant officers have access to relevant interagency and professional training opportunities to ensure they are able to effectively deal with a wide variety of queries and situations.

7. Code of conduct

It is important for all staff, paid or unpaid, and councillors to behave correctly and to be positive role models for any person who they come into contact with. In particular, any staff in regular, unsupervised contact with vulnerable adults, children and young people, or any other 'regulated activity' (as defined by the Protection of Freedoms Act 2012) must adhere to appropriate guidelines.

As per Section 6 above, full training will be provided to any staff member having regular contact with children and young people. Managers must also develop local policies and systems to maximise staff safety including the need to carry out risk assessments as appropriate – if you feel that you have a training need or want to know more please speak to your line manager. However, the following are common sense points for anyone to take into account which will help to create a positive culture and also safeguard staff against false allegations:

- Treat all children and young people fairly and with respect. Maintain professional boundaries and don't have favourites
- Respect a child/young person's right to privacy
- Always work in an open environment, avoiding private or unobserved situations. Where appropriate encourage the young person to bring in a friend, leave a door open, inform colleagues where you are and how long you'll be
- Don't give lifts to young people outside agreed activities. Where it is necessary to take a young person in your car ensure your manager is aware of this and how long you will be. Take a mobile phone to communicate reasons for any delays
- Don't take young people to your home
- If you have to visit a young person in their home always make sure that your manager is aware of this and you record the home visit
- Don't develop social relationships with young people who are service users (including via social media)
- Don't accept money or gifts from service users – don't give money or gifts to service users
- Be aware of physical contact with a person – any support or assistance should be provided openly and appropriately
- If working with mixed gender groups of young people off site (on trips, at different venues) ensure there are always male and female staff with them unless previously agreed with the Designated Safeguarding Officer
- Don't smoke or drink alcohol in the presence of young people in any work related environment.

For more information please see:

- The Council's Code of Contact for Employees
<http://sharepoint/Resources/Peoplelawandregulation/peopleanddevelopment/PersonnelManual/Recruitment/Code%20of%20Conduct%20for%20Employees%202014.doc>
- NSPCC Advice and Guidance <http://www.nspcc.org.uk/>

8. Allegations against staff

Staff who work with vulnerable people can be open to malicious or misplaced allegations against them. Unfortunately there are also occasions where some adults/professionals have been found to be perpetrators of abuse, which would harm the children they work with. Allegations of harm or inappropriate behaviour made against staff, either paid or unpaid, are serious and must be dealt with by the **Local Authority Designated Officer (LADO)**, a professional appointed by the Lancashire Safeguarding Children Board.

The LADO is **Tim Booth** (01772 536694, tim.booth@lancashire.gov.uk). His role includes:

- The management and oversight of individual cases
- Providing advice and guidance to employers and voluntary organisations
- Liaising with the police and other agencies
- Monitoring the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process

Guidance for staff on dealing with allegations of harm or inappropriate behaviour

If someone (a child, parent, service user, fellow colleague, etc) makes an allegation to you about another member of staff:

- Do NOT investigate yourself but speak to your line manager
- Your line manager will contact the DSO and Head of People and Development
- The DSCO or the Head of People and Development will contact the LADO directly at the earliest available opportunity

If you have concerns about your line manager, the DSCO, or anyone else that may make the above process inappropriate, please refer to the council's 'Whistleblowing' policy (see link below).

The Welfare of Staff

Burnley Borough Council is committed to following the correct process for dealing with any allegation against a member of staff, but it is also mindful of the welfare of that staff member and will provide appropriate help and support to them.

For more information please see:

- Burnley Borough Council Whistleblowing Policy
<http://sharepoint/CEO/Democracy/Constitution/Whistleblowing%20Policy%20March%202014.doc>
- NSPCC Research and Resources
<http://www.nspcc.org.uk/search/?query=research%20and%20resources>

9. Internal Contacts

Designated Safeguarding Officer Sam McConnell Ext 7136

CAF Champion/Streetscene Jonathan Jackson Ext 3413

Safeguarding Advisors:

Green Spaces & Amenities Tracy Dowson 07957179799

Housing & Development Control Wilma Waddingham Ext 7242
Regeneration & Planning Policy
People & Development
Finance & Property Management

Governance, Law & Regulation Chris Gay Ext 7163

Liberata Francine Keenan 01143999105

Burnley Leisure Scott Bryce Ext 7192

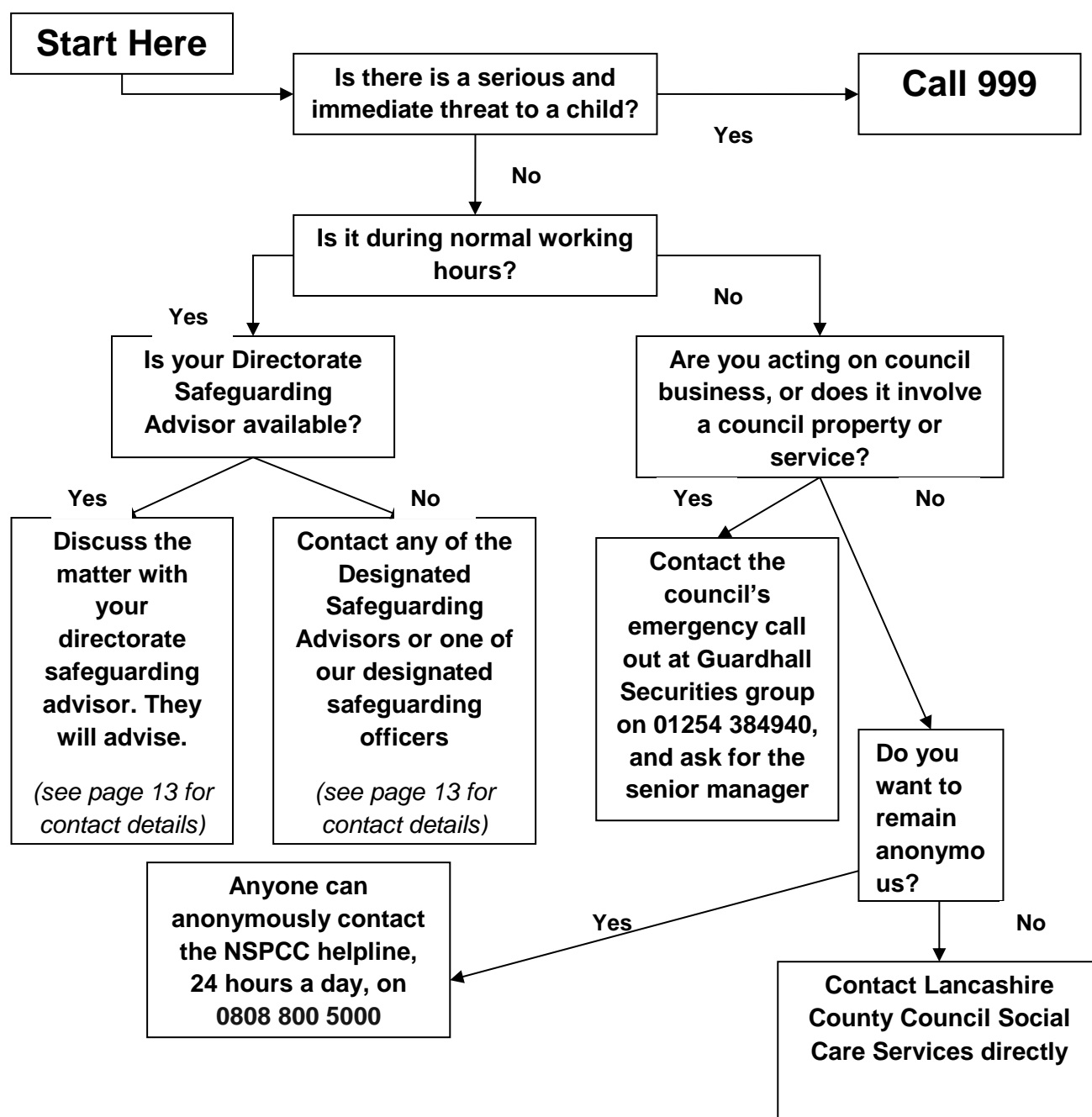
Recruitment Matters Vicky White Ext 7124

Children's Partnership Board Catherine Swift Ext 3131

10. APPENDIX

Taking Action Flow Chart

If an incident occurs or you have concerns please follow the flowchart below to understand what to do:



Further information

Burnley Borough Council Recruitment and Selection Code of Practice

<http://sharepoint/Resources/Peoplelawandregulation/peopleanddevelopment/PersonnelManual/Recruitment/Recruitment%20and%20Selection%20Policy%20June14.doc>

Student Work Experience Placement Pack

<http://sharepoint/Resources/Peoplelawandregulation/peopleanddevelopment/PersonnelManual/Recruitment/Young%20People%20Work%20Placements/Student%20Work%20Experience%20Placement%20Pack>

The Lancashire Safeguarding Children Board (LSCB)

<http://www.lancashire.gov.uk/corporate/web/view.asp?siteid=3829&pageid=14115&e=e>

http://www.lancashire.gov.uk/education/safe_child_board/

<https://www.education.gov.uk/publications/standard/publicationDetail/Page1/DCSF-00305-2010>

The Lancashire Safeguarding Children Procedures

http://www.lancashire.gov.uk/education/safe_child_board/safeguarding_children_procedures/index.asp

The Procedures Manual for the Pan-Lancashire Safeguarding Consortium

<http://panlancashirescb.proceduresonline.com>

Common Assessment Framework (CAF) training online at the Lancashire County Council website

<http://www.lancashire.gov.uk/corporate/enewsviewer/index.asp?news=524&issues=16586&articles=49681&mnth=22009>

The 'Safe Network' covers activities and good practice in the Voluntary, Community Faith Sector (VCFS)

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

Photography and Video Consent Form

<http://sharepoint/CEO/Communications/Projects/Childrens%20photographs%20-%20consent%20form%20for%20parents%20guardians.docx>

The Council's Information Security Policy Overview

<http://sharepoint/communityservices/customerandIT/IT/Policy/Information%20Security%20Policy%20Overview.docx>