



Appendix A (DRAFT)

Spelthorne Borough Council Safeguarding Policy and Procedures

A guide to safeguarding children and adults at risk

2024-2028

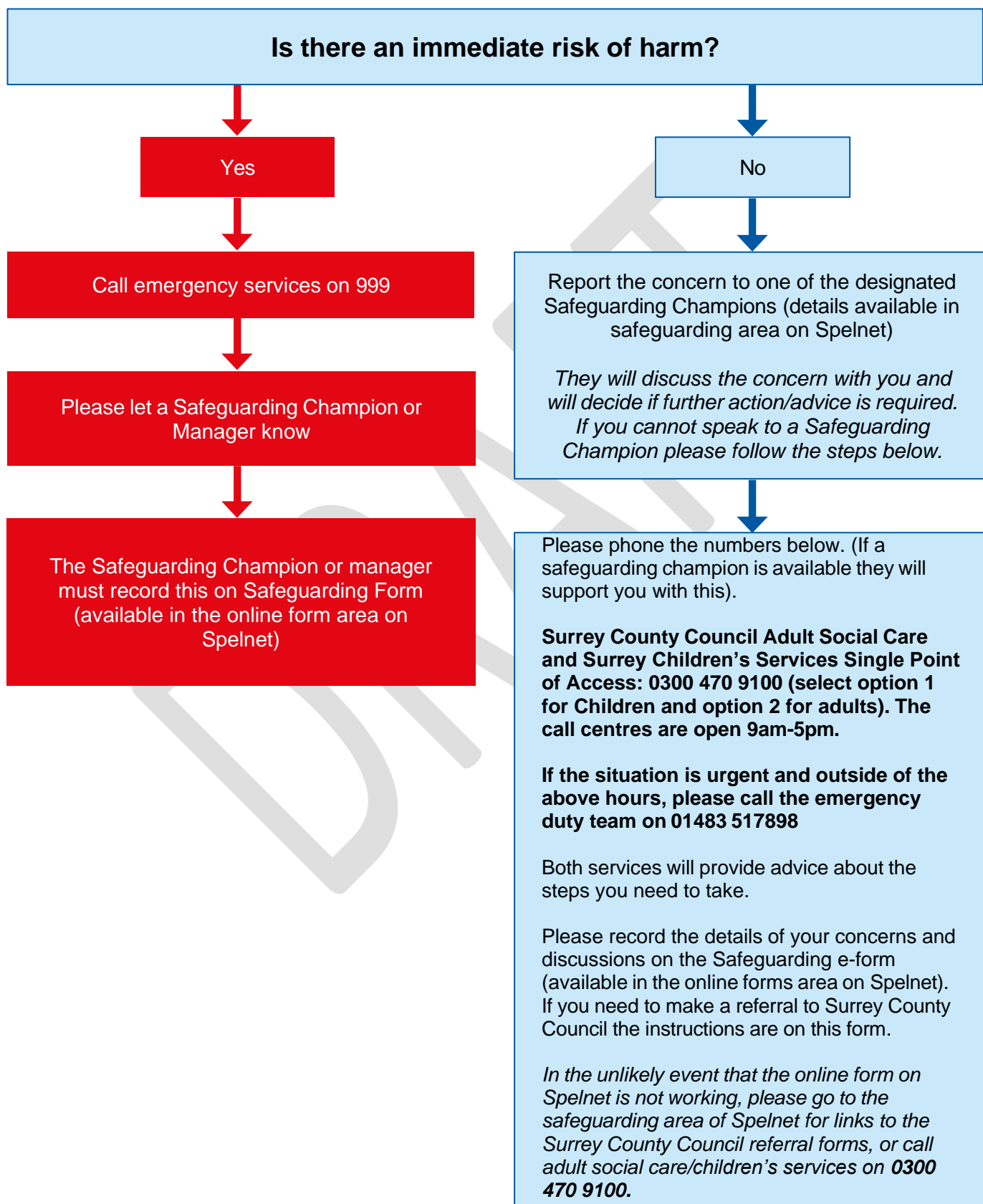
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Amendments / Changes	Date

How to report a safeguarding concern for a child or an adult



This could be a suspicion, an allegation, an observation or a disclosure of abuse or risk of abuse.



Safeguarding Key Roles

Name	Role	Team	Contact details
Terry Collier	Strategic Safeguarding Lead	Deputy Chief Executive	01784 446296
Lisa Stonehouse	Operational Safeguarding Lead	Leisure and Community Development	01784 446431
Martin Cole	Safeguarding Champion	Neighbourhood Services	01784 448635
Deborah Dobson	Safeguarding Champion	Environmental Health	01784 448563
Lisa Dunton	Safeguarding Champion	Neighbourhood Services	01784 446412
Ken Emerson	Safeguarding Champion	Housing Options	01784 446382
Katy Frame	Safeguarding Champion	Human Resources	01784 444296
Nicki Gould	Safeguarding Champion	Independent Living	01784 448643
Janice Hutchinson	Safeguarding Champion	Independent Living	01784 243880
Will Jack	Safeguarding Champion	Community Safety	01784 448550
Hayley Littek	Safeguarding Champion	Family Support	
Herbie Mann	Safeguarding Champion	Housing Options	01784 448553
Victoria Mason	Safeguarding Champion	Independent Living	01784 446290
Sarah Morrison	Safeguarding Champion	Housing Options	01784 446479
Nicki Rentall	Safeguarding Champion	Independent Living	01784 446343

Introduction

Spelthorne Borough Council (SBC) believe the safety and well-being of children, young people and adults at risk of harm is of the utmost importance and that they have a fundamental and equal right to be protected from harm regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation.

This Safeguarding Policy applies to anyone who is undertaking duties on behalf of SBC, whether paid or unpaid eg management, officers, elected members, consultants, contractors, volunteers, students and those on work experience. The purpose of the policy is to protect and enhance the safety and well-being of all children, young people and adults at risk of harm by actively promoting awareness, good practice and sound procedures to:

- Protect children from maltreatment;
- Prevent impairment of children's health and 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.
- Ensure that adults are able to live their lives free from abuse or neglect.
- Protect those with care and support needs who are experiencing, or at risk of abuse and neglect as a result of their care and support needs.

The Safeguarding of children and adults at risk are governed by Government legislation.

- In the case of children, the legislation is the Children Act 2004. The Act recognises that shared responsibility and the need for effective joint working between agencies and professionals with different roles and expertise are essential if children are to be protected from harm and their welfare promoted and safeguarded. The Surrey Safeguarding Children Partnership (SSCP) has the lead statutory responsibility for safeguarding arrangements, led by the local authority, the police and Integrated Care Boards (NHS), along with other statutory and non-statutory partners. SBC and all Surrey Borough and District Councils are partners. [Surrey Safeguarding Children Partnership](#)
- In the case of adults, the legislation is the Care Act 2014. The Safeguarding Adults Board (SSAB) has the lead statutory responsibility for enforcing this legislation in partnership with multi-agency statutory and non-statutory partners. They ensure that partners in Surrey are working effectively to safeguard adults at risk from abuse and neglect. As with the SSCP the partners include the police, the integrated Care Board (NHS) along with other statutory and non-statutory partners. SBC and all Surrey Borough and District Council's. SBC and all Surrey Borough and District Councils are partners. [Surrey Safeguarding Adults Board](#)

SBC work in accordance with guidance and good practice from the SSCP and SSAB.

The policy includes safeguarding information and procedures for reporting concerns. The first section of the policy refers to children and young people, the second section of the policy relates to adults at risk. The final section refers to information applicable to people of all ages.

Everyone has a duty to ensure that any suspected incident, allegation, or other occurrence relating to child protection or safeguarding adults at risk of harm is reported using the procedures in this policy. If in any doubt about what action to take, you must seek advice from the safeguarding leads or one of the named safeguarding champions named on page 4.

Anyone undertaking duties for the organisation will be made aware of this policy as part of their induction and contract of employment/their volunteer induction. They will have access to mandatory training and further training and update training depending on their role in the organisation.

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Safeguarding Children and Young People

Introduction

Spelthorne Borough Council recognises its statutory responsibility for safeguarding. The safety, protection and well-being of all children and young people that it supports and interacts with is paramount and has priority. This includes responding immediately and appropriately where there is a suspicion that any young person under the age of 18 years old may be at risk of or experiencing harm or neglect.

In the context of the Children's Act 1989 a child means a person under the age of 18. In this policy any reference to a child or young person means anyone under the age of 18.

Spelthorne Borough Council encourages a culture of listening to and engaging in dialogue with children and young people, seeking their views in ways that are appropriate to their age, culture and understanding. We work in partnership with Surrey County Council's [User Voice and Participation Team](#) via the Borough and District Safeguarding Forum to consult with children and young people and support our corporate parenting obligations as outlined by the Surrey County Council Corporate Parenting Board and Strategy

This policy has been written based on legislation, policy and guidance that seeks to protect children in England including the Children's Act 2004 and Working Together to Safeguard Children (2023) which provides key statutory guidance to multi agency working to help protect and promote the welfare of children and young people.

These legislative sources are listed below for reference:

- [Children Act \(2004\)](#)
- [Working Together to Safeguard Children \(2023\)](#)

Working together to Safeguard Children 2023: statutory guidance states that: Nothing is more important than children's welfare. Every child deserves to grow up in a safe, stable, and loving home. Children who need help and protection deserve high quality and effective support. This requires individuals, agencies, and organisations to be clear about their own and each other's roles and responsibilities, and how they work together.

Behaviour Code for Working with Children Young People and Adults at Risk

Those representing the Borough in any capacity are responsible for ensuring that children/young people and adults at risk are protected and any issues of concern are reported. The Spelthorne Borough Council Behaviour Code for Working with Children/Young People and Adults at Risk is available on the [Spelnet Safeguarding Page](#) and forms part of the this Safeguarding Policy. Following this code provides guidance on the behaviour that is expected which will help us to protect children, young people, and adults at risk and will also help to reduce the possibility of unfounded allegations being made.

What is Child Abuse?

Child abuse happens when a person harms a child. It can be physical, sexual or emotional, but can also involve neglect.

Children may be abused by:

- family members
- friends
- people working or volunteering in organisational or community settings
- people they know
- strangers.

General signs of abuse*

Children experiencing abuse often experience more than one type of abuse over a period of time. Children who experience abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion, particularly if the abuser is a parent, caregiver or other close family member or friend.

Many of the signs that a child is being abused are the same, regardless of the type of abuse. Anyone working with children or young people needs to be able to recognise the signs. These include a child:

- being afraid of particular places or making excuses to avoid particular people.
- knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour.
- having angry outbursts or behaving aggressively towards others.
- becoming withdrawn or appearing anxious, clingy or depressed.
- self-harming or having thoughts about suicide.
- showing changes in eating habits or developing eating disorders.
- regularly experiencing nightmares or sleep problems.
- regularly wetting the bed or soiling their clothes.
- running away or regularly going missing from home or care.
- not receiving adequate medical attention after injuries.

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents or carers. If you have any concerns about a child's wellbeing, you should report them to a safeguarding lead or champion listed on page 4.

*With thanks to the NSPCC for this information.

Definitions of Harm – in Relation to Children & Young People

- **Neglect and acts of omission**

This is maltreatment through the often persistent, repeated omission of appropriate physical, emotional, medical care or other support needs. Eg food clothing, shelter, hygiene needs, not getting the nurture or stimulation they need, or isolating them and not ensuring that they are cared for/have appropriate medical care when sick. Leaving a child alone in circumstances that are inappropriate for their age and or ability is also neglect. Neglect and acts of omission could lead to serious impairment of a child's health and development.

Surrey Neglect Screening Tool

Surrey Safeguarding Children's Partnership provide a Neglect Screening Tool which all staff can use to support safeguarding referrals where neglect is suspected. The purpose of it is to help staff to focus in on specific neglect concerns and articulate these clearly to the Children's Single Point of Access (C-SPA) where necessary. Staff who work closely with children and families (eg The Family Support Team) should use the more in-depth Graded Care Profile 2 (GCP2) which they are licensed to use upon completion of the GCP2 training.

- **Emotional abuse**

This is persistent, emotional ill treatment that has a severe adverse effect on the emotional development of children and young people. It may involve conveying to them that they are not wanted, not loved or worthless, or deliberately trying to humiliate, isolate or intimidate them. It may involve inappropriate expectations and responsibilities being placed on the young person leaving them frightened and unable to cope. It may also involve threatening, exploitation or corruption of children and young people. Face to face and cyberbullying via social network sites, gaming sites or chat rooms are also examples of emotional abuse.

- **Physical abuse**

This may include hitting, kicking, shaking, slapping, throwing, scalding, burning, poisoning, drowning, suffocating, or other action intended to cause physical harm or ill health to the child or young person. Physical harm may also be caused when a parent or carer covers up the symptoms of or fabricates or induces illness by deliberately causing ill health to a child or young person within their care.

- **Child Sexual Abuse and Sexual Exploitation**

Child Sexual Abuse is when a child or young person is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. Children and young people may not always understand that they are being sexually abused. Contact abuse may include sexual acts include penetrative and non-penetrative acts such as touching or stroking. Non-contact abuse may include things such as flashing at a child, encouraging or forcing a child to watch or hear sexual acts, or persuading a child to make view or distribute child abuse images such as performing sexual acts over the internet and other sexually inappropriate ways. There have been some high-profile cases of child sexual exploitation whereby young teenagers believe they are in relationships but are being groomed with gifts or the attraction of being associated with people with money/flash cars etc.

The Sexual Offences Act 2003 defines 'consent' as 'if he agrees by choice and has the capacity to make that choice'. The Act, removes the element of consent for many sexual offences for:

- Children/young people under 16
- Children/ young people under 18 having sexual relations with a person of trust (for example: teachers, youth workers, foster carers, police officers).
- Children / young people under 18 involved with family members over 18.
- Persons with a mental disorder impeding choice or who are induced, threatened or deceived.
- Persons with a mental disorder who have sexual relations with care workers.
- In relation to young people under the age of 13, consent is irrelevant. The law says, 'a child under the age of 13 does not, under any circumstances, have the legal capacity to consent to any form of sexual activity'. The Police must be informed immediately of any sexual activity involving a child under 13 years of age.

- **Witnessing ill treatment of others**

Witnessing domestic abuse is known to have a big impact on the health or development of a child or young person.

- **Modern Slavery/Exploitation**

This can include things like child trafficking and forced labour, such as enforced domestic service. Children and young people are also exploited by 'county lines' gangs who target vulnerable young people. County lines is a form of criminal exploitation where urban gangs persuade, coerce or force young people to store drugs, money or transport them to suburban areas. These vulnerable young people are also at risk of being abused in other ways.

- **Honour Based Violence and Female Genital Mutilation**

Honour based violence can take many forms but most commonly a girl or woman is abused or disowned by her family because they are believed to have brought dishonour or shame on the family. Men and boys can be victims too. Female Genital Mutilation (FGM) is when a female's genitals are deliberately altered or removed for non-medical reasons. Females may be sent abroad for this procedure.

- **Discrimination**

This Includes abuse or slurs etc because of race, gender, gender identity, age, disability, sexual orientation or religion.

- **Hate Crime and Mate Crime**

Hate crime is a crime motivated by hostility or prejudice towards any aspect of a person's identity. Mate crime is when a 'friendship' becomes bullying.

How to Reacting to a Suspicion, Allegation or Disclosure.

A suspicion, allegation or disclosure may come about in a variety of ways.

- Never ignore your concerns no matter how small you think it is.
- Your information could be an important piece of the jigsaw and may help to build a full picture when added to information from other people.
- Do not try and investigate the matter yourself. Surrey County Council are the specialists and have the statutory responsibility to do this.
- Listen carefully to the person rather than asking leading questions.
- Never promise any particular action or to keep things secret. Make it clear that you must report it.
- It is normal for a person making a disclosure to be upset and nervous. Allow them time to speak or to be silent whilst they gain the courage to speak.
- Try to relate to the age, understanding or special needs of the person.
- Write down carefully the information you have been given as soon as possible and only include what you have been told.

Please discuss your concerns with a safeguarding lead/champion immediately. The safeguarding lead/champions are responsible for supporting officers to decide what action is required and whether a request for support needs to be made. In the unlikely event that a safeguarding lead/champion is not available the officer must follow the procedure on page 3 (also detailed below) and let the safeguarding lead/champion know what has been done as soon as possible.

Reporting Procedures – Children and Young People

It is vital to take every action which is needed to safeguard the child, children and young person(s).

- In an emergency please call 999.
- If an officer or safeguarding champion is unclear as to what action needs to be taken, the Surrey Children's Services Single Point of Access (C-SPA) Child Protection Consultation Line team will ensure that they are directed to the most appropriate service that can meet the child and family's needs. The consultation line is open 9am -5pm Monday- Friday to all professionals who work with families. 0300 470 9100 (option 1 for children's services then follow the next options) The emergency duty team is available outside of these hours and at weekends on 01483 517898.
- **Once you know if a referral to Surrey Children's Services Single Point of Access (C-SPA) is required/not required, please complete the Safeguarding e form (in the e form area of Spelnet). The form will ask you to document discussions you have had with Safeguarding Champions/Leads or Surrey County Council on the above form. If a referral to Surrey Children's Services (C-SPA) required, there is a link from the e form.**
- In the unlikely event that the online form on Spelnet is not working, please go to the safeguarding area of Spelnet for links to the Surrey County Council referral forms, or call adults social care or children's services on 0300 470 9100.

- Page 1 of this document explains what happens when we refer to CSPA and the services that work together to keep children safe. [`Rethinking the front door' Our revised model, personalised and tailored to meet the needs of children and families in Surrey](#)

Local Authority Designated Officer (LADO)

If there is an allegation against anyone who works or volunteers with children in Surrey, this must be reported immediately to the Local Authority Designated Officer (LADO) who will assist. Please contact one of the Safeguarding Leads, your manager or Human Resources and they will contact them on 0300 123 1650. Email: LADO@surreycc.gov.uk The LADO team also have a referral form. [LADO-referral-form](#)

Communicating with Parents/Carers

While, in general, we should seek to discuss any concerns with the family and, where possible, seek their agreement to make referrals to Surrey Children's Services there will be some circumstances where we should not seek consent e.g. where to do so would:

- 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.

If you have concerns about the above, please seek advice from the Surrey County Council Children's Single Point of Access Team (C-SPA) as referenced above.

Referring Families for Appropriate Early Support

Some families will benefit from early support to prevent a situation deteriorating and requiring social care involvement. Most families will be able to access opportunities in the community to support them and the needs of their children, some will need extra help to achieve this. This may be because they have additional needs or because of family circumstances or adversity or events outside their control.

Some families may find advice and signposting helpful, others will need goals-based help, or may have multiple or needs that require different practitioners to work in partnership together, with the family at the centre.

To ensure that families are helped early in Surrey, [The `Continuum of Support'](#) and the Social Work practice model `Family Safeguarding' are used as a guide. The Family Safeguarding model is a partnership approach to working with families. The principles of this model are rooted in understanding family needs, working on the families strengths and supporting more families to create sustained change.

The Continuum of Support

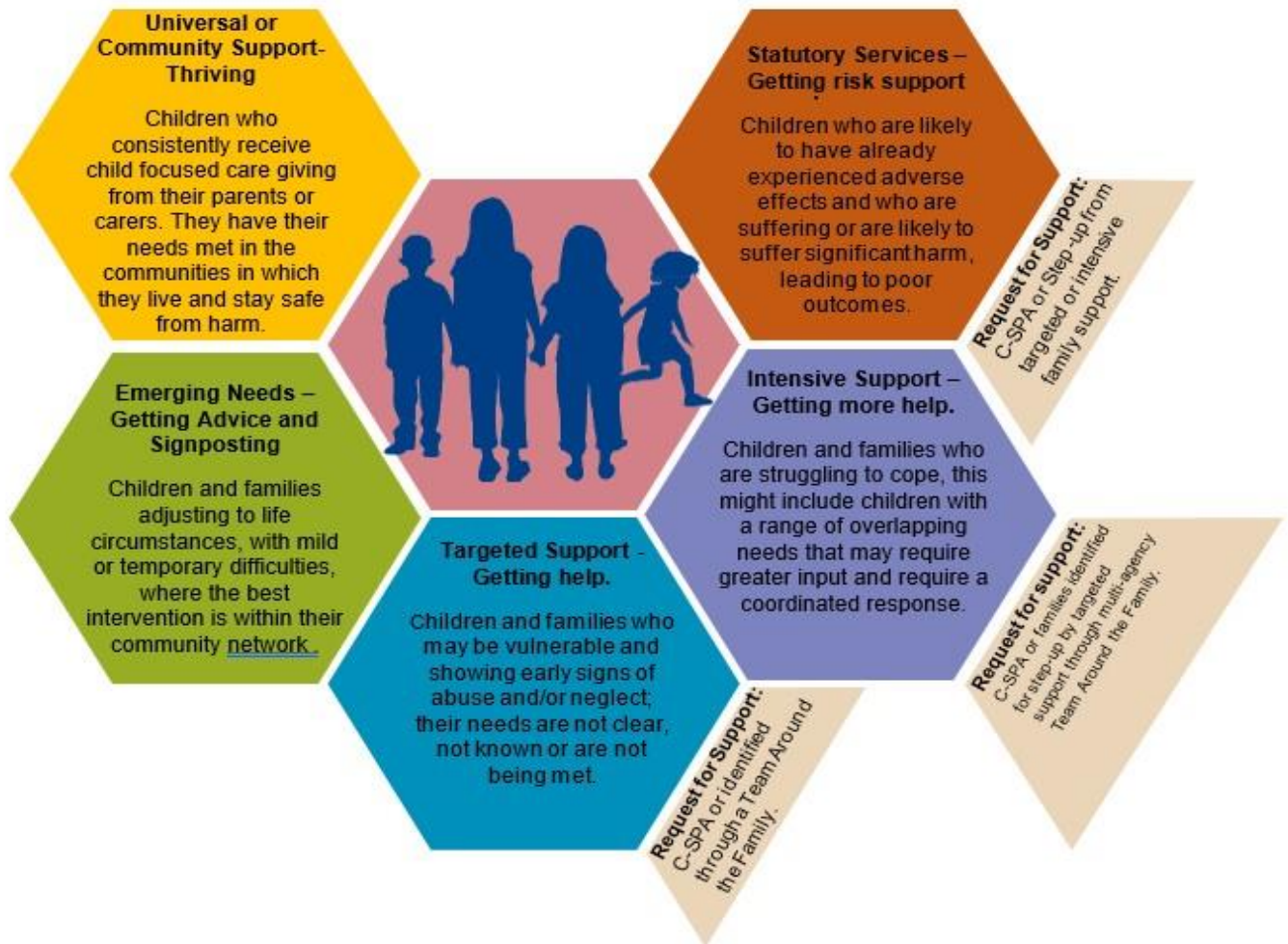
There are five types of support which are outlined below:

- Universal and community
- Emerging Needs
- Targeted Support
- Intensive Support

- Statutory Services

The Continuum of support indicators identifies which area of support a child/family may require for every aspect of their life. To ensure that families are referred for the appropriate support, training on the 'Continuum of Support' model and the indicators will be provided to Safeguarding Leads, Champions and frequent referrers eg Family Support, Housing and Environmental Health Teams.

A diagram of the five continuum of support indicators is below:



When discussing families with Surrey County Council Consultation line or when completing a request for support form, it is important to state where the child and family are on the 'Continuum of Support' by using indicators mentioned above. This will assist the consultation line or team receiving the request to provide advice and guidance about the appropriate support for the family and the next steps. The way in which Surrey County Council deal with Requests for Support and make decisions is outlined here ['Rethinking the front door' Our revised model, personalised and tailored to meet the needs of children and families in Surrey](#) If you know that there is more than one service working alongside a child and family, please mention this as a Team Around the Family (TAF) may be needed with other practitioners coming together to offer the most appropriate support and best outcomes for the child and family.

The practitioner most appropriate to co-ordinate the response should be someone who knows the family well and works closely with them. This practitioner will act as the child champion and be a

central point of contact for the family. They ensure the family is listened to, supported and kept informed. They will support the wider family and professional network in implementing the family plan. SBC officers (with the exception of the Family Support Team) generally don't know families well enough to be the lead practitioner. If you feel that a family will benefit from a TAF, please contact the children's safeguarding team (details on p3) or indicate this on the request for support form as they will support the process of identifying a lead professional.

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Safeguarding Adults at Risk of Harm

Spelthorne Borough Council (SBC) recognises its statutory responsibility for safeguarding the safety, protection and well-being of all adults. Adult safeguarding work is about protecting adults with care and support needs from abuse and neglect, and about responding well when adults with care and support needs are experiencing or are at risk of abuse or neglect.

When making an adult safeguarding referral, there needs to be a reasonable cause for concern that the person you are referring;

- Has care and support needs; **and**
- Is experiencing, or at risk of, abuse or neglect

Who is an adult with care and support needs?

An adult is someone who is 18 years old or more.

The term 'needs for care and support' is not precisely defined within legislation or statutory guidance. Defining a need for care and support considers both the nature of care and support and the circumstances in which an adult may need care and support.

An adult with care and support needs may be:

- an older person
- a person with a physical disability, a learning difficulty or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

Consideration of this need for care and support must be person-centred (for example, not all older people will need care and support but those who are 'frail due to ill health, physical disability or cognitive impairment' may be).

Surrey County Council (SCC) undertake an adult safeguarding enquiry if it has reasonable cause to suspect that an adult with care and support needs in Surrey is experiencing, or is at risk of, abuse or neglect, and they are not able to protect themselves from the abuse or neglect because of their care and support needs.

SBC is committed to;

- Stopping abuse or neglect wherever possible
- Safeguarding adults in a way that supports them in making choices and having control about how they want to live
- Promoting an approach that concentrates on improving life for the adults concerned
- Raising public awareness so that communities, alongside professionals, play their part in prevention.
- Identifying and responding to abuse and neglect.
- Providing information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Addressing what has caused the abuse or neglect

[The Care Act 2014](#) sets out the duties and powers in law around adult safeguarding issues. In Surrey the Safeguarding Adults Boards (SSAB) have the strategic lead and will respond to adult safeguarding concerns.

The [SSAB Policy and Procedures](#) provides information for all partners involved in safeguarding adults across Surrey.

Definitions of harm abuse / neglect in relation to adults

Definitions of harm abuse and neglect in relation to an adult as set out in the Care Act 2014 are as follows:

Physical

This includes hitting, slapping, pushing, kicking and misuse of medication, it can also include inappropriate sanctions.

Sexual

This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the person has not consented or was pressured into consenting.

Financial or material

This includes theft, fraud, internet scamming and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions or benefits.

Neglect and Acts of Omission

This includes ignoring medical or physical care needs and failing to provide access to appropriate health, social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition and heating.

Emotional or Psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Modern slavery

This encompasses slavery, human trafficking, forced labour and domestic servitude. There have been some high-profile news stories about human trafficking and forced labour.

Domestic Abuse

This includes psychological, physical, sexual, financial, emotional abuse perpetrated by anyone within a person's family. It also includes so called 'honour' based violence.

Discriminatory

Discrimination is abuse that focusses on a difference or perceived difference in relation to any of the protected characteristic of the Equality Act such as race, gender, disability etc.

Organisational

This includes neglect and poor care practice within an institution or specific care setting eg a hospital, care home or community centre, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to on-going ill-treatment. It can also be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect

This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health or surroundings. An example of self-neglect is behaviour such as hoarding.

Additional Types of harm relevant to safeguarding adults but not currently included in the Care Act.

Cyber Bullying

This occurs when someone repeatedly makes fun of another person online via emails, texts or online forums. It can also involve using online forums with the intention of harming, damaging, humiliating or isolating another person. It may include bullying related to a protected characteristic under the Equality Act.

Forced Marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. Forced Marriage is a criminal offence. It differs from an arranged marriage in which both parties consent to the assistance of a third party in identifying a spouse.

Mate Crime

This is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. A mate crime is carried out by someone the adult knows and it often happens in private. There have been number of Serious Case Reviews relating to people with learning disability who were seriously harmed or even murdered by people who purported to their friend.

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may happen through a relationship or through social media. People may be radicalised prior to committing acts of terrorism. The 'Prevent' agenda is a UK wide strategy that aims to stop people becoming terrorists or supporting terrorism. Further information on Prevent is on page 28.

A suspicion, allegation or disclosure or abuse may come about in a variety of ways

- Never ignore your concerns no matter how small you think it is.
- Your information could be an important piece of the jigsaw and may help to build a full picture when added to information from other people.
- Do not try and investigate the matter yourself. Surrey County Council are the specialists and have the statutory responsibility to do this.
- Listen carefully to the person rather than asking leading questions.
- Never promise any particular action or to keep things secret. Make it clear that you must report it.
- It is normal for a person making a disclosure to be upset and nervous. Allow them time to speak or to be silent whilst they gain the courage to speak.
- Try to relate to the understanding or special needs of the person.
- Write down carefully the information you have been given as soon as possible and within 24 hours and only include what you have been told.

Please discuss your concerns with a safeguarding lead/champion immediately. The safeguarding lead/champion is responsible for supporting the officers to decide what action is required and referral needs to be made. In the unlikely event that a safeguarding lead/champion is not available the officer must follow the procedure on page 3 (also detailed below) and let the safeguarding lead/champion know what has been done as soon as possible.

Reporting Procedures – Adults at risk of harm

It is vital to take every action which is needed to safeguard the adult at risk.

- If the adult is in immediate danger or requires emergency medical attention call 999 for the police or an ambulance.

If an officer or safeguarding champion believes that the situation is urgent, or is unclear as to what action needs to be taken, please call Surrey County Council Adult Social Care on:

- 0300 470 9100 (9am to 5pm Monday to Friday).
- Textphone (via Text Relay):18001 0300 200 1005
- SMS:07527 182 861 (for the deaf or hard of hearing)
- VRS: [Sign Language Video Relay Service](#)

All calls will be answered by the information and Advice Service who will advise on the steps you need to take.

For emergency situations outside our standard hours

- Telephone:01483 517 898
- Email:edt.ssd@surreycc.gov.uk
- Textphone (via Relay UK):18001 01483 517898
- Text (SMS):07800000388 (for the deaf or hard of hearing)

Once you know if a referral to Surrey Adult Social Care is required, please complete the Safeguarding e form (e form area of Spelnet). The form will ask you to document discussions you have had with Safeguarding Champions/Leads or Surrey County Council.

If a referral to Surrey Adult Social Care is required, there is a link from the Spelnet form to the Adult Social Care referral form.

In the unlikely event that the online form on Spelnet is not working, please go to the safeguarding area of Spelnet for links to the Surrey County Council referral forms, or call adults social care or children's services on 0300 470 9100.

This [Guide to Reporting Abuse and Safeguarding Enquiries](#) outlines what will happen when you report a concern and when social care carry out an enquiry under S42 of the Care Act 2014. Please use this SSAB guide to [Making Good Referrals of Adult Safeguarding Concerns in Surrey](#) which has been developed along with the [Adult Social Care Levels of Need](#) to assist you in making your referral to the appropriate service.

All correspondence must be kept strictly confidential. Please make sure that you consult the documents above to ensure that include all the necessary information.

Some referrals may require help and support rather than it being a safeguarding concern. Staff should refer to the Levels of Need document for a fuller understanding of the types of need that should be in each category and where to contact for help. [Adult Social Care Levels of Need](#)

Examples of the different levels of need are below:

Level 1 (Universal Response)

Level 2 (Early Help/Support needs and/or signposting)

Level 3 (Targeted Help/Care and support needs)

Level 4 (Safeguarding Concern requiring a decision whether Care Act criteria are met)

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Training

There is a wealth of safeguarding training available for SBC staff. The information below provides a guide to help staff access what they need to fulfil their duties and obligations plus some useful wider links.

Managers must ensure that staff complete the relevant sessions, and that safeguarding principles and procedures are encouraged and supported in their line of work, whatever function they perform. All safeguarding training, other than induction and e learning should be recorded on the Training Log e form under HR e forms on Spelnet. Teams who regularly perform safeguarding work may wish to also collate and record safeguarding training collectively. Specific Officers in Housing, Environmental Health, Independent Living, Spelride, Leisure Services and Community Safety teams will require additional safeguarding training.

Mandatory training

All staff must complete mandatory safeguarding e-learning on [WorkRite](#) when they commence employment with SBC. The training covers an overview of safeguarding children and adults at risk of harm and must be re done every two years. All staff undertake mandatory induction training which is carried out by the Operational Safeguarding Lead.

Officers from the teams mentioned above and others that have face to face contact with members must also undertake the Safeguarding Children, Adults and Domestic Abuse course provided via Surrey Learn (or an equivalent course). This is a taught online course and may also be available face to face.

Safer Recruitment

SBC have safer recruitment processes in place. The purpose of this is to ensure that applicants who may wish to harm adults at risk, children or young people are deterred from applying for jobs or volunteering opportunities. For example:

- Unsuitable applicants are rejected by scrutinising applications and exploring potential areas for concern at interview.
- Carrying out all relevant pre-employment/pre volunteering checks such as seeking references and undergoing DBS checks.
- Ensuring all new staff and volunteers are given an appropriate induction.
- To identify and manage any identified risks and maintain a safe and vigilant culture.

Managers that recruit into roles working with children, young people and adults at risk may require additional safer recruitment training.

Children's Safeguarding

The SSCP provide free online and in-person training for partner agencies such as SBC on a huge range of safeguarding topics, including the new Continuum of Support for Children and Families. An overview of available courses can be found via the [Surrey Safeguarding Children's Academy](#) The username is the member of staff Spelthorne email address. A password will need to be created.

The [SSCP Safeguarding Children Training Pathway](#) provides guidance as to which training is appropriate for which members of staff. SBC have developed a training pathway which follows this guidance. All Spelthorne, employees require level 1 training. Housing, Environment Health (residential), Leisure and the Family Support Team require level 2 training and the continuum of support training.

Adult Safeguarding

Surrey Safeguarding Adults Board training information is available [here](#). The SSAB have developed a [Competency-Framework](#) and [Competency-Framework-Guidance](#) to assist to identify the training needs of their staff (including volunteers). These requirements are incorporated into the SBC training pathway.

Councillor Training

Safeguarding training is included in the Councillor Induction. Further training is then provided relating to children and adult safeguarding every four years.

Disclosure and Barring Service (DBS) Checks

SBC have compiled a list of the posts that require a Disclosure and Barring check. Certain volunteers will also require this check depending on the nature of their role. These staff and volunteers will have a DBS check before commencing employment. Any failure to disclose convictions may result in disciplinary action or dismissal. All Councillors undergo at Basic DBS check every 4 years.

Resolution of professional disagreements

The needs of children, families and adults in safeguarding cases can be complex. Often there may be no right or wrong solution and practitioners may exercise their professional judgement differently and have differing opinions of what the right approach should be. It is of vital importance that the welfare of the child, young person and their family, or the adult at risk is paramount and they do not become entangled in professional disagreements. Where such disputes do occur, it is important that practitioners resolve things together, with minimum delay.

Resolution of Professional Disagreements (Children)

If officers at SBC disagree with a decision made by Surrey CC or a partner agency in relation to a child or young person the FaST Resolution Process (Surrey Safeguarding Children Partnership) sets out how disagreements should be dealt with.

If officers can respond “Yes” to ALL of the following THREE questions, then the FaST resolution process is the best course of action:

- Are you concerned about a decision or practice related to a child or young person that you are working with?
- Is the child or young person being put “at risk” of harm as a result?
- Have you already raised your concern through normal channels (e.g. referral to the Children’s Social Care Single Point of Access C-SPA), raised your concern in a child protection meeting or team around the child meeting) but not achieved the resolution you wanted for the child?

If it is unclear as to whether to use the process, The Surrey Safeguarding Children Partnership will be able to provide advice. partnership.escalation@surreycc.gov.uk.

Resolution of Professional Disagreements (Adults)

The [SSAB Inter-Agency Escalation Policy and Procedure](#) must be used when workers from one or more agencies do not feel that a safeguarding decision made by a worker from another agency are safe ones, or adequately protect the individual from abuse or neglect. It may also be used when agencies are working in a collaborative, person centred way to safely manage risks but have reached a point where elements of risk are unmanageable and beyond the operational group's level of accountability. The aim of the policy is to ensure that any disagreements do not:

- Introduce unnecessary delay in implementing prevention plans.
- Distract from the focus on the adult at risk.
- Contribute to an increase in risk factors for the adult at risk

The policy also provides a series of steps for the escalation of complex cases with unmanageable risk.

If the above procedure is followed and the professional disagreement remains, the disagreement should be escalated to the Surrey Safeguarding Adults Board by completing a [Partnership Escalation Form to the SSAB](#)

Allegations made against staff and volunteers

When any form of allegation is made that might indicate a member of staff or volunteer could pose a risk of harm to children, young people or adults with care and support needs, it must be taken seriously.

Allegations may include that a person has:

- Behaved in a way that has harmed or may have harmed a child or adult with care and support needs.
- Possibly committed a criminal offence against or related to a child or adult with care and support needs.
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children or adults with care and support needs
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children or adults with care and support needs

Concerns could also arise from the person's home / personal life, as well as within their work/volunteering and may include situations such as:

- A person has behaved (or is alleged to have behaved) towards another adult in a way that indicates they may pose a risk of harm to adults with care and support. For example, this may include situations where a person is being investigated by the police for domestic abuse to a partner, and undertakes voluntary work with adults with care and support needs or children.
- A person has behaved (or is alleged to have behaved) towards children in a way that indicates that they may pose a risk of harm to children or adults with care and support need.
- A person is the subject of a safeguarding enquiry into allegations of abuse or neglect which have occurred in one setting. However, there are also concerns that the person is employed, volunteers or is a student in another setting where there are adults with care and support

needs who may also be at risk of harm

If staff become aware of an allegation they must report this to the Operational or Strategic Lead for safeguarding or Human Resources immediately.

In the case of allegations that could impact a child, the Safeguarding Leads or Human Resources will seek the advice of the Surrey County Council Local Authority Designated Officer (LADO) by contacting 0300 123 1650 (option 3), emailing LADO@surreycc.gov.uk, or completing the Surrey LADO Referral form. Please see the full SSCP policy on [Managing allegations against people that work or volunteer with children](#)

In the case of allegation that could impact adults, the concern must be referred to Surrey County Council Adult Social Care and the Police.

Where allegations of inappropriate behaviour are raised, the Spelthorne Borough Council disciplinary policy and procedure will also be followed.

Spelthorne Confidential Reporting Code (Whistleblowing)

If a member of staff is concerned about the attitude or actions of colleagues, or the way in which a safeguarding incident has been handled, they may prefer to contact the managers listed in the Spelthorne Confidential Reporting Code. If the information raises safeguarding concerns, it cannot be kept confidential. This information must always be forwarded to Surrey County Council Safeguarding Teams.

Information Sharing is Vital

Information sharing is vital to safeguarding and promoting the welfare of children and adults at risk. A key factor in many serious case reviews has been a failure of agencies to record information, to share it, to understand the significance of the information shared and to take appropriate action in relation to known or suspected abuse or neglect.

Data protection law allows people to share information when required to identify children or adults at risk of harm and to safeguard them.

All staff & volunteers must adhere to the information sharing protocol published by HM Government

[Information sharing advice for practitioners providing safeguarding services for children, young people, parents and carers](#)

The document above states seven golden rules for sharing information.

- All children and adults at risk have a right to be protected from abuse and neglect. Protecting the person from harm takes priority over protecting their privacy or the privacy rights of the person(s) failing to protect them.
- When you have a safeguarding concern, wherever it is practicable and safe to do so, engage with the child or adult at risk (if possible) and/or their carer (s) and explain who you intend to share the information with and what information you will be sharing. You don't need to do this if you may put them at more risk by doing so.

- You do not need consent to share personal information about a child/adult/members of their family if a child or adult is at risk or there is a perceived risk of harm. While it is always good to work with the knowledge and understanding of those involved, or even their agreement, it is important to remember that the lawful basis of consent is not required for sharing information in a safeguarding context. The withholding of consent will not affect your ability to share for a legitimate safeguarding purpose. In the case of safeguarding the lawful basis for sharing information could be Public Task (“in the exercise of official authority”) Legal Obligation (to comply with the safeguarding legislation) or Vital Interest (where you are sharing information in an urgent situation). Whilst you should consider any objection the child or their carers may have to proposed information sharing, you should consider overriding their objections if you believe sharing the information is necessary to protect the child or adult from harm.
- Seek advice promptly whenever you are uncertain or do not fully understand how the legal framework supports information sharing in a particular case. Do not leave a child or adult at risk of harm because you have concerns you might be criticised for sharing information. Speak to the Safeguarding Leads or the Data Protection Officer who will support you.
- When sharing information, ensure you and the person or agency/organisation that receives the information take steps to protect the identities of any individuals (e.g., the child or adult at risk, a carer, a neighbour, or a colleague) who might suffer harm if their details became known to an abuser or one of their associates.
- Only share relevant and accurate information with individuals or agencies/organisations that have a role in safeguarding the person and/or providing their family with support, and only share the information they need to support the provision of their services. Eg you are unlikely to be required to share an entire case file. Only share information that is necessary and proportionate for the intended purpose. It needs to be relevant, adequate and accurate.
- Record the reasons for your information sharing decision, irrespective of whether or not you decide to share information. When another practitioner or organisation requests information from you, and you decide not to share it, be prepared to explain why you chose not to do so. Be willing to reconsider your decision if the requestor shares new information that might cause you to regard information you hold in a new light. When recording any decision, clearly set out the rationale and be prepared to explain your reasons if you are asked.

Relevant Spelthorne Borough Council Policies and Procedures

In addition to the policies and procedures mentioned within this policy, these wider organisational policies, procedures and guidance are also relevant to safeguarding.

- Staff Code of Conduct
- Domestic Abuse and the Workplace Policy
- Equalities Statement and Procedures

Internal Monitoring: Performance and Quality Assurance

SBC have a Strategic Safeguarding Board and an Operational Safeguarding Groups:

Spelthorne Strategic Safeguarding Board

Attendees include the Strategic and Operational Safeguarding Lead, senior managers and the lead councillor for safeguarding.

This Board is held quarterly. Agenda items include:

- Adult and Children Safeguarding Policy eg updates
- Updates from the District and Borough Safeguarding Leads Forum
- Referrals made in the last quarter and any themes or concerns
- Learning from serious case reviews
- Training Updates
- Performance Monitoring and Quality Assessment
 - Section 11 Audit (SSCP) action/improvement Plan
 - SSAB audits and action/improvement plan

The aim of this group is to ensure compliance with our statutory duties under the Care Act 2014 and the Children Act 2004, taking account of accompanying guidance and best practice.

Spelthorne Operational Safeguarding Group

Attendees include the Operational Safeguarding Lead and Safeguarding Champions

This group is also held quarterly. Agenda items include:

Training updates eg improving referrals
Updates on new procedures
Referrals made in the last quarter and any themes or concerns
Learning from serious case reviews
Identifying areas for improvement

Contracts

SBC contracts include reference to safeguarding and are monitored appropriately. Safeguarding is referenced in the general conditions of contract for suppliers. Failure to comply with such contract conditions may result in the contract being terminated.

Contractors engaged by the Council in areas where workers are likely to come into regular contact with children or 'adults with needs for care and support' should have a safeguarding policy and ensure that procedures such as DBS checks are undertaken. The contract monitoring officer will ensure that these procedures are being followed.

Licensing

SBC is the licensing authority for Private Hire and Hackney Carriages. As part of the licence conditions, drivers must pass the `Blue Lamp Trust Taxi Safeguarding Training before a licence is issued. SBC also issue licences and enforce the requirements of the Licensing Act and Gambling Act. An important part of this is to ensure that children and vulnerable persons are protected from harm and exploitation and to prevent crime and disorder from occurring. SBC works in partnership with Surrey CC Safeguarding, Trading Standards and the Police to ensure that children, young people and vulnerable persons are protected.

Council Grants

Voluntary Organisations receiving grant funding from the Council will be expected to have a safeguarding policy and procedures in place.

Appendix 1: Wider links to local strategies/bodies and support

The following section details other Borough groups, county policies and strategies that have a link with the safeguarding of residents.

Spelthorne Safer Stronger Partnership (SSSP)

The Community Safety Partnership (CSP) is known locally as the Spelthorne Safer Stronger Partnership (SSSP). The Board meets quarterly and includes statutory and non-statutory partners who support the Task Groups and monitor the overall implementation of the Community Safety Strategy. There are several task groups including:

- **Tactical and Coordinating Group (T&CG)**

This group facilitate improved responses to localised crime and disorder by appraising local intelligence, monitoring incidents as well as dealing with concerns relating to Anti-Social Behaviour. The T&CG also carry out a tasking and coordinating role with the Spelthorne Joint Enforcement Team to provide a quick and effective localised response.

- **Community Harm and Risk Management Meeting CHaRMM)**

This group discuss and agree actions to reduce the negative impact that problem individuals and families have on Surrey's Communities through their Anti- Social Behaviour. This multi-agency group put in place appropriate risk management plans to address the behaviour of the perpetrator and reduce the impact on victims. Domestic Abuse (DA) and Hate Crime are managed via this group and key partners are tasked to ensure that DA survivors needs are managed via this forum.

- **Surrey Community Safety Forum**

This Surrey wide forum is attended by all the Community Safety Officers, Police, ASB Officers and Community Safety Partnerships across Surrey. The purpose is to collaborate on new and emerging subjects.

- **Surrey Domestic Homicide Review (DHR) Board**

This Surrey wide forum is attended by all Community Safety Officers and the Office of Police and Crime Commissioner. It monitors ongoing DHR investigations.

- **High Harm Perpetrators Unit (HHPO) Management Panel**

This multi- agency group works to prevent and deter new entrants to the criminal justice system and to catch and convict active criminals who cause most harm to communities, and to help resettle and rehabilitate offenders who want to turn their back on a life of crime.

- **Other groups include.**

Surrey Risk Management Meeting
Surrey Drug and Alcohol Substance Misuse Panel
Domestic Homicide Review Group

Domestic Abuse

Domestic abuse can be any incident of threatening behaviour, violence or abuse between adults who are, or have been, intimate partners, family members or members of the same household regardless of gender or sexuality. Domestic abuse is not limited to violent abuse; it can be physical, psychological, sexual, emotional or financial. It arises from the misuse of power and control by one person over another. It is rarely a one-off event and tends to escalate in frequency and severity over time. Children's health and wellbeing can be seriously affected by living in households where there is any form of domestic abuse. More information, including contacts for agencies that can offer support and practical advice and a specific section for professionals, can be found at www.surreyagainstda.info. The [Surrey Against Domestic Abuse Strategy](#) outlines the action to be taken from 2024-2029.

Mental Health

If someone is experiencing mental health problems, it is important to signpost/refer them to appropriate help and support/services. The [Healthy Surrey Website](#) provides information about the mental health services in Surrey which range from crisis support to talking therapies.

What is a mental health crisis?

The mental health charity Mind describes a mental health crisis as when a person feels in need of urgent help. For example, they might experience:

Suicidal feelings or **self-harming behaviour**

Extreme anxiety or panic attacks

Psychotic episodes (such as delusions, hallucinations, **paranoia** or **hearing voices**)

Mania (intense moods, hyperactivity, delusions and unreasonable euphoria) or hypomania (a milder version of mania that lasts for a short period)

Other behaviour that feels out of control and is likely to endanger themselves or others.

A list of [Crisis Services](#) for adults in Surrey are available on the Health Surrey Website.

Mental Health Talking Therapies and Community Connections

If a person is feeling anxious or depressed, or that life is too difficult, there are a range of free and confidential services on offer including talking therapies (IAPT), 1-1 and group based support and activities that people can self-refer to.

There are also a range of self-help resources available, including downloadable printed and audio formats. Details of all the services mentioned above are available on the [Healthy Surrey Website](#) mentioned above.

Modern Slavery

Modern slavery is an unseen crime, it may take place in several settings and in the past has been linked to takeaways, hotels, car washes, nail bars and private homes. There is no typical victim of slavery. Victims can be men, women and children of all ages but it is normally more prevalent amongst the most vulnerable, minority or socially excluded groups. The broad categories of Modern Slavery include:

- Forced labour
- Debt bondage
- Sexual exploitation
- Forced criminality
- Domestic servitude

Victims are often trafficked to a foreign county where they cannot speak the language, have their travel and identity documents removed and are told that if they try and attempt escape, they or their families will be harmed. Please refer concerns about Modern slavery online via the [Surrey Police](#) e form or by calling 101(always call 999 in an emergency)

More information can be found on the Healthy Surrey Website [Modern slavery](#)

Prevent Programme

Prevent is one strand of the government's counter terrorism strategy known as CONTEST. Some people due to their vulnerabilities, associations or ideology may be at risk of being drawn into terrorism. Prevent aims to work in partnership to identify those at risk of being drawn into extremist and terrorist activity and ensures that these vulnerable people are given appropriate advice and support.

If a member of staff is concerned that a customer or colleague may be at risk of being drawn into terrorism due to their vulnerabilities, associations or ideology then a referral must be made by completing the Prevent Referral Form [Prevent information and referral form](#) and emailing it to the police address indicated on the form.

[Act Early](#) is a website for family and friends to share concerns and seek help if they are worried that a person they care about is being radicalised, or drawn into extremism/terrorism. They can report in confidence via 'Act Early' or via:

- Contacting Surrey Police by dialling 101
- Reporting your concerns anonymously to CrimeStoppers 0800 555 111
- Call the Anti-Terrorist Hotline on 0800 789 321
- If it's an emergency, always dial 999

Further information about the government Prevent strategy is available [here](#)

Child Exploitation

Child exploitation means using a child or young person (someone under 18 years) for financial gain, sexual gratification, labour, or personal advantage. Exploitation can take place online, offline or can often involve both. These children/young people face risks to their physical, emotional and psychological health and wellbeing.

The Police, Surrey County Council and all partners including SBC are working together to safeguard young people and prevent them from experiencing any form of exploitation.

The types of exploitation are as follows:

Child Criminal Exploitation

- Forcing a child to carry or deliver drugs money or weapons. 'County Lines' is a term used to describe the criminal networks moving illegal drugs and weapons from one area to another. This is often across police and local authority boundaries, although it can occur within the same geographical area. The 'County Line' or 'Deal Line' is the mobile phone used to deal and supply drugs.
- Forcing a child to steal or hurt others.
- Financial exploitation including using children's bank accounts to launder money.

Child Sexual Exploitation (CSE)

Child sexual exploitation (CSE) is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person (under the age of 18) into sexual activity. A child or young person might believe that they are in a relationship with their abuser. The relationship may fulfil an emotional need for affection, or the abuser may provide physical items such as food, accommodation, alcohol, drugs or gifts.

Child sexual exploitation often includes actual violence or the threat of violence towards the child or their family which may prevent the child from disclosing the abuse or exiting the cycle of exploitation.

There are a few types of Child Sexual Exploitation

- Inappropriate relationships: this usually involves one perpetrator who has inappropriate power or control over the young person. There is often a significant age gap, and the young person may believe they are in a loving relationship.
- 'Boyfriend/girlfriend' model: the perpetrator befriends and grooms the young person into a 'relationship' and then convinces or forces them to have sex with friends or associates. This is sometimes associated with gang activity.
- Organised sexual exploitation: young people are passed through networks, possible over geographical distances, where they are forced into sexual activity with multiple men. This often occurs at 'sex parties' and the young people may be used to recruit others into the network.
- Peer exploitation is where young people are forced or coerced into sexual activity by peers and associates.

Some of the above activity is described as serious organised crime and can involve the organised 'buying and selling' of young people by perpetrators.

Child sexual exploitation does not always involve physical contact. It can also occur using technology such as through phones, tablets, social media and gaming apps. Sometimes young people are exploited by a person they've never met in real life. Child Sexual Exploitation can take place through online grooming in chat rooms, social media and online gaming. A young person may be encouraged to take part in activities including:

- Sexting, the sending or exchanging of sexual content using a phone or any digital device
- Performing sexual acts via webcams
- Posting nude photographs of themselves online
- Viewing inappropriate content online
- Meeting up with the person exploiting them

Someone grooming or exploiting a young person will often use threats or blackmail to maintain contact. These threats can include sharing sexual images of the young person with their family, friends or wider community. For more information see the [Healthy Surrey website](#). Concerns about online sexual abuse or the way someone has been communicating with a child or young person online can be reported to the police, or the safeguarding team at Surrey via the reporting instructions in this document. The **Child Exploitation and Online Protection (CEOP) Child Protection Advisors** provides useful information on the subject and about keeping children safer from online child sexual abuse.

Female Genital Mutilation (FGM)

FGM is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting' but has many other names.

FGM is a form of child abuse. It's dangerous and a criminal offence in the UK. We know:

- there are no medical reasons to carry out FGM
- it's often performed by someone with no medical training, using instruments such as knives, scalpels, scissors, glass or razor blades.
- children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained.
- it's used to control female sexuality and can cause long-lasting damage to physical and emotional health.

Further information on FGM is available on the [NSPCC website](#).