Surrey Heath Borough Council
Human Resources

Safeguarding: Policy & Procedure

Policy Reviewed and Approved	November 2021
Date for review	November 2022

Introduction

Safeguarding is recognised as a key responsibility of local authorities, and is everybody's business; as neighbours, citizens, and community members we need to be alert to neglect and abuse, and be committed to reporting our concerns. It is a basic right that our lives are free from harm, abuse, and neglect and coercion. With the impact of the Pandemic in 2020/21, through isolation, it has never been so important that our policy meets the demands of those it aims to protect.

The policy provides guidance that prevents and reduces the risk of harm to adults and children from abuse and/or other types of exploitation while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion.

We outline how this Council will meet its obligations to safeguard children and adults at risk. It applies to staff, agency workers, volunteers and contractors employed by the Council. It is also applicable to Councillors undertaking official duties on behalf of the Council.

The policy complements and supports the agreed multi-agency procedures set down by the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board which is governed by a set of key principles and themes, designed to ensure that people who are at risk experience the process in such a way that it is sensitive to individual circumstances, is person-centred and is outcome-focused.
It is vital for successful safeguarding that the procedures in this policy are understood and applied consistently at an individual, managerial, and organisational level.

The aims of safeguarding are to:

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

- Address what has caused the abuse or neglect.

Safeguarding of children and adults at risk are governed by separate Government legislation and separate Surrey County Council safeguarding boards/partnerships.

Therefore the policy will consider the safeguarding of children and adults at risk independently, before addressing where there is overlap between the two safeguarding areas.

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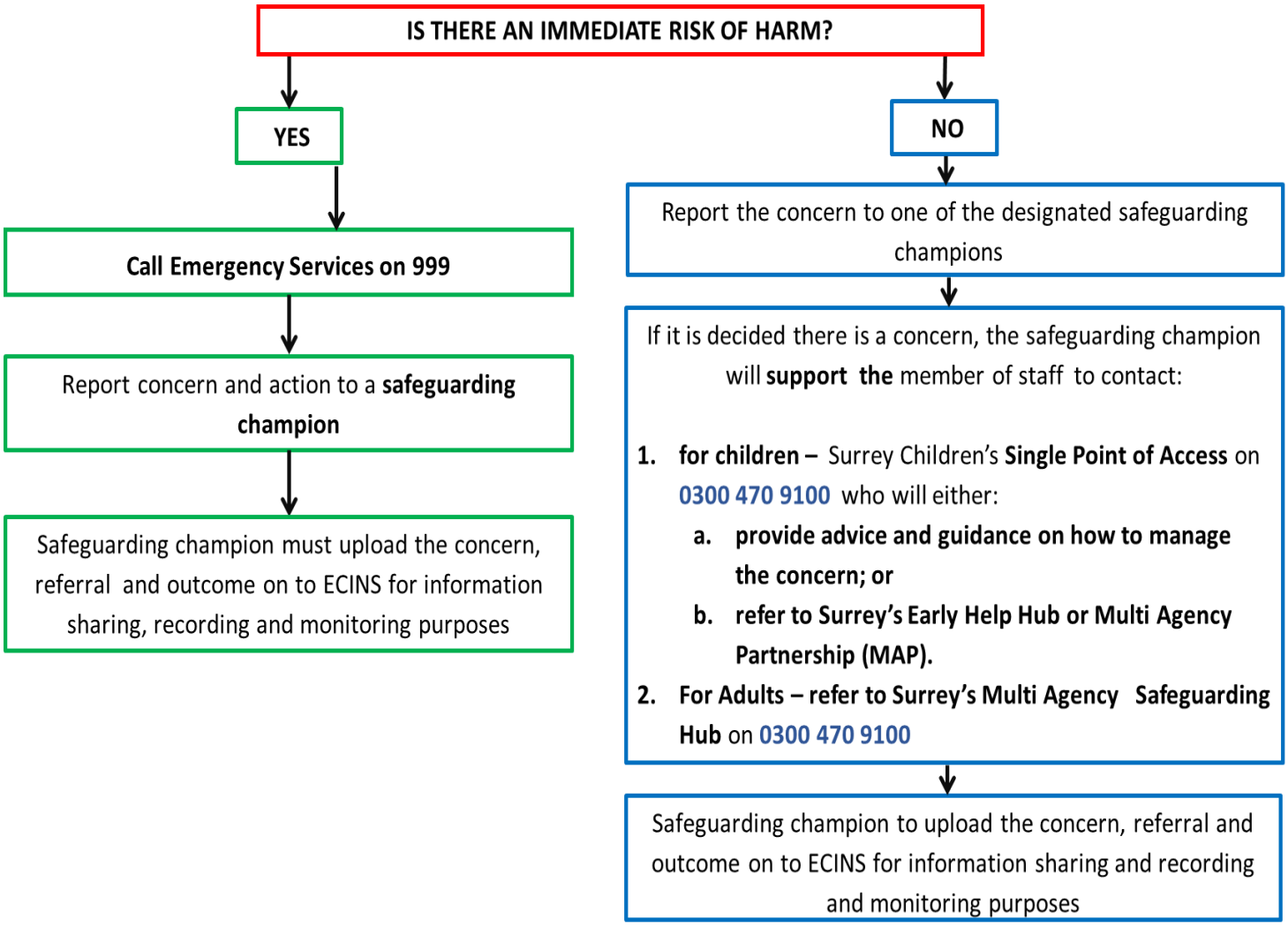
2.0 Do you have a safeguarding concern?

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



ECINS = a Community Safety secure data base for safeguarding incidents to be recorded, see your community safety officer if help needed.

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

3.0 Safeguarding children

Key principles

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

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

Safeguarding is everyone's responsibility

This is the founding principle of safeguarding children. It asserts that everybody has a role to play in protecting children from harm and keeping them safe. If you come into contact with someone or something that you have concerns about, you must take action to safeguard the child as it is unlikely that you will have a complete picture and by raising concerns, however small, and sharing this information, it will allow for more informed decision making and decisive action to be taken.

A Child Centred Approach

Effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of vulnerable children.
Children have clearly expressed what they want from the safeguarding process:

Vigilance
To have adults notice when things are troubling them.

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

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

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

Information and engagement

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

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

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

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

Good Practice when working with children

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

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

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

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

- clarify the concerns,

- offer reassurance about how the child will be kept safe; and

- explain that what they say cannot be kept in confidence and will be discussed with one of the Council’s safeguarding leads or safeguarding champions to

consider how to manage the concern and if appropriate contact Surrey Children's Single Point of Access for advice and guidance or refer to Surrey Early Help Hub.

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

If the child can understand the significance and consequences of making a referral to Surrey Children's Single Point of Access, he or she should be asked his or her view by the referring professional. Although the child's view should be considered, it remains the responsibility of the professional to take whatever action is required to ensure the safety of that child and any other children.

Professionals should generally seek to discuss any concerns with the family and where possible, seek their agreement to discuss with one of the Council's safeguarding leads or safeguarding champions and or/if appropriate contact Surrey Children's Single Point of Access for advice and guidance or refer to Surrey Early Help Hub, but there will be some circumstances where professionals should not seek consent if it could:

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

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

The procedure below is designed to help professionals to understand what to do if they have concerns about a child who has additional needs and what to do if a child has been or is likely to be significantly harmed.

When to raise a concern

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

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

If you are concerned about the safety of a child or young person you contact the Surrey Children's Single Point of Access (SPA), which has replaced the MASH service.
Who to contact
Telephone
0300 470 9100
01483 517898 (out of hours hosted by the emergency duty team)
E-mail - csmash@surreycc.gov.uk
Website - https://www.surreycc.gov.uk/.../contact-childrens-services

Allegations against staff, councillors and/or volunteers

An investigation is required if there is an allegation or concern that any person who works with children, in connection with his or her employment or voluntary activity, 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 are unsuitable to work with children

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

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

Staff and volunteers

Any allegations or concerns about a member of staff or volunteer should be immediately referred to either the Head of Policy and Governance or the HR Manager/HR Business Partner who should act in accordance with the Council's Safeguarding Policy and relevant HR Policies.

Councillors

Any allegations or concerns about a councillor, should be immediately referred to either the Head of HR, Performance and Communications or the Monitoring Officer.

Note - If the alleged behaviour harmed a child, is a possible criminal offence or the behaviour indicates that they are unsuitable to work with children, the **Local Authority Designated Officer (LADO)** at Surrey County Council must be informed within one working day of the allegation and this is to be co-ordinated via the Council's Human Resources Manager.

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

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

4.0 Safeguarding Adults at Risk

Introduction

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

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

https://www.surreycc.gov.uk/__data/assets/pdf_file/0005/192038/SCC-ASC-Safeguarding-Policy-and-Procedure-v-1-01-Nov-2020..pdf

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

- ensuring that all staff who have regular, direct and unsupervised contact with adults at risk are carefully selected and vetted. Staff and appropriate elected members should complete a Disclosure and Barring check. Staff and appropriate elected members will receive basic training, accredited where necessary. All

elected members must understand the adult protection process, and training is available via a distance learning package.

- ensuring that all Council contractors who have regular, direct and unsupervised contact with adult at risks have effective policies and procedures in place.

- ensuring that organisations that apply for grant aid for programmes that include adults at risk (funding or premises) have effective policies and procedures in place.

- giving all the parties involved and the general public information about what they can expect from the council in relation to protecting and safeguarding adults at risk.

- ensuring that there is a clear complaint procedure in place that can be used if there are any concerns.

- sharing information about concerns with appropriate agencies and involving adults at risk and their carers as appropriate.

Who is an adult at risk?

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

- is or may be in need of Community Care Services by reason of mental or other disability, age or illness; and

- is or may be unable to take care of himself or herself, and/or:

- is unable to protect themselves against significant harm or exploitation.

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

Key principles

The Care Act 2014 *(See Appendix 2: legal Framework)* introduced six principles of safeguarding which are listed below.

Empowerment
Presumption of person-led decision making and informed consent

Prevention
Take action before harm occurs

Proportionality
Take the least intrusive response appropriate to the risk presented
Protection
Provide support and representation for those in the greatest need

Partnership
Local solutions through services working with their communities

Accountability
Ensure there is accountability and transparency in safeguarding practices

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

- All adults at risk have a right to be protected and their decisions respected even if that decision involves risk.

- The prime concern at all stages will be the interests and safety of the adult at risk.

- The aim will be to give a professional service to support and minimise the distress of any adult at risk.

- Everyone will be treated sensitively at all stages of the investigation.

- The importance of professionals working in partnership with the adult at risk and others involved will be recognised throughout the process.

- All services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all the individuals concerned and does not discriminate on the basis of race, culture, religion, language, gender, disability, age or sexual orientation.

- Adults who have been abused need the same care and sensitivity, whoever the alleged abuser.

- The responsibility to refer the adult at risk rests with the person who has the concern.

- All agencies receiving confidential information in the context of an adult at risk investigation will make decisions about sharing this information in appropriate circumstances.

- Procedures provide a framework to ensure that agencies work together for the protection of the adult at risk. They are not a substitute for professional judgement and sensitivity.

- Adults at risk have the right to have an independent advocate if they wish, at any stage in the process.

Making Safeguarding Personal

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

The key focus is on developing a real understanding of what adults at risk wish to achieve and agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing, at the end, the extent to which desired outcomes have been realised.

The Wellbeing Principle

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

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

Promoting wellbeing means actively seeking improvements at every stage in relation to the individual, and where applicable their carer or appropriate adult. It is a shift from providing services to the concept of meeting needs. In promoting wellbeing it should be assumed that individuals are best placed to judge their own wellbeing. Their individual views, beliefs, feelings and wishes are paramount and individuals should be empowered to participate as fully as possible.

What is abuse?

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

Any act of abuse, repeated or singular, is a violation of the adult at risk's human and civil rights.

Context

Abuse of adults at risk can occur in any setting or any situation and can be a complex area. Abuse may occur in:

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

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

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

Abuse of adults at risk occurs in all cultures, all religions and at all levels of society.

The abuser may be anyone, including a member of the family, friend, neighbour, partner, carer, stranger, care worker, manager, volunteer, another service user or any other person who comes into contact with the adult at risk.

Good Practice when working with Adults at Risk

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

You must:

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

You must not:

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

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

When to be concerned about possible abuse

It is not the role of the Council to decide if an adult at risk is being abused or not, but it is our job to pass on any concerns*:*

The actual process for raising a concern and/or making a referral relating to children or adults at risk is set out under - *Do you have a safeguarding concern?* (see diagram on page 4)

Responding to a person who discloses a concern of abuse

- In an emergency ring 999.

- Do ensure the safety of the individual and others if in immediate danger, and contact the relevant emergency service.
- Do not be judgemental or jump to conclusions.
- Do listen carefully.
- Do provide support and information to meet the individual's specific communication needs.
- Do use open questions.
- Do tell them that the individual did a good or right thing in telling you.
- Do tell the individual you are treating the information seriously.
- Do tell them it was not their fault.
- Do ask them what they need to keep themselves safe.
- Do not make promises you cannot keep.
- Do not promise to keep secrets.
- Do seek consent to share the information with your lead for safeguarding; however, lack of consent should not prevent you from reporting your concerns.
- Do explain that you have a duty to tell your lead for safeguarding.
- Do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or any witnesses.
- Do explain that you will try to take steps to protect them from further abuse or neglect.
- Do support and reassure the person.
- Do preserve any forensic or other evidence.

Action after the concern of abuse has been recognised:

To be taken as soon as possible or within 4 hours

- Discuss your concerns with one of the Council's Safeguarding Champions or HR Manager who will support you to manage the concern, record the details and if appropriate make a referral to the Safeguarding Hub.

- Record your concerns and how they came to light, any information given by the person, information about any witnesses, the individual's wishes, actions taken, who was present at the time, dates and times of incident(s).

- Record details of the person alleged to have caused harm.

- Do record any concerns about the person's capacity to make any decisions and the reasons for the concerns.

- Do record whether the person is aware that the concerns have been reported.

- Do record their perspective.

- Do record any previous concerns about the person.

- Do not breach confidentiality for example by telling friends or other work colleagues.

- Do use Whistleblowing Procedures –if you feel that you will not be believed, taken seriously or believe that your manager or lead for safeguarding may be causing the risks of abuse to the adult or child.

The actual process for raising a concern and/or making a referral relating to children or adults at risk is set out under - *Do you have a safeguarding concern?* (page 4)

5.0 The Council's roles and responsibilities in safeguarding children and adults at risk

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

The Council as an Organisation

The Council is committed at senior officer and member level to safeguarding children and adults at risk. The Council recognises its responsibilities under the Care Act 2014, The Children Act 2004, and Working Together to Safeguard Children 2015. Safeguarding is a Council priority and this is clearly demonstrated by:

- representation at the Surrey Safeguarding Adults Board and the completion of standard returns for this board

- representation at the Surrey Safeguarding Children Partnership and the completion of Section 11 returns for this board

- appointment of a Lead Surrey Heath Borough Council Member for Safeguarding Children and Adults at Risk

- appointment of Safeguarding Champions across the Council to support frontline officers to manage concerns and/or make a referral if appropriate.

- sign up to protocols and policies

The Council as an Employer

In its role as an employer the Council incorporates safeguarding measures in its recruitment procedure and provides continuous safeguarding training for all employees.

Recruitment Procedures

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

Training

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

Level 1: This training is designed for all members of staff to give them an awareness of what safeguarding is, forms of abuse, and how to report any concerns they may have.

Level 2: This training is aimed at those employees who have a role that involves direct contact with children and adults at risk.

Level 3: The Lead and deputy lead for safeguarding and Safeguarding Champions, will undertake additional training as organised and recommended by the Surrey Safeguarding Adults Board and Surrey Safeguarding Children Partnership to ensure their knowledge is up to date and is reflected in the Councils policies and procedures.

The Council as a Licensing Authority

The Council is a licensing authority for services such as taxi drivers, public events, alcohol and entertainment, charity collections, gambling, animal licensing, boot fairs, Sunday and street trading and other licences such as fireworks.

The Council needs to ensure that all relevant checks are carried out prior to issuing licences and if a safeguarding concern is raised at any time during the process, the

Council's safeguarding policy and procedure must be followed, including the notification of other government or national bodies.

Contracts

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

A guide to make a record

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

All safeguarding concerns and referrals must ideally be recorded on **E-CINS** a multi-agency cloud based case management system, but if you cannot access then please use the internal incident report on the next page, and email this to: safeguarding.champions@surreyheath.gov.uk and the information will be transferred on to **E-CINS.**

Please make contact with one of the Council's safeguarding champions, if you are unclear as to the action you need to take:

SECTION 1: Your Details	
Name of person completing form	

Date of form completion	
Time of form completion	
Job title & Department	
Who reported the concern to you *(if applicable)*? State if you observed the concern yourself Include: address, phone number & email. Unless this is a whistle blower in which case refer to them by **initials only.**	
How do you know the person at risk / your involvement with them	
Your Telephone	
Your Mobile	
Your Email	
SECTION 2: Person at Risk's Details	
Name	
Address	
Date of Birth	
Gender	
Does the person have any language or communication difficulties?	
Does the person have any known Mental Capacity issues?	
Their Telephone	
Their Mobile	
Their Email	
If the person at risk is under 18 (a child) do you have parental consent?	
SECTION 3: Details of your concern	
Date of alleged abuse / neglect (if known)	

Type(s) of suspected abuse (please select)			
Physical		Modern Slavery	
Domestic Abuse		Discriminatory	
Sexual		Organisational	
Psychological		Neglect and Acts of omission	
Financial and Material		Self-Neglect	

Witnesses (inc. other staff)	
Any injuries:	
Details of concern (such as what happened to stem your concern, any immediate concern about the persons' safety, is there anyone else who could be at risk)	
Actions or decisions already taken and outcome (e.g. called emergency services, spoken to alleged victim)	

GUIDANCE NOTES: READ CAREFULLY BEFORE COMPLETING THE FORM Complete as much of the form as possible. Include everything you have witnessed/been told. You are not required to decide if the information is relevant.

When this form is submitted it will automatically be emailed to the safeguarding team. If you feel unable to have the report seen by all members of the safeguarding team, if for instance the safeguarding incident relates to them, please send it to an individual safeguarding officer.

For further information or guidance please contact a safeguarding officer. Alternatively contact the Surrey C-SPA for advice.

Surrey Heath Safeguarding Champions

Surrey Heath Borough Council

Safeguarding Officers			
Name	**Role**	**Team**	**Contact details**
Louise Livingston Nick Steevens	*Designated Safeguarding Lead until 31/03/2022* From 01/04/2022	Head of HR, Communications & Performance *Strategic Director Environment and Community*	*Louise.livingston@surreyheath.gov.uk* *Ext: 7403* *Nick.steevens@surreyheath.gov.uk* *Ext: 7351*
Emily Burrill Gail Bushell	Safeguarding Champion & Child Sexual Exploitation Lead	Family Support	Emily.burrill@surreyheath.gov.uk Ext: 7684 Gail.bushell@surreyheath.gov.uk X7207
Jayne Boitoult/ Bob Darkens	Safeguarding Champion & PREVENT Lead	Community Safety	Jayne.boitoult@surreyheath.gov.uk Ext: 7464 Bob.darkens@surreyheath.gov.uk Ext: 7467
Aline Poulter	Safeguarding Champion	Community	Aline.poulter@surreyheath.gov.uk Ext: 7659
Clive Jinman	Safeguarding Champion	Housing	Clive.jinman@surreyheath.gov.uk Ext: 7334
Nicky Sherlow	Safeguarding Champion	Environ & Comm	Nicola.sherlow@surreyheath.gov.uk Ext: 7597

Information sharing

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

Professionals who have contact with children, families and adults at risk discuss with one of the Council's safeguarding leads or safeguarding champions to consider how to manage the concern and if appropriate share the concern with the Safeguarding Hub, see page 5.

All information sharing should be in line with the agreed set of principles about sharing personal or confidential information in the Surrey Multi-Agency Information Sharing Protocol (MAISP). The MAISP has been developed in partnership with Surrey County Council, all the borough and districts as well as the health services and Surrey Police.

Appendix 1

SURREY SAFEGUARDING PARTNERSHIPS

In Surrey, the statutory Safeguarding Children Partnership and Safeguarding Adults Partnership are responsible for providing local agencies with guidance and holding agencies to account for their actions.

Representation on Safeguarding Partnerships

The Children Act 2004 and Care Act 2014 together with associated statutory guidance sets out which organisations are required to sit on both boards and comprises all relevant statutory and key voluntary agencies.

The 11 Surrey Borough and District Councils have a single representative nominated by the Surrey Chief Executives Group to represent them on each board. Other borough and district council officers may attend the boards or the various sub groups that deal with the operational arrangements and ensure effective practice throughout the County.

Performance and Quality Assurance

Organisations on the boards are responsible for ensuring that they provide any data that is required by the boards for their respective Performance and Quality Assurance Frameworks. Likewise, they are expected to complete any returns and comply with any audit requirements.

Surrey Safeguarding Children Partnership (SSCP)

The overall role of the SSCP is to coordinate local work to safeguard and promote the welfare of children and to ensure the effectiveness of what the member organisations do individually and together by developing interagency policies and procedures for safeguarding and promoting the welfare of children, including:

- the action to be taken where there are concerns about a child's safety or welfare
- training of those working with children and/or families or in services affecting the safety and welfare of children
- investigation of allegations concerning persons working with children

It is very important that local safeguarding arrangements are strongly led and promoted at a local level, specifically by:

- a strong lead from local authority members, and the commitment of chief officers in all agencies, in particular the Director of Children's Services and Lead Member for Children's Services at Surrey County Council; and
- effective local coordination and challenge by the Local Safeguarding Children's Partnership.

Borough and District Councils have a crucial role to play in the safeguarding of children in their areas. The Surrey Safeguarding Partnership Procedures Manual specifically refers to the duty of housing authorities to share information that is relevant to safeguarding. They should promote the welfare of children and the duties of leisure services departments and leisure contractors to ensure that their leisure facilities safeguard children. All casual and temporary members of staff must be aware of safeguarding children issues and know how to report concerns.

Section 11 of the Children Act 2004 places duties on 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 safeguard and promote the welfare of children.

Each Surrey Borough and District Council completes Section 11 forms to be returned to the Surrey Safeguarding Children Partnership by the Lead Safeguarding Officer.

The Surrey Safeguarding Children Partnership has five core objectives to enable it to deliver its responsibilities as set out in *Working Together 2015*. These are:

- to optimise the effectiveness of arrangements to safeguard and protect children and young people
- to ensure clear governance arrangements are in place for safeguarding children and young people
- to oversee Serious Case Reviews (SCRs), Partnership Reviews and Child Death (CDOP) processes and ensure learning and actions are implemented as a result
- to ensure a safe workforce and that single-agency and multi-agency training is effective and disseminate good practice
- to raise awareness of the roles and responsibilities of agency and community roles and responsibilities in relation to safeguarding children and young people In addition, the Partnership:
- coordinates what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area
- ensures the effectiveness of what is done by each such person or body for those purposes

The functions that support these objectives are to:

- develop policies and procedures
- communicate and raise awareness
- monitor and evaluate the effectiveness of partners individually and collectively
- participate in the planning of services

- undertake reviews of all child deaths and serious case reviews and disseminate the learning
- commissioning and delivery of multi-agency training
- evaluate single agency and multi-agency training

Additional Priorities

In addition to the delivery of core business the SSCP has identified four targeted priorities on which to focus:

- To monitor and challenge the effectiveness of the *new* Effective Family Resilience Model and to ensure that the voice of children and young people is heard

- To ensure professionals and the current child protection processes effectively protect those children identified as in need of protection and who are looked after

- To ensure children and young people at risk of Child Exploitation (CE) are protected

- To monitor and challenge the effectiveness and impact of the Domestic Abuse Services in reducing the incidences of Domestic Abuse and protecting children and young people from harm

Surrey Safeguarding Adults Partnership (SSAP)

The Surrey Safeguarding Adults Partnership (SSAP) helps and protects adults in Surrey who have care and support needs and who are experiencing, or are at risk of, abuse or neglect.

Representatives from carers' groups, disability groups and older people's groups are members of the board.

The Partnership ensures the voices of adults at risk, their families and their carers are heard and guarantees there are effective processes in place to prevent and respond to abuse and neglect. The board also raises awareness of the importance of safeguarding through publicity campaigns and has a multi-agency training programme in place to give staff the right skills to safeguard adults.

The SSAP has three core duties:

- to publish a strategic plan that sets out how it will meet its main objective and what the members will do to achieve this

- to publish an annual report detailing what the SSAP has done during the year to achieve its main objective and implement its strategic plan

- to conduct any safeguarding adults reviews in accordance with the Care Act 2014

The functions that support its objectives and duties are to:

- develop a framework of multi-agency polices , protocols and procedures

- require member agencies to provide assurance on their safeguarding activities

- quality assure the safeguarding of member agencies

- implement a multi-agency Competency Framework and training programme

- undertaking Safeguarding Adults Reviews and learning lessons from them

- learn lessons from other reviews including Domestic Homicide Reviews

- undertake activities to raise awareness of safeguarding and to support the prevention of abuse and neglect

Appendix 2

LEGAL FRAMEWORK

This Safeguarding policy is underpinned by a range of legislation including, but not limited to:

The Children Acts 1989 and 2004

The *Children Act 1989* and *Children Act 2004* along with the statutory guidance, *Working Together to Safeguard Children 2015* provide the current framework for safeguarding children.

This legislation places an overarching responsibility on Surrey County Council, as the lead authority for children, for safeguarding and promoting the welfare of all children in their area, but makes clear that other agencies also have a role to play.

Section 11 of the Children Act 2004 places a statutory duty on various agencies, including districts and borough councils, to make arrangements to ensure that their functions are discharged taking account of the need to safeguard and promote the welfare of children. This includes any services or function they contract out.

This Act led to the establishment of the Surrey Safeguarding Children Partnership and required Surrey County Council to secure the co-operation of partners in setting up arrangements to improve the well-being of children in Surrey.

Working Together to Safeguard Children

This replaced the Area Child Protection Committee and sets out how organisations and individuals should work together to achieve this using the key principles: Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part.

The approach must be child-centred: in order to be effective, there needs to be a clear understanding of the needs of the child.

Guidance: Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children

The Care Act 2014

The Care Act 2014 sets out the legal framework for how local authorities and other statutory agencies, including district and borough councils, should protect adults with care and support needs who are at risk of abuse or neglect. It consolidates existing law and puts similar arrangements in place to those safeguarding children.

The Act required Surrey County Council, as the lead authority for vulnerable adults, to establish a Safeguarding Adults Board to bring together the key local partners to focus on safeguarding strategy and practice. The Act also places a duty on Surrey County Council to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or neglect conducting Safeguarding Adults Reviews (SARs)

where there is a cause for concern about a particular case, to learn lessons for the future.

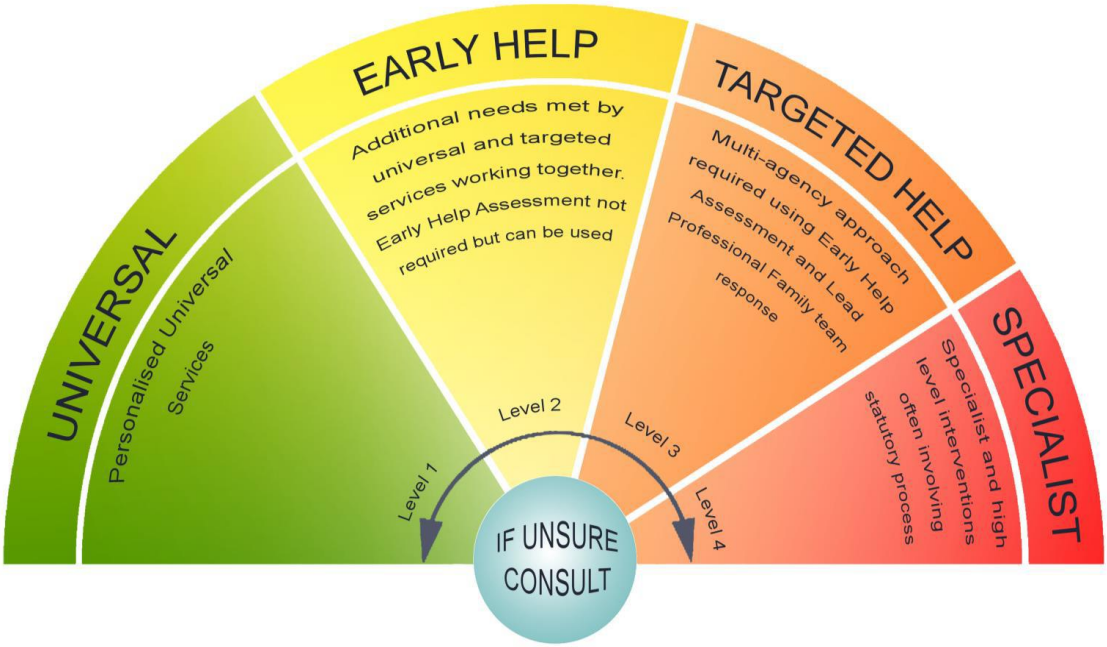
All these initiatives are designed to ensure greater multi-agency collaboration as a means of transforming adult social care.

This guidance is updated from time to time; therefore the most up to date guidance will apply in relation to the operation of this policy.

Appendix 3

SURREY EFFECTIVE FAMILY RESILIENCE and CHILDREN'S SINGLE POINT of ACCESS (C-SPA)

The Surrey Effective Support Windscreen

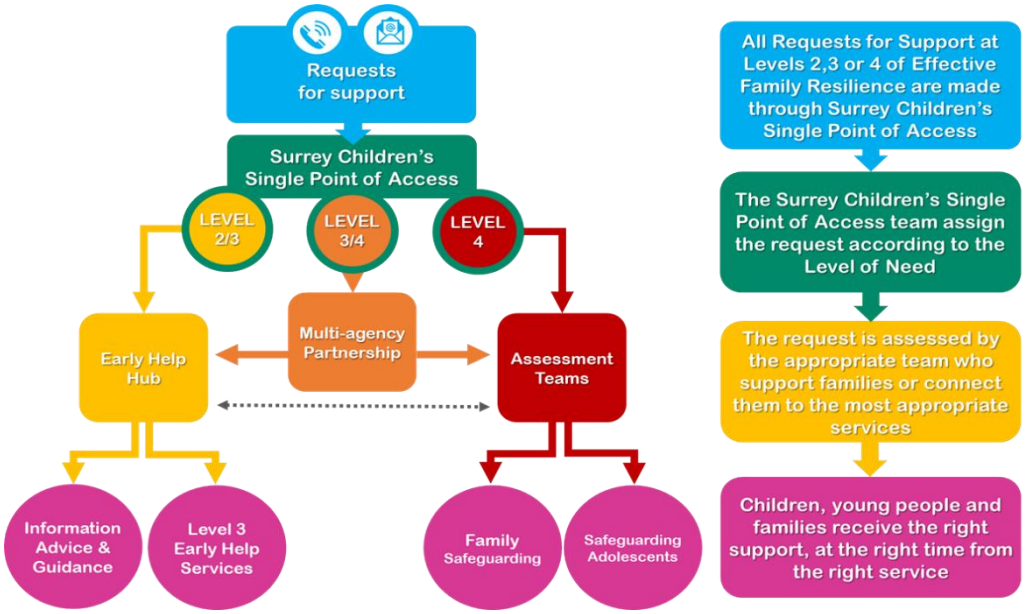


In May 2019 Surrey Safeguarding Board launched the new The Early Help approach **'Effective Family Resilience'** and the Social Work practice model **'Family Safeguarding'**.
Within this four levels of need have been identified: `**Universal, Early Help, Targeted Help, and Specialist.**

The purpose of this new model is to provide a consistent approach to safeguarding across **all organisations;** including voluntary and charitable organisations who come into contact with and support children and their families. Focusing on the need to work together in an open way with the child and their family to gain their confidence, identify strengths and needs, to find practical and achievable solutions, and to provide the right amount of information, advice

Children's Single Point of Access (C-SPA)

The Children's Single Point of Access is the umbrella term used to describe the front door to Surrey County Council services for children. Parents, carers and practitioners can phone in to access support, information and advice for families and those who work with children in Surrey.



Your contact will be answered by the Children's Request for Support Team. They may be able to answer your query directly, or when a response is required from a specific team they will send the service request to the appropriate team to respond to you.

Requests for support up to Level 3 of Effective Family Resilience will be directed to the Early Help Hub. Families meeting the threshold for Level 4 of Effective Family Resilience will be sent straight to the Quadrant Assessment Teams (Children's Social Care).
If you are concerned about the safety of a child or young person you contact the Surrey Children's Single Point of Access (SPA), which has replaced the MASH service.
Who to contact
Telephone
0300 470 9100
01483 517898 (out of hours hosted by the emergency duty team)
E-mail - csmash@surreycc.gov.uk
Website - https://www.surreycc.gov.uk/.../contact-childrens-services

Appendix 4

RELEVANT POLICIES AND STRATEGIES

Surrey Heath Borough Council 'PREVENT' Policy

The underpinning aim of the 'PREVENT' Policy is to determine how the Council works with organisations and the community to prevent extremism' and stop people becoming terrorists or supporting terrorism. It aims to identify individuals at risk of radicalisation and being drawn into extremist activity. The Surrey Health and Wellbeing Board has overall governance of the PREVENT agenda across for Surrey with a Multi-Agency Prevent Partnership Group established to review trends and developments as well as provide a 'quality assurance' overview around PREVENT delivery across Surrey.

Domestic Abuse

Domestic abuse can be any incident of threatening behaviour, violence or abuse between adults who are, or have been, intimate partners, family members or members of the same household regardless of gender or sexuality. Domestic abuse is not limited to violent abuse; it can be physical, psychological, sexual, emotional or financial. Children's health and wellbeing can be seriously affected by living in households where there is any form of domestic abuse. The county-wide Domestic Abuse Management Board has overall responsibility for the development and implementation of the Surrey Domestic Abuse Strategy. More information including contacts for agencies that can offer support and practical advice can be found on the Surrey Against Domestic Abuse website.

Equality Assessment

Surrey Heath Borough Council recognises the right of every adult and child to a life that is free from harm, abuse, and neglect.

The Council promotes adoption of a standard approach to implementation of safeguarding policy and procedure, with equal consideration to all vulnerable groups.

The new Policy, procedures and related guidelines has been Impact Assessed by the Equality Action Group and adopted by this Council in April 2021.

Child Sexual Exploitation

Child Sexual Exploitation (CSE) is the sexual abuse of a child or young person aged under 18 by an adult who involves them in inappropriate sexual activities either with themselves or another person. The activity often takes place in exchange for money, alcohol, drugs, food, accommodation or presents. Online grooming is a type of CSE that impacts both boys and girls across Surrey. This area of work is led by specialist

police officers working closely with partners such as local Councils, social services, youth services, housing providers and the voluntary sector.

More information can be found on Surrey Police's website.

Missing Persons Protocol

This is in place to ensure that there is a coordinated response from agencies when a vulnerable adult goes missing. This includes Surrey Police, Surrey & Borders Partnership Trust, and Surrey Care Association, Surrey County Council Adult social Care Services and Surrey Care providers and associated agencies. It provides guidelines to all parties as to what actions should be taken when a person receiving care goes missing. More information can be found on the Surrey Safeguarding Adults Board website.

People in a Position of Trust Protocol

The Care Act 2014 requires that Safeguarding Adults Boards should establish and agree a framework and process for any organisation to respond to allegation against anyone who works (in either a paid or unpaid capacity) with adults with care and support needs. The framework and process in the context is referred to as the *Protocol*. The Protocol applies to all partner agencies of Surrey Safeguarding Adults Board (SSAB) and organisations commissioned to provide services by them, so they respond appropriately to allegations against people who, whether an employee, volunteer or student, paid or unpaid, works with or cares for adults with care and support needs. These individuals are known as *People in a Position of Trust (PiPoT).* SSAB also requires partner agencies and the service providers they commission to identify a designated PiPoT lead or contact to oversee the delivery of responsibilities in their organisation.

Protocol for responding to concerns about a Person in a Position of Trust (PiPoT)

Surrey Heath Borough Council

The PiPoT Leads for Surrey Heath Borough Council are:

Until 31/03/2022 – Louise Livingston - Head of HR, Communications & Performance

From 01/04/2022 – Nick Steevens – Strategic Director – Environment and Community

Family Support Safeguarding Procedure

The Family Support department at the Surrey Heath Borough Council follow the national guidelines for those that work with children. Please follow the corresponding link for these guidelines.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf

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

NB who should complete a referral to the Home Office is to be confirmed.

Crimestoppers anonymously	*0800 555 111*
Childline	*0800 1111*

General, non-safeguarding queries or existing open cases for adults or young adults

For any general or non-safeguarding concerns in relation to an adult (including young adults) please contact Surrey County Council's Contact Centre:
Telephone: 0300 200 1005
Minicom: 020 8541 9698
Fax: 020 8541 9575
Email: contact.centre@surreycc.gov.uk

SMS: 07527 182861

For any general or non-safeguarding concerns in relation to a child or young adult) please contact Surrey County Council's Contact Centre:
Telephone: 0300 200 1006
Minicom: 020 8541 9698
Fax: 020 8541 9575
Email: contact.centre@surreycc.gov.uk
SMS: 07527 182861

Modern Day Slavery

Additional government guidance including training resources can be located on the

FOR THE CORRECT FORMS TO REFER AN INDIVIDUAL FOR ASSESSMENT AND SUPPORT PLEASE VISIT:
https://www.gov.uk/government/publications/human-trafficking-victims-referral-and-assessment-forms
and **call** Modern Day Slavery Helpline: 0800 0121 7000

following weblink:https://www.gov.uk/government/publications/modern-slavery-training-resource-page/modern-slavery-training-resource-page. This contains videos, e-learning, and leaflets.

National Response Mechanism: https://www.gov.uk/government/publications/human-trafficking-victims-referral-and-assessment-forms/guidance-on-the-national-referral-mechanism-for-potential-adult-victims-of-modern-slavery-england-and-wales

Statutory Duties for local authorities:
https://static1.squarespace.com/static/599abfb4e6f2e19ff048494f/t/5b164dab1ae6cf

bba8d27c22/1528188339535/LWG+Local+Authorities+Modern+Slavery+Protocol+%28adults%29+-+Statutory+Dutie....pdf

Hate Crime Policy

1.1 This policy sets out our approach to dealing with Hate Crime.

1.2 We recognise that individuals and groups may face overlapping forms of prejudice. Hate Crime can be defined as any crime that is motivated by hostility on the grounds of someone's actual or perceived characteristics.
This can include equality characteristics such as:

- Age.
- Disability.
- Race.
- Sex, sexual orientation, gender identity.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Religion or belief.

1.3 Hate Crime can take many forms including (but not limited to): physical violence, threats of violence, offensive graffiti or other written material, online abuse, and abusive or insulting words or behaviour.

1.4 So what can we do? Reporting is a crucial part of eradicating hate, it may seem small and insignificant act, but it can have an impact on attitudes towards Hate Crime and strategies to prevent it.
Anyone can report, and you don't have to be certain about whether it is Hate Crime, by reporting you are being an **up-stander** rather than a bystander, playing your part in not accepting hate.

1.5 How to report it?

- Direct Reporting to the Police using the 101 number
- Phone Stop Hate UK on 0808 138 1625
- Report it on www.stophateuk.org
- Download the reporting App in Surrey, by going to the app store or google play searching for 'stop hate uk' and click 'stop hate uk surrey' and then install.

Highlighted Area: 2021/22

1.6 The issue of antisemitism in our communities has received considerable publicity, and a result in 1994 the Community Security Trust (CST), was set-up as a charity to protect British Jews from antisemitism and related threats. CST is recognised by the Police and Government as a unique model of best practice, and is in London, Manchester, and Leeds.

CST provides security advice and training for Jewish communal organisations, schools, and synagogues.

National Trends in 2019 show that 18% of religiously motivated hatred is targeted at Jewish people, which is an increase of 6% from 2018 and that per capita, Jewish people are most likely to report experiencing hatred.

It is with this in mind that this Council has adopted the non-legally binding working definition from the International Holocaust Remembrance Alliance (IHRA) as below to demonstrate that we understand the concerns and are willing to take action in response to make it clear that anti-Semitic behaviour will not be tolerated.

"Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities."

For further information on the Community Security Trust: https://cst.org.uk/ and International Holocaust Remembrance Alliance (IHRA) www.holocaustremembrance.com https://www.holocaustremembrance.com/working-definition-antisemitism