

Children and Young People's Safeguarding Policy 2023-2025

Charnwood Borough Council

January 2023
Review Date: January 2025

Important

Remember it is not up to you to decide if abuse has taken place, that is the role of Social Care Services, the Police or other relevant agency, BUT it is up to you to report ANY concerns to a Designated Safeguarding Officer.

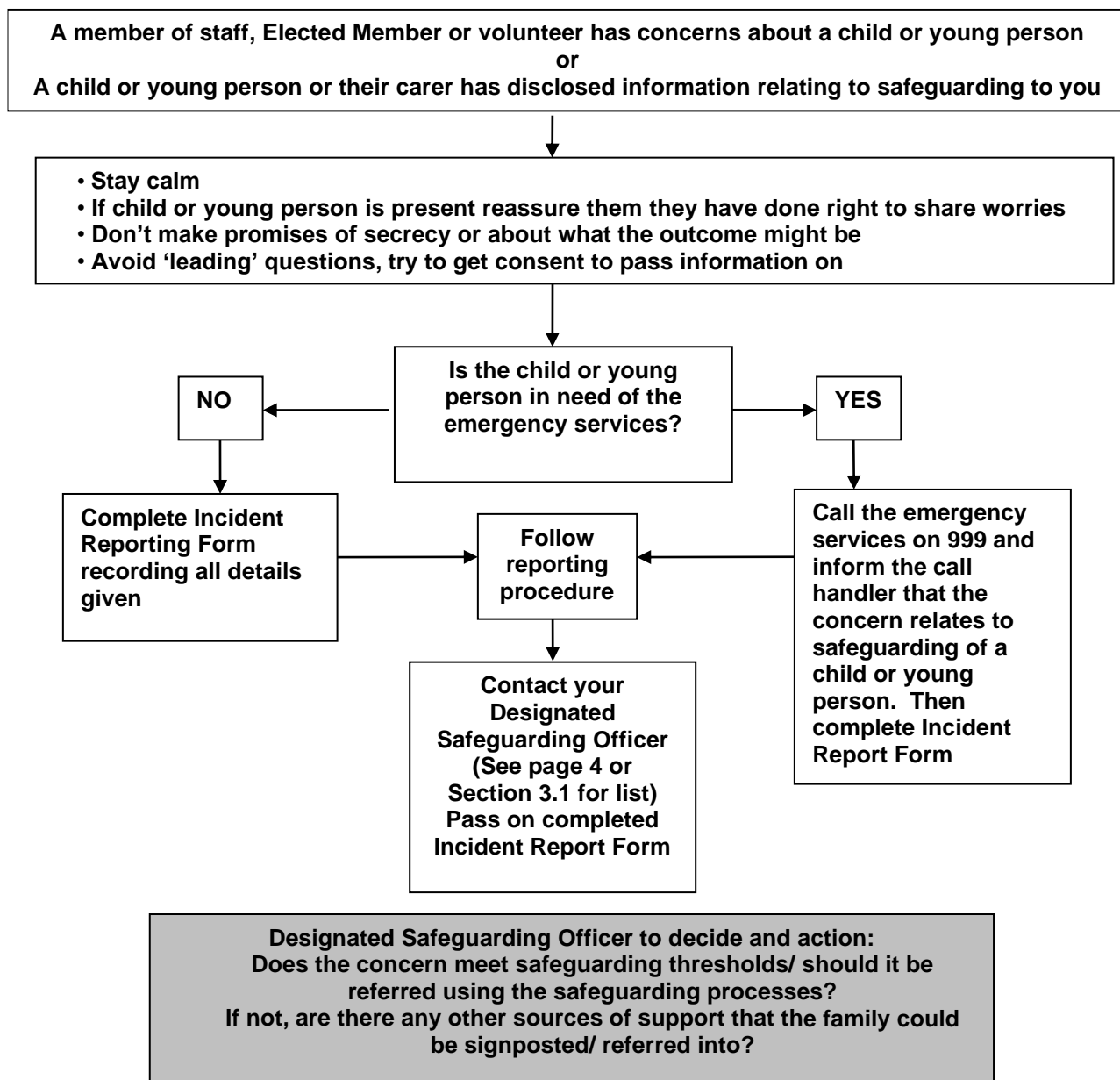
We have a legal responsibility to respond to any safeguarding concerns even if they don't involve our staff or services.

Refer to the safeguarding guidelines which compliment this safeguarding policy.

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Guide for Dealing with Concerns Relating to a Child or Young Person



Out of office hours contact:

Children's Social Care / First Response Children's Duty on 0116 305 0005 (24 hour phone line)
Leicestershire Police 101 if you think a crime has been committed but there is no immediate danger or 999 if a crime is being committed or if a child is in immediate danger

Who are the Designated Safeguarding Officers for Concerns Relating to Children and Young People?

If appropriate and helpful to you, you may speak to your line manager who will support you through the following process:

In the first instance report to a Designated Safeguarding Officer (DSO):

A full list of [Designated Safeguarding Officers](#) can be found on the safeguarding site of the Charnwood Borough Council intranet

<https://charnwoodbc.sharepoint.com/sites/intranet/Handy%20Documents/Forms/AllItems.aspx> or on Council noticeboards.

There are trained Designated Safeguarding Officers in the following Services:

- Neighbourhood Services
- Landlord Services
- Regulatory Services
- Strategic and Private Sector Housing

If all the DSOs are unavailable go to one of the following:

Director of Customer Experience or Head of Regulatory Services

If all of the above are unavailable, go to:
Chief Executive

If all DSO's unavailable or it is out of office hours, ask for advice from

Children's Services First Response Team (24 hour)
0116 305 0005

Police Child Referral Team (if a crime has been committed 8am – 6pm)
0116 248 5500

NSPCC Action Help Line
0808 800 5000

Always follow the reporting procedure back to the Designated Safeguarding Officers

If you feel that there is an immediate danger, always contact the emergency services on 999

1.0 Introduction

Nothing is more important than children's welfare (*Working Together 2018*)

What does 'safeguarding' mean?

The government guidance on Working Together to Safeguard Children 2018 defines safeguarding children and promoting their welfare 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.

Who is this policy for?

This policy is for you if you are a member of Charnwood Borough Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the Council.

It is important to be aware that Charnwood Borough Council has both a moral and legal obligation to ensure the duty of care for children across all of its services. Council staff may come across cases of suspected abuse either through direct contact with children, for example running a sports or community event, observing a child or family in the council reception area or as staff visiting homes as part of their day to day work. We are committed to ensuring that all children are protected and kept safe from harm whilst engaged in services organised by the Council.

What does this policy cover?

The policy equips you with the information you need regarding what actions to take if you suspect or are told about abuse, and what will happen next. This may be the tool that helps you to save a child's life.

While it is not our job to establish whether or not abuse is taking place, it IS our responsibility to report any concerns we have over the welfare of children or young people. This duty extends to the identification of abuse, poor practice by internal members/staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you record relevant information and pass it on to the Designated Safeguarding Officer's as quickly as possible, so that they can discuss any action or referral to the relevant authority. Remember to contact the Emergency Services without delay if necessary.

Safeguarding Children

The legal obligations concerning children and young people are underpinned by the Children Act 2004 including as amended by the Children and Social Work Act 2017.

Further guidance is available from Working Together to Safeguard Children 2018.

Charnwood Borough Council is a statutory agency of the Leicestershire and Rutland Local Safeguarding Children's Partnership (LSP) as defined in Section 16 of the Children and Social Work Act 2017. This policy document is based on LSP guidance. For more information go to <https://lrsb.org.uk/lrscp>.

1.1 Policy Statement

Charnwood Borough Council accepts the moral and legal responsibility to implement procedures, to provide a duty of care for children, safeguard their wellbeing and protect them from abuse. We aim to do this by:

- Respecting and promoting the rights, wishes and feelings of children and young people
- Raising the awareness of the duty of care responsibilities relating to children and young people throughout the Council
- Promoting and implementing appropriate procedures to safeguard the well-being of children and young people to protect them from harm
- Ensuring all staff receive safeguarding training at a relevant level as set by the Local Safeguarding Children Partnership
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect children and young people from abuse, and reduce risk to themselves
- Ensuring that relevant commissioned services are compliant with safeguarding expectations as set out by the Local Safeguarding Children Partnership
- Responding to any allegations of misconduct or abuse of children or young people in line with this Policy and Guidance and Local Safeguarding Children Partnership guidance; as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
- Requiring staff, elected members and volunteers to adopt and abide by the Council's Children and Young People Safeguarding Policy and Guidance
- Reviewing and evaluating this Policy and Procedures document on a biennial basis.

1.2 Definitions

This policy and these procedures are based on the following definitions:

- The term child, or young person is used to refer to anyone under the age of 18
- The term parent is used as a generic term to represent parent, carers and guardians
- The terms staff, elected members and volunteers is used to refer to employees, borough councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the Council including commissioned services.
- Children and Young People are vulnerable to abuse from adults or from other children or young people

There are 4 broad types of child abuse: physical abuse, emotional abuse, sexual abuse and neglect. Full definitions of these can be found in the Leicestershire and Rutland Safeguarding Children's Partnership (LSP) Procedures available from <https://lrsb.org.uk/lrscp> and

https://llrscb.proceduresonline.com/p_respond_abuse_neg.html#4.-definitions-of-child-abuse-and-neglect.

Domestic Abuse Act 2021

Other forms of abuse which impact children, families and adults with care and support needs, like domestic abuse, are not unique to any specific kind of abuse and can be complex. Some of this complexity has been recognised within the new Domestic Abuse Act 2021. This new Act aims to protect those persons who experience domestic abuse and to strengthen measures to deal with those who perpetrate domestic abuse. The 2021 definition of domestic abuse is ‘the behavior of one person towards another where: both people are aged 16 or over and are personally connected to each other and the behaviour is abusive’.

Under the Act we, as a local authority, have a duty to provide support to victims of domestic abuse and their children in refuges and other safe accommodation. In addition, all eligible homeless victims of domestic abuse automatically have ‘priority need’ for homelessness assistance.

These changes mean that it is important for our staff to be familiar with signs of domestic abuse, and to know how to respond to disclosures or concerns appropriately. Details of the new Act will be included in safeguarding training packages throughout our organisation. Housing policies will also be adapted to adhere to the new legislation. Guidance on [getting it right first time](#) when recognising and responding domestic abuse is available [here](#).

Local Safeguarding Children Partnerships have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working as well as supporting and enabling partner organisations to adapt their practice and become more effective in safeguarding children. The Leicestershire and Rutland Safeguarding Children Partnership, maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to assessing need and safeguarding in specific circumstances, e.g. Child Sexual Exploitation and safeguarding disabled children are all provided on the LSP website <https://llrscb.proceduresonline.com/index.htm>.

The Child Safeguarding Practice Review Panel commissions and publishes Serious Case Reviews/ Child Death Reviews and associated findings/ recommendations after a child has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

1.3 Principles

Section 11 of the Children Act 2004 places a duty on:

- Local authorities and district councils that provide Children’s and other types of services, including children’s and adult social care services, public health, housing, sport, culture and leisure services, licensing authorities and youth services
- A range of organisations and individuals to ensure their functions, and any services that they contract out to others are discharged having regard to the need to safeguarding and promote the welfare of children.

This means that:

- The welfare of children and young people is the primary concern

- All children and young people have the right to protection from abuse
- Local Agencies, including those in universal services and those providing services to adults with children, should understand their role in identifying emerging problems and sharing information with other professionals to support early identification and assessment (*Working Together 2018*)
- It is everyone's responsibility to report any concerns about abuse
- Practitioners working in both universal services and specialist services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share that information and provide children and young people with the help they need (*Working Together 2018*)
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately
- All personal data will be processed in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

1.4 Support for Members of Staff, Elected Members or Volunteers Raising Concerns

In the event of having a concern, you may choose to talk to your line manager in the first instance, who will support you to report your concerns to an appropriate Designated Safeguarding Officer.

When a member of staff, an elected member or a volunteer raises concerns with their Designated Safeguarding Officer, the DSO will ensure that:

- The procedures are followed appropriately in consultation with Social Care Services and in line with LSCB procedures
- The appropriate agencies, or any other parties, are informed
- Information is recorded and stored appropriately. The LSCB guidelines is that information about safeguarding should be retained securely for 100 years
- Staff involved, where they indicate that they require support, are signposted in line with the Council's employee wellbeing policies. This includes access to a confidential counselling service. Support and signposting will primarily be carried out by the person's line manager.

1.5 Additional Considerations when Concerns Relate to an Internal Employee/Member of the Council e.g. Staff, Contractors, Volunteers, and Elected Members

It can be very worrying to have concerns about a child's safety or welfare that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistleblowing Policy which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Contact HR for more information and a copy of the Whistleblowing Policy.

Where you have concerns about a colleague, which could involve an allegation, a concern about the quality of care or practice or a complaint, the reporting procedures should be followed in exactly the same manner as outlined above. You may need to have regard to which

Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to:

- Your line manager
- Human Resources

You **must** report to:

- A Designated Safeguarding Officer

Remember that the safety of the child is paramount

There may be circumstances where allegations are about poor practice rather than abuse, but this should always be communicated to your line manager and you can ask a Designated Safeguarding Officer for guidance about appropriate action. Managers wishing to seek further advice can refer to the Local Safeguarding Children's Partnership Procedures available from <https://llrscb.proceduresonline.com/index.htm>

Where an allegation is made against an elected member this should be referred to a Designated Safeguarding Officer who will then engage the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member Code of Conduct related issues.

Any allegation or concern regarding a member of staff, officer or volunteer involving conduct towards a child or young person should be referred to the Designated Safeguarding Officer who will then engage Human Resources who has the responsibility to refer to the designated officer or team of officers for the management and oversight of allegations against people that work with children based at the appropriate Social Care Department (Leicestershire County Council for Charnwood residents). This role used to be referred to as the Local Authority Designated Officer (LADO), they will:

- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police; and
- Monitor the progress of all cases to ensure that they are dealt with quickly and consistently

An allegation may relate to a person who works with children who has

- 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 they may pose a risk of harm to children (Working Together 2018)

Details of the designated team responsible for the referral of allegations against those who work with children are on page 11.

1.6 Confidentiality and Information Sharing

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of children and young people. Information should be handled and disseminated on a need-to-know basis only. Your line manager and the Designated Safeguarding Officer will guide you as to who needs to know information about the case.

All staff should aim to gain consent to share information when they identify a safeguarding concern but should be mindful of situations where to do so would place a child at increased risk of harm. Information may be shared with relevant agencies without consent if a Designated Safeguarding Officer has reason to believe that there is good reason to do so, and that the sharing of that information will enhance the safeguarding of a child in a timely manner.

In instances where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion if it is safe to do so. The person should be informed that the member of staff will at the very least, have to disclose the conversation to the line manager and depending on the severity of the information may be disclosed to Social Care Services or the Police.

When it comes to safeguarding concerns – however they arise, the General Data Protection Regulation and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe. It allows Designated Safeguarding Officers to share information without consent if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent or if to gain consent would place a child at risk.

Charnwood Borough Council is signed up to the LSP Multi-Agency Information Sharing Agreement (ISA) for the purposes of safeguarding children. The ISA is intended to help with the sharing of information across agencies, especially in relation to safeguarding children by:

- Making it easier and quicker for information to be shared securely between agencies
- Removing the uncertainty that often surrounds inter-agency information sharing
- Encouraging agencies to share information to assist with the safeguarding of children

Remember - The Welfare of the Child is Paramount

2.0 Reporting and Managing Incidents and Concerns

It is our duty as officers, members or volunteers of Charnwood Borough Council to report any concerns we may have concerning the safeguarding or welfare of a child or family.

The process on how to respond to concerns is detailed in the flowchart on page 3: Guide for Dealing with Concerns Relating to a Child or Young Person.

2.1 Responding to Suspicions

You are not expected to investigate suspicions or concerns, other agencies are trained to do this.

If you have a concern about the safety or welfare of a child or young person:

- Note the concerns and your reasons for being concerned including your professional opinion of the situation using the incident reporting form
- You may choose to see your line manager
- Report to an appropriate Designated Safeguarding Officer

- Maintain confidentiality in line with Section 1.6

Do not undertake further investigations.

When there are ongoing concerns regarding a parent or carer in relation to the alleged abuse of a child or young person, the parent or carer should not be contacted about the allegation of abuse. Social Care Services and/or the Police will do this at an appropriate time.

2.2 Responding to Disclosure

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying you are already helping the situation. It is key that you reassure the person that they were right to tell and to not make promises to keep secrets. The guidelines accompanying this policy contain a more detailed guide to help you respond appropriately.

Guidance regarding responding to a threat of suicide or self-harm are included at Appendix 3. All threats of suicide or self-harm by under 18 year olds should be dealt with as a safeguarding concern. (This is not the case for adults as the adult would have to meet the definition of an adult in need of safeguarding).

Remember: Listen – write it down – report it

2.3 Incident Reporting Form

You need to fill in an Incident Report Form for all concerns, suspicions and disclosures relating to the safeguarding of children and young people. This needs to be done as soon as is practicable to ensure all the facts are recorded. ***Do not delay when reporting concerns as a child's welfare or safety may be imminently at risk.***

Copies of the Incident Report Form are available from:

- Intranet
- Designated Safeguarding Officers
- Reception

The Incident Reporting Form is available via a link on the intranet, on the Safeguarding site and as an appendix to this policy (Appendix 2).

You then need to email it or provide a printed copy to a Designated Safeguarding Officer (see the list of services that have DSOs on page 4 of this policy also available on the Safeguarding site on the Intranet. Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale. If you are out on visits and need to telephone a DSO to relay your concerns you are permitted to do this. The DSO will either complete an IRF on your behalf or ask you to complete one on your return to the office.

If you have to fill in a form, please include all relevant facts about you, about the incident and about the people involved. Please talk to a Designated Safeguarding Officer for advice and guidance.

2.4 Investigations

There may be circumstances where you could be involved in an investigation as a result of an incident or concern. You will receive support from HR and from your line manager should this happen. Designated Safeguarding Officers will also be available for help, information and advice.

2.5 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the [Local Authority Whistleblowing policy](#). Contact HR for more information and a copy of the policy.

Staff support can be accessed through AMICA, an NHS based telephone counselling service: 0116 2544388

This service is open 365 days a year between 8.30am and 8.30pm and gives you access to a qualified counsellor. Contact with AMICA is completely confidential and no information which identifies an individual will be made available to Charnwood Borough Council (except where there is a threat to visitors or employees).

3.0 Systems and Structures

Districts and Boroughs in Leicestershire have developed systems and structures to report, refer and record safeguarding concerns for internal use and in line with the Local Safeguarding Children Partnership procedures for multi-agency working which can be found at <https://lrs.cb.proceduresonline.com/index.htm>. For more information contact the Lead Professional Officer (see 3.2).

3.1 Key Contacts

A full list of Designated Safeguarding Officers can be found on the safeguarding site of the Charnwood Borough Council intranet

<https://charnwoodbc.sharepoint.com/sites/sg/Designated%20Safeguarding%20Officers/Forms/AllItems.aspx> or on Council noticeboards.

External key contacts:

Social Care Services

First Response Children's Duty Team 24 hour phone line

Phone: 0116 305 0005

Emergency Services

999

Leicestershire Police

101 (if you think a crime has been committed but there is no immediate danger)

or

Community Partnership Intelligence Portal – Link below needs to be copied and pasted into browser address bar: <https://www.leics.police.uk/community-partnership-intelligence>

Leicestershire Police Child Referral Team

Primarily for Police Officers but can be used by external staff for advice where they believe a crime has been committed and have safeguarding concerns about a child

0116 248 5500

Email: childreferralteam@leicestershire.pnn.police.uk.

Designated team responsible for the referral of allegations against those who work with children (previously known as the LADO)

<http://lrsb.org.uk/lado-local-authority-designated>

0116 305 7597

NSPCC Childline (for persons under 18 years)

0800 1111

www.childline.org.uk

NSPCC Advice Line (for adults who are concerned about a child)

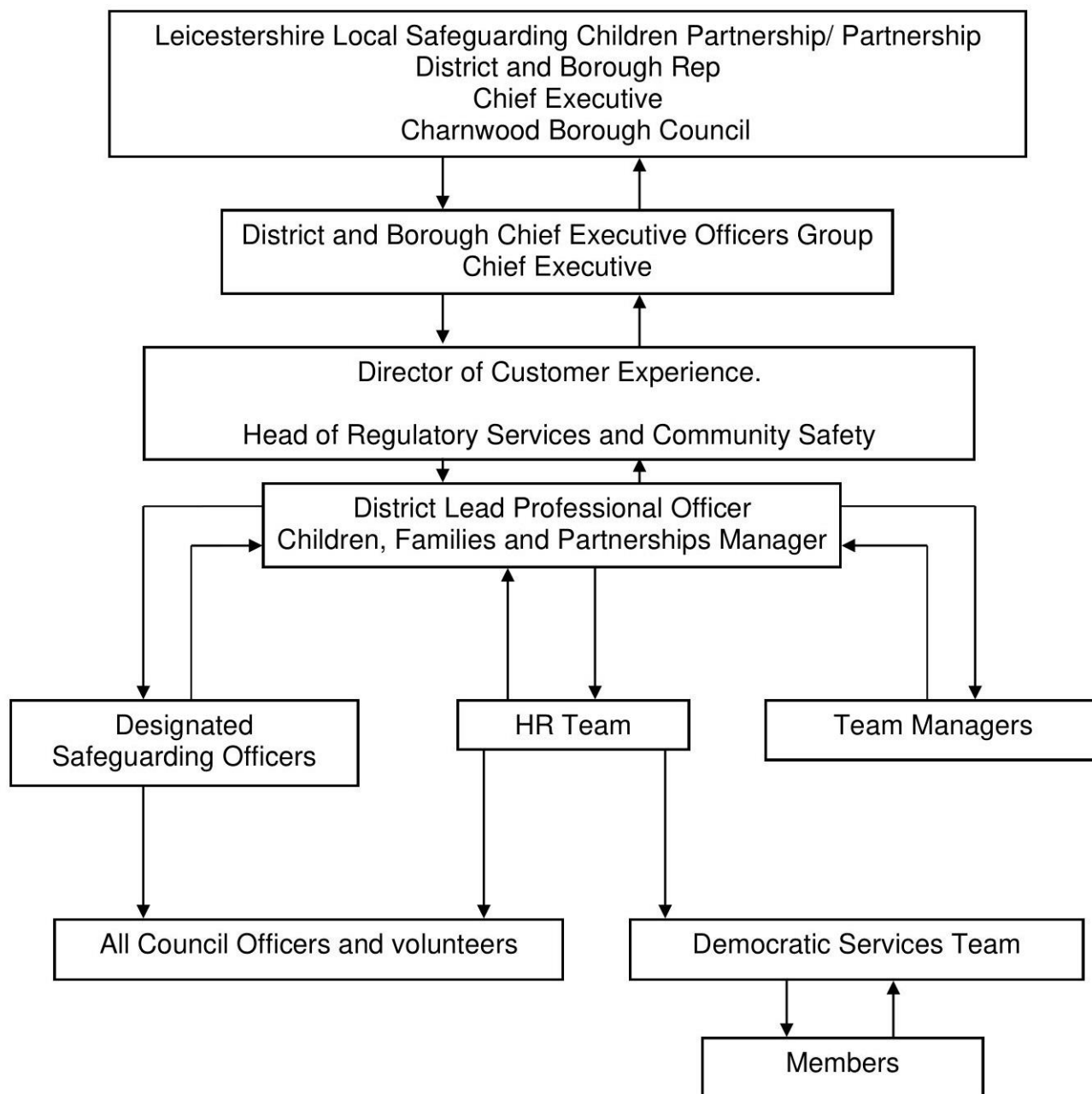
0808 800 5000 or text 88858

Hearing impaired 18001 0808 800 5000

www.nspcc.org.uk

3.2 Leicestershire Structures

Leicestershire and Rutland Safeguarding Children Partnership Safeguarding Communication and Accountability Flow Chart



3.3 What is the Role of the Designated Safeguarding Officers?

All safeguarding related suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. A full list of Designated Safeguarding Officers can be found on the safeguarding site of the Charnwood Borough Council intranet

<https://charnwoodbc.sharepoint.com/sites/sg/Designated%20Safeguarding%20Officers/Forms/AllItems.aspx> or on Council noticeboards.

They have the responsibility to:

- Receive information from staff, volunteers and others who have concerns, and support them to record them, using appropriate forms and procedures
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services and in line with LSCB/ Leicestershire and Rutland Safeguarding Children Partnership procedures
- Ensure that the appropriate agencies are informed
- Ensuring that HR are alerted and included in any issues that may result in staff being reported to the Disclosure and Barring Service
- Ensure that information is recorded and stored appropriately
- Provide information to staff reporting concerns about support available to them when they ask for it
- Receive the appropriate training.

If you make a referral to a DSO and would like a second opinion on the action taken, you may request this from either the Children, Families and Partnerships Manager or Head of Neighbourhood Services.

3.4 What is the Role of the Lead Professional?

To:

- Ensure that Incident Report Forms and copies of the policy and procedures are available
- Ensure that arrangements are made to identify staff that require training in safeguarding issues within the organisation
- Map training needs
- Ensure that all staff have access to relevant level training
- Develop and review policies
- Manage incident forms
- Retain an overview of all incidents reported
- Report to senior lead officer
- Support staff in the organisation when they request it
- Ensure partnerships are in place

3.5 What is the Role of the Senior Lead Officer?

To:

- Work with Lead professional
- Represent the Council on formal investigations into allegations of abuse led by Social Care Services (unless it is appropriate for the member of staff reporting the concerns or the DSO that dealt with the report to do so)
- Check and challenge structures

- Drive safeguarding agenda to Senior Management Team and Chief Executive
- Ensure communication strands are strong
- Ensure members are appropriately informed

Appendix 1

Promoting Good Practice with Children

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of children in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue.

As a matter of course:

- Always put the welfare of the children before any other agenda
- Provide a good role model of behaviour

When delivering an activity:

- Maintain correct statutory staff to child ratios
- Always have a register of children in your charge and make sure they are signed out when collected. Be aware of who is and is not authorised to collect the child and do not let them leave with anyone else without checking with a parent first
- If working with children without parents present, an appropriate consent form should be filled in by parents detailing emergency contacts and medical issues
- If children are old enough to make their own way home after a session this should be clarified on the consent form
- Treat all children equally with respect and dignity using positive constructive encouragement
- Stay vigilant for the safety of all children around you, not just the ones immediately in your care
- If you have to physically touch a child i.e. for swimming lessons, gymnastic coaching, restraint etc., then do so with consideration, never touch intimate areas and always tell the child what you are going to do
- Always wear appropriate clothing when working with children, e.g. dress according to the duties to be undertaken in a manner befitting the responsible care of children. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the Council must be worn at all times
- Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to discipline a child then do so in a positive constructive manner making sure that the child knows it is the behaviour and not the child that is not welcome
- Use appropriate language and explanations. (It is not always what is said but how it is said that can be of concern and of great importance)

Practice that is not acceptable

- Allowing inappropriate language of all parties to go unchallenged
- Transporting children should never be undertaken by just one member of staff, there should always be two adults within your selected mode of transport
- Making sexually suggestive comments to or around a child
- Engaging in rough physical or sexually provocative play with a child
- Allowing or engaging in inappropriate touching
- Inviting or allowing a child to stay in your home
- Taking children to your home, for however short a time
- Performing personal care for someone which they can do themselves or that you are not trained to do
- Forming inappropriate relationships with children in your care, N.B Remember this legally means a child up to 18 years of age
- Allowing allegations made by a child to go unchallenged, unrecorded or un-acted upon
- Giving home or mobile number to children or obtaining children's mobile phone numbers unless this is an agreed part of the service/ activity being delivered

NB – some situations may require an amendment to good practice regulations. This should be done in advance and checked with a DSO or with HR, and the young person if possible, to ensure that it is appropriate for the situation.

Responding to a disclosure of abuse

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

What to do if a child or young person discloses information to you:

- React calmly
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Reassure the person that they were right to tell **and do not make promises of secrecy**
- Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer

- Immediately record all details in writing, using the child or young person's own words.
- As soon as possible fill out the Incident Reporting Form, available on the intranet (See Appendix 4) again including all the details that you are aware of and what was said using the child or young person's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer.

The person receiving the disclosure should not:

- Dismiss the concern
- Panic
- Allow their shock or distaste to show
- Probe for more information than is comfortably offered – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Make promises or agree to keep secrets
- Make promises about what will happen as a result of the disclosure

First Aid and Treatment of Injuries

If a child requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given
- Where possible, ensure access to medical advice and/or assistance is available
- Only those with a current, recognised First Aid qualification should respond to any injuries
- Where possible any course of action should be discussed with the child in language that they understand and their permission sought before any action is taken
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- The child's parents/guardians or carers must be informed of any injury and any action taken as soon as possible, unless it is in the child's interests and on professional advice not to
- A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

Transporting Children

If it is necessary to provide transport or take children in a car the following good practice must be followed:

- Staff are not specifically required to transport young people in their own vehicles unless it is part of their job description or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical
- You should only transport a child/children where there are two members of staff/adults present in the selected mode of transport
- Ensure where possible, a male and female accompany mixed groups of children or vulnerable adults. These adults should be familiar with and agree to abide by the Council's Safeguarding Policy and Procedures
- In addition to this, where practical, request written parental/guardian consent
- Members of staff should discuss any proposals for transporting young people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the young person is unfamiliar with the vehicle, driver or accompanying staff and potential risks have been identified, a risk assessment should be produced.
- Ensure that the vehicle used to transport children and young people is legal and roadworthy and complies with the Council's requirements that those using a vehicle for work purposes have a valid driving licence and up to date car tax, MOT and insurance
- It is the driver's responsibility to ensure that every child travelling in his/her car is properly restrained

Use of Contractors

Charnwood Borough Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are monitored appropriately. Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into contact with children should have their own equivalent Safeguarding Policy, or failing this, comply with the terms of this policy.

Where there is potential for contact (including direct contact) with children or adults, guidance has been produced outlining safeguarding provisions required within Charnwood Borough Council Contracts. These can be accessed via the Procurement Team.

Three key distinctions have been made of contracted provisions in terms of safeguarding requirements. The Lead Officer procuring in consultation with the Service Manager procuring is responsible for ensuring that any contract makes proper provision for the safeguarding of adults and children. The Lead Officer and Service Manager procuring must seek advice from a CBC Designated Safeguarding Officer, usually the Children, Families and Partnerships Manager, if the contracted work either:

Tier 1: Involves direct contact with children, young people or vulnerable adults

or

Tier 2: The work to be contracted take place in, or overlooks, an area which children, young people or vulnerable adults regularly use

or

Tier 3: The work involves access to data about children, young people and vulnerable adults.

In either circumstance, safeguarding measures must be detailed within the Request for Quotation or Invitation To Tender (as appropriate) that require the contractor to make appropriate and proportionate provision of the protection of vulnerable adults and children.

Photographic and video consent guidelines

Charnwood Borough Council Photographic Consent Guidelines for images and video to be used in marketing, social media and the media have been developed by the Communications Team and can be found on the HR Policies intranet site.

Recruitment, employment and deployment

Comprehensive policies and guidance regarding recruitment, employment and deployment including Disclosure and Barring Checks can be found on the HR Policies intranet site.

6. Safeguarding provisions in Charnwood Borough Council contracts

Any service engaged by Charnwood Borough Council should be provided on the basis of agreed terms or a contract – however simple. Safeguarding compliance should be included in all arrangements. Key distinctions have been made of contracted provision in terms of safeguarding requirements. These are defined in the Charnwood Borough Council Procurement Statements. The Procurement Team can provide initial guidance.

Safeguarding Adults and Children within contracts

The Senior Lead Officer in consultation with the Service Manager responsible for commissioning is responsible for ensuring that any contract makes proper provision for the safeguarding of adults and children. The Manager commissioning a service must seek advice from the Lead Professional Officer and or other nominated officer with responsibility for safeguarding at the Council if the contracted work either:

- a. involves direct contact with children and young people or adults, or access to data about them **or**
- b. the work to be contracted takes place in, or overlooks, an area which children and young people or adults regularly use:

In either circumstance, appropriate safeguarding criteria must be included within the contract documentation which ensures that the contractors make appropriate and proportionate provisions for the protection of adults and children.

Appendix 2



Safeguarding / cause for concern reporting form

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| (For DSO use only) Reference number: SURNAMEfirstnameddmyy | |
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This form is used for reporting causes for concern as well as suspicions and disclosures of possible abuse; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be kept securely.

Subject(s) Details

| | |
|--------------------|--|
| Name of subject(s) | |
| Current address | |
| Postcode | |
| Telephone number | |
| Date(s) of birth | |

| | |
|---|--|
| Gender of subject(s) | |
| Does anybody you are concerned about have a disability If yes, please give details | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Subject/ families first language | |
| Any communication barriers that need to be considered? If yes, please give details | Yes <input type="checkbox"/> No <input type="checkbox"/> |

| | |
|--|--|
| Your name | |
| Your job title/ role | |
| Your email address | |
| Your telephone number | |
| Date and time you are completing this form | |

| | |
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| What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc | |
|---|--|

| | |
|--|--|
| <p>Are you likely to have ongoing contact with the subject(s)</p> <p>If yes, please give details</p> | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> |
| <p>Are they aware that you are passing on information about your concerns? Have they given consent for this? If yes provide details regarding who has given consent and how (in person/ on telephone etc)</p> <p>Remember, it is good practice to gain consent but if you have concerns you should pass on the information to a DSO regardless.</p> | |

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| <p>Details of most recent contact (please give, date, time, location, who subject was accompanied by, actions/interventions taken</p> | |
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| | |
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| <p>What is your concern leading to this referral? Please give as much factual information as possible including the time and date of any incident</p> | |
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| | |
| <p>Is the subject of concern already known to social care?</p> <p>If yes, please give details, including if they are on a Child Protection Plan, have been or are a Looked After Child in local authority care</p> | <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> |

Are you aware of any of the following within the household:

| | |
|-----------------------|--|
| Domestic Abuse | Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> |
| Substance Misuse | Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> |
| Disabilities | Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> |
| Learning Difficulties | Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> |
| Mental Illness | Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> |
| Sexual Exploitation | Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> |

| | |
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| <p>If yes to any of above, please give details</p> | |
|--|--|

Significant others in Subject life – including family and perpetrator

(We appreciate you may not know this information, please record as much information as you do know)

| | | | |
|---------|---------|---------|---------|
| Name | Name | Name | Name |
| Address | Address | Address | Address |

| | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|
| Relationship to subject | Relationship to subject | Relationship to subject | Relationship to subject |
| Contact Number(s) | Contact Number(s) | Contact Number(s) | Contact Number(s) |

Key agencies involved

Please list in the boxes below the key agencies involved with the child / young person / family or adult.

This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other

(We appreciate you may not know this information, please record as much information as you do know)

| | | | |
|-------------------|-------------------|-------------------|-------------------|
| Name | Name | Name | Name |
| Agency | Agency | Agency | Agency |
| Address | Address | Address | Address |
| Contact number(s) | Contact number(s) | Contact number(s) | Contact number(s) |

Contact your Designated Safeguarding Officer urgently, they will initiate appropriate action. Remember it is your responsibility to ensure that a DSO receives the information as quickly as possible

| <i>For Designated Safeguarding Officer use only</i> | |
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| <i>DSO name:</i> | |
| <i>Date, time, venue/ method of initial staff report regarding suspicions, concerns or disclosure relating to safeguarding:</i> <i>Who was present:</i> | |
| <i>Date, time and venue of Incident Reporting Form handover:</i> <i>Who was present:</i> | |
| <i>Notes regarding DSO follow up actions:</i> | |

Appendix 3

Responding to a threat of suicide or self-harm

Recognise the threat as a cry for help. Even if the person does not actually intend to harm themselves, threatening suicide or self-harm can be a way of voicing hopeless feelings and the desire on the part of the person to end the pain they are feeling.

Charnwood Borough Council staff who respond to a threat of suicide or self-harm from a customer are not expected to counsel the customer. A person's concerns are often related to the issue they are dealing with at the time. The risk may be reduced if the person feels listened to. Your attitude and approach is key.

The Leicester, Leicestershire and Rutland suicide prevention campaign 'Start a Conversation' is aimed at the public and staff. You can find many useful resources online:

<https://www.startaconversation.co.uk/>

The purpose of your conversation with the customer is to:

- Understand the nature of the threat that has been made
- Gather key details needed to identify and locate the person, if possible
- Report the threat appropriately, call 999 for the Police or an ambulance if you identify that they have a plan in place to harm themselves or have done so
- Encourage the person to seek help through their GP and/ or the Samaritans

The following procedure applies and can be adapted whether the contact with the person is in writing, on the telephone or in person:

If you feel that the person is in immediate threat or harm ring 999. Always consider your own safety.

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| Take the threat of suicide or self-harm seriously | Stop what you are doing – give the customer your full attention. Remain calm, listen carefully and if you need to, clarify to ensure you understand what has been said. The aim is to identify whether there is a real risk or threat – where are they and what do they intend to do? |
| Summon support from a colleague-calmly but immediately | If customer is on the phone – do not put them on hold. If you can, summon support from a colleague who will act as your 'support partner'. You can call on any one available including your line manager. |

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| | <p>Your support partner is there for two reasons – to assist you as you help the customer, and to act as a witness to what was said. They will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.</p> <p>Contact Centre and Customer Services (reception) staff should use their flagging system to alert a Team Leader.</p> |
| <p>Gather key information about their identity, location and any plans they have so that you can pass this on</p> | <p>Talk to the customer to gather information.</p> <p>Remain calm, express concern, clarify and confirm that the customer has said they intend to self-harm or commit suicide. Repeat back to the person and explore what they have said. For example: “You said that there is no point going on. What did you mean by that?”</p> <p>Make sure you are clear what the person meant by what they said.</p> <p>Acknowledge that they are upset and allow time to talk about why they feel this way.</p> <p>Let the customer talk about their plans to self-harm or commit suicide. Research shows that this approach does not lead people to do anything that they would not have done anyway.</p> <p>Gather and record key information; their identity, address, current location and any plans they have for going elsewhere to harm themselves.</p> <ul style="list-style-type: none"> • Who? • What? • Why? • When? and • How? <p>This will be important as you are highly likely to need to inform other services.</p> <p>Explain to the person that you are duty bound to report the threat to the police who will then take the appropriate action. This most likely will involve a personal visit from the police.</p> <p>If the customer has made specific threats about what they intend to do, find out specifically what is planned, when it is planned for, and whether the customer has the means to hand? Find out if action has already been taken, e.g. have tablets or something else been taken? If so, find out what and when? Have they tried to harm themselves</p> |

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| | <p>before, if so find out what? Have they received treatment or are they currently receiving treatment?</p> |
| <p>What do they think will help?</p> | <p>Ask what will help them to identify ways to resolve the underlying issue</p> <p>Do they need further signposting or proactive referral to services to resolve it? Refer to other departments if required (brief your colleagues if necessary). Consider what is needed to prevent this happening again</p> <p>Often people will make disclosures because they feel desperate at that moment. Establish who they can speak to and encourage them to do so if they have a support network. Connect them to community support where possible (next box)</p> |
| <p>Suggest sources of support</p> | <p>Encourage the customer to speak to someone who can help them such as:</p> <p>Their GP/ Psychiatrist/ Community Mental Health Nurse/ counsellor</p> <p>Samaritans, for people of any age, free 24 hour helpline: 116 123</p> <p>Turning Point free, 24 hour mental health support for adults: 0808 800 3302</p> <p>MIND info and legal helplines, for people of any age, local rate, office hours only: 0300 123 3393</p> <p>CALM helpline for men open 5pm to midnight seven days a week: 0800 58 58 58</p> <p>If you have identified that there is a real risk that the customer may harm or kill themselves then you should take steps to refer them to support services or contact them on the customers behalf. This can include the persons GP, you can make them aware of the incident and ask that they make contact with the person.</p> |
| <p>Summon emergency help from the Police or an ambulance on 999 if you need to</p> | <p>Contact Leicestershire Police or an ambulance if customer is distressed and is in immediate danger. Summon emergency help using 999. Do not delay in contacting the emergency services if you think this is appropriate. If they have taken or intend to take action, this is high risk and requires immediate action.</p> <p>If necessary, ask a colleague to make these calls while you remain speaking to the person. If you are with the</p> |

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| | <p>person wait for the emergency services if it is safe to do so and ring your line manager to update them.</p> <p>Let the emergency services know the customers identity, address, current location and any other relevant details you have uncovered.</p> <p>If appropriate/ applicable, stay with the customer or stay on the phone with them until the police or ambulance arrives.</p> <p>You do not need their consent to call the Police or other emergency services, but it is important to advise the customer about what it happening and why; if you have identified an emergency situation where someone is in immediate danger you are duty bound to report the threat to the police or ambulance service who will then take the appropriate action. This most likely will involve a personal visit from the police.</p> <p>If you have had to summon the emergency services then it is appropriate for you to refer the person to a source of support such as their GP, to make them aware of what has taken place and request that they make contact the person.</p> |
| <p>In the event that the customer threatens self-harm or suicide and then leaves the premises or puts the phone down</p> | <p>In the event that a customer threatens self-harm or suicide and leaves the premises or puts the phone down, call the Police and pass on whatever information you have that could help to identify or locate them.</p> <p>In the event that a customer threatens self-harm or suicide and walks out of Southfields reception, an option is to call the CCTV control room on 01509 632562 and ask them if they are able to monitor whether the person is OK. This could help inform you as to whether you needed to contact the Police for assistance.</p> |
| <p>Record the incident</p> | <p>Incidents will be recorded so that patterns around regularity, volume and underlying cause can be monitored and evaluated.</p> <p>Children</p> <p>All incidents of children and young people under the age of 18 who threaten suicide or self-harm should be dealt with as a safeguarding concern and involve a safeguarding Designated Safeguarding Officer.</p> <p>Adults</p> <p>When you establish that the person has a serious intent to harm themselves</p> |

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| | <p>If your contact with the person establishes that they have a serious intent to harm themselves (i.e. they have a plan and the means to do so / they are extremely low in mood and taking steps to start resolving an immediate issue such as a noise complaint is not going to alleviate this) then you should record the incident on a safeguarding Incident Report Form. Indicate that your concern relates to a threat of suicide or self-harm and pass the form to a Designated Safeguarding Officer who will log the form on the safeguarding database and mark it accordingly.</p> <p>It's important to note that threats of suicide or self-harm are not necessarily a safeguarding concern, because not every adult in this situation has care and support needs (one of the factors that might make them an adult in need of safeguarding). However, the organisation wants to make sure that we log these serious concerns centrally so where the adult is not an adult in need of safeguarding the DSO will log the form, where they are an adult in need of safeguarding the DSO will undertake the necessary safeguarding actions in addition to what you have already done to support the person in relation to their threat of suicide or self-harm.</p> <p>When you establish that the person is distressed but does not intend to harm themselves</p> <p>Customer threats of suicide or self-harm can sometimes be linked to a complaint about their living environment and/ or a service they are receiving. Where this is the case and you can de-escalate the persons level of distress by listening to them and dealing with their service request, record the incident by either updating your own departmental records or make the department responsible for that service aware of the incident as applicable. This is so that services can follow their normal procedures/ complaints procedures with appropriate sensitivity to the customer.</p> <p>Always ensure that you follow the appropriate guidance for information sharing and storage/ retention.</p> |
| <p>De-brief and review</p> | <p>Responding to a threat of suicide or self-harm can be upsetting. After the incident you may have thoughts and feelings about the situation. This is all part of the process of coping with the experience and is normal. Seek support from your colleagues and line manager.</p> <p>Your team leader or line manager should review the incident with you and your support partner if appropriate. This is your opportunity to reflect on the event and ask to</p> |

agree on any further support for you. You will have recorded the incident following the guidelines above, you can use this record to review what happened.

Staff support can be accessed through AMICA, an NHS based telephone counselling service: 0116 2544388

This service is open 365 days a year between 8.30am and 8.30pm and gives you access to a qualified counsellor. Contact with AMICA is completely confidential and no information which identifies an individual will be made available to Charnwood Borough Council (except where there is a threat to visitors or employees).