



Safeguarding Policy for Children and Adults at Risk

2020 - 2022

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1. Foreword

A life that is free from harm, abuse, and neglect is a basic right of every person. The objective of safeguarding is to prevent and reduce the risk of harm to children and adults from abuse or other types of exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion.

Although safeguarding is recognised as a key duty of local authorities, safeguarding is everybody's responsibility, and as neighbours, citizens, and community members we need to be alerted to neglect and abuse and be committed to reporting our concerns.

2. Overview and Aims of the Policy

2.1 Overview

Spelthorne Borough Council is committed to practices that protect both adults and children at risk from harm and treat them with dignity and respect. The Council will seek to ensure that any adult or child at risk receiving services from the Council can access Council services in safety without fear of abuse.

At the same time the Council will protect its staff and elected members from the risk of unfounded allegations

Spelthorne Borough Council will seek to implement its policy on the safeguarding of adults and children at risk by:

- Ensuring that all staff that have regular, direct and unsupervised contact with adults or children at risks are carefully selected providing two written references and that, staff complete a Disclosure Barring Service check. All staff and appropriate elected members will receive basic training, accredited where necessary. All Elected members should understand the adult and children's protection process.
- Ensuring that all our contractors who have regular, direct and unsupervised contact with persons at risk have current and effective policies and procedures in place.
- Ensuring that organisations that apply for grant aid for programmes that include dealing with adults or children at risk have effective policies and procedures in place.
- Giving all the parties involved, and the general public information about what they can expect from the Council in relation to protecting and safeguarding adults and children at risk.
- Ensuring that there is a clear complaint procedure in place that can be used if there are any concerns.
- Sharing information about concerns with appropriate agencies and involving adults and children at risk and their carers as appropriate.

2.2 Aims of the Policy

This policy sets out how Spelthorne Borough Council will work independently and alongside other agencies to meet its obligations to safeguard children and adults at risk. This applies equally to staff, agency workers, volunteers and contractors employed by the Council. It is also applicable to Councillors undertaking official duties on behalf of the Council.

This policy complements and supports the agreed multi-agency procedures set down by the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board. It is governed by a set of key principles and themes, designed to ensure that people who are at risk experience the process in such a way that it is sensitive to individual circumstances, is person-centred and is outcome focused.

It is vital for successful safeguarding that the procedures in this policy are understood and applied consistently at an individual, managerial, and organisational level.

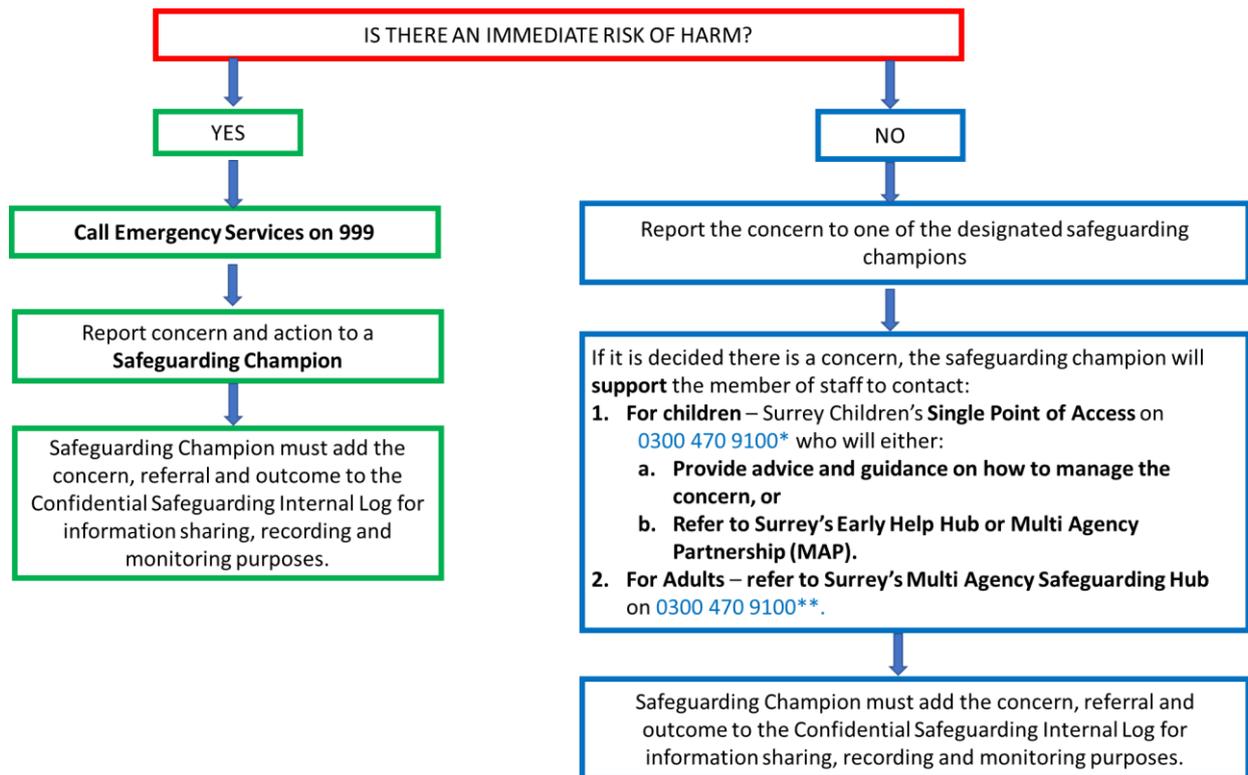
The aims of safeguarding are to:

- Prevent harm and reduce the risk of abuse or neglect.
- Stop abuse or neglect wherever possible.
- Prevent impairment of development and enable individuals to have the best outcomes.
- Safeguard individuals in such a way that supports them in making choices and having control over how they want to live.
- Promote an approach that concentrates on improving life for the individual.
- Raising public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Provide accessible information and support to help people understand what constitutes abuse and neglect, and how to respond.
- Address what has caused the abuse or neglect.

The Safeguarding of children and adults at risk are governed by separate Government legislation and separate Surrey County Council safeguarding boards. The policy will therefore consider the safeguarding of children and adults at risk independently, before addressing where there is overlap between the two safeguarding areas.

3.0 Referral Process - How to report a safeguarding concern

This could be a suspicion, an allegation, an observation or a disclosure of abuse or risk of abuse - if YES please follow the flow chart below.



* For children’s referrals, please follow up this phone call with a Surrey CC Request for Support Form - [Request for Support Form](#)

** For adult referrals, please follow up this phone call with a ‘Raise a Concern’ Form - [Raise a Concern form](#)

Child Sexual Exploitation, Modern Slavery and Prevent referrals should also be referred to Surrey Police on **101** unless it is an emergency in which case call **999**.

4.0 Safeguarding Children at Risk

4.1 Introduction

Spelthorne Borough Council has a legal duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of children. For the purposes of this document children are considered as between 0 -18 years of age.

This policy is designed to work in conjunction with the Children's Act 2004, the government guidance 'What to do if you are worried a child is being abused (2015)' and the Surrey Safeguarding Children's Partnership Manual.

Links to these documents can be found below:

<https://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>

<https://surreyscb.procedures.org.uk/>

Safeguarding and promoting the welfare of children is defined 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
- taking action to enable all children to have the best outcomes

Children need to be loved and valued and be supported by a network of reliable and loving relationships. If children are denied this, they are at an increased risk of an impoverished childhood, and at an increased risk of disadvantage and social exclusion in adulthood. Abuse and neglect lead to particular problems.

When safeguarding children, the *Working Together to Safeguard Children* guidance requires that the focus should be to promote children's wellbeing and welfare through supporting families. It recommends that safeguarding must address the needs of a child as much as the risk to a child to ensure that children and families have positive outcomes.

Spelthorne Borough Council's Safeguarding Policy for Children and Adults at Risk has been developed in accordance with Surrey County Council guidance regarding:

- a clear safeguarding staff structure, roles and responsibilities
- the safeguarding induction and training programme
- recruitment procedures that will safeguard children and will also promote welfare such as Disclosure and Barring checks for specified employees and thorough selection procedures
- the appointment of Designated Safeguarding Champions

- the procedures that staff and Councillors must follow if they believe a child or young person may be at risk
- It is a statutory duty under the Children Act 2004 for each local authority to have a Safeguarding Board. Government guidance contained in the *Working Together to Safeguard Children* advice added further duties. The Surrey Safeguarding Children's Board is led by Surrey County Council. Spelthorne and other District and Borough Councils are partner agencies of the Board along with other statutory and voluntary agencies.
- the 'Effective Support Windscreen' and Social Work Practice model are the key component of the Effective Family Resilience Guidance. Effective Family Resilience responds to the requirement of children and families across four levels of need, Universal, Early Help, Targeted Help, Specialist. This provides for a consistent approach across all partners, organisations and services across Surrey

<https://www.surreyscp.org.uk/wp-content/uploads/2018/12/Effective-family-resilience-SSCB-Final-March-2019-1.pdf>

4.2 Key principles for safeguarding of children

Effective safeguarding arrangements in every local area must be underpinned by two key principles:

- **Safeguarding is everyone's responsibility:** for services to be effective, each professional and organisation must play its full part.
- **A child-centred approach:** for services to be effective they must be based on a clear understanding of the needs and views of children.

4.2.1 'Safeguarding is everyone's responsibility'

'Safeguarding is everyone's responsibility' is the founding principle of safeguarding children. It asserts that everybody has a role to play in protecting children from harm and keeping them safe. If a person has concerns about a child, they must take action to safeguard the child. It is unlikely that a single individual's insight into a child's situation will form a complete picture and by raising concerns, however small, and sharing information, it will allow for more informed decision making and decisive action to be taken.

4.2.2 A Child Centred Approach

Effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of vulnerable children. The 'Working Together to Safeguard Children' document (2018) states that children are clear about what they want from an effective safeguarding process, which include:

Vigilance: To have adults notice when things are troubling them.

Understanding and action: To understand what is happening; to be heard and understood; and to have that understanding acted upon.

Stability: To be able to develop an on-going stable relationship of trust with those helping them.

Respect: To be treated with the expectation that they are competent rather than not.

Information and engagement: To be informed about and involved in procedures, decisions, concerns and plans.

Explanation: To be informed of the outcome of assessments and decisions and reasons when their views have not met with a positive response.

Support: To be provided with support in their own right as well as a member of their family.

Advocacy: To be provided with advocacy to assist them in putting forward their views.

Protection: To be protected against all forms of abuse and discrimination and the right to special protection and help if a refugee.

4.3 Good Practice when working with children

When working with children it is important to follow the good practice outlined below:

- Adults should not behave in a manner which would lead any reasonable person to question their suitability to work with children, or act as a role model.
- Adults must not work on their own with children. If a situation occurs when this arises, due to sickness or an emergency, always inform colleagues or parents/carers to ensure that someone can be present or nearby.
- It is inappropriate to offer lifts to a child or young person. There may be occasions where the child or young person requires transport in an emergency or where not to do so may place a child at risk. If circumstances permit, the parent/carer or line manager should be informed before the lift is provided.
- The event must always be recorded and reported to a senior manager and parents/carers.
- Physical contact is discouraged and should only take place only when it is absolutely necessary and in a safe and open environment i.e. one easily observed by others.
- Always report any accidents/incidents or situations where a child becomes distressed or angry to a senior colleague.

4.4 What to do if a child or third party makes an allegation

If a child or third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the child or third party says to:

- clarify the concerns,
- offer reassurance about how the child will be kept safe; and
- explain that what they say cannot be kept in confidence and will be discussed with one of the Council's Safeguarding Leads or Safeguarding Champions to consider how to manage the concern and if appropriate contact Surrey Children's Single Point of Access for advice and guidance.

If the allegation is raised by a child, the child must not be pressed for information, led or cross examined or given false assurances of absolute confidentiality. Such well-intentioned actions could prejudice police investigations, especially in cases of sexual abuse. An interpreter should be used if necessary.

If the child can understand the significance and consequences of making a referral to Surrey Children's Single Point of Access (C-SPA), the referring professional should inform them about this. Although the child's view should be considered, it remains the responsibility of the professional to take whatever action is required to ensure the safety of that child and any other children.

Professionals should generally seek to discuss any concerns with the family and where possible, seek their agreement to contact Surrey Children's Single Point of Access (C-SPA) for advice and guidance, but there will be some circumstances where professionals should not seek consent if it could:

- place a child at increased risk of significant harm
- place an adult at risk of serious harm
- prejudice the prevention or detection of a serious crime
- lead to unjustified delay in making enquiries about allegations of significant harm

Professionals should record in writing, whether they have discussed the concern and/or referral with the family. They should also record the reasons if they decide not to inform the family of these matters.

4.5 When to raise a concern

It is important that employees or Councillors raise their concern with one of the Council's safeguarding leads or safeguarding champions if it is believed or suspected that:

- A child is suffering or likely to suffer significant harm or
- A child's health or development may be impaired without the provision of services or
- With the agreement of the person with parental responsibility, a child would be likely to benefit from family support services

4.6 Allegations against staff, councillors and/or volunteers

An investigation is required if there is an allegation or concern that any person who works with children, in connection with their employment or voluntary activity that they have:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child

- behaved towards a child or children in a way that indicates that they are unsuitable to work with children

Although some behaviours may not constitute a criminal offence, consideration will need to be given as to whether they may indicate unsuitability to work with children. These include concerns relating to inappropriate relationships between members of staff and children such as:

- A person in a position of trust having a sexual relationship with a child under 18, even if it is consensual
- 'grooming' i.e. meeting a child under 16 with intent to commit a relevant offence
- other 'grooming' behaviour giving rise to concerns of a broader child protection nature - for example: inappropriate text/email messages or images, gifts, socialising etc.
- possession of indecent photographs/pseudo-photographs of children

4.6.1 Staff and volunteers

Any allegations or concerns about a member of staff or volunteer should be immediately referred to either the Deputy Chief Executive, the HR Manager or the Group Head of Corporate Governance who will act in accordance with the Council's Safeguarding Policy and any relevant HR policies.

4.6.2 Councillors

Any allegations or concerns about a Councillor, should be immediately referred to either Deputy Chief Executive or the Head of Corporate Governance/Monitoring Officer

It is the responsibility of the individual political groups to have processes and procedures in place to check the suitability of any proposed councillor to carry out their duties.

Note

If the alleged behaviour harmed a child, (either a possible criminal offence, or the behaviour indicates that they are unsuitable to work with children), the **Local Authority Designated Officer (LADO)** at Surrey County Council must be informed within one working day of the allegation.

The Local Authority Designated Officer is responsible for advising on and monitoring such allegations and can be contacted on **0300 123 1650 (option 3) or LADO@surreycc.gov.uk**.

If allegations are made directly to the police and if an organisation removes an individual from work such as looking after children (or would have, had the person not left first) because the person poses a risk of harm to children, the organisation must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason.

The process for raising a concern and/or making a referral relating to children or adults at risk is set out under the Referral Process – How to register a concern

5.0 Safeguarding Adults at Risk

5.1 Introduction

Spelthorne Borough Council has a legal duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of adults at risk and treat them with dignity and respect. We will seek to ensure that any adult at risk receiving services from the Council can access Council services in safety without fear of abuse. At the same time the Council will protect its staff and elected members from the risk of unfounded allegations.

This policy is designed to work in conjunction with Surrey Multi-Agency Adult Protection Procedures. These are available on Surrey County Council's website:

[Surrey Multi-Agency Adult Protection Procedures](#)

The Council will seek to implement its policy on the protection of adults at risk by:

- ensuring that all staff who have regular, direct and unsupervised contact with adults at risk are carefully selected. They must provide two written references. Certain staff will also have to undertake a Disclosure and Barring check prior to employment as per the Disclosure and Barring Service Guidelines. Staff will receive safeguarding training, accredited where necessary.
- All elected members must have an understanding of the adult protection process. Awareness sessions will be offered to all members.
- ensuring that all Council contractors who have regular, direct and unsupervised contact with adult at risks have effective policies and procedures in place.
- ensuring that organisations that apply for grant aid for programmes that include adults at risk have effective policies and procedures in place.
- Providing information about what the public/service users can expect from the council in relation to protecting and safeguarding adults at risk.
- ensuring that there is a clear complaints procedure in place that can be used if there are any concerns.
- sharing information about concerns with appropriate agencies and involving adults at risk and their carers as appropriate.

5.2 Key principles

5.2.1 The Care Act 2014 - Six Principles of Safeguarding

These include

Empowerment: Presumption of person-led decision making and informed consent.

Prevention: Take action before harm occurs.

Proportionality: Take the least intrusive response appropriate to the risk presented.

Protection: Provide support and representation for those in the greatest need.

Partnership: Local solutions through services working with their communities.

Accountability: Ensure there is accountability and transparency in safeguarding practices.

In view of the above, the following principles have been adopted by all agencies and professionals working together within Surrey to protect adults at risk.

- All adults at risk have a right to be protected and their decisions respected even if that decision involves risk.
- The prime concern at all stages will be the interests and safety of the adult at risk.
- The aim will be to give a professional service to support and minimise the distress of any adult at risk.
- Everyone will be treated sensitively at all stages of any investigation.
- The importance of professionals working in partnership with the adult at risk and others involved will be recognised throughout the process.
- All services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all the individuals concerned and does not discriminate on the basis of race, culture, religion, language, gender, disability, age or sexual orientation.
- Adults who have been abused need the same care and sensitivity whoever the alleged abuser.
- The responsibility to refer the adult at risk rests with the person who has the concern.
- All agencies receiving confidential information in the context of an adult at risk investigation will make decisions about sharing this information in appropriate circumstances.
- Procedures provide a framework to ensure that agencies work together for the protection of the adult at risk. They are not a substitute for professional judgement and sensitivity.
- Adults at risk have the right to have an independent advocate if they wish, at any stage in the process.

5.2.2 Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about the effectiveness of safeguarding from the perspective of the person being safeguarded.

MSP promotes conversations about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It also sees people as experts in their own lives and advocates working alongside them. It is a shift from a process supported by conversations to a series of conversations supported by a process.

The key focus is on developing a real understanding of what adults at risk wish to achieve by agreeing, negotiating and recording their desired outcomes. How best these outcomes might be realised is worked out with them (and their representatives or advocates if they lack capacity). The extent to which the desired outcomes have been met will be evaluated at the end of the process.

5.2.3 The Wellbeing Principle

The Care Act 2014 introduced a duty to promote wellbeing when carrying out any care and support functions in respect of a person. This is sometimes referred to as *The Wellbeing Principle* because wellbeing is put at the heart of care and support.

The Wellbeing Principle applies in all cases where care and support are being carried out, decisions are made, or safeguarding is exercised. This applies equally to adults with care and support needs and their carers.

Promoting wellbeing means actively seeking improvements at every stage in relation to the individual, and where applicable their carer. It is a shift from providing services to purely meet a need. It should be assumed that individuals are best placed to judge their own wellbeing. Their individual views, beliefs, feelings and wishes are paramount, and they should be empowered to participate as fully as possible.

5.3 Who is an adult at risk?

The term 'adult at risk' refers to anyone aged 18 and over who:

- is or may be in need of Community Care Services by reason of mental or other disability, age or illness; and
- is or may be unable to take care of himself or herself, and/or:
- is unable to protect themselves against significant harm or exploitation.

Whether or not a person is vulnerable in these cases will depend upon the surrounding circumstances, environment and each case must be judged on its own merits.

5.4 What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons or organisation. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent.

Any act of abuse is a violation of the adult at risk's human and civil rights and can occur in any setting or any situation.

Abuse may occur in:

Domestic settings: including the adult at risk's own home, or another person's home.

Institutional settings: including day care, residential care, nursing homes and hospitals.

Public settings: including in the street, any public area, social or work environment.

Abuse of adults at risk occurs in all cultures, all religions and at all levels of society. The abuser may be anyone, including a member of the family, friend, neighbour, partner, carer, stranger, care worker, manager, volunteer, another service user or any other person who comes into contact with the adult at risk.

5.5 Good Practice when working with Adults at Risk

To help prevent abuse occurring and false allegations arising, the following basic guidelines will help safeguard both the adult at risk and members of staff.

You must:

- treat all service users with dignity and respect.
- provide an example of good conduct you wish others to follow.
- Challenge unacceptable behaviour - e.g. bullying and report all allegations/suspicions of abuse.
- Be identifiable and wear a name badge at all times.

You must not:

- have unwarranted contact with an adult at risk.
- make any comments, which may have a sexual connotation.

There may be exceptional circumstances where it is necessary to restrain the adult at risk to prevent them from damaging themselves or others. Only the minimum reasonable force necessary may be used. All incidents of physical restraint must be recorded on an incident form and be submitted to a nominated Safeguarding Lead and the Health and Safety Officer.

5.6 When to be concerned about possible abuse

It is not Spelthorne Borough Council's role to decide if an adult at risk is being abused or not, but it is our job to pass on any concerns to Surrey County Council. The 'Adults at Risk: forms of abuse and indicators of abuse' document provides a list of types of abuse and examples of behaviours associated with each type of abuse. This list is not exhaustive, and there may be other indicators.

5.7 Responding to a person who discloses a concern of abuse

- In an emergency ring 999. Ensure the safety of the individual and others.
- Do not be judgemental or jump to conclusions. Listen carefully and use open questions.

- Provide support and information to meet the individual's specific communication needs.
- Tell them that they did a good or the right thing by disclosing the concern and that you are treating the information seriously.
- Tell them it was not their fault.
- Ask them what they need to do to keep themselves safe.
- Do not make promises you cannot keep and do not promise to keep secrets.
- Explain that you have a duty to tell a safeguarding champion and seek consent to share the information. However, lack of consent should not prevent you from reporting your concerns.
- Do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or any witnesses.
- Explain that you will try to take steps to protect them from further abuse or neglect. Support and reassure the person.
- Preserve any forensic or other evidence.

5.8 Action after the concern of abuse has been recognised:

- Action to be taken as soon as possible or within 4 hours
- Discuss your concerns with one of the Council's Safeguarding Champions (for details, see appendix 3) who will support you to manage the concern, record the details and if appropriate make a referral to the Multi Agency Safeguarding Hub (MASH).
- Record your concerns and how they came to light, along with information to you, details of any witnesses, the individual's wishes, actions taken, who was present at the time, dates and times of incident(s).
- Record details of the person alleged to have caused harm.
- Record any concerns about the person's capacity to make any decisions and the reasons for the concerns.
- Record whether the person is aware that the concerns have been reported and their viewpoint.
- Record any previous concerns about the person.
- Do not breach confidentiality for example by telling friends or other work colleagues.
- Use the Council Confidential Reporting Code (Whistleblowing) if you feel that you will not be believed, taken seriously, or believe that your manager or lead for safeguarding may be causing the risks of abuse to the adult or child.

<https://democracy.spelthorne.gov.uk/documents/s18492/Part%205%20e%20Confidential%20Reporting%20Code.pdf>

This Code ensures that serious concerns are reported, investigated and dealt with. It forms part of the Council constitution and sets out how to raise serious concerns about any aspect of the Council's work. It also clarifies the legal protection under the Public Interest Disclosure Act against reprisals. The Code is available on the Intranet.

If allegations are made directly to the police and if an organisation removes an individual from work such as looking after adults (or would have, had the person not left first) because the person poses a risk of harm to children, the organisation must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason.

The process for raising a concern and/or making a referral relating to children or adults at risk is set out under the Referral Process – How to register a concern

6.0 The Council's Roles and Responsibilities

This policy has considered children and adults at risk independently as they are the subject of different legislation. However, there are areas where safeguarding children and adults at risk overlap. These are set out below:

6.1 The Council as an Organisation

The Council recognises its responsibilities under the Care Act 2014, The Children Act 2004, and Working Together to Safeguard Children 2015. Safeguarding is a priority which is supported by the Council's senior officers and members This is clearly demonstrated by:

- representation at the Surrey Safeguarding Adults Board and the completion of standard returns for this board.
- representation at the Surrey Safeguarding Children Partnership and the completion of the statutory Section 11 returns.
- appointment of a nominated senior Lead Safeguarding officer at Spelthorne Borough Council for Safeguarding Children and Adults at Risk
- appointment of Safeguarding Champions across the Council to support frontline officers manage concerns and/or make a referral if appropriate.
- An internal Safeguarding Board that meets quarterly.
- the Council sign up to protocols and policies written by the Surrey Safeguarding Children Partnership and the Surrey Safeguarding Adults Board.

6.2 The Council as an Employer

The Council has incorporated several safeguarding measures into the recruitment procedure. It also provides mandatory safeguarding training for all employees and is committed to widely advertising advice and guidance on how to report a concern

6.2.1 Recruitment Procedures

Spelthorne Borough Council is committed to safer recruitment. Some members of staff are required to undergo a Disclosure and Barring Service (DBS) checks to obtain a Basic Disclosure Scotland certificate. Basic disclosures verify identity and show details of all convictions considered to be unspent under the Rehabilitation of Offenders Act 1974 or state that there are no such convictions. New employees who are taking up a position which involves working closely with children or adults at risk (in a voluntary or paid capacity) will be required to acquire an Enhanced DBS Disclosure. Enhanced DBS Disclosures provide additional detail about unspent and spent convictions, cautions, reprimands, final warnings plus any additional information held by the police.

6.2.1 Training

All new employees to the Council will attend induction training that includes safeguarding information and good practice guidelines to ensure that all staff are aware of the policies and will know how to refer concerns via the appropriate routes.

All new Councillors will also attend induction training that includes information regarding safeguarding and good practice guidelines.

All Spelthorne employees are required to undertake safeguarding training and become familiar with the Safeguarding Policy as part of their induction. Training is provided at three levels:

Group 1: This training is designed for all members of staff to give them an awareness of what safeguarding is, forms of abuse, and how to report any concerns they may have. This takes the form of online training and must be completed by all staff.

Group 2: This training is aimed at those employees who have a role that involves direct contact with children and adults at risk and is aimed at a more in-depth understanding of Safeguarding than the basic level.

Group 3 : The Lead for safeguarding and all designated Safeguarding Champions, will undertake additional training recommended by the Surrey Safeguarding Adults Board and Surrey Safeguarding Children Partnership to ensure their knowledge is up to date and that this is reflected in Spelthorne's policies and procedures.

6.2.3 The Council as a Licensing Authority

The Council is a licensing authority for services such as taxi drivers, public events, alcohol and regulated entertainment, The Council ensure that all relevant checks are carried out prior to issuing licences and if a safeguarding concern is raised at any time during the process, the Council's safeguarding policy and procedure must be followed, including the notification of other government or national bodies.

6.2.4 Contracts

Safeguarding is referenced in the general conditions of contact for suppliers. If a supplier breaches the contract, the legal team will follow its processes in addition to following the Council's Safeguarding Policy for Children and Adults at Risk.

6.3 Recording and Monitoring

Good record-keeping is an essential part of the accountability of organisations to those who use their services. Maintaining proper records is vital to individuals care and safety. If records are inaccurate, future decisions may be wrong and harm may be caused to the individual. Where an allegation of abuse is made, all agencies have a responsibility to keep clear and accurate records. It is fundamental to ensure that evidence is protected and to show what action has been taken, what decisions have been made and why.

6.3.1 A guide to making a record

As soon as possible on the same day, a written record should be made of what has been seen, been said and any other concerns. It is important to make sure anyone else who saw or heard anything relating to the concern also makes a written report.

All safeguarding concerns referrals about children and adults must be recorded on the central safeguarding log by the Safeguarding Champion or Lead. This log is confidential and will only be accessed by those involved in the Safeguarding process.

The information recorded will aid in the relaying of information to the Children's Single Point of Access (C-SPA) for children's referrals, the Multi Agency Safeguarding Hub (MASH) for adult referrals, and other organisations such as the police if necessary.

6.4 Information sharing

Information sharing is vital to safeguarding and promoting the welfare of children and adults at risk. A key factor in many cases where children and adults have been harmed has been the failure to record information, to share it, to understand the significance of the information shared and to take appropriate action. Often it is only when information from a number of sources has been shared that it becomes clear that a child or adult at risk might be suffering harm.

Members of staff who have concerns about children and adults should discuss this with either one of the Council's safeguarding leads or safeguarding champions and if appropriate share the concern with the Children's Single Point of Access (C-SPA) or the Multi- Agency Safeguarding Hub (MASH).

All information sharing should be in line with the agreed set of principles about sharing personal or confidential information in the Surrey CC Multi Agency Information Sharing Protocol

<https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/surrey-children-and-young-peoples-partnership/information-sharing-for-professionals/information-sharing-protocol-for-multi-agency-staff>

This Protocol has been developed in partnership with Surrey County Council, all Borough's and Districts', the Health Services and Surrey Police.