

Safeguarding Policy

Children, Young People and Adults

**Safeguarding Children, Young People & Adults Policy –
2024**



Chelmsford
City Council

Development of Policy

The Policy and supporting schedules have been developed utilising best practice, guidance from local authorities, the Essex Safeguarding Children and Adults Boards, legislation relevant to safeguarding and related policies provided by Chelmsford City Council.

Authorisation of Policy

The Director of Public Places and Safeguarding Lead Officer has responsibility and endorses the adoption and implementation of this Safeguarding Policy. Delegated responsibilities rest with Safeguarding Deputy Leads and the Internal Corporate Safeguarding Group.

This Retention and Disposal Schedule is authorised by:

Keith Nicholson,
Director of Public Places and Safeguarding Lead

Review of Policy

This policy will be reviewed annually. The next review date will be August 2025.

Compliance of Policy

The schedules for this policy will be measured through the biannual Internal Corporate Safeguarding Group using the action plans from the Essex Safeguarding Children and Adults Board audits. Actions will be reported to Management Team and prioritised following each audit report.

Documentation

Document Owner: Director of Public Places and Safeguarding Lead Officer

Document Author: Senior Community Safety Officer

Disclaimer: This printed version may not be the current version. A current version may be obtained in the required format from the Chelmsford City Council Intranet.

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Section A – Policy

1. Introduction

Children and adults have the right to participate and be safe in the services provided for them regardless of age, race, disability, culture or gender or any other protected characteristic. This includes a right to protection from abuse, neglect and any form of exploitation.

Chelmsford City Council carries out its safeguarding responsibilities by ensuring that the needs and interests of children and adults are considered by all members of staff, including Council employees, elected Members, contractors, agency staff, volunteers, suppliers or consultants of Chelmsford City Council and when making decisions in relation to service provision.

This document is supported by a staff Induction booklet, E-Learning module, and face to face training sessions. This policy runs in conjunction with the Council's Whistleblowing Policy and Procedure and Safer Recruitment Procedure.

This Policy and all related documents are available in hard copy and alternative formats upon request.

Policy statement

Chelmsford City Council provides a wide range of services and facilities. This policy aims to ensure that an overarching approach to safeguarding covers all services. Chelmsford City Council will promote the welfare and protection of children and adults within all services by:

- Respecting the rights, wishes, feelings and privacy of children and adults.
- Raising awareness among Council employees, elected Members, contractors, agency staff, volunteers, suppliers, consultants etc. of their safeguarding duty
- Taking seriously and responding appropriately and promptly to all concerns, incidents and allegations.
- Providing training appropriate to the level of involvement with children and adults to ensure that everyone understands the different forms abuse as well as their roles and responsibilities under the Council's Codes of Conduct and the Safeguarding Policy.
- Ensuring that everyone knows how to record and report safeguarding concerns, incidents or allegations.
- Requiring organisations that the Council contracts to provide the Council with services, to have appropriate safeguarding procedures and training in place and adopt this policy.
- Ensuring that unsuitable people are prevented from working with children and adults through the Council's Safer Recruitment Procedure.
- Not tolerating harassment of any Council employees, elected Members, contractors, agency staff, volunteers, suppliers, consultants or children/adults who raise concerns of abuse.
- Preventing abuse by promoting good practice, creating a safe and healthy environment.
- In order to stay at the forefront of safeguarding, Chelmsford City Council is committed to reviewing its safeguarding policies and procedures at least on an annual basis.

Scope

This policy applies to all services within the scope of Chelmsford City Council. In addition to employees and elected Members, it also applies to organisations delivering services on behalf of the Council, including contractors, agency staff, volunteers, suppliers, consultants, and grant funded organisations.

Definitions

Child

The term 'child' refers to anyone under 18 years of age (i.e. not yet reached their 18th birthday)

Young Person

The term 'young person' refers to any child aged 16 or 17 years of age

Adult

The term 'adult' refers to any person aged 18 years or over. According to the Care Act (2014), Local Authority safeguarding duties apply to any adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and;
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

This applies even if the adult may be receiving what may be thought of as a "children" or "young people's" service.

Councils will have a duty to make enquiries about allegations of abuse against adults at risk of abuse where they meet the above criteria. The term 'adult at risk' is interchangeable with the term 'adult with care and support needs' throughout this document.

Abuse

Abuse is mistreatment of another person, causing them harm. It can be intentional or unintentional. Anybody can cause abuse, and it frequently involves someone who may exert power of another. It takes many different forms. (*Essex Safeguarding Adult Board*)

Harm

The Children Act 1989 defines 'harm' as 'ill-treatment or the impairment of health or development, including for example impairment suffered from seeing or hearing the ill-treatment of another;

Parents

This term is used in its broadest sense to include parents, carers and guardians.

Safeguarding Adults

"Adult safeguarding" is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.

Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. In these cases, local services must work together to spot those at risk and take steps to protect them.

Safeguarding Children

Working Together to Safeguard Children:

Safeguarding and promoting the welfare of children is defined in the Working Together Guidance as:

- Protecting children from maltreatment
- Preventing impairment of children's mental and physical 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.

Effective safeguarding arrangements should aim to meet the following two key principles:

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

2. Safeguarding responsibilities

In Essex safeguarding children and adults is an inter-agency responsibility involving the city/borough/district councils, Essex County Council, the Essex Safeguarding Children Board and the Essex Safeguarding Adults Board.

Essex County Council

Essex County Council has responsibilities as the Children's Services Authority and the Social Care Authority for Essex. As part of Chelmsford City Council's procedures, the Safeguarding Lead, Deputy Lead, or a Designated Safeguarding Reporting Officer will report safeguarding concerns, incidents, and allegations to Essex Social Care. The relevant officers at Essex Social Care will then be responsible for coordinating any further investigation or support pathways.

Essex Safeguarding Boards

There are five agencies in Essex who are jointly responsible by law for keeping children safe. These are called the Statutory Partners (Essex County Council, Essex Police, Three Integrated Care Boards) covering the county of Essex and they are the key decision makers who form the ESCB Executive and are responsible for the direction of travel (with identified relevant partners). The work of the Board is carried out by the Sub-Committees, Stay Safe Groups and Task and Finish Groups. The voice of the child and family should regularly be heard by using existing service user panels, school councils and youth groups.



At the heart of everything they do, is a commitment to work together to keep children safe, by ensuring the highest quality safeguarding arrangements and continuously improving practice.

Please see the website at: www.escb.co.uk



**Essex Safeguarding
Adults Board**

The Essex Safeguarding Adults Board (ESAB) is a statutory organisation that is committed to protecting an adult's right to live in safety, free from abuse and neglect. It is committed to ensuring that it has access to the views of adults with care and support needs as well as those that work with them.

The Board works to assure itself that local safeguarding arrangements and partners act to help and protect adults in its local area. It collaborates with wider strategic partnerships in Essex to ensure that where safeguarding responsibilities spread across the organisations, there is a clear understanding of where responsibility lies or a robust joined-up approach. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect.

Please see the website at: www.essexsab.org.uk

As part of the Council's commitment to robust safeguarding provision, Chelmsford City Council, has appropriate representation on both the ESCB and the ESAB.

Chelmsford City Council

It is the responsibility of all employees and elected members to adhere to best practice, participate in relevant training and report any concerns, incidents or allegations to a designated person in accordance with the reporting procedure set out in this policy.

In addition to their responsibilities for reporting safeguarding issues, all employees and elected Members should work to prevent safeguarding concerns arising by following the 'Safe Working Practices' guidelines found in Appendix 4. All external organisations and contractors providing services to the Council are required to comply with Chelmsford City Council's Safeguarding Children, Young People and Adults Policy and, where relevant, have their own policy, procedures and training in place.

Whilst safeguarding is everyone's responsibility, there are several specific safeguarding roles within Chelmsford City Council. The following briefly sets out the responsibilities of different safeguarding roles within the Council (see Appendix 1 for the safeguarding structure chart and relevant officer contact details).

Role	Responsibilities
Safeguarding Lead	This position is held by the Director of Public Places who holds overall accountability for Safeguarding Children and Adults with care and support needs.
Safeguarding Deputy Leads	Deputy Leads support the Safeguarding Lead in carrying out their duties. The Safeguarding Deputy Leads decide if Safeguarding Concerns/Incidents/Allegations are referred, following discussions with the Designated Safeguarding Reporting Officers.
Designated Safeguarding Reporting Officers (DSROs)	These officers receive reports of safeguarding concerns or incidents and discuss these with the Safeguarding Lead or Deputy Leads.
Senior Community Safety Officer	This officer oversees the safeguarding reporting processes, including audits submitted to the Essex Safeguarding Boards, coordinates the Internal Safeguarding Group alongside the Safeguarding Deputy Leads and coordinated the Council's Safeguarding training.
Safeguarding Member Champion	This position is held by the Cabinet Member for Safer Chelmsford who champions Safeguarding issues to all Councillors.
HR Services Manager	Acts as the first point of contact for reporting safeguarding allegations against staff. In this instance, 'staff' refers to Council employees, elected Members, contractors, agency staff, suppliers or consultants of Chelmsford City Council.
Group HR	Human Resources follow the Safer Recruitment Procedure and ensure that appropriate checks are made on staff working with Children and Adults with care and support needs. This includes administrating DBS checks and updating training records in iTrent.
Monitoring Officer	This position is held by the Legal and Democratic Services Manager who is the senior officer with the statutory responsibility for handling complaints made about Councillor conduct. They are also the named senior officer for Whistleblowing (allegations against staff, of suspected wrongdoing or malpractice that they reasonably believe is in the public

	interest).
Managers and supervisors	<p>Managers and supervisors are responsible for complying with the requirements of the Safeguarding Policy. They need to ensure that it is understood by staff working within their areas and that the reporting procedures are followed.</p> <p>When recruiting a new staff member, managers and supervisors need to indicate the correct safeguarding level on the 'Authorisation to Fill' form and subsequently apply the correct safeguarding induction process, including checking that the appropriate training has been booked. They need to communicate with HR regarding Safer Recruitment and DBS checks.</p> <p>Staff need to be able to raise concerns and feel supported in their safeguarding role, and this should be regularly discussed during regular 1 to 1 meetings, our conversations and team meetings, where relevant.</p>
All Staff	<p>'Staff' refers to Council employees, elected Members, contractors, agency staff, volunteers, suppliers or consultants of Chelmsford City Council.</p> <p>All Staff need to follow best practice, participate in relevant training and report any concerns, incidents or allegations.</p>
Suppliers and Contractors	Must agree to comply with Chelmsford City Council's Safeguarding Policy and where relevant have their own procedures and training arrangements in place.

Internal Corporate Safeguarding Group

The Internal Corporate Safeguarding Group (ICSG) consists of representatives with safeguarding responsibilities from Chelmsford City Council. The ICSG meets biannually and is responsible for implementing and progressing any safeguarding action plans and emerging trends. A yearly report is presented to management team as well as any significant issues as they occur. The Group is overseen by the Safeguarding Lead.

3. Types of Abuse

Although some Council employees, elected Members, contractors, agency staff, volunteers, suppliers or consultants of Chelmsford City Council may have limited direct contact with children and adults, it is important they are aware of the potential indicators of abuse and what to do if they have concerns. Responsibilities under this policy are limited to reporting any concerns, incidents or allegations, it is not the responsibility of those representing the Council to investigate or judge allegations.

There are four categories of abuse relating to children and ten for adults:

Types of abuse - Children (Source: Working Together to Safeguard Children)	Types of abuse - Adults (Source: Care Act 2014)
<ol style="list-style-type: none">1. Physical Abuse2. Emotional Abuse3. Sexual Abuse4. Neglect	<ol style="list-style-type: none">1. Physical Abuse2. Domestic Abuse incl. Honour Based Abuse3. Sexual Abuse4. Psychological Abuse5. Financial Abuse6. Modern Slavery/Human Trafficking7. Discriminatory Abuse8. Organisational Abuse9. Neglect and acts of Omission10. Self-Neglect

Abuse will usually fall into one or more categories.

4. Safeguarding requirements for specific circumstances

Grant applicants

Safeguarding policies and procedures are required from all grant funded organisations and satisfactory DBS checks for relevant employees and volunteers are also required of any organisations working with children and adults who seek funding from Chelmsford City Council. This information will be requested at the application stage and applications will not be processed without the relevant documentation.

As a minimum, any organisation receiving funding from the Council will be expected to have a statement of policy and procedure regarding safeguarding, in place and understood by employees and volunteers, and available to service users. This applies to all organisations the Council awards grants to, irrespective of whether the grant has been awarded through the official grant application process.

Commissioned/contracted or grant funded organisations with minimal contact with children or adults may wish to adopt the Council's policy and procedures if deemed suitable.

Hirers of Council Facilities

It is the responsibility of any independent sports clubs, theatre groups and other organisations which hire out and use facilities operated by or on behalf of Chelmsford City Council, to have their own safeguarding policy and procedures in place. All activities that involve participation of children, young people and/or adults with

care and support needs are approved on the understanding that the Hirer is aware of their responsibility and confirm they have appropriate safeguarding procedures in place.

Use of contractors and suppliers

Chelmsford City Council will take reasonable steps to ensure that contractors and suppliers doing work on behalf of the Council are monitored appropriately. Chelmsford City Council has a specific safeguarding page for Contractors/Suppliers to refer to for more information.

Chelmsford City Council is required to ensure that contractors and suppliers are aware of and use the Council's Combined Safeguarding Policy for Children, Young People and Adults.

Certain suppliers, whilst undertaking a council contract, may encounter or be in the vicinity of children, young people and adults with care and support needs. Therefore, they must be aware of and comply with the reporting procedures and safe working practices contained in the Council's Safeguarding Policy. They must also ensure that their staff are DBS checked and trained appropriately, where relevant.

Chelmsford City Council must inform contractors of their obligations under the policy, these apply to all purchase orders placed by the Council.

Health and safety

Chelmsford City Council enforces health and safety in some workplaces including shops, restaurants warehouses, and premises providing consumer services or leisure facilities. Employers in these premises are obliged to carry out risk assessments, including for the employment of young people. Whilst undertaking their duties, officers of the Council may examine such risk assessments with a view to determining their suitability. If evidence is gained that young people are working without relevant permits in place, or in 'unsuitable workplaces', Chelmsford City Council will report this activity to Essex Social Care.

Licensing

Chelmsford City Council is responsible for a wide range of licensing functions. Protecting children from harm is a licensing objective that the Council is legally obliged to consider, when licensing premises under the Licensing Act 2003 or the Gambling Act 2005. For more information, please refer to the Chelmsford City Council's Licensing Act 2003 - Statement of Licensing Policy, Guidelines Relating to the Relevance of Convictions, and Gambling Act 2005 Policy.

Photography

It is an unfortunate fact that some people have used children and young people's events as opportunities to take inappropriate photographs or footage of children and young people. Councillors, employees, volunteers and contracted service providers should always be vigilant to ensure that misuse of photography does not occur.

All photography by Council employees or on behalf of the Council must be made in accordance with the Council's Photographic Policy. Written consent must be obtained before anyone working for or on behalf of the Council takes a photograph of or films a child, young person or adult. Usually this will be in the form of the Council's Image Consent Form.

When commissioning professional photographers, or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to child protection. The following steps should be taken when professional photographers or the press are invited to events:

1. Check the credentials of any photographers and organisations used,
2. Ensure identification is always worn,
3. Do not allow unsupervised access to children or adults
4. Do not allow photographic sessions outside of the activities or services,
5. Ensure that the names of children or adults are not used in photographs or footage, unless the express permission of the parent/carer of the child, young person or adult has been given.

The Marketing Engagement and Events Team have a list of preferred professional photographers and can organise one on your behalf.

Internet and social media

The open nature of the internet including the numerous social media sites provides an easy method for people to commit abuse online. The following reporting processes are in place for reporting online abuse:

1. For staff experiencing abuse from another member of staff this will be reported to HR via your services Business Partner and the perpetrator will be subject to the disciplinary procedure.
2. If a member of staff is experiencing abuse from a member of the public then this will be reported via the normal safeguarding route and an online form completed and dealt with by the safeguarding team.
3. If a member of the public is experiencing abuse, then this will be reported via the normal safeguarding route and the most appropriate course of action would be identified – this could include reporting to the police as a hate crime for example.

Social networking sites can leave Council staff vulnerable to allegations if they fail to observe a few simple precautions. The below guidelines are intended as general advice on how to avoid social media putting you in a position where your actions may be misconstrued or give rise to a safeguarding concern. Guidance on using social media for business uses can be found on the social media pages of the staff intranet.

Please be aware that children and adults or their parents and carers may be able to view your social media profile and could, if they find any posts offensive, complain to the Council. It is important therefore that your privacy settings and the way that you conduct yourself on social media are appropriate.

Conduct on social networking sites

- You should not accept friend requests from (or send friend requests to) a child, young person, adult (or their parent/carer) who you are in contact with as a result of your council employment.
- All social media engagement on behalf of the Council should take place via an approved site and not via personal accounts. You should not, outside of formal channels, engage in online discussion with any child, young person or adult (or their parent/carer) who you are in contact with as a result of your council employment.
- Do not post any comments about, or pictures of, children or adults (or their parents/carers) who you are in contact with as a result of your Council employment.
- Be aware that other users could tag you in an inappropriate post or photograph. If you find inappropriate references to yourself on social media you should de-tag yourself and contact the user to ask for it to be removed.

Privacy and security

- To ensure that social media does not compromise your professional position please ensure that your privacy settings are set correctly. At a minimum, it is recommended that security levels are set to 'friends only' for Facebook (and the equivalent settings for other social media websites).
- You should proactively update your privacy settings whenever a social media provider changes its settings.

Online conduct should not differ from offline conduct in terms of respect for others. When using personal social networking sites always remember that everything you say is a matter of public record and could be viewed more widely than you intend. Any content found to breach existing policies may result in disciplinary action.

Work experience

Chelmsford City Council offers work experience to many young people each year. Managers should ensure that employees are aware of the Safe Working Practice Guidelines (Appendix 4).

5. Safeguarding training

Employee training

Whenever Chelmsford City Council recruits' employees it will ensure that they are well informed, trained, supervised and supported so that they understand safeguarding and their responsibilities; recognise the various types and indicators of abuse and have knowledge of internal reporting procedures.

Training will happen by the following process:

Training Levels	Training	Who requires this training
Level 1	Safeguarding Children, Young People and Adults Induction Booklet.	All Chelmsford City Council staff.
Level 2	As above, plus: Safeguarding Children, Young People and Adults eLearning module. To be completed within three months of starting employment and three years thereafter.	All Chelmsford City Council staff, not including selected operational roles.
Level 3	As above, plus: Safeguarding Children, Young People and Adults face-to-face training (3hrs). To be completed within 6 months of starting, then refreshed every 3 years.	Chelmsford City Council staff who have meaningful contact with children, adults and/or their parents/carers.
Group 4	Role of the Designated Lead for Safeguarding Children and Adults	Safeguarding Lead, Deputy Leads and Designated Safeguarding Reporting Officers

Induction

All new starters are expected to familiarise themselves with the safeguarding induction booklet. A copy of this booklet is included as a Key Document within the Pre-Starter reading on the 'New Starter Information' internet page and new starters sign a Key Document Form to confirm that they have read and understood the document.

Ongoing training needs

Line managers and Human Resources will be primarily responsible for assessing what safeguarding training individual officers require and monitored by the Internal Corporate Safeguarding Group.

The training interventions are cumulative, and some employees are required to complete all of them. If staff have any doubts about what safeguarding training they require, they can ask their line manager or contact HR.

Training for Casual Staff

All staff members have access to the safeguarding induction booklet at the facility in which they work. Those without a Council login can access a hard copy via their line manager.

The Council's e-learning module can be accessed online. Should a member of staff leave and return within a 3 year period, they will not be required to undertake the training again unless major changes to the Council's safeguarding policies and procedures have been made.

Training administration

Safeguarding training for staff will be monitored by HR using iTrent. They will be responsible for notifying staff and managers of staff that have outstanding training; including any refresher training that is required every 3 years.

Individual Council-run departments with casual staff, including Leisure Centres, are responsible for ensuring their staff attend relevant safeguarding training in a timely manner. HR will provide information on any outstanding training to both the staff and their manager.

6. Safer recruitment

Chelmsford City Council is not a Children's Services Authority and therefore scope for working directly with children or with adults is limited. However, it is important that the Council takes all reasonable steps to prevent unsuitable people working with vulnerable groups. For all new employees, confirmation of employment will be dependent on satisfactory checks.

Managers and Human Resources are responsible for risk assessing all job descriptions to identify which are likely to involve regular and/or substantial unsupervised contact with children and adults.

The Disclosure and Barring Service (DBS) formed from 1st December 2012 when The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA), was amalgamated to form one department, as a result of the Protection of Freedoms Act (2012). This service allows the Council to check whether there have been any updates since the date of an existing DBS check, as a DBS check has no official expiry date. Such a process should only be used in those few instances where employees and volunteers have substantial or regular and unsupervised contact with children and adults and in accordance with the Council's procedure for rechecks.

More information on the Council's safe recruitment practices, can be found in the following documents:

- Safer Recruitment Procedure
- Policy and Procedure for Obtaining Disclosures and Barring Checks

In addition, all job application packs will expressly state Chelmsford City Council's commitment to safer recruitment and safeguarding generally.

7. Audit, quality assurance and review

Review mechanism

Responsibility for updating this policy lies primarily with the Senior Community Officer in conjunction with the Internal Corporate Safeguarding Group. The policy will be reviewed annually and between annual reviews, making any necessary changes required by legislation or policy they are made aware of.

Compliance

As part of the policy review it is important that an assessment is made of its effectiveness. Therefore, to inform the annual policy review, a submission should be included in Late Opening to assess staff awareness and adherence to the safeguarding policies and procedures.

Quality assurance and improvement

Although this policy only requires an annual review, service improvement is a continuous process. Designated Safeguarding Reporting Officers should liaise with the Safeguarding Lead to provide feedback to any officer who has made a safeguarding report. Officers who attend external safeguarding meetings or training should report any recommendations or best practice to other safeguarding officers at the Internal Corporate Safeguarding Group meetings.

Safeguarding Board Audits

'Working Together to Safeguard Children' states that Local Multi-Agency Safeguarding Partnerships/Boards have a statutory duty to assess how well, and to what level, its partners are fulfilling their obligations to safeguard and promote the welfare of children under Section 11 of the Children Act 2004. This requirement is carried out through a regular cycle of auditing of partners' safeguarding effectiveness.

As part of the Essex Safeguarding Adult Board's remit in ensuring that there are effective safeguarding arrangements in Essex it is important that it can audit and monitor how robust the arrangements are that local agencies, organisations, and service providers have in place.

Chelmsford City Council partakes in both the ESCB and ESAB audits to assess our current compliance and use it to develop an improvement plan.

8. Other relevant policies

Chelmsford City Council has other separate policies that sit alongside its Safeguarding Policy. These are available on the intranet.

Whistleblowing Procedure

This procedure is intended to supplement, rather than to replace, the existing procedures whereby employees of the Council and other persons may raise complaints or matters of concern with the Council. It may also be followed where reports are made of safeguarding allegations against staff, of suspected wrongdoing or malpractice that they reasonably believe is in the public interest.

Domestic Abuse Workplace Policy

This policy sets out what the Council hopes to achieve in relation to domestic abuse as a local employer. The aim is to support those employees who are experiencing domestic abuse, raise awareness of its implications

and its effect within the workplace and set out what we may be able to do if employees are perpetrators of domestic abuse.

Section B – Reporting Procedures

The SET (Southend, Essex, and Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex. For reference, the guidelines for safeguarding children are called the SET Safeguarding and Child Protection Procedures and the equivalents for safeguarding adults are called the SET Safeguarding Adults Guidelines. The Council has used these guidelines to form our own procedures for handling safeguarding issues internally.

The following procedure outlines the steps that all staff, councillors, volunteers, casuals and contractors should take when they become aware of a safeguarding concern, incident or allegation.

In addition to the procedures below, the Strategic Housing Service may need to make a referral to Essex Social Care in relation to:

- Homeless 16 - 17 year olds; and
- Homeless households with children or a pregnant woman who are in receipt of a negative decision under homelessness legislation

9. Internal Safeguarding Reporting Procedure for all staff, councillors, contractors, casuals and volunteers

Stage 1

- 1.1 An employee, councillors, contractor, casual or volunteer notices a possible safeguarding concern, witnesses an incident or is made aware of an allegation.
- 1.2 If the above occurs, stay calm and try to obtain another witness to your conversation with the child, young person or adult involved in the event, if it does not compromise the situation.
- 1.3 Whilst talking to the child, young person or adult, or as soon as possible after, complete a **Concern/Incident/Allegation (CIA) Form** to capture as much detail as possible regarding the occurrence. This form is available on the intranet.
- 1.4 Listen carefully to what is said and allow the child, young person or adult to talk at their own pace. Only ask questions for clarification and do not ask leading questions.
- 1.5 Find an appropriate opportunity to explain that it is likely that the information will need to be shared with other responsible people – do NOT promise to keep secrets.
- 1.6 Submit the CIA form online. Casual members of staff are advised to contact their duty or line manager first to discuss the concerns and contractors should contact their contract manager who may complete the CIA form on their behalf.
- 1.7 Designated Safeguarding Reporting Officers (DSROs) will be notified by email that the case has been submitted and you will also receive a confirmation email. If you need any help in completing the form, please contact one of the DSROs.

Stage 2

- 2.1 One of the DSROs accepts the new case and completes the second stage of the process online **within one working day** of the incident being reported. The DSRO will discuss the case with the Safeguarding Lead or a Deputy Lead to decide the best course of action, i.e. whether to:
- refer the case to either Essex Social Care, Essex Police or other support service
 - keep the case open and investigate further
 - decide not to refer the case and close

Stage 3

Referral

- 3.1 The Designated Safeguarding Reporting Officer will either make the referral by phone to Essex Social Care, Essex Police or other support service and/or submit a SETSAF Form (for adults) or a Request for Support Form (for children).
- 3.2 The online Safeguarding Dynamics Platform is updated by the Designated Safeguarding Reporting Officer to show the case has been referred.
- 3.3 The Designated Safeguarding Reporting Officer records all actions as case notes and attaches any relevant documentation.

Case closed

- 3.4 If it is decided that the case will not be referred further, the Designated Safeguarding Reporting Officer must record the reason for not doing so on the Safeguarding Dynamics Platform.

Other

- 3.5 All case notes and information will be stored on the secure Safeguarding Dynamics Platform. The case will remain open and visible to all DSROs until it has been agreed that the case should be closed.
- 3.6 Finally, the person who made the initial report is informed, if possible, whether the case has been referred.

IMPORTANT:

If you think the child, young person or adult **IS IN** immediate danger you must call 999 and then contact a Safeguarding Lead/Deputy, directly, as soon as possible. The normal safeguarding procedure can then be followed from submitting the CIA form onwards.

If the concern, incident or allegation is in relation to an employee, councillor, contractor, casual or volunteer you need to contact the HR Services Manager and Safeguarding Lead/Deputy as soon as possible.

Out of hours working

If a Member, employee, contractor or volunteer is concerned about an incident or allegation of abuse outside office hours and the person is NOT deemed to be in immediate danger, they should speak to their line manager. The line manager may make the decision to contact either the Safeguarding Lead or Deputies on:

Keith Nicholson, Safeguarding Lead - 07836 572195

Paul Brookes, Deputy Lead - 07738 040612

Spencer Clarke, Deputy Lead – 07940 952364

Lewis Mould, Deputy Lead – 07899 966782

If the child, young person or adult is in immediate danger, please contact **Essex Social Care Direct 'Out of Office Hours' Line** on 0345 606 1212 or **if the incident is considered severe, immediately call the police on 999**. A CIA form should be completed as soon as possible afterwards, and a Designated Safeguarding Reporting Officer contacted at the earliest convenience.

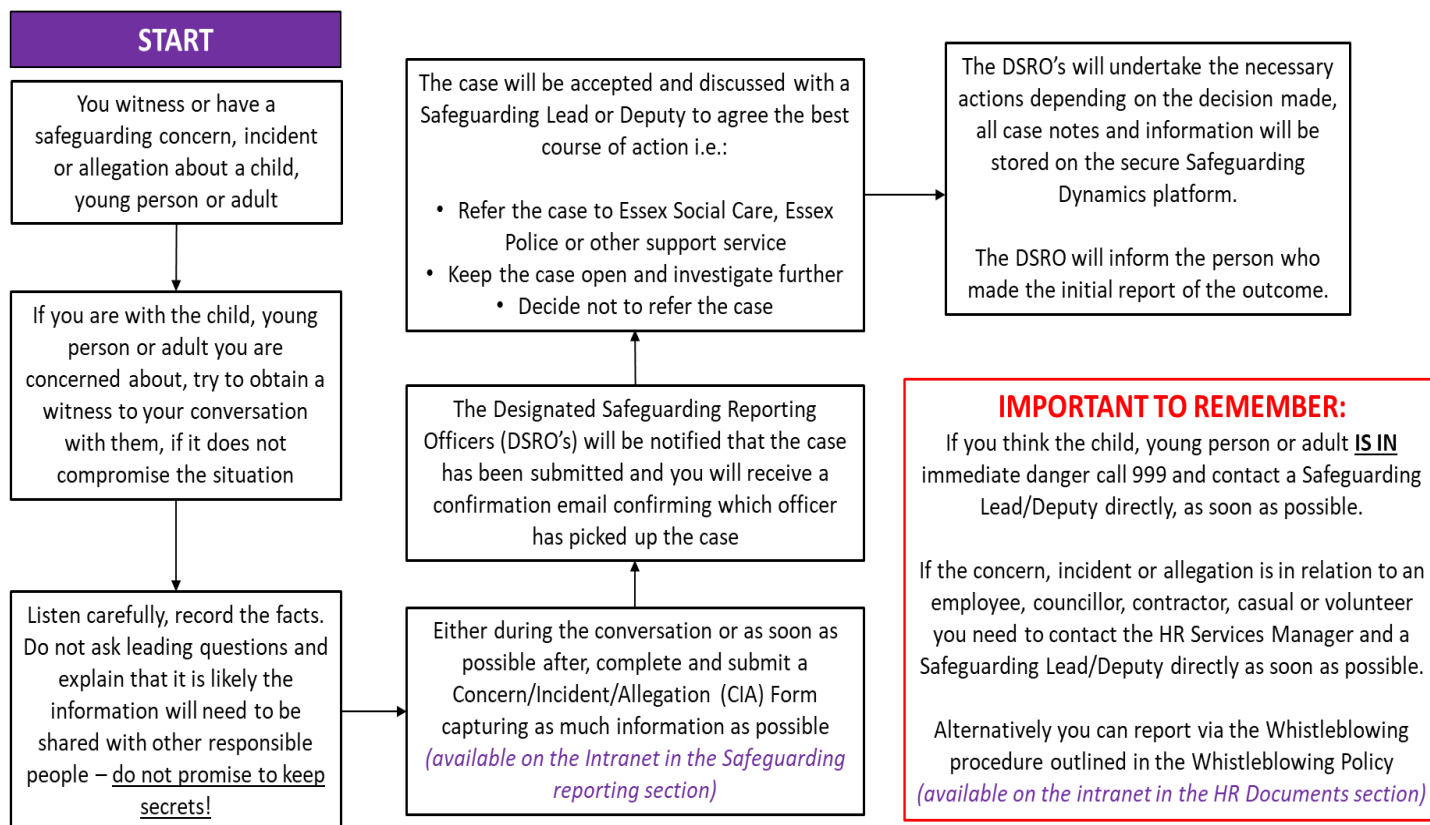
Confidentiality

Staff must not:

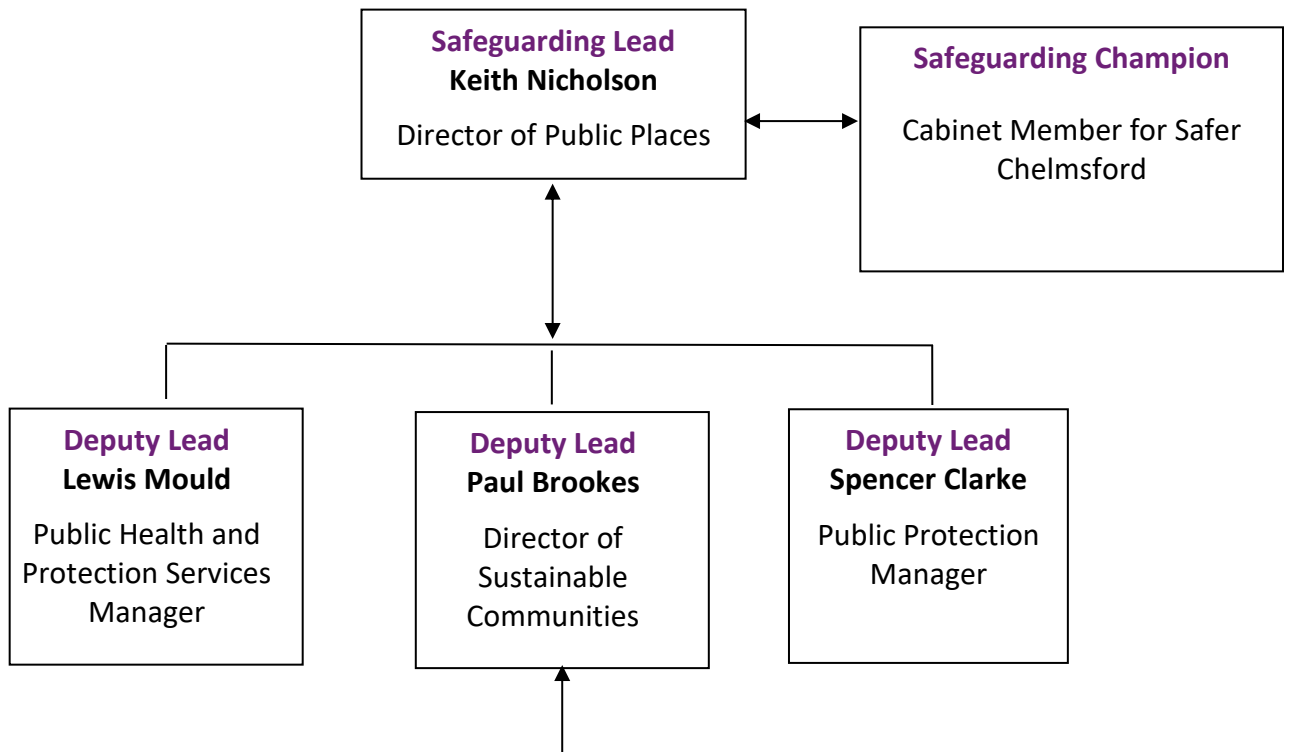
- Discuss any allegations of abuse or bullying, substantiated or not, with anyone from Chelmsford City Council, other than their line manager, the Designated Safeguarding Reporting Officer or the Safeguarding Lead and Deputies.
- Discuss any allegations of abuse or bullying, substantiated or not, with any member of an external agency, other than as part of a formal investigation.
- Discuss any allegations of abuse or bullying, substantiated or not, with any other interested party, including parents, carers and relatives of the child, young person or adult without the express permission of the person with overall responsibility for the investigation.

This does not exclude the employee from the need or right to consult with a solicitor, trade union representative or other bona fide legal adviser.

10. Internal Reporting Procedure Flowchart



Appendix 1: CCC Safeguarding Structure and Contacts



Designated Safeguarding Reporting Officers (DSRO):

Kaylie Charlery	Senior Community Safety Officer	Community Safety
Karen Buttress	Community Safety Lead Officer	Community Safety
Karen Stewart	Community Safety Officer	Community Safety
Andi Brewster	Customer Service Centre Manager	Customer Services
Alison Hawkins	Housing Solutions Manager	Housing
Oliver Neate	Aquatics Manager	Riverside Leisure Centre
Sonny Bent	Pools Manager	SWF Leisure Centre
Nikki Wright	Athletics Manager	Chelmsford Sport and Athletics Centre
Jonathan Harding	Homelessness Rough Sleeper Coordinator	Housing
Simi Oni	Senior Housing Solutions Officer	Housing
Jade Barber	Senior Housing Solutions Officer	Housing
Imogen Pearman	Housing Needs Officer	Housing
Clair Barry	Senior Advisor & Business Improvement Officer	Customer Services
Beckie Wright	Senior Advisor & Business Improvement Officer	Customer Services
Fabio Ogunfowora	Housing IDVA	Housing
Jo Sylvester	Customer & Business Support Manager	Parks and Open Spaces
Beretta Hawkins	Senior HR Business Partner	HR
Laura Ellen	Senior Benefits Officer	Revenues and Benefits
Ruth Blay	Senior Recovery Officer	Revenues and Benefits
Gemma Ives	Senior Revenues Officer	Revenues and Benefits
Chris Cooper	Housing Standards Lead Officer	Housing Standards
Megan Crisp	Creative Engagement Officer	Chelmsford Theatre
Laura Hoddinott	Museum Volunteer Coordinator	Chelmsford Museum

Appendix 2: Useful Contacts

Social Care Referral and Enquiries

Children's Social Care	<p>Tel: 0345 603 7627 – ask for either the 'Consultation Line' or 'Priority Line'</p> <p><i>The consultation phone line will provide advice and guidance for professionals. The priority line is available for professionals to refer concerns where children may be at immediate risk of significant harm.</i></p> <p><i>(Mon–Thu, 8.45am to 5pm, Fri 8.45am to 4.15pm)</i></p> <p>OUT OF HOURS and BANK HOLIDAYS:</p> <p>Tel: 0345 606 1212 (emergency duty team)</p> <p><u>If a child or young person is in immediate danger, call 999.</u></p>
Adult Social Care	<p>Telephone: 0345 603 7630</p> <p><i>(Mon–Thu, 8:45am to 5pm, Fri 8:45am to 4:30pm)</i></p> <p>OUT OF HOURS:</p> <p>Tel: 0345 606 1212 (emergency duty team)</p> <p>You can also email the Adult Social Care team: socialcaredirect@essex.gov.uk</p>

Essex Police

Central switchboard	101
Emergency	999

Other

Essex Safeguarding Children Board	<p>Tel (general enquiries): 0333 013 8936</p> <p>Tel (training enquiries): 0333 013 8937</p> <p>Email (general): escb@essex.gov.uk</p> <p>Email (training): escb.training@essex.gov.uk</p> <p>Web: www.escb.co.uk</p> <p>Address: Essex Safeguarding Children Board, Room CG04, County Hall, Chelmsford CM1 1QH</p>
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Essex Safeguarding Adults Board	<p>Tel (general): 03330 131019</p> <p>Tel (training): 03330 139913</p> <p>Email (general): ESAB@essex.gov.uk</p> <p>Email (training): ESAB.training@essex.gov.uk</p> <p>Web: www.essexsab.org.uk</p> <p>Address: ESAB Support Team, E3 (zone 1), County Hall, Chelmsford, Essex, CM1 1QH</p>
Childline	<p>Tel: 0800 1111</p> <p>Web: www.childline.org.uk</p>
NSPCC (including Child Trafficking Advice Centre)	<p>Tel: 0808 800 5000</p> <p>Web: www.nspcc.org.uk</p>
Crimestoppers (anonymous)	<p>Tel: 0800 555 111</p> <p>Web: https://crimestoppers-uk.org</p>
Modern Slavery Helpline (Unseen)	<p>Tel: 08000 121 700</p>

Appendix 3: Information Sharing and Retention

In the course of carrying out its various functions and activities the Council collects and generates a wide range of data/information which is recorded in different forms of document (for example; letters, invoices, emails, photographs, voice recordings, plans/drawings, registers, contracts/deeds, financial records, application forms, video).

The Council has developed a policy with which refers to the retention and disposal needs for both paper and electronically stored documents/records, including digital 'media'. The purpose of this policy is to ensure that the Council handles its data appropriately by enabling its staff and Members with the necessary information to manage their information in line with Council policies and relevant legislations.

Concern/Incident/Allegation Forms completed online and progress notes regarding each case are retained on a secure database called the Safeguarding Dynamics. This database is accessible on a permissions basis.

Appendix 4: Safe working practices

Guidelines for conduct when working/having contact with Children, Young People and Adults

In addition to the Employee and Member Codes of Conduct/ Protocols, the following guidelines should be followed by Members, employees, volunteers and contracted service providers who have contact with children, young people or adults with care and support needs.

You should:

- Always ensure you can be seen and observed publicly when working with children, young people and adults with care and support needs and avoid situations where you would be alone with them.
- Children, young people and adults have a right to privacy, respect and dignity. Respect the child, young person or adults, provide a safe and positive environment and treat them equally in the context of any activity.
- You must put the wellbeing and safety of the child, young person or adult before what you are trying to achieve with them such as the development of their performance. In other words, you may have to cease the planned activity if carrying on would undermine their well-being or safety.
- If a child, young person or adult with care and support needs is accidentally injured as the result of your actions or failure to act or arrives at an activity or service showing signs or symptoms that give you cause for concern, you must act appropriately following the procedures outlined in the policy and always report such incidents as soon as possible to your line manager and the Designated Safeguarding Reporting Officer and make a written report.
- Ensure that recognised agencies such as schools, youth clubs or sports clubs are used to communicate and engage with children.
- Make sure that when undertaking visits to these places you agree in advance with the agency that an employee will remain in the room with you at all times.

You should not:

- Spend unreasonable amounts of time alone with children, young people and adults with care and support needs, in particular when taking children, young people or adults on car journeys, no matter how short.
- Take children, young people and adults with care and support needs to your home or any other place away from Council or agency premises where they will be alone with you. However, if it is necessary for young people to go on site visits as part of their work experience, the officer in charge must write to parents in advance to ask for their permission and explain why it is necessary.
- Add or accept young people you work with or come into contact with, on social networking sites (e.g. Facebook and Twitter, etc.)
- Arrange to meet or approach children, young people or adults with care and support needs outside an organised activity or service.

You should never:

- Leave children, young people or adults with care and support needs unattended.
- Engage in rough physical games including horseplay.
- Engage in sexually provocative games or allow, encourage or engage in inappropriate touching of any form.
- Make sexually suggestive comments about or to a child, young person or adult.
- Allow children, young people and adults with care and support needs to use language inappropriate to the circumstances, unchallenged, or use it yourself.
- Ignore or fail to record an allegation a child, young person or adult makes about you or others.
- Do things of a personal nature for children, young people and adults with care and support needs that they can do for themselves e.g. assist with changing. It may sometimes be necessary to assist them, particularly if they are very young or are disabled. In such a situation, these tasks should only be carried out with the full understanding and consent of parents/carers. In an emergency situation that requires this type of help, you should try to have someone else present and inform the parents/carers as soon as is reasonably possible.
- Share a changing room with a child, young person or adult with care and support needs.
- Enter areas designated only for the opposite sex. The only exception is where you are providing cleaning services and then you should wait until the room is vacant.
- Use the internet or any other electronic or telephone device to access child pornography sites.

Warning

Chelmsford City Council takes its responsibility very seriously. Employees who breach the guidelines above will face investigation and may face disciplinary action where appropriate, which could lead to a dismissal and the possibility of a criminal investigation where there is evidence of illegal activity.

Volunteers and contracted service providers in breach of the above the guidelines will have their services terminated with immediate effect. Where there is evidence of illegal activity, they will be reported to the relevant authorities and may face criminal investigation.

If a safeguarding issue occurs in which Member is alleged to have acted inappropriately, the Designated Safeguarding Reporting Officer informed of the breach should contact the HR Manager who will immediately contact the Safeguarding Lead and the Monitoring Officer. Where there is evidence of illegal activity, the Member will be reported to the relevant authorities and may face criminal investigation. In addition to these legal sanctions there may be grounds for a complaint to be made under the Code of Conduct for Councillors.

Appendix 5: Terms and conditions of purchase – Suppliers

The Supplier acknowledges that the Council has legal responsibilities regarding the safeguarding of children, young people and adults at risk under current legislation (including the Safeguarding of Vulnerable Groups Act 2006 ('SVGA')) and is also required to comply with various codes of practice and other guidelines (together the 'Safeguarding Obligation') and agrees to provide all assistance reasonably required by the Council to enable the Council to comply with the Safeguarding Obligation and shall not do any act that would cause the Council to be in breach of any provision set out in or referred to in the Safeguarding Obligation.

The Supplier acknowledges that it may also have legal responsibilities regarding the safeguarding of children, young people and adults with care and support needs and agrees to comply with those responsibilities.

The Supplier agrees that it will:

- Comply with the Council's 'Combined Safeguarding Policy for Children, Young People and Adults', and shall always ensure that it is familiar with and complies with the reporting procedures, set out in the policy.
- Ensure that adequate staff training is provided as appropriate.
- To the extent that it is discharging a service for the Council which would be regulated or affected by the Safeguarding Obligation observe and perform the Safeguarding Obligation.
- Notify the Council immediately of any breach of or departure from the Safeguarding Obligation.

The Supplier further agrees that it will:

- Ensure that all individuals engaged in a Regulated Activity under the SVGA will be subject to a valid enhanced disclosure check through the Disclosure and Barring Service; and
- Monitor the level and validity of the checks under this clause for each member of staff; and
- Not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity under the SVGA or who may otherwise present a risk to service users and or children and/or adults.

Appendix 6: Safeguarding legislation

The following legislation and guidance underpin the safeguarding policy and aim to ensure that children and adults are protected from harm.

Legislation	Description
SET Safeguarding and Child Protection Procedures	The SET (Southend, Essex, and Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex.
Working Together to Safeguard Children	This statutory guidance sets out how organisations and individuals should work together to safeguard and promote the welfare of children, and how practitioners should conduct the assessment of children.
Children Act 1989 Children Act 2004	Places a statutory duty on local authorities to consider the need to safeguard and promote the welfare of children across all of their services.
Care Act 2014	Outlines the responsibility of local authorities to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or neglect; and the obligation to create Safeguarding Adults Boards (SABs) in every area to bring together the key local partners to focus on safeguarding strategy and practice.
SET Safeguarding Adult Guidelines	Set out clearly how concerns about adults at risk of abuse will be managed within the framework set out in the Care Act (2014) and associated statutory guidance.
Mental Capacity Act 2005	Provides a statutory framework to empower and protect those (aged 16 and over) who may lack mental capacity to make decisions for themselves; and establishes a framework for making decisions on their behalf. It puts arrangements in place for advocacy support and best-interest decision-making.
Care Standards Act 2000	Sets out a regulatory framework and standards for services people might receive. This applies to regulated services such as residential care, domiciliary care or adult placement schemes. Part 7 makes provision for the Protection of Vulnerable Adults (POVA) scheme to prevent abusers from working with adults at risk.
Protection of Freedoms Act 2012	Established the Disclosure and Barring Service (merging the functions previously carried out by the Criminal Records Bureau and the Independent Safeguarding Authority). The Disclosure and Barring Service process requests for criminal records checks; decide whether to place or remove an individual from a barred list; place or remove a person from the children's or adults barred lists for England, Wales and Northern Ireland.
Children and Social Work Act 2017	Intended to improve support for looked after children and care leavers, promote the welfare and safeguarding of children, and make provisions about the regulation of social workers.

Legislation	Description
Safeguarding Vulnerable Groups Act 2006	Provides the legislative framework for a vetting and barring scheme for people who work with children and adults with care and support needs.
Anti-Social Behaviour, Crime and Policing Act 2014	Outlines forced marriage as a criminal offence in England and Wales, punished by up to seven years imprisonment. It also applies to UK nationals overseas who are at risk of becoming the victim of a forced marriage.
Female Genital Mutilation Act 2003	Made FGM illegal in this country. It is an offence to, undertake the operation (except on specific medical grounds), assist a girl to mutilate her own genitalia, and assist a non-UK national or UK national to undertake FGM of a UK national outside the UK (except on specific medical grounds).
Homelessness Act 2002 Homelessness Reduction Act 2017	Housing Authorities are required to refer persons with dependent children who are ineligible for homelessness assistance or are homeless or threatened with homelessness intentionally to local authority children's social care, as long as the person consents. If unable to obtain consent, the Council can disclose information to Social Services if they believe the child is, or will be, at risk of significant harm.
Human Rights Act 1998	Sets out the fundamental rights and freedoms that everyone in the UK is entitled to.
The Modern Slavery Act 2015	The Modern Slavery Act 2015 is an Act of the Parliament of the United Kingdom designed to combat modern slavery in the UK. It consolidates previous offences relating to trafficking and slavery. The law requires manufacturers and retailers doing business in the UK which supply goods or services and have an annual turnover exceeding £36 million to disclose information regarding their policies to eradicate slavery and human trafficking from their supply chain and within their business.