

Safeguarding

Policy and Procedures

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1. Policy statement

- 1.1 Canterbury City Council provides a wide range of services that have a significant impact on children, *young people and adults at risk*. The council is committed to safeguarding and promoting the welfare of all children, *young people and adults at risk* who are in contact with us through these services.
- 1.2 **Safeguarding is everyone's business** which means whether you are a permanent member of staff, on a temporary contract, are a casual or agency worker, volunteer, contractor or an elected member carrying out the business of Canterbury City Council you have the same responsibility when you suspect or recognise that a child, young person or adult at risk may be a victim of harm or abuse.

2. Policy purpose and framework

The purpose of this policy is to set how the council protects and promotes the welfare of children, young people and adults at risk using or receiving services and facilities provided or commissioned by Canterbury City Council.

This policy links to other Council policies: Disclosure and Barring Service (DBS) Policy, Code of Conduct, Recruitment & Selection and Housing Allocations Policy

2.1 Safeguarding children & young people

The Children Act 1989 (as amended) states that the child's welfare is paramount and that every child has a right to protection from abuse, neglect and exploitation. Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 10,11 and 13 of the **Children Act 2004** sets out what is required of Canterbury City Council:

- Senior management commitment to the importance of safeguarding and promoting children's welfare
- A clear statement of the Council's responsibilities to children
- Clear lines of accountability for work on safeguarding and promoting well-being
- Using the views of children and young people to help shape services
- Safe recruitment procedures for those coming into contact with children and young people
- Appropriate training, learning and development for staff
- Effective working relationships, both within the authority and with other agencies to safeguard and promote wellbeing, and to share information effectively and appropriately
- A duty to co-operate to improve children's wellbeing

2.2 Safeguarding adults at risk

The legal responsibilities for safeguarding adults at risk of abuse or neglect are set out in Part 1 of the **Care Act 2014**. Kent County Council is the lead agency and CCC is a key partner and has a duty to co-operate in order to protect adults from abuse or neglect

All sectors, including district councils are expected to apply the following six key principles in their adult safeguarding role:

- **Empowerment** : people being supported and encouraged to make their own decisions and be able to give informed consent
- **Prevention**: it is better and more cost effective to take action before harm occurs.
- **Proportionality**: provide the least intrusive response appropriate to the risk presented.
- **Protection**: support and representation for those in greatest need
- **Partnership**: local solutions through services working with their communities. Communities have a role to play in preventing, detecting and reporting neglect and abuse
- **Accountability**: accountability and transparency in delivering safeguarding

3. Definitions

3.1 Safeguarding children

3.1.1 Safeguarding children is defined in the statutory guidance Working Together to Safeguard Children (March 2015) as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best outcomes

3.1.2 A child is anyone under the age of 18 years. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change his/her status or entitlements to services or protection.

3.2 Safeguarding adults at risk

3.2.1 Safeguarding adults is defined in Care and Support Statutory Guidance (October 2014) as protecting an adult's right to live in safety, free from abuse and neglect. Under section 42 of the Care Act 2014, safeguarding duties apply to adults who:

- Have needs for care and support (whether or not they are receiving any services); and
- Are experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect

3.2.2 An adult is anyone aged 18 or over. Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements. For example, this could occur when a young person with substantial and complex needs continues to be supported in a residential educational setting until the age of 25.

3.2.3 Care and support needs are the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older

people, people with a disability or long-term illness, people with mental health problems, and carers.

- 3.2.4 Care and support includes the assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.

3.3 Abuse and neglect

- 3.3.1 The No Secrets' Guidance (March 2000) defines abuse as a violation of an individual's human and civil rights by any other person or persons. Abuse can happen to anyone, regardless of age, gender and gender identity, disability, religion or belief, ethnicity and sexual orientation. Abuse may be a single act or repeated over a period of time and affect one person or more. It may take one form or a multiple forms or follow a pattern of abuse. The lack of appropriate action can also be a form of abuse.

- 3.3.2 Neglect is a failure to care for someone with whom you have a responsibility to care for or represent, for example, by failing to provide adequate food, clothing, medical aid or accommodation. It can be a form of abuse if it is intentional, however, not all incidents of neglect are intentional and may be because a caregiver is finding it hard to cope or is not receiving sufficient help. Self-neglect covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings.

4. Roles and responsibilities

- 4.1 Whilst safeguarding is everyone's responsibility, there are a number of key roles that partner agencies and employees within Canterbury City Council hold:

- 4.2 **Kent County Council** is the lead authority for safeguarding children and adults at risk. Specialist Children's Services and Adult Care and Support Service are responsible for investigating allegations of abuse and neglect and determining whether it has or has not taken place and taking action to protect the child or adult at risk. Designated officers from CCC liaise with and report safeguarding concerns, incidents or allegations to the relevant section.

- 4.3 **Kent Safeguarding Children Board (KSCB)** is a statutory multi-agency partnership which brings together agencies that work to safeguard and promote the welfare of children and young people and ensure arrangements are working effectively to bring about good outcomes for children

More information is available on the KSCB website : <http://kscb.org.uk/>

- 4.4 **Kent and Medway Safeguarding Adults Board** is a statutory multi agency partnership that brings together agencies who work to safeguard and keep adults safe from harm and or protect their rights.

- 4.5 **Kent Police** has a duty to investigate criminal offences and refer any suspicion, allegation or disclosure that a child or adult at risk may be suffering significant harm to Kent County Council.

4.6 **Canterbury City Council**

4.6.1 Safeguarding is everyone's responsibility. All employees, members, volunteers and contractors have a number of legal duties and responsibilities under a number of pieces of legislation to undertake safeguarding functions in relation to children, young people and adults at risk. These include:

- Knowing what it means to 'safeguard' – and understand different types of abuse, neglect or exploitation
- Identify and report any safeguarding concern about actual or suspected abuse of a child, young person or adult at risk
- Have a clear reporting process and know how to access and use this
- Access and undertake regular training

4.6.2 **The Deputy Chief Executive** has ultimate accountability for safeguarding and ensuring that this policy and related procedures are implemented.

4.6.3 **Lead Designated Safeguarding Officer and Deputy Lead Safeguarding Officer for safeguarding** leading on all safeguarding issues. Responsibilities include:

- Championing the importance of safeguarding and promoting the welfare of children, young people and adults at risk throughout Canterbury City Council
- Support senior management team and members remain briefed and up to date with policy and procedure reviews
- Monitoring compliance with legislation including that contained within section 11 of the Children Act 2004, Part 1 of the Care Act 2014 and Government Guidance
- Represent the Council at the KSCB District Leads meeting and provide a link between KSCB and the Local Children's Partnership Group

4.6.4 **Designated Safeguarding Officers** are responsible for assisting with safeguarding enquiries, recording and processing referrals and giving general advice

4.6.5 **Safeguarding Key Contacts Group.** Chaired by the Lead Designated Safeguarding Officer the group meets every two months and is responsible for leading on the Council's safeguarding agenda to promote the welfare of children and vulnerable adults and to ensure that all employees recognise and understand their responsibility to report any signs of abuse and neglect. *Terms of Reference Appendix 5*

4.6.6 **East Kent Human Resources** ensure that robust recruitment procedures are in place for ensuring safe working practices and safe recruitment for job roles that involve working with children, young people and vulnerable adults.

4.6.7 **Line Managers**

- Ensuring that all staff that report to them have read and understand the policy and related procedures, can easily access them, comply with them and receive the safeguarding training and support they need in line with their responsibilities and level of contact with children, young people and adults at risk.
- Follow the induction process for new starters including booking on to appropriate training and ensuring they are aware of this policy

- Ensure that appropriate checks are made for all job roles that involve working with children, young people or adults at risk and liaise with Lead Safeguarding Officer or HR advisors as necessary.

4.6.8 **All employees, elected members and volunteers**

- Responsible for carrying out their duties in a way that actively safeguards and promotes the welfare of children, young people and adults at risk.
- Responsible for reading and understanding this policy and related procedures, attending training when required as appropriate to their role
- Responsible for reporting and referring any concerns to a designated safeguarding officer

4.6.9 **Contractors, sub-contractors, other organisations or agents funded by or on behalf of the Council**

- responsible for ensuring staff who come into contact with children, young people and adults at risk are recruited using safe recruitment practices
- ensuring staff receive appropriate training and support in line with their responsibilities and level of contact with children, young people and adults at risk
- Ensuring staff comply with their organisational Safeguarding Policy & Procedures

5. **Recognising and responding to abuse and neglect**

5.1 **Child Abuse and Neglect**

Abuse of children can take many forms, be deliberate or unintentional, but is usually divided into four main categories:

- physical,
- sexual,
- emotional
- neglect , the most common form of abuse.

5.1.1 **The Kent Support Level Guidance and Support Level Guidance page**

<http://www.kscb.org.uk/procedures/kent-support-levels-guidance> includes illustrative examples about how need may present itself and explains signs and symptoms that may be consistent with abuse. The threshold criteria can help to decide which “level” of support is needed.

5.1.2 **Specialist and Intensive level support (Levels 3 &4)**

Includes all the following:

Child Protection where a child has suffered or is likely to suffer significant harm, (Section 47 of the Children Act 1989)

Child in Need the child is unlikely to achieve or maintain a reasonable standard of health or development is likely to be significantly impaired (Section 17 1989 Children Act)

Intensive Support : A multi-agency approach is required using the Kent Family Support Framework or Specialist Children’s Services led by the Early Help Units .

If you think a child or young person meets the threshold for specialist or intensive level support you **must** consult with a designated safeguarding officer.

The Designated Safeguarding Officer may advise you to have a consultation with the **Integrated Front Door on TEL: 03000 11 11 11** who will advise you on what action should be taken.

The referral process in appendix 1 should be followed if the thresholds are met for specialist or intensive support. If the concerns do not meet thresholds then consult with your designated officer about the next appropriate steps to take.

5.2 **Child Sexual Exploitation (CSE)**

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts, and relationships where young people receive something (e.g. food, accommodation , drugs, alcohol gifts, money, affection) as a result of them performing, and/or others performing on them, sexual activities. **The Kent and Medway Safeguarding Children Abused through Sexual Exploitation Procedures** support employees to identify and respond appropriately to safeguard children and young people who are or are at risk of CSE. http://www.kscb.org.uk/_data/assets/pdf_file/0009/32310/Kent-and-Medway-Sexual-Exploitation-procedures.pdf

If there are concerns about CSE, staff should consult with the designated safeguarding officer. **The Kent and Medway Child Sexual Exploitation Risk Assessment Toolkit** should be used to make an assessment of harm to the child or young person. <http://www.kscb.org.uk/guidance/sexual-abuse-and-exploitation>

Following completion of the risk assessment and if a decision is made to make a referral to Kent County Council the risk assessment should be added to the referral.

Any intelligence on CSE can also be reported to using the CSE Intelligence form (eINTEL) <http://www.qes-online.com/kent/eintel/live/m/eintel/public/index>

This form is **NOT** a referral to specialist Children’s Services or Early Help and referrals should be made in accordance with these procedures.

5.3 **Adults at risk**

The Kent and Medway Safeguarding Adults Policy, Protocols and Guidance https://www.kent.gov.uk/_data/assets/pdf_file/0018/11574/multi-agency-safeguarding-adults-policies-protocols-and-guidance-kent-and-medway.pdf provides an illustrative guide to the various categories of abuse and details the indicators. The main categories of abuse include:

- Physical
- Sexual
- Psychological
- Financial or material
- Slavery
- Discriminatory
- Exploitation
- Neglect and acts of omission
- Self-neglect and self-injurious behaviour

5.4 The referral process in Appendix 1 should be followed if the adult at risk meets the following criteria:

- Has needs for care and support (whether or not they are receiving any services); and
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

5.5 Domestic Abuse

5.5.1 Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members, regardless of gender or sexuality. The abuse can include, but isn't limited to psychological, physical, sexual, financial or emotional abuse.

5.5.2 Other forms of domestic abuse can include so called “**honour**” based violence, female genital mutilation or forced marriage.

5.5.3 Canterbury City Council has trained staff who are able to complete the risk indicator toolkit (DASH) where it is identified that an adult at risk is in a domestic abuse situation. **The Kent and Medway Multi-Agency Protocol for Dealing with Cases of Domestic Abuse to Safeguard Adults at Risk** https://www.kent.gov.uk/_data/assets/pdf_file/0005/14000/Joint-Police-Social-Services-and-Health-Protocol-for-dealing-with-cases-of-Domestic-Abuse-where-adults-at-risk-are-involved-April-2016.pdf , provides guidelines on dealing with cases of domestic abuse where this affects adults with care and/or support needs. Referrals in these cases should be made under the procedures set out in Appendix 1.

5.5.4 Self-neglect or self-harming behaviour covers a wide range of behaviour . **The Kent and Medway Multi-Agency Policy and Procedure to Support People Who Self-Neglect** https://www.kent.gov.uk/_data/assets/pdf_file/0012/16140/Self-neglect-policy-and-procedures.pdf should be referred to for procedures on how to respond to cases of self-neglect.

5.6 Modern Slavery

5.6.1 This covers slavery, servitude, forced and compulsory labour and human trafficking. From 1 November 2015, public authorities, which includes District Councils, have a duty to notify the Secretary of State of any individual identified in England and Wales as a suspected victim of modern slavery.

5.6.2 The Home Office **Guidance: Duty to notify the Home Office of potential victim of slavery** <https://www.gov.uk/government/publications/duty-to-notify-the-home-office-of-potential-victims-of-modern-slavery> should be referred to and the **MS1 Notification of Potential Victim of Modern Slavery Form** should be used to submit a notification via GCSX email to dutytonotify@homeoffice.gsi.gov.uk

5.6.3 This notification does not replace a safeguarding referral and the existing safeguarding processes set out in this policy should be followed in tandem.

5.7 Extremism and radicalisation

5.7.1 The **Counter Terrorism And Security Act 2015** places a duty on specified authorities, that includes District Councils, to have due regard to the need to prevent people from being drawn into terrorism, referred to under the term “**Prevent**”. The Prevent duty is addressed through a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into Channel”.

5.7.2 If a child or adult are identified as being at risk of radicalisation, either by themselves, the actions of others or drawn into committing acts of terrorism, then employees should first discuss their concerns with their line manager or Safeguarding Designated Officer. They should then consult with the Community Safety Unit to assist with intelligence gathering.

5.7.3 A Channel **Referral Form** <http://www.kscb.org.uk/guidance/extremism-and-radicalisation2> should be used to make a referral to the Kent Channel Panel, via GCSX secure email to channel@kent.pnn.police.uk

5.7.4 Making a referral to the Channel Panel does not replace a safeguarding referral and the existing safeguarding processes set out in this policy should be followed in tandem.

5.8 Safeguarding children & adults with disabilities

Children and adults with disabilities are recognised as one of the most vulnerable groups in respect of safeguarding. They may have limited mobility and may find it hard to make their feelings and wishes known because of communication or language difficulties. Many disabled children and adults are at an increased likelihood of being socially isolated. In addition, they are likely to have an increased dependency on parents and carers for practical assistance in day to day living which increases the risk of exposure to abuse. They are also especially vulnerable to bullying and intimidation.

6. Reporting process

6.1 There is one streamlined process for reporting using the **Safeguarding Incident Record Form (SIRF)** if;

- any employee, member, or volunteer has any safeguarding concerns about the welfare or safety of a child, young person or adult at risk, or
- has concerns about the behaviour of an employee, member

- 6.1.1 It is the responsibility of the person who has the concern to complete the form. Where this is not possible and it is recorded by another person, it must be clear from the record which person provided the information. Preferable the person with first-hand knowledge should read and sign the form. **There must be a clear differentiation between opinion and fact.** Records of decisions must show who has made the decision, the basis for it, the date and time.

7. Consent

7.1 Consent for Child Referrals

- 7.1.1 If you are making a referral that meets the threshold for specialist or intensive level support then consent should be requested from the parent or guardian. The exception would be where seeking consent may put that child or young person at greater risk of harm. If the parent or guardian refuse their agreement to a referral being made, consideration must be given to the impact this may have on the level of concern for the child's welfare, and the parent's or guardian's ability to meet the child's needs.
- 7.1.2 Seek advice from the Designated officer before making the referral or if you are unsure whether to seek consent or not.

7.1 Consent for Adult Referrals

- 7.1.1 Every adult has the right to make their own decisions and it is assumed they have mental capacity unless it is proved otherwise by a specialist. Mental capacity is the ability to understand the effect of their actions and retain the information in relation to a specific act, decision or transaction, to weigh up their consequences and to communicate their decision, at the time the decision is made.
- 7.1.2 It is important to consider whether the adult at risk has the capacity to give consent. If in doubt, consult with a Designated safeguarding Officer or via consultation with Adult Social Services.
- 7.1.3 Where an adult who is deemed to have capacity has made a decision that they do not want action taken to address the alleged abuse or neglect, this should be respected unless failure to act will leave other adults or children at risk, there is anti-social behaviour or a crime has or will be committed.
- 7.1.4 For further information about consent and information sharing please see the Council's Information Sharing Policy.

8. Referral process

- 8.1 The flowchart in Appendix 1 outlines the referral procedure for reporting concerns about a child and/or adult at risk
- 8.2 **Child referrals**

Before making a referral you **must** have discussed the case with a Designated Safeguarding Officer. (See appendix

Make a safeguarding referral on the single **Request for Support Form**

<http://www.kscb.org.uk/procedures/child-in-need-chin>

The decision making around the most suitable service to meet the needs of children who are Referred on a Request for Support will be made by the team working in the Front Door .

Urgent referrals outside of office hours that cannot wait until the next working day should be referred to the **Out of Hours Team on 03000 41 91 91**. If another assessment has been completed (e.g. DASH or Sexual Exploitation Risk Assessment Toolkit), it should be attached to the referral form.

8.3 **Adult Referral**

Before making a referral ensure you have discussed the case with a Designated Safeguarding Officer.

Make a safeguarding referral on the **Kent Safeguarding Alert Form**; KASAF document

<http://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-protection/adult-protection-forms-and-policies/adult-protection-forms>

If the adult at risk is already known to Kent County Council, the referral will need to be sent directly to the relevant Case Management Team (either the Learning Disability, Mental Health or Older Persons and Physical Disability Team).

The **Central Duty Team** on **03000 41 61 61** will be able to confirm if the adult is already known to services. If the adult is not already known to services, the referral should be sent via secure GCSX email to centraldutyteam@kent.gcsx.gov.uk. If any other assessment has been completed (eg DASH), it should be attached to the referral form.

Urgent referrals, outside of office hours that cannot wait until the next working day should be referred to the **Out of Hours Team on 03000 41 91 91**.

For employees without a secure email, they should send the referral as a password protected file or ask a Designated Safeguarding Officer to send it on their behalf.

8.4 **Escalating a referral**

On a rare occasion, it may be felt that the course of action outlined by Kent County Council following a referral doesn't represent, in your opinion, the best course of action in relation to that case. If so, then concerns should be raised with the Lead or Deputy Lead Designated Safeguarding Officer.

The Lead or Deputy Lead Designated Safeguarding Officer will make the final decision as to whether a case will be referred back to Kent County Council expressing Canterbury City Council's concerns in relation to the welfare of that individual.

9. Internal suspected abuse

- 9.1 Any allegation, concern or suspicion about a member of staff, member, volunteer or contractor should be reported immediately to your Line Manager, Head of Service or the Lead or Deputy Officer for Safeguarding. Alternatively, you can also report any suspicion through the Canterbury City Council's Whistleblowing Policy.
- 9.2 If the Line Manager, Head of Service or Lead Officer for Safeguarding is the subject of the allegation/suspicion the report must be made directly to the Deputy Chief Executive.
- 9.3 The Local Authority Designated Officer LADO (for children) or Adult Social Services Duty Team (for adults) must be informed immediately. All referrals to the LADO service should be made using a referral form, which can be found on the KSCB website. The form should then be e-mailed securely to kentchildrenslado@kent.gov.uk either via a secure egress account or the document should be password protected. The LADO team will aim to respond within 24 hours and will discuss with the referrer the most appropriate course of action to be taken. There will be an internal investigation led by a senior manager or the Lead or Deputy Safeguarding Officer.

Any employee accused of abuse will, if necessary, be suspended or redeployed pending further Police, Kent County Council and/or internal investigation.

*See **Appendix 2 for good practice guidelines** designed to safeguard children and adults at risk and protect staff from situations where false allegations can be made.*

10. Recruitment

- 10.1 All Canterbury City Council employees will be appointed in accordance with the **Recruitment and Selection Policy and Toolkit** and its policy on Disclosure Barring Service Checks. 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.

10.2 Disclosure & Barring Service (DBS) Checks

There are three types of Disclosure & Barring Service (DBS) checks: standard, enhanced and enhanced with a barred list check; The degree of contact with a child, young person or adult at risk that the job role and responsibilities require will determine the level of vetting or disclosure checking needed.

Canterbury City Council requires employees to have an enhanced DBS check if they have unsupervised or regular contact with children, young people and adults at risk or if they fulfil a safeguarding role such as a Designated Safeguarding Officer.

Line Managers are responsible for deciding which category the post falls into and this will determine which level of check is required. (See table below; classification of roles), HR and the Lead and Deputy Officer for Safeguarding can advise Line Managers who are not sure which category a post falls into.

D.B.S checks should be renewed every 3 years.

10.3 Classification of roles

Most local authority roles, including that of members, volunteers and contractors will have limited contact and won't require vetting. For those that do, the table sets out the requirements:

Category	Description	Type of vetting	Training Requirements
A	No contact but handles sensitive information would be required to have a secure email address	Standard DBS	Basic E-learning, Data Protection & information sharing
B	No contact or ad hoc contact in public places such as customer services. Would never be left alone with a child, young person or adult at risk	Not required	Basic E-learning
C	Regular but supervised contact Likely to come into contact with children and adults at risk through nature of role but never left alone or responsible for supervision	Standard DBS	Child Protection:Basic Awareness classroom training
D	Direct or regular unsupervised contact or potential for eg lone workers, home visiting or work for a specified role	Enhanced DBS	Child Protection:Basic Awareness classroom training
E	Responsible for the supervision of children, young people or adults at risk as part of the role	Enhanced DBS	Child Protection:Basic Awareness classroom training plus relevant sector specific training
F	Designated Safeguarding Officers Need for an increased awareness or may supervise those in direct contact	Enhanced DBS	Child Protection:Basic Awareness classroom training plus other sector specific training Safeguarding Training for Designated Officers

11. Training

11.1 Everyone with access to children, young people and adults at risk should have regular training. The level of vetting is also aligned to the level of training needing to be undertaken. (See table above; classification of roles). Training needs and opportunities relating to child and adult safeguarding and protection issues will also be identified through Canterbury City Council's induction and appraisal processes. Changing and ongoing training needs will be identified and monitored through regular 1:1's with your line manager .

11.2 Training may include internal courses/workshops, externally accredited courses/seminars and online training. **Kent Safeguarding Children's Board (KSCB)** www.kscb.org.uk provides

Child Protection: Basic Awareness Training and a comprehensive range of training available both on line, multi-agency and bespoke training courses. The KSCB “*Training Tree*” is a useful guide to identify which is the most appropriate training for your role.

- 11.3 Staff acting as Designated Safeguarding Officers are required to refresh their training every two years. Staff required to undertake Basic Awareness Training should refresh their training at least every three years.

12. Equal opportunities

- 12.1 The Equality Act 2010 places a legal obligation on public authorities to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations, between persons with different protected characteristics. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Canterbury City Council will have full and proper regard to the Equality Act 2010 when making safeguarding referrals under this policy, so as to avoid any possible indirect discriminatory impact on particular groups

13. Review

13.1 Reviewing this policy

This policy will be reviewed at least annually to ensure it is in line with any changes in legislation and the periodical reviews of the Kent and Medway Safeguarding Policy, Protocols and Guidance.

Policy adopted	04/10/2017 Policy & Resources Committee
Version 2 Policy Change	16/04/2018 Janine Hodges : Addition of linked policies
Version3 Policy Change	1/10/2018 Janine Hodges: Change to referral procedures for Early Help and SCS

Appendix 1 - Key safeguarding contact details

CANTERBURY CITY COUNCIL

Lead Officers for Safeguarding

Janine Hodges
TEL: 07757710345
Email: Janine.hodges@canterbury.gov.uk

Alison Small (Deputy)
TEL: 01227 862001
Email: Alison.small@canterbury.gov.uk

KENT COUNTY COUNCIL

Specialist Children's Services Central Duty Team

TEL: 03000 41 11 11 (Professionals)
Out of Hours : 03000 41 91 91
Fax: 03000 412 345 (Only to be used if secure email or password protected file not an option)
Email: centraldutyteam@kent.gcsx.gov.uk

Local Authority Designated Officers (LADO)

TEL: 03000 41 08 88
Email: kentchildreoslado@kent.gov.uk

Kent County Council Adult Social Services Central Duty Team

TEL: 03000 41 61 61
Out of hours: 03000 41 91 91
Fax: 03000 412 345 (Only to be used if secure email or password protected file not an option)
Email: AdultSafeguardingCRU@kent.gov.uk

OTHER

Operation Willow: Child Sexual Exploitation Team

TEL: 01622 652 668
Email: Cse.team.kent.and.medway@kent.pnn.police.uk
Email: Cse.intelligence@kent.pnn.police.uk

Channel Panel

Email: Channel@kent.pnn.police.uk

Modern Slavery – duty to notify

TEL: 0800 028 0285
Email: DutyToNotify@homeoffice.gsi.gov.uk

Modern Slavery Helpline

TEL: 08000 121 700

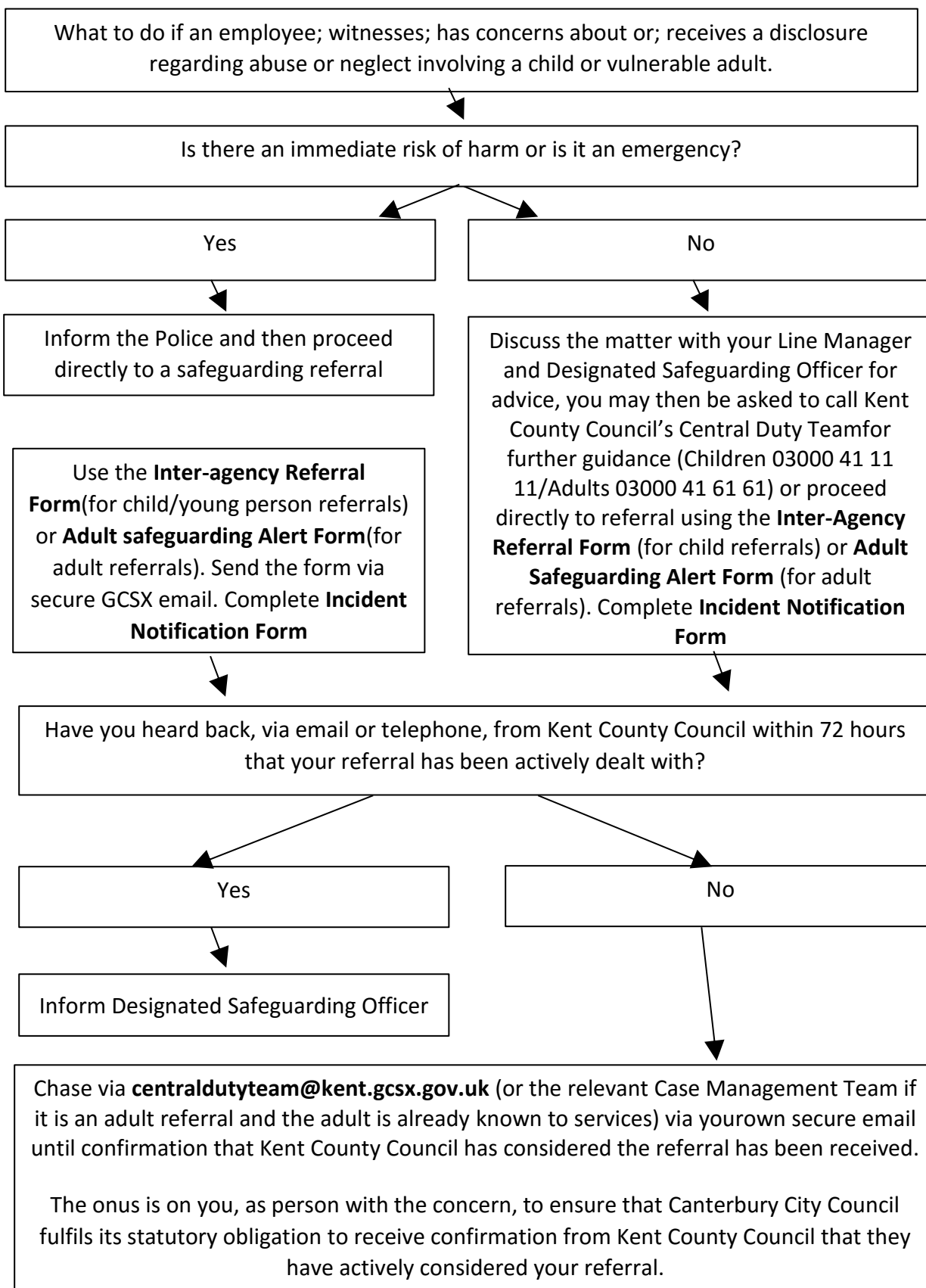
NSPCC

TEL: 0808 800 5000

Action on Elder Abuse

TEL: 0808 808 8141

Appendix 2 - Flowchart referral procedure



Appendix 3 - Definitions and indicators of abuse

Physical Abuse may involve causing pain, injury or impairment, including *hitting, slapping, pushing, kicking, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, malnutrition, restraint, or inappropriate sanctions, misuse of medication* or otherwise causing physical harm. Physical harm may also be caused when a parent or carer *fabricates* the symptoms of, or *deliberately induces*, illness in a person.

Emotional Abuse is the *persistent emotional maltreatment* of a person such as to cause severe and persistent adverse effects on their emotional development. It may:

- make them feel they are *worthless, unloved, inadequate* or *involve the exploitation or corruption* of children
- include not allowing them to express their views, deliberately silencing them or 'making fun' of what they say/ how they communicate.
- mean that *age/developmentally inappropriate expectations* are being imposed on them or that they *see/ hear the ill-treatment* of another.
- Threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- involve *serious bullying* (including cyberbullying), causing them to feel frightened or in danger

Sexual Abuse involves forcing or enticing a child or adult at risk to take part in *sexual activities*, including prostitution, whether or not the person is aware of what is happening.

- These activities may involve *physical contact*, including assault by penetrative (for example rape, buggery or oral sex) or *non-penetrative acts*, such as masturbation, kissing, rubbing and touching outside of clothing.
- They may include *non-contact activities*, such as involving children or adults at risk in looking at/in the production of, sexual images, watching sexual activities, encouraging children or adults at risk to behave in sexually inappropriate ways, or grooming a child or adult at risk in preparation for abuse (including via the internet).

Neglect, acts of omission and poor professional practice resulting in the *persistent failure to meet a child's or adult's basic physical and/or psychological needs*, likely to result in the serious impairment of the individual's health or development.

Neglect of a baby may occur during pregnancy as a result of maternal substance abuse. It can involve a *parent or carer failing to*:

- provide adequate food, clothing and shelter (including exclusion from home/abandonment)
- protect a child or adult at risk from physical and emotional harm or danger
- ensure adequate supervision (including using inadequate care-givers)
- ensure access to appropriate health, social care or educational services or the withholding of necessities of life, such as medication, adequate nutrition and heating.
- Failure to respond to a child's or adults at risk basic emotional needs.

Financial or material abuse includes theft, fraud exploitation, pressure in connection with wills, property or financial transactions, or misuses/misappropriation of property, possessions or benefits. **Discriminatory abuse** including racist, sexist, homophobic abuse or that based on a person's disability, and other forms of harassment.

Institutional abuse can take the form of any of the other types of abuse. It may take the form of isolated incidents of poor or unprofessional practice at one end through to gross misconduct at the other

***Disabled Children and Adults at Risk** who are at increased risk and those with multiple disabilities are at an even more significant risk of both abuse and neglect.. They may be particularly vulnerable for a number of reasons including; having fewer social contacts than others, receiving intimate personal care from a larger number of carers and having impaired capacity to challenge abuse or communicate issues.*

Indicators of abuse

Indications that a person may be experiencing abuse could include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated in a part of the body not normally prone to such injuries
- Bruises that reflect hand marks or fingertips could indicate pinching or slapping
- Cigarette burns or scalds
- An injury for which the explanation seems inconsistent
- The child or adult describes what appears to have been an abusive act
- Fear of going home
- Unexplained changes of behaviour eg., becoming very quiet, withdrawn or having severe outbursts of anger or temper
- Inappropriate sexual awareness or engaging in sexually explicit behaviour
- Discomfort when walking or sitting down
- Distrust of adults, particularly those with whom they have a close relationship
- Difficulty making friends or is prevented from socialising with others
- Displays variations in eating patterns including overeating and loss of appetite
- Loses weight for no apparent reason or becomes increasingly dirty or unkempt
- Recurring or untreated illness

This list is not exhaustive and the presence of one or more indicators is not proof that abuse is actually taking place or has taken place. Multiple forms of abuse may occur at the same time or to more than one person at a time

Appendix 4 - Good practice guidelines

The following lists are designed to safeguard children and adults at risk and protect staff from situations where false allegations can be made. These lists are not exhaustive and some specific posts and activities will require more detailed guidance and/or risk assessments.

Do

- Treat all children, young people and adults at risk with equal dignity and respect
- Ensure all activities undertaken involving any risk to children, young people or adults at risk are properly risk assessed and appropriate control measures recorded and implemented
- Avoid being in a room alone with a child or young person and if it is unavoidable ensure the child or young person is between you and the door. Use rooms with windows
- If physical contact is necessary, explain and discuss these actions with the person first
- Keep colleagues informed – where you are, what you are doing, with whom and for what purpose
- Obtain written consent for the taking of photos for any purpose and when children are to participate in supervised activities and events without the presence of the parents or guardians.
- Discuss any support or training needs you have with your manager
- Feel confident to challenge any behaviour of colleagues that could compromise them or put people at risk
- Be professional, use common sense and maintain the highest standards of personal behaviour at all times. Doing this will help create a protective ethos and culture within our working environment and the services we provide

Don't

- Have inappropriate physical/verbal contact with children, young people or adults at risk
- Discriminate against a child, young person or adult at risk on the grounds of their age, gender, disability, race, religious belief, sexual orientation, transgender status or any other protected characteristic
- Take photos for work using your personal camera or phone or store any photo images on your home computer system
- Allow bullying or the use of inappropriate language go unchallenged
- Let allegations a child, young person or vulnerable adult makes be ignored or go unrecorded
- Be under the influence of drink, drugs or any illegal substance
- Establish a relationship with children, young people and adults at risk you meet from work in an out of the work situation, including social media

Appendix 5 - Safeguarding key contacts group terms of reference

Purpose

To lead on the Council's Safeguarding Agenda to promote the welfare of children and vulnerable adults and to ensure that all employees recognise and understand their responsibility to report any signs of abuse and neglect.

Group Responsibilities

- To oversee the development, promotion and review of the Council's Safeguarding Policy
- To review and assist with implementing recommendation and action plans based on national guidance, local priorities and audits
- To act as the key advisory group for ensuring that safeguarding is considered and embedded for internal policy, strategy, plans and procedures where appropriate
- To oversee the Safeguarding Training requirements for employees, volunteers, members, contractors and other stakeholders
- To provide a platform for the discussion of all aspects of safeguarding issues
- To ensure effective liaison and where appropriate, joint working internally between Council departments/directorates and externally with Kent County Council's Specialist Children's Services and Adult Care and Support Services, Kent Police and other relevant agencies
- To ensure that the Corporate Senior Management Group is kept regularly informed of progress in developing and implementing the Council's safeguarding responsibilities
- To ensure that employees, volunteers and members are kept informed of the activities of the steering group by communicating key messages/information as appropriate, through a variety of media/methods including the Council's intranet.

Individual Responsibilities

- To feedback into their work areas and champion the Council's safeguarding agenda as part of their overall work programmes
- To report back into the Group on progress made in their work areas
- To report back to the Group on issues related to safeguarding, that arise through their work areas.

Accountability

- The Group is accountable to the Senior Management Group

Arrangements

- Meetings will be held every two months
- A set of minutes will be produced after each meeting

Membership

Safeguarding Lead Janine Hodges
Deputy Safeguarding Lead Alison Small

Representatives from all services

Other co-opted members as and when specialist input is required

Safeguarding – Incident Report Form

This form should be used to record safeguarding concerns relating to children and vulnerable adults. The form should be completed at the time or immediately following disclosure, but **after** all the necessary emergency actions have been taken.

All the information must be treated as confidential and reported to a Designated Safeguarding Officer within one working day.

1. Your details – the person completing the form

Name	
Position	
Telephone number	
Email	

2. Details of the person affected

Name	
Position	
Telephone number	
Email	

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

4. Brief description of your concern, include dates, times etc of any specific incidents

5. Any physical signs? Behavioural signs?

6. Have you spoken to the child or vulnerable adult? If so, what was said?

7. Have you spoken to the parent(s) carers? If so, what was said?

8. Has anyone been alleged to be the abuser? If so, give details

9. Have you consulted anyone about this? Give details

10. Action taken

11. Outcome (if known)

