



Safeguarding Children, Young People and Adults at Risk Policy

Policy Statement

Watford Borough Council takes seriously the issue of safeguarding children, young people and adults at risk. Within the course of providing our services, or contacting local residents, we have the opportunity to make positive impacts in improving children's lives and protecting them, and adults from injury and abuse. The Victoria Climbié case highlighted the necessity for all agencies to be vigilant for child abuse, to recognise their duty of care, and to ensure that any concerns are acted upon, recorded and followed through.

This policy applies to all employees, Elected Members, volunteers, agency staff, work placements, contracted and grant funded organisations delivering services on behalf of the council.

Inquiries

The high profile inquiries into the deaths of Victoria Climbié and Peter Connelly and the crimes committed by Ian Huntley and Vanessa George highlighted the risks to children when there is a lack of priority status given to safeguarding, information sharing and inter agency working. The Government response to the findings of specifically the Climbié case included the Green Paper Every Child Matters and the provisions in the Children Act 2004. Section 11 of the Children Act 2004 places a duty on all agencies to make arrangements to safeguard and promote the welfare of children.

Victoria Climbié died tragically at the hands of her Aunt in the year 2000. The response to her death prompted the biggest shake up review of safeguarding procedures in the UK. Lord Laming was asked to conduct a review into Victoria's case which resulted in 108 recommended changes being made to the then, safeguarding children regulation. Many of these recommendations were adopted into the Children Act 2004, this act put in place a Children's commissioner in England and established Local Safeguarding Children Boards

The Birchard inquiry into the deaths of Jessica Chapman and Holly Wells in 2004 caused the tightening up of the criminal record checking procedures - now DBS process and safer recruitment guidance in an attempt to ensure only suitable people worked with children, young and vulnerable people.

The aims of the Council's safeguarding and early help work

This policy aims to:

- Promote the welfare of children and young people accessing the Council's services and living in the Borough;
- Ensure the needs and interests of adults at risk are always respected and upheld;

- Assure children, young people, adults at risk and their families and carers, that the Council takes their welfare seriously and assure them that we deliver our services in a safe and secure environment;
- Help adults at risk maintain choice and control, safety, health, quality of life, dignity and respect;
- Ensure that all staff, volunteers, members and contractors understand the reporting procedures for any concerns that a child, young person or adult at risk may be at risk of abuse or neglect;
- Ensure that the Council maintains safer recruitment practices;
- Uphold the human rights of children and adults at risk.

The Council's Commitments

We will seek to tackle the following responsibilities:

- Our role as a 'duty to co-operate partner' under the Children Act 2004
- We can influence other organisations to improve children's and adults' lives
- We will avoid employing people or recruiting volunteers who are a risk to children or adults, by making sure we undertake criminal record checks
- We have opportunities to identify potential risks to children and vulnerable adults and to directly influence children's and adults' lives through the services the Council provides
- Ensure safeguarding is embedded within all service areas throughout the council.

Who are we safeguarding?

- Anyone under the age of 18
- Young adults over the age of 18 who cannot protect themselves against harm or exploitation
- Adults, aged 18 and over who have a dependency on others in the performance of basic functions or a severe impairment to communicate with others
- Who do adult safeguarding duties apply to?
- In the context of the Care Act 2014 section 42 an enquiry will be carried out under the safeguarding adults at risk procedures when an adult who: has needs for care and support (whether or not the local authority is meeting any of those needs) and; is experiencing, or at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- Those at risk of being drawn into terrorism and domestic extremism. (Refer concerns to CHANNEL, regarding an individual who may be vulnerable to being drawn into terrorism)
- Child sexual exploitation (CSE). This is a type of sexual abuse in which children and young people under the age of 18 are sexually exploited for money, power or status. Children or young people may be tricked into believing they're in a loving, consensual relationship. Sexual exploitation can take many forms from the seemingly 'consensual' relationship, where sex is exchanged for attention/affection, accommodation or gifts, to serious organised crime and child trafficking. What marks out exploitation is an imbalance of power within the relationship. The perpetrator always holds some kind of power over the victim, increasing the dependence of the victim as the exploitative relationship develops
- Forced Marriage (FM): This type of abuse is where one or both spouses do not consent to the arrangement of the marriage and some elements of duress are involved. Duress can include both physical & Psychological pressure. FM is a violation of a person's human rights and cannot be justified on religious or cultural grounds. Most cases involve young women and girls aged between 13 and 30, however FM is recognised in the UK as a form of violence, domestic abuse, child abuse, and an abuse of human rights to both women and men

- Trafficking: Child or adult trafficking is a type of abuse where people are recruited, moved or transported and then exploited, forced to work or sold.
- Grooming: A person maybe groomed online or in the real world, by a stranger or by someone they know - for example a family member, friend or professional.
- Female Genital Mutilation (FGM): The World Health Organisation (WHO) defines FGM as: "all procedures (not operations) which involve the partial or total removal of the external female genitalia or injury to the female genital organs whether for cultural or other non-therapeutic reasons" (WHO, 1996). It is illegal in the UK to subject a child to female genital mutilation or to take a child abroad to undergo FGM. In England, Wales and Northern Ireland all forms of FGM are illegal under the Female Genital Mutilation Act 2003 and in Scotland it is illegal

The categories of abuse?

- Physical abuse
- Sexual abuse
- Psychological or Emotional abuse
- Financial or Material
- Neglect & acts of omission
- Discriminatory abuse
- Institutional or Organisational abuse
- Domestic Violence
- Modern Slavery
- Self Neglect
- FGM
- Force Marriage
- Radicalisation
- Hate Crime
- Mate Crime
- Cyber abuse

How will we go about it?

Primarily this includes legal obligations to safeguard children, young people and vulnerable adults, which all have a common themes including: Know 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 vulnerable adult. Have a clear reporting process and know how to access and use this. Access and undertake regular training.

- Have clear Safeguarding Child and Adults policies and procedures for employees, volunteers and Members
- Ensure that other Council policies reflect processes and sanctions related to child and adult abuse.
- Have (and promote to staff, volunteers and Members) clear communication channels in case of suspicions about child or adult abuse, or other risks
- The council will have advanced trained Designated Safeguarding Persons (DSP) and a trained strategic lead officer known as a Designated Safeguarding Lead (DSL), with the role included within their council job description.

- All employees and volunteers have a duty and responsibility to cooperate and comply with the DSL and Designated Safeguarding Persons (DSP) to ensure that any internal procedures or inter-agency protocols are fulfilled in a timely and efficient manner
- Advise officers, volunteers and Members that we can be held to account for children, young people and adult safety issues
- Appreciate and advise that we will have a role in preparation of Serious Case Review (SCR's) reports if we have been involved with the child or adult concerned.
- Appreciate that we may be involved in Joint Area Reviews (J.A.R.s) of Children's services
- Engage with the issue, and also engage with local/County arrangements (e.g. Local Safeguarding Children Board, Children's Trust, Children's Centres and Adult Care Services)
- Reflect Child and Adult Protection issues in our Risk Management approaches
- Have a formal process for notifying and recording warnings to other agencies about potential child or adult abuse
- All employees and members to complete mandatory safeguarding e-learning package, and in addition where it be relevant/compulsory to your role complete basic or advanced formal safeguard training. Further external training can be found via Hertfordshire Safeguarding Children's Board <https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-board/professionals-and-volunteers/training-and-learning/training-and-learning.aspx#>

How might Watford Borough Council become involved?

In most working circumstances within the Council it is unlikely that employees or volunteers will be in a position to assess whether or not a child or adult has been abused. However in certain areas, there is closer working with children or adults and it is possible that abuse may be suspected. In general terms employees, in the areas of work below, should be alert to any suspicion of abuse:

- Assessment of Housing Needs and advice
- Running services that assist or intervene in family matters (e.g. Benefits, Environmental Health, Housing allocations)
- Letting, commissioning other operators or operating public venues where children or adults will visit (e.g. leisure venues, museums, community centres)
- Providing specific services (eg commissioned children's activities)
- Running Council services that children or adults may need to use (either on their own behalf or on behalf of parents, guardians or siblings – NB children as carers)
- Officers or Members visiting homes under any circumstances (e.g. Planning enforcement, Environmental Health, waste collection, canvassing, responding to complaints, conducting surveys, resident visits or inspections)
- Monitoring the role of Officers, Disciplinary or Grievance roles, legal reviews
- Council IT systems and child pornography risks
- Misuse of film or photography
- Regulatory Services will:
 - Inspecting, Licensing or auditing other agencies who may come into contact with children or adults (e.g. Environmental Health, Building Control, Health and Safety Officer, Contract Managers, Licensing)
 - Ensure that all taxi licence applicants are Disclosure and Baring Service checked and Police intelligence checked to ensure they are 'fit and proper' and that the Licensing Policy is maintained in line with best practice for safeguarding children, and adults at risk.

- That all licensed premises and licenced taxi drivers and operators receive information on Child Sexual Exploitation.

What is the legal and national guidance framework?

The following legislation and guidance underpins this safeguarding policy, associated procedures and duties. This list is not exhaustive and subject to updates.

<u>Legislation/ guidance</u>	<u>Detail</u>
Modern Slavery Act 2015	Introduced a new duty for the Local Authority to report to the National Crime Agency about any potential victims of modern slavery or trafficking
Serious Crime Act 2015	New offence of 'Controlling or coercive behaviour'
Counter Terrorism and Security Act 2015	Introduced a national Counter Terrorism Strategy, with four strands: Prevent – people from becoming involved with terrorism or supporting extremist ideals Pursue – those involved in activity supporting terrorism Protect – strengthen infrastructure and improve resilience Prepare – mitigate the impact of an attack The Act also introduced new duties to ensure a local Prevent action plan is formulated and a duty to report those who could be vulnerable to radicalisation or exploitation into extremist activity.
'Working Together' (updated) guidance 2015	Revised in 2015. Sets out how organisations should work together to safeguard and promote the welfare of children. A copy can be found here: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf
'Care and Support' Statutory Guidance 2016	Provides guidance on sections 42-46 of the Care Act 2014 and replaced the 'No secrets' Guidance of 2000. Sets out how providers of health and social care functions should work jointly to Safeguard Vulnerable Adults and fulfil statutory duties set out in the Care Act 2014.

A copy can be found here:

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

The Care Act 2014

Outlines the responsibility of Local Authorities to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or neglect.

It also introduces the responsibility of Local Safeguarding Adults Boards, in order to bring together key local partners to focus on safeguarding strategy and practice.

Anti-Social Behaviour, Crime and Policing Act 2014

Chapter 12, part 10: Introduced forced marriage as a criminal offence, punishable up to 7 years imprisonment. It also applies to UK nationals overseas.

Introduced new tools and powers to tackle Anti-Social Behaviour, which could be used as sanctions to safeguard victims.

Also introduced the Community Trigger case review process and Community Remedy to encourage greater transparency for victims.

Protection of Freedoms Act 2012

Made amendments to criminal records checking processes, to ensure more rigorous relevance.

Formerly known as Criminal Records Bureau (CRB) now Disclosure and Barring Service (DBS)

Also introduced an update service, allowing employers to check for changes since last record check.

Crime and Security Act 2010

Introduced Domestic Violence Protection Orders (DVPO), from March 2014, Police and magistrates can issue a DVPO where there is insufficient evidence to charge a perpetrator, but conditions can be placed on them by way of this order, much like bail, to protect victims for up to 28 days.

- Chief Inspector's Reports on arrangements to Safeguard Children (2002 and 2005)
- Victoria Climbié Inquiry Report
- 2004 Children Act
- National Service Framework for Children, Young People and Maternity Services
- UN Convention on the Rights of the Child
- Working Together To safeguard Children <http://www.workingtogetheronline.co.uk/index.html>
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Mental Health Act 1983 as amended in 2007

- Hertfordshire CC adults at risk Safeguarding Procedure, <https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/herts-safeguarding-adults-board/hcs-666-issue-10-full.pdf>

Steps for officers, volunteers and Members to follow to avoid putting themselves or children or adults at risk

We must

- Ensure that officers, agency staff, contractors, organisations and volunteers who have direct contact with children, young people or adults are DBS (Disclosure and barring service formally Criminal Records Bureau) checked: *Classification of roles*- Any role that has a degree of regular contact with children, young people or vulnerable adults or is listed on the Exceptions Order 2015, will necessitate a DBS. There is also discretion for the employer to risk assess the role requirements and decide in consultation with the manager, HR, Safeguarding Officer if a DBS check is appropriate and there are mitigating or exceptional circumstances for undertaking a level of vetting.
- Either avoid working or being alone with a child, young person or adult in a private or unobserved situation or if this is unavoidable ensure that the line manager is informed
- Avoid unnecessary physical contact with a child, young person or adult
- Protect information on, and images of, children and adults being misused

Advice on avoiding problems

- Do not use verbal or physical chastisement that could be classified as abuse, (including shaking, hitting and shouting, swearing, or humiliating behaviour)
- Do not enter any premises at the invitation, or with the acquiescence, of a child or young person unless an adult householder is also present
- Do not allow a child, young person or adult to make close physical contact with you
- Ensure that if any form of a manual/physical support is required it should only be provided when absolutely necessary in relation to the activity
- Try to avoid taking a child alone in a vehicle
- Do not film or photograph children, young people or adults where they can be identified, or allow others to do so, or use the images without expressed and recorded permission from their parent or guardian **[see Appendix 7]**
- Do not use general photographs of children or adults unless they are appropriately dressed. (It is also preferable that they are in groups and engaged in an activity). Again consent from the parent or guardian must be obtained first
- Do not do things of a personal nature that the child, young person or adult is able to do themselves
- Do not use physical restraint except as a last resort to prevent the child, young person or adult causing damage or injury to themselves or another person
- Do not publish information about children that could lead to them being identified or traced

Action to be taken by employees and volunteers if they feel that a child, young person or adult is at risk

Report disclosure, allegations and concerns to your designated person / lead without delay. It is recognised that the council is not a 24 hour service, and if it is suspected a person is, or could be in significant and immediate harm, and a designated safeguarding officer isn't available, the information should be passed on immediately to the Police directly by calling 999, (and then the designated council officer notified afterwards).

- In most working circumstances within the Council it is unlikely that employees or volunteers will be in a position to assess whether or not a child or adult has been abused. However in certain areas, there is closer working with children or adults and it is possible that abuse may be suspected. In general terms employees should be alert to any suspicion of abuse. Any concerns held by staff, volunteers or members should be raised immediately with the relevant Section Head and concerns logged with the DSL.
- Safeguarding adults' procedures apply to adults from the age of 18 years. However when the person at risk is over 18 years by the time the incident is reported, but the alleged incident occurred prior to the individual reaching 18 years, the investigation will be led by children's services.
- All staff, volunteers and members who may have contact with children or adults should be given copies of the reporting concerns procedure [**Appendix 1**]
- Any concerns regarding a child, young person or adult including concerns about a person in trust such as if an employee, volunteer or Member suspects another employee, volunteer or Member of inappropriate behaviour towards a child, young person or adult, it should be reported immediately to the DSL (employees and volunteers). For further information see section on Allegations against Employees, Volunteers or Members *It is an offence to not inform the Disclosure and Barring service (DBS) if a staff member is permanently removed from post due to a safeguarding offence / concern.*
- This should be documented by the relevant staff, volunteer or member using the form [**Appendix 2**]. This completed form should be handed to the Safeguarding Lead Officer also known as a Designated Safeguarding Lead. (DSL). Council staff trained to advanced level in safeguarding are known as Designated Safeguarding Persons (DSP), and can also assist and advise staff and the DSL. A list of the councils DSPs can be found on the Watford Borough Council 'SAFEGUARDING' intranet page. <https://www.watford.gov.uk/intranet/info/80/safeguarding/165/safeguarding> and will be updated by the councils organisational and development dept.
- Whilst it is good practice to share with families your intention to make a referral to Children's Social Care about their child's welfare, it is not a prerequisite. In some circumstances you should not inform the family about the referral. For example where evidence of abuse is likely to be removed or where a child will be placed at increased risk when parents have this knowledge.
- The adults at risk consent, In all safeguarding work is always essential to consider whether the adult at risk is capable of giving informed consent in relation to the investigation and safeguarding plan. If they are capable, their verbal and ideally their written consent should be sought. Where an adult at risk with capacity has made a decision that they do not want action to be taken and there are no concerns with public interest (others are not placed at risk of harm) their wishes must be respected. The adult at risk must be given information and have the opportunity to consider all the risks and fully understand the likely consequences of that decision over the short and long term. If they still refuse any intervention, their wishes will be respected unless there is a:
 - public interest concern and not acting will put other adults or children at risk;
 - duty of care to intervene, for example, a crime has been or may be committed.
 In these circumstances immediate action must be to ensure the safety and wellbeing of those at risk and where necessary emergency services contacted if they are in immediate danger. if the adult does not want a formal referral to adult social care, the staff member should still raise the concern to the councils designated officer using 'Logging a concern or incident form'. [Appendix 2] and outline what actions have been taken to document the interactions for the councils safeguarding records.
- The DSL should provide reassurance to the reporting member of staff, volunteer or Council member that the situation will be dealt with sensitively. The DSL will decide (if necessary in conjunction with

DSP) on the appropriate course of action following the procedure in **[Appendix 1]**. A referral is made using **Appendix 3 for child referrals or 4 for adults. Appendix 8 for CHANNEL regarding an individual who may be vulnerable to being drawn into terrorism or Appendix 9 for Local Authority Designated Officer now referred to as D.O** for Allegations Against Adults that Work with Children.

- If someone discloses something, listen, be sympathetic, do not be judgemental, do not make promises that you might not be able to keep, make the immediate situation safe, may ask 'is there anything else you want to tell me', do not ask any probing question.
- Support will be provided to any staff or volunteer reporting concerns, and their safety considered when deciding whether to share information with parents or carers
- Copies of all documents must be kept securely regarding any concern and given to the Safeguarding Lead Officer(s) for confidential storage.
- The DSL will decide on the appropriate course of action following the procedure in **[Appendix 1]**.

Out of hours services

All services providing out of hours services must ensure that clear service procedures are in place to manage any child or adult protection concerns so that they can be responded to immediately and out of hours referrals made to Herts County Council Children Schools and Families, Adult Care Services or the Police on the same day.

Providing services for children and adults

Where we provide services that support children, young people, adults or families we will comply with our legal requirements and also will co-operate, so far as is reasonable, with other partners to help them to discharge their duties. Where we contract out services, we will ensure that providers of services meet legal requirements and work within the procedures of Hertfordshire Safeguarding Children's Board and Hertfordshire Safeguarding Adults Board.

Risk Assessment

Wherever an event or service is proposed for children, young people or adults, the risks must be assessed in advance, and "safeguarding" issues and relevant matters addressed. Consent may also be required from parents (sample form at **[Appendix 5]**) for children to take part.

In particular the ongoing training needs of staff and volunteers in relation to child or adult protection need to be considered as part of any risk assessment. This should include the refresh training needs of staff and volunteers who have already been trained. (Noting the need to complete the corporate mandatory e-learning for all current and new employees and members)

We need to ensure correct adult/children ratios (see NSPCC guidance) at events, and that suitable safety, security and sanitary facilities etc are available. It is advisable to have the NSPCC whistleblowing advice line included in corporate whistle blowing policy)

All Council initiatives and facilities shall be designed and risk assessed to ensure low risk of injury to children or adults. The Safety Advisory Group will ask whether event organisers have considered safeguarding issues in their risk assessments.

When hiring out any Council premises to other organisations working with children, young people or adults the relevant officers need to ensure that evidence is obtained on the child and adult protection procedures of the hiring organisation, including requirements for DBS checks of their staff. Council

facilities hired should also be done under the knowledge of what they will be used for. PREVENT training is available to all staff, volunteers and members training to identify those at risk of being drawn into terrorism and domestic extremism.

Disclosure and Barring Service Checks (formally CRB's)

All staff, volunteers, members and contractors who have contact with children, young people or adults will be required to have a Disclosure and Barring Service (DBS) check. This will be repeated on a three-yearly basis. When considering the feedback from the (DBS) only relevant convictions, cautions, or spent convictions will be considered. Consideration should be given to those staff, volunteers or members who may have spent convictions for consensual offences, that would not be offences in the present day following equality based changes to offences.

Human Resources hold a record of all current staff roles requiring a DBS check. Line managers are responsible for determining if a post requires a DBS check, processing the DBS check and ensuring they obtain returned DBS issue number and date from the checked individual. And supplying this information to HR for their records and monitoring. These checks will be repeated every three years. Managers will be advised of timescales for updated checks by human resources. Further information is available in the Recruitment Policy.

Inspecting and auditing other agencies who will deal with children, young people and adults

Section 11 of the Children Act 2004 places statutory responsibility on Watford Borough Council to ensure that its contractors, regardless of the value of the contract, have in place sufficient arrangements to meet the criteria within Section 11 guidance to ensure that their arrangements meet the requirement to safeguard and promote the welfare of children.

The council must ensure that no act or omission on the part of the organisation, or that of its staff, or partner organisations puts a child or adult inadvertently at risk; and that rigorous systems shall be in place to proactively safeguard and promote their welfare and support staff in fulfilling their obligations. This duty applies to the Council's independent contractors who are required by statute to meet the standards of the Council in protecting children and promoting their welfare in responding to concerns about a child or a member of staff. Where the Council audits, inspects or contract manages others, we should, where appropriate, ensure that their safeguarding children and adult policies are robust, as their future activities may also reflect on the Council.

Watford Borough Council's Safeguarding Children & Adults Policy may be used as a basis unless their work involves, or could involve close physical contact (e.g. sports coaching). All such providers should be made aware of the requirements of Hertfordshire Safeguarding Children's Board (<http://hertsscb.proceduresonline.com/index.htm>) and Hertfordshire Safeguarding Adults Board (<http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/>)

Support for Employees, Volunteers and Members

All employees and volunteers will receive familiarisation training with the corporate child and adult protection policy as part of induction and as part of the corporate customer care training. There is mandatory E-Learning available to all staff and members. Employees working closely with children, young people or adults will receive more detailed training as part of their service induction process.

Employees and volunteers who have occasion to deal with incidents of abuse will be offered access to counselling services. Consideration of staff and volunteer safety will be paramount when considering whether or not to inform parent/s or carer/s prior to a referral to Children Schools and Families, Adult Care Services or the Police.

Member induction training will include child and adult safety issues.

Confidentiality

Information sharing between Watford Borough Council departments to assist Safeguarding is fundamental. Remember that the Data Protection Act is not a barrier to sharing information. Workers should share as much information as is required to address the safeguarding issue; withholding information may lead to abuse not being dealt with in a timely manner. However, access to personal confidential data should be on a strict need-to-know basis. Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see.

Allegations against Employees, Volunteers or Members

If there is an allegation that an employee, volunteer or Member has not followed this policy it will be dealt with in accordance with the disciplinary procedure, or Code of Conduct procedure for Members.

If there is an allegation that an employee, volunteer or Member has

- Behaved in a way that has, or may have harmed a child or adult,
- Possibly committed a criminal offence against/ related to a child or adult
- Behaved toward a child or adult in a way which indicates s/he is unsuitable work with children/ adults,

Then the procedure for reporting concerns or an allegation against a member of staff will be followed as laid out in appendix 1

The allegation must be reported immediately to the DSL and section head of the officer. If they are not available then the Deputy Safeguarding Lead Officer must be contacted.

There may be three types of investigation carried out:

- Criminal Investigation
- Child Protection Investigation
- Disciplinary Investigation (Code of Conduct procedure for Members)

If following any disciplinary action, the Council has a reasonable belief that an employee or volunteer did abuse a child, young person or adult then this will be regarded as gross misconduct. It is an offence to not inform the Disclosure and Barring service (DBS) if a staff member is permanently removed from post due to a safeguarding offence / concern

The Lead Officer for Safeguarding must inform the Designated Officer (DO- formally LADO) immediately and always within one working day **using Appendix 9** when an allegation is made about abuse against a child or young people. Where the allegation concern abuse against an adult then the Investigation Team at adult care services must be contacted immediately.

DO contact details

Office contact number/s:

01992 556979

Any regulatory bodies will also be contacted within their allotted time eg Ofsted within 14 days or DBS

Outcomes

- Safer, assured working for Council officers, volunteers and Members
- Clarity of approach and procedures
- Improved and sensitive service delivery
- Improved outcomes for children and adults at risk
- A further line of defence against child and adult abuse being perpetuated

Who is responsible for delivery?

- All officers and volunteers
- All Members
- A particular role for DSP's
- A particular role for the Client and Monitoring Officer and Standards Board (allegations against Members)

Performance Monitoring

The effectiveness of this policy will be monitored through the Local/County Safeguarding Children Board evaluation, including section 11 audits.

Policy Review

This policy will be reviewed annually by Safeguarding Officers.

Related Policies, Strategies and procedures

- Disciplinary Procedure
- Recruitment Procedure
- Induction and Probationary Procedure
- Whistle blowing policy
- Safeguarding Children and Adult Reporting Concerns Procedure
- Data Protection Policy

County Guidance, Policies and Strategies

Integrated practice – Working Together to Make a Positive Difference to the Lives of Children and Young People

<http://www.hertsdirect.org.uk/services/advben/resprof/integrated/>

Hertfordshire Safeguarding Children Board

<http://www.hertsdirect.org/services/healthsoc/childfam/childprotection/hertssafboard/>

Hertfordshire Child Protection Procedures

<http://hertsscb.proceduresonline.com/index.htm>

Safeguarding adults from abuse – a Hertfordshire inter-agency procedure for the protection of adults
<http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/>

Targeted Advice Service

REPORTING:

- safeguarding or concerns for an adult - please call on 0300 123 4042
Adult.Safeguarding@hertfordshire.gov.uk

*Adults receiving mental health services 0300 777 0707

- child protection or social care concerns for a child - please call us on 0300 123 4043
- Call 101 if there is no immediate risk, but a police response is required as soon as possible due to the seriousness of the incident or potential loss of evidence.
 - 999 immediate risk