



Safeguarding Children, Young People and Adults Induction Booklet

Section 1: Introduction

Chelmsford City Council provides a wide ranges of services and facilities and must ensure safeguarding is embedded across the entire organisation.

Chelmsford City Council is committed to promoting the welfare and protection of children, young people and adults.

Everyone has responsibility for safeguarding and should know how to identify potential abuse and how to report concerns, incidents and allegations.

This booklet provides an overview of Safeguarding and covers:

- Types of abuse and definitions
- Safeguarding training requirements
- Safe working practice
- Reporting procedure
- Useful contacts

Section 2: Training

All staff are required to read this induction booklet when their employment commences with the council. It will also be re-issued every 3 years to identified members of staff.

In addition to this booklet, the Council has other safeguarding training in place in the form of e-learning and face to face which are role dependent. Staff will be informed by their line manager and Human Resources as to what level of training they require.

Human resources and line managers will be primarily responsible for assessing what safeguarding training individual officers require with monitoring by the Internal Corporate Safeguarding Group.

The training levels are cumulative, and some employees are required to complete all of them. If staff have any queries about what safeguarding training they require, they should speak to their line manager.

Definitions

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.

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.

Child: under the age of 18 years old (i.e. not yet reached their 18th birthday)

Young Person: any child aged 16 or 17 years of age

Parents: term used in its broadest sense to include parents, carers and guardians.

Types of abuse:

Children and Young People	Adults
Physical Abuse	Physical Abuse
Emotional Abuse	Domestic Abuse (incl. Honour Based Abuse)
Sexual Abuse	Sexual Abuse
Neglect	Psychological Abuse
	Financial Abuse
	Modern Slavery/Human Trafficking
	Discriminatory Abuse
	Organisational Abuse
	Neglect
	Self-Neglect

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 — defined in Working Together to Safeguard Children as:

- protecting children from maltreatment
- preventing impairment of children’s health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- 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 centered approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Adult — any person aged 18 years or over. According to the Care Act, 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.

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.

Section 4: Safeguarding Reporting Procedure

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 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. You do not need to fill in a CIA form unless advised to do so.

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

Stage 1:

- An employee, councillors, contractor, casual or volunteer notices a possible safeguarding concern, witnesses an incident or is made aware of an allegation.
- 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.
- 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.
- 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.
- 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.
- Submit the CIA form online. Members of staff without a council login 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.
- 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.
- As the individual who initially reported the case, you will be informed of the decision made, wherever possible.

Stage 2:

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

- The Designated Safeguarding Reporting Officer will make and complete the appropriate referrals to external agencies as necessary.
- The online Safeguarding Dynamics Platform is updated by the Designated Safeguarding Reporting Officer to show the case has been referred.
- The Designated Safeguarding Reporting Officer records all actions as case notes and attaches any relevant documentation.

Case closed

- 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

- 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.
- Finally, the person who made the initial report is informed of the outcome, whenever possible.

Designated Safeguarding Reporting Officers (DSRO's):

There are Designated Safeguarding Reporting Officers (DSROs) across the organisation who receive reports of safeguarding concerns, incidents or allegations and carry out the necessary onward referrals to external agencies.

If you need help in completing the form or would like the chat through a case, you contact one of the DSROs:

Designated Safeguarding Reporting Officers (DSRO):

Kaylie Charley	Community Safety
Karen Buttress	Community Safety
Karen Stewart	Community Safety
Luke Foss	Community Safety
Chris Cooper	Housing Standards
Jonathan Harding	Housing
Simi Oni	Housing
Jade Barber	Housing
Imogen Pearman	Housing
Alison Hawkins	Housing
Fabio Ogunfowora	Housing
Andi Brewster	Customer Services
Clair Barry	Customer Services
Beckie Wright	Customer Services
Oliver Neate	Riverside Leisure Centre
Sonny Bent	SWF Leisure Centre
Nikki Wright	Chelmsford Sport and Athletics Centre
Jo Sylvester	Parks and Open Spaces
Laura Ellen	Revenues and Benefits
Ruth Blay	Revenues and Benefits
Gemma Ives	Revenues and Benefits
Beretta Hawkins	HR
Megan Crisp	Chelmsford Theatre
Laura Hoddinott	Chelmsford Museum

Out of hours arrangements

If there are concerns about an incident or allegation of abuse outside office hours and it is not possible to speak to a DSRO, staff should contact one of the Safeguarding Leads as below, if it is considered an urgent response is required.

If the concern is about a child or young person and they are at immediate risk of significant harm, then call the Children and Families Hub on 0345 603 7627 and ask for the 'Priority Line'.

If the concern is about an adult, then call 0345 603 7630.

If out of hours, telephone 0345 606 1212 (emergency duty team).

If the incident is considered urgent and someone is in immediate danger, call the Police on 999.

Safeguarding Leads	Number	Email
Keith Nicholson (Lead)	01245 606775 07836 572195	keith.nicholson@chelmsford.gov.uk
Paul Brookes (Deputy)	01245 606436 07738 040612	paul.brookes@chelmsford.gov.uk
Spencer Clarke (Deputy)	01245 606477 07738 340769	spencer.clarke@chelmsford.gov.uk
Lewis Mould (Deputy)	01245 606439 07899 966782	lewis.mould@chelmsford.gov.uk

Section 3: Safe working

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 employees, volunteers and councillors 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 with care and support needs have a right to privacy, respect and dignity. Respect the child, young person or adult, provide a safe and positive environment and treat them equally in the context of any activity.
- You must put the well-being 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 a 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 any social networking sites.
- 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.

Section 5: Types of abuse

The table below defines the types of abuse and gives examples. Think about how you might notice if someone is being abused in this way.

**applicable to adults only*

Physical abuse:

- Rough or inappropriate handling
- Hitting, shaking, throwing, kicking
- Poisoning
- Burning/scalding
- Suffocating/drowning
- Force-feeding
- Restraint or inappropriate, physical sanctions
- Misuse of medication or refusing treatment
- Female Genital Mutilation
- Fabricated or induced illness

Sexual abuse:

- Sexual acts the person hasn't consented to or was pressurised into consenting to
- Touching inappropriately
- Indecent exposure
- Sexual Harassment
- Non-contact activities such as taking photographs, filming, being forced to watch pornography
- Online grooming
- Using inappropriate language in front of the individual

Emotional (Children)/Psychological (Adults):

- Verbal abuse
- Bullying (including online)
- Insulting, humiliating, ridiculing, blaming
- Harassment
- Intimidation/controlling behaviour/coercion
- Over-protection/social isolation
- Ignoring
- Exploitation and corruption
- Conveying to the individual that they are worthless/unloved
- Imposing age or developmentally inappropriate expectations on children
- Seeing or hearing the ill-treatment of another
- Withdrawal of services or support networks (adults)

Neglect:

Failure to;

- Provide with adequate food, clothing, shelter and supervision
- Ensure access to appropriate medical care or treatment
- Respond to basic emotional, social, health care and educational needs
- Safeguard and protect from harm or abuse.

Also includes:

- Withholding of 'necessaries', e.g. nutrition, medication, healthcare, social stimulation
- Behaviour of the parents and carers which have significant impact on children, such as domestic abuse.

Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties.

***Discriminatory Abuse-:**

It includes discrimination or offensive comments on the basis of race, gender, gender identity, age, disability, sexual orientation, or religion, examples of which are:

- Harassment
- Hate crime/incident
- Unequal treatment
- Verbal/physical abuse/assault
- Inappropriate use of language
- Exclusion

***Organisational Abuse:**

Involves the collective failure of an organisation to provide an appropriate and professional service to adults with care and support needs. It includes a failure to ensure the necessary safeguards are in place to protect adults and maintain good standards of care in accordance with individual needs. The abuse can either be a one-off incident or an ongoing culture of ill-treatment.

Some forms the abuse might take:

- Inappropriate use of power or control.
- Inappropriate confinement, restraint, or restriction.
- Lack of choice – in food, in decoration, in lighting and heating, and in other environmental aspects.
- Lack of personal clothing or possessions.
- No flexibility of schedule, particularly with bed times.
- Financial abuse.
- Physical or verbal abuse.

*** Self– neglect:**

- May include a wide range of behaviours neglecting to care for one's personal hygiene, health or surroundings, includes hoarding.

Domestic abuse:

- Domestic abuse is a pattern of behaviour on the part of the abuser designed to control a partner. It can happen at any point in a relationship, including after you have split up.
- Domestic abuse can happen to anyone, regardless of age, background, gender, religion, sexuality or ethnicity.
- Honour Based Abuse -used to justify abuse/ violence.
- A Forced Marriage is when one or both parties do not consent to the marriage.
- Female Genital Mutilation (FGM) is female circumcision for cultural or non-therapeutic reason.

*Financial:

- Everyone has the right to make independent financial decisions. If a partner, family member, carer or anybody else is controlling someone's financial affairs, then this is financial abuse.
- May include theft, fraud, exploitation, pressure in connection with wills, property of inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern Slavery:

- Modern slavery exists in many forms in the UK, including trafficking into criminal activities like cannabis farming, sexual exploitation, domestic slavery or forced labour on farms, in construction, shops, bars, nail bars, car washes or manufacturing.
- May include human trafficking, forced labour and domestic servitude.

Section 5: Roles and responsibilities

Role	Responsibilities
Safeguarding Lead	This position is held by the Director of Public Places who holds overall accountability for safeguarding.
Deputy Safeguarding Leads	Support the Safeguarding Lead in carrying out their duties and through discussions with Designated Safeguarding Reporting Officers they decide what action is taken for each referral.
Designated Safeguarding Reporting Officers (DSROs)	Receive reports of safeguarding concerns, incidents or allegations and discuss these with the Safeguarding Deputy Leads. They also provide face-to-face safeguarding training for members of staff.
Senior Community Safety Officer	Oversees the safeguarding reporting processes, including audits submitted to the Essex Safeguarding Boards and works alongside the Leads to coordinate the safeguarding policy and the Internal Corporate Safeguarding Group meeting.
Safeguarding Member Champion	Held by the Cabinet Member for Safer Chelmsford who champions all safeguarding issues to 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, coordinating training (including face to face and e-learning) and updating training records in iTrent. The lead contacts are Kerry Knowles and Alison Felton, Senior HR Business Partners.

Role	Responsibilities
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.
Managers and supervisors	<p>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 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 procedures and training arrangements in place.

Other Areas of Safeguarding:

	Definition
<p>Child Exploitation</p>	<p>Child Criminal Exploitation and Child Sexual Exploitation (CSE) occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into criminal or sexual activity.</p> <p>The victim may have been criminally or sexually exploited even if the activity appears consensual, as they often don't see themselves as a victim.</p> <p>Child exploitation does not always involve physical contact; it can also occur through the use of technology.</p>
<p>Honour Based Abuse</p>	<p>Honour Based Abuse (HBA) is an international term used by many cultures for justification of abuse and violence. It is a crime or incident committed in order to protect or defend the family or community 'honour'. HBA occurs when perpetrators believe a relative or other individual has shamed or damaged a family's or community's honour or reputation and that the only way to redeem the damaged honour is to punish and/or kill the individual.</p> <p>Honour based abuse often goes hand in hand with forced marriage, although this is not always case. Honour crimes and forced marriages are already covered by the law and can involve a range of criminal offences.</p> <p>HBA is often the collective term used to include Female Genital Mutilation and Forced Marriage.</p>
<p>Prevent (counter-terrorism)</p>	<p>The Chelmsford Prevent Strategy and Action Plan addresses all forms of terrorism, and is continuously prioritised according to the threat posed to our national security.</p> <p>It responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views. It provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support</p>

Reporting:

If you have a concern about a child, young person or adult that you think is linked to any of these topics then you need follow the internal safeguarding reporting process.

Always dial 999 in the event of an emergency.

If you would like to some advice on any of these topics you can speak to one of the designated points of contact for Chelmsford City Council as follows:

Name	Contact Details
Karen Buttress	T: 01245 606233 E: karen.buttress@chelmsford.gov.uk
Kaylie Charlery	T: 01245 606288 E: kaylie.charlery@chelmsford.gov.uk
Spencer Clarke	T: 01245 606477 E: spencer.clarke@chelmsford.gov.uk
Karen Stewart	T: 01245 606249 E: karen.sewart@chelmsford.gov.uk

Section 6: Useful contacts

Essex Social Care

Normal telephone enquiries and referrals (Children and Families Hub) 0345 603 7627—ask for either the Consultation Line or Priority Line
Out of hours—0345 606 1212—ask for the Priority Line

Normal telephone enquiries and referrals (Adults) 0345 603 7630
Out of hours—0345 606 1212
socialcaredirect@essex.gov.uk

Essex Police

Central switchboard 101
Emergency 999

Other

Essex Safeguarding Children Board [ESCB - Home](#) or 0333 013 8936

Essex Safeguarding Adults Board [Essex Safeguarding Adults Board | Essex SAB](#) or 03330 131019

SET Domestic Abuse Board <https://setdab.org/>

COMPASS - A partnership of domestic abuse services providing a response in Essex <https://www.essexcompass.org.uk/>

For more information, please see the full version of the Council's Safeguarding Policy for Children, Young People and Adults, which is available on the Intranet

