



Appendix 1

SAFEGUARDING CHILDREN, YOUNG PEOPLE and ADULTS AT RISK PROCEDURE.

Purpose

To inform all employees (permanent and casual), Elected Members, volunteers, agency and work placements, contracted and grant funded organisations delivering services on behalf of the council.

Instructions

Any member of staff, volunteer or Council member may approach the Lead Officer for Safeguarding also known as Designated Safeguarding Lead (DSL), or those trained to an advanced safeguarding level known as Designated Safeguarding Person (DSP) with concerns about a child or adult.

Watford Borough Council Lead Officer for Safeguarding is:

Gary Oliver - Section Head, Culture & Community

Community and Environmental Services

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A list of the councils DSPs can be found on the Watford Borough Council 'SAFEGUARDING ' intranet page and will be updated by the councils organisational and development dept.

<https://www.watford.gov.uk/intranet/info/80/safeguarding/165/safeguarding>

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).

There are two main types of report that may be received by a Lead Officer:

A: An allegation involving the protection of a child or adult

B: An allegation against a member of staff

Officers and volunteers should follow the relevant step by step procedures following any allegation.

A: An allegation involving the protection of a child or adult

1. The member of staff or volunteer referring concerns should provide documented information and any statements from other members of their team on a 'Logging a concern or incident form'. **[Appendix 2]**
2. Do's: Report immediately, explain to the person at risk that you must pass on your concerns, consider that others may already be at risk
3. Ensure that all worries, 'evidence' and information are documented on this form.
4. The DSL or DSP dealing with the disclosure should reassure the member of staff or volunteer that their concerns will be dealt with, and that the situation is being handled in a sensitive manner.
5. Inform the member of staff or volunteer that they may be contacted for further information at a later date.
6. The DSP, staff member or volunteer involved must then contact the DSL as soon as possible and discuss the information provided together. The DSL / DSP will make a decision on the appropriate course of action. In the absence of the DSL, the Deputy DSL should be approached. The DSP can make a referral in the absence of the DSL to avoid delay and retrospectively inform and share paperwork.
7. If appropriate, the DSL / DSP should then contact the call centre at Children, Schools and Families or Adult Care Services. This may be for an immediate referral **[Appendix 3, 4 or 10 dependent on requirement]** or if the DSL is unsure if a referral is appropriate they may seek consultation with Children's Social Care or Adult Care Services or other care agency for information sharing.
8. Parent/s or carer/s should be informed by the officer working with them or if agreed by the DSP/DSL prior to referrals or in the case of adult concerns the individual they give consent. Unless it is considered that doing so might place the child or adult at increased risk of significant harm. e.g. by:
 - The behavioural response it prompts e.g. child or adult being subjected to threats/forced to remain silent if alleged abuser informed.
 - Leading to an unreasonable delay
 - Leading to risk of loss of evidential material
 - Placing staff from any agency at risk.
 - For adult referrals, we must assume the adult has mental capacity. Consent must be gained from the adult(s) at risk. Ideally evidencing this in writing. Where an adult at risk with capacity has made a decision that they do not want action to be taken and there are no public interest or vital interest considerations, their wishes must be respected. The person 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. however 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. In some circumstances referrals may still be made from concerns raised without consent from the adult at risk who has capacity but refuse. Not gaining consent or exception of when you can disregard their refusal:- Others are at risk- Alleged perpetrator has care/support needs- A crime has been committed- Staff implicated- Coercion is involved or attempt to contact the adult is made to no avail then you can also refer without consent. You can use professional judgement / evidence to support why you're overriding' staff suspecting an adult is a risk shall raise the concern, to the DSL / DSP .
9. Outside normal office hours advice can be obtained from the NSPCC or the police who can contact the CSF Emergency Duty Team if necessary.

CSF Call Centre: 0300 123 4043

Adult Care Services Call Centre: 0300 123 4042 (24 hours)

***Adults receiving mental health services 0300 777 0707**

**Police CAIU: 0845 3300222 Mon-Fri 09:00-22:00 and 09:00-17:00 Weekends
Out of Hours Police Referrals dial 999**

Police – SAFA (where the abuser is in a position of trust – 01707 354 556.

10. The DSL must document any information they are given in a written report and retain it with other relevant documents.
11. The Head of Service, the Section Head, or DSP involved & any member of staff or volunteer may be invited to a Child/ Adult Protection Conference where the parents/carers are likely to be present. All parties involved must be kept informed of any changes in circumstance.

Note: If reporting concerns of children or adults at risk of being drawn into Terrorism or Domestic Extremism please ensure completed forms are forwarded to the PREVENT team at prevent@herts.pnn.police.uk

12. For further guidance on the following topics

[Safeguarding: Frequently Asked Questions](#)

[Guidance for Designated Safeguarding Leads On Early Help Responses To Concerns For Children and Families](#)

[Domestic Abuse](#)

[Mental Capacity](#)

B: An allegation against a member of staff or volunteer

1. If a member of staff or volunteer has an allegation made against them, it should be reported directly to the relevant Section Head and Safeguarding Lead. If this staff member works at any facilities that are registered with Ofsted, then Ofsted must be notified by the Lead Officer.
2. Any information presented in an allegation should be recorded on the form **[see Appendix 2]**.
3. It **MUST** be dealt with immediately for the safety of the child/ adult and member of staff or volunteer involved. It is essential that the member of staff or volunteer is treated with respect and that his/her safety is considered.
4. Where an allegation concerns a child or young person, a referral must be made to the Designated Officer (**For professionals this is done by using Appendix 9 Professional DO referral form**) within one working day. This should be done before the alleged perpetrator is informed of any allegation
5. 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

MEMBERS OF THE PUBLIC SHOULD CALL CHILDREN'S SERVICES ON: 0300 1234043

D.O contact details 01992 556979

The D.O will be responsible for advising the DSL which course of investigation is appropriate to the case. A Logging a Concern form must be completed and the referral copied to the D.O. A copy must also be kept on file.

6. Where the allegation concerns an adult, a referral must be made to the Adult Care Services Investigation Team on 0300 123 4042. This should be done before the alleged perpetrator is informed of any allegation. They will advise the Designated Senior Manager which course of investigation is appropriate to the case. A Logging a Concern form must be completed and the referral copied to the service. A copy must be kept on file.
7. Suspension from duties, or a change of duties to avoid unsupervised contact with children or adults, must be considered in all such allegations. The D.O/ Adult Investigation Team will provide advice to the Lead Officer, on this decision which may be subject to a Strategy Meeting. Human Resources should be involved in this discussion.

Further information is available on the Hertfordshire Safeguarding Procedures Manual.

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

8. Where the D.O/ Adult Investigation Team advice that the internal Disciplinary Procedure should be used for investigating the allegation an interview should take place under the Disciplinary Policy and Procedure. Please refer to the Disciplinary Policy and Procedure for further guidance.
9. The Section Head and or the Service head should contact the person who has made the allegations to advice them of action being taken.