

**SAFEGUARDING
CHILDREN AND VULNERABLE ADULTS
POLICY & PROCEDURE**

January 2013

Safeguarding is everyone's responsibility

The South Cambridgeshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and families.

We take our responsibilities seriously and expect all staff, partners and contractors to share this commitment

Definitions

Child – a child or young person under the age of 18.

Vulnerable Adult – a person aged 18 or over who is in receipt of, or may be in need of, community care services by reason of mental, physical or learning disability, age or illness; and who cannot always take care of themselves or protect themselves against significant harm or exploitation.

1. Policy Statement

1.1 The Council has a responsibility to provide a safe environment for children and vulnerable adults and their welfare is of paramount importance. The Council will:

- Implement departmental or service procedures to safeguard children and vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, sexual identity and/or religious beliefs, to protect and support them whilst accessing our services.
- Respect and promote the rights, wishes and feelings of children and vulnerable adults.
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse.
- Ensure effective employment processes are in place which includes comprehensive safeguarding procedures for the recruitment and selection process.
- Recruit, train and supervise representatives to ensure they are properly equipped to:
 - Identify where there may be a problem
 - Know how to obtain speedy, professional advice
 - Refer concerns to relevant specialists
 - Protect themselves from false accusations of abuse
- Communicate and refer any child protection concerns to Social Care Services at Cambridgeshire County Council.
- Ensure our procurement and contracting policies and procedures adequately reflect our safeguarding responsibilities
- Communicate and refer any appropriate vulnerable adult protection concerns to Adult Protection Services at Cambridgeshire County Council.
- Where a criminal offence may have taken place, make immediate referral to the Police.

- Ensure all incidents of poor practice, allegations and suspicions are reported, taken seriously and responded to swiftly and appropriately by the appropriate agency.
- Work with the Local Safeguarding Children Board (LSCB) through representation at meetings and completion of the section 11 audit toolkit report to enable the continuous improvement of the safeguarding arrangements.

2. Roles and Responsibilities

Safeguarding is everyone's responsibility

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We take our responsibilities seriously and expect all of our staff to share this commitment.

Staff must

- Be aware of this policy and service procedures
- Attend safeguarding training identified for their post or specialist role
- Not undertake any unsupervised activity involving access to children and vulnerable adults prior to receiving a satisfactory CRB check
- Be aware of appropriate and inappropriate behaviour for staff working with children and vulnerable adults and the signs of abuse
- Know who their Designated Officer is and how to contact them (Appendix 3)
- Act on any suspected or potential case of child or vulnerable adult abuse.
- Report any concerns of inappropriate behaviour or bad practice (Appendix 4)

Managers must

- Ensure all their staff are aware of and understand the safeguarding policy and procedures
- Ensure all other partners and contractors whom they engage to undertake duties on their behalf, which involves contact with children or vulnerable adults, understand and comply with the policy and submit annual returns on training and any reports made to Social Care regarding children and or vulnerable adults and families
- Ensure staff complete appropriate safeguarding training for their post
- Promote safeguarding and support staff in their responsibilities

Departmental Safeguarding Designated Officers

Designated officers have been trained to support staff that have reported safeguarding concerns about a child, young person, or vulnerable adult. Their role is to:

- Provide a point of contact for staff who want to discuss concerns about a child or vulnerable adult
- Seek advice from relevant agencies
- Take forward disclosures / referrals
- Provide a point of contact with the Police, Social Care and Adult Protection Services as required
- Keep the referrer informed of action taken
- Provide a champion role for safeguarding issues in their service / department
- Help monitor policy and procedures at a service / departmental level
- Offer advice and guidance
- Participate in safeguarding meetings

- The lead Co-ordinating Designated Officer will chair and provide monthly for the quarterly Safeguarding Team meetings and Executive Management Team reports as required.

Human Resources

- The Head of HR will manage allegations relating to staff, volunteers and contractors (with appropriate Head of Service)
- Provide a lead role in establishing corporate employment policies and procedures
- Ensure that the Safeguarding Group is kept up to date on policy proposed changes to the Vetting and Barring scheme
- Monitor and review the safeguarding employment standards
- Ensure DBS checks and references that refer to the candidates' suitability to work with children or vulnerable adults are taken up for all appropriate posts
- Maintain secure and confidential records for all staff that have completed a DBS check
- Ensure appropriate training is included in the corporate training plan
- Ensure safeguarding is part of the induction programme for all new staff

Safeguarding Management Group

The Council has established Lead Officers for: [Safeguarding children 2013.pdf](#)

- Safeguarding (Lead Co-ordinating Designated Officer)
- Vulnerable Adults
- Allegations of abuse (Named Senior Officer)
- Contracts and Procurement
- Multi Agency Referral Unit
- Together for Families

**The authority's champion for safeguarding children and vulnerable adults is:
Mike Hill, Director of Environmental Health**

3. Background

3.1 The Children Act (2004) places a duty on key statutory agencies to safeguard and promote the welfare of children. The Act embodies the following five principles as key to the wellbeing of a child, young person or vulnerable adult and later life:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Achieving economic well being

The Council is a partner agency of the Local Safeguarding Children Board (LSCB) – core membership, set out in the Children's Act 2004, includes local authorities, health bodies, the police and others to coordinate the effectiveness of key agencies in safeguarding and promoting the welfare of children. They have a comprehensive website detailing policy, procedures and good practice guidelines. <http://www.cambslscb.org.uk/>

3.2 The Department of Health's 'No Secrets' Guidance and Safeguarding of Vulnerable Adults Scheme (SOVA) require statutory and voluntary agencies to develop local policies and procedures to protect vulnerable adults from abuse, which could include (see Appendix 2):

- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Financial or Material Abuse
- Neglect and Acts of Omission
- Discriminatory Abuse

The Council have signed an agreement with Cambridgeshire County Council to work within their Adult Safeguarding policy guidelines and procedures.

<http://www.cambridgeshire.gov.uk/social/adultprot/>

- 3.3 The Vulnerable Groups Act 2006 provides the legislative framework for the Independent Safeguarding Authority Scheme following Recommendation 19 of the Bichard Inquiry Report introducing new arrangements for those who wish to work with children or vulnerable adults.
- 3.4 The Council takes seriously its duty of care for children, young people and vulnerable adults and has a duty to cooperate with Cambridgeshire County Council, the Local Safeguarding Children Board and other partners. It is paramount that as an organisation, and as individuals, we recognise our role and responsibilities in keeping children and vulnerable adults safe.
- 3.5 This document outlines the Council's policy to meet these obligations and promote good practice to protect children and vulnerable adults from harm.
- 3.6 This policy will be supported by corporate safeguarding employment practices as well as service specific procedures for those areas of the Council that have close contact with children and/or vulnerable adults.
- 3.7 Definitions – for the purpose of this policy key definitions are attached as Appendix 1 along with additional information.

4. Confidentiality & Data Protection

- 4.1 Representatives of the Council in contact with children and vulnerable adults may become party to information which is personal and/or that may raise concerns about the welfare of the child or vulnerable adult. The following principles will apply:
- Every effort will be made to ensure that confidentiality is maintained for all concerned.
 - The council has an obligation to report disclosures and concerns and therefore will always reserve the right to report child and adult protection issues.
 - Information will be handled and disseminated according to agreed protocols between agencies and on a 'need to know' basis.
 - Information will be accurate, regularly updated, relevant and stored securely with limited access to nominated officers, in line with current Data Protection Regulations and Human Rights legislation.

5. Recruitment and Engagement Procedures

- 5.1 The Council will take all reasonable steps to ensure unsuitable people are prevented from working with children and vulnerable adults by:
- Using the Key Safeguarding Employment Standards adopted by the LSCB.
 - Undertaking safer recruitment practices, as set out in the Council's Safer Recruitment Guide, including carrying out Disclosure and Barring Services checks as appropriate for those posts undertaking regulated activity. <http://in-site/sites/default/files/documents/Recruitment%20and%20Selection%20Policy.pdf>
 - Seeking assurances through the procurement process from contractors and suppliers how they will comply with the Council's Safeguarding Children and Vulnerable Adults Policy. [Procurement | insite](#)
 - Implementing joint procedures with all partners to ensure consistent good practice, and clarity of responsibilities.

6. Training

- 6.1 The Council will take all reasonable steps to ensure that all staff and managers who are likely to come into contact with children and/or vulnerable adults as a regular part of their job will be provided with appropriate training including:
- Induction.
 - Departmental and service procedures.
 - Specific Safeguarding training identified for relevant posts.
 - Corporate training such as Recruitment & Selection.
 - Supervision framework: 1 to1 meetings, team meetings and performance reviews.
- [Training & Development | insite](#)

7. Monitoring and Review

- 7.1 This policy is subject to review every three years or whenever there is a major change in the organisation or in relevant legislation.
- 7.2 A designated group of officers will meet regularly to ensure that awareness of the policy is raised and reviewed in the light of legislative changes and developing best practice.

Appendix 1 – Definitions and Signposting

For the purposes of this policy the following definitions will apply:

- **Safeguarding Children** – The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully
DCSF - Working Together to Safeguard Children March 2010
- **Child** – A child or young person under the age of 18.
- **Safeguarding Vulnerable Adults** – All adults should be able to live free from fear and harm and have their rights and choices respected. Some adults are less able to protect themselves than others and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse and in need of protection.
- **Vulnerable Adult** – A person aged 18 or over, who is in receipt of or may be in need of community care services by reason of mental, physical or learning disability, age or illness; and who cannot always take care of themselves or protect themselves against significant harm or exploitation.
- **Representative** – A 'Representative' of the Council may be an employee, agency worker, contractor, and volunteer, Councillor or other person working for or on behalf of the Council.
- **Parent** – A generic term to represent parents, carers and guardians.
- **Disclosure and Barring Service (DBS)** - helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA) [About - Disclosure and Barring Service - Inside Government - GOV.UK](#)
- **Regulated Activity** - The statutory term used to describe specific activities which involve working with children or vulnerable adults and certain situations where individuals have the opportunity to have contact with children or vulnerable adults that will require checking under the DBS.
- **Disclosure** – Where a child or vulnerable adult tells a representative something that is of concern to their health and wellbeing. These are usually referred to Social Care or Adult Protection Services in the County Council.
- **Suspicion** – Where a representative observes some behaviour or exchange which causes them concern for a child or vulnerable adult. These are usually logged internally and monitored but can be referred if felt appropriate.
- **Allegations** – Where a specific action has been observed or said to have happened. These require thorough action and investigation (for example under the Council's Disciplinary Procedures).
- **Abuse** – The definitions of abuse are as listed below.
- **Human Trafficking** – The illegal trade of human beings for the purposes of reproductive slavery, commercial sexual exploitation, forced labour, or a modern-day form of slavery. Potential victims of trafficking are likely to be extremely vulnerable.

Further information is available from the UK Human Trafficking Centre (UKHTC) which is multi-agency organisation led by the Serious Organised Crime Agency (SOCA) [SOCA | The United Kingdom Human Trafficking Centre \(UKHTC\) | About the UKHTC](#)

- **The Child Exploitation and Online Protection (CEOP) Centre** is dedicated to eradicating the sexual abuse of children. It is part of UK policing and very much about tracking and bringing offenders to account either directly or in partnership with local and international forces.
Further information is available at [Child Exploitation & Online Protection Centre - internet safety - CEOP](#)
- **Domestic Violence** – Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been intimate partners or family members, regardless of gender or sexual orientation. Family members includes mother, father, son, daughter, brother, sister, and grandparents, whether directly related, in-laws or stepfamily.
Further information is available at [Domestic violence](#)
- **Local Safeguarding Children Board** – LSCBs have been established by the government to ensure that organisations work together to safeguard children and promote their welfare. Cambridgeshire LSCB website has a vast range of information and training. [Cambridgeshire LSCB | Home | Welcome](#)
- **Cambridgeshire County Council – Safeguarding Vulnerable Adults.** Further information and adult safeguarding policy guidance and procedures is available at [Adult Protection](#)

Appendix 2 – Abuse & Neglect

It is not the responsibility of the Council representative to decide that abuse is occurring but it is their responsibility to act on any concerns by reporting any suspicions they have.

Somebody may abuse a child or vulnerable adult by inflicting harm, or by failing to prevent harm. Even for those experienced in working with abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place.

Cambridge County Council Social Care adopted a Model of Staged Intervention (MOSI). This exists to provide a framework for developing a common understanding of children's needs, a shared understanding of the roles and responsibilities of services and to aid practitioners in understanding the thresholds of different services. The overriding aim of staged intervention is to ensure that children's needs are met at the earliest opportunity and where a child's needs are such that they require a more urgent response; this is provided in a timely and swift manner by high quality services. Four levels of need are recognised and these are:

Level 1: Children and Young People with Emerging Needs – that can be met within The universal services such as schools, Health and the voluntary and community sector.;

Level 2: Children and Young People with Additional Needs – who require a more Targeted approach from additional services on top of universal provision to meet their Needs.

Level 3: Children and Young People with Complex Needs – who require Professional intervention from more than one agency.

Level 4: Children and Young People with Severe Needs/Protection – whose needs are complex and enduring and cross many domains.

[TheRevisedMOSI.pdf](#)

There are different types of abuse and a person may suffer from more than one type. The following definitions are based on those from the Department of Health Guidance 'Working to Safeguard Children' (1999) and the local Adult Protection Policy.

Child Protection

Neglect – where adults fail to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development (e.g. failure to provide adequate food, shelter and clothing, failure to protect from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.) It may also include refusal to give an individual love, affection and attention.

Physical Abuse – where an adult or another young person physically hurts or injures a child by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning, or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, an individual whom they are looking after.

Sexual Abuse – where an adult or another young person uses a child to meet his or her own sexual needs. This could include any sexual act and can occur without any physical contact e.g. being forced to watch sexual activity. Showing children pornographic material is also a form of sexual abuse, as is making them take part in pornographic activity.

Emotional Abuse – the persistent emotional ill treatment of a child. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only in so far as they meet the

needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing a child to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make them very nervous and withdrawn. Some level of emotional abuse is involved in all types of abuse.

Adult Protection

There are similarities with the above and additional categories of abuse.

Physical abuse – Non-accidental harm to the body caused by the use of force, which results in pain, injury or a change in the person's natural physical state. Some examples are: hitting, slapping, pushing, kicking, misuse of medication, restraint, inappropriate sanctions, rough handling, pinching, punching, shaking, burning, and forced feeding.

Sexual abuse – Sexual abuse is the involvement of a vulnerable adult in sexual activities or relationships, which are for the gratification of the other person and to which they have not consented, or they cannot understand and to which they are not able to consent, or which violates the individual's expressed cultural or religious preferences, sexual taboos, or family custom and practice. Some examples are: rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting. Inappropriate touching and fondling, indecent exposure, penetration (or attempted penetration) of vagina, anus or mouth by penis, fingers, or other objects.

Psychological abuse – Psychological or Emotional abuse is behavior that has a harmful effect on a vulnerable adult's emotional health and development.

Some examples are: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, withholding affection, shouting, depriving the person of the right to choice, information and privacy. Behaviour that has a harmful effect on the vulnerable adult's emotional health and development.

Financial or material abuse – Financial or material abuse involves the use of a vulnerable adult's property, assets or income without their informed consent or making financial transactions that they do not understand to the advantage of another person. Some examples are: theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and acts of omission – Neglect is behaviour that results in the vulnerable adult's basic needs not being met. Some examples are:

- ignoring medical or physical care needs
- person's physical condition/appearance is poor e.g. ulcers, pressure ulcers, soiled or wet clothing
- failure to provide access to appropriate health, social care or educational services
- the withholding of the necessities of life, such as medication, adequate nutrition and heating and undermining personal beliefs.

Discriminatory abuse – Discriminatory abuse is behaviour that makes or sees a distinction between people as a basis for prejudice or unfair treatment. Some examples are: racism, sexism, religious and ageism, based on a person's disability, and other forms of harassment, slurs or similar treatment.

Domestic abuse and violence – Domestic abuse and violence is best described as the use of physical and/or emotional abuse or violence, including undermining of self-confidence, sexual violence or the threat of violence, by a person who is or has been in a close relationship. Domestic

abuse can go beyond actual physical violence and involve emotional abuse, the destruction of a spouse's or partner's property, their isolation from friends, family or other potential sources of support, threats to others including children, control over access to money, personal items, food, transportation, telephone, and stalking. It can include violence perpetrated by a son, daughter or any other person who has a close or blood relationship with the victim. It can also include violence inflicted on, or witnessed by children. The wide adverse effects of living with domestic violence for children must be recognised as a child protection issue. It may link to poor educational achievement, social exclusion and to juvenile crime, substance abuse, mental health problems and homelessness from running away.

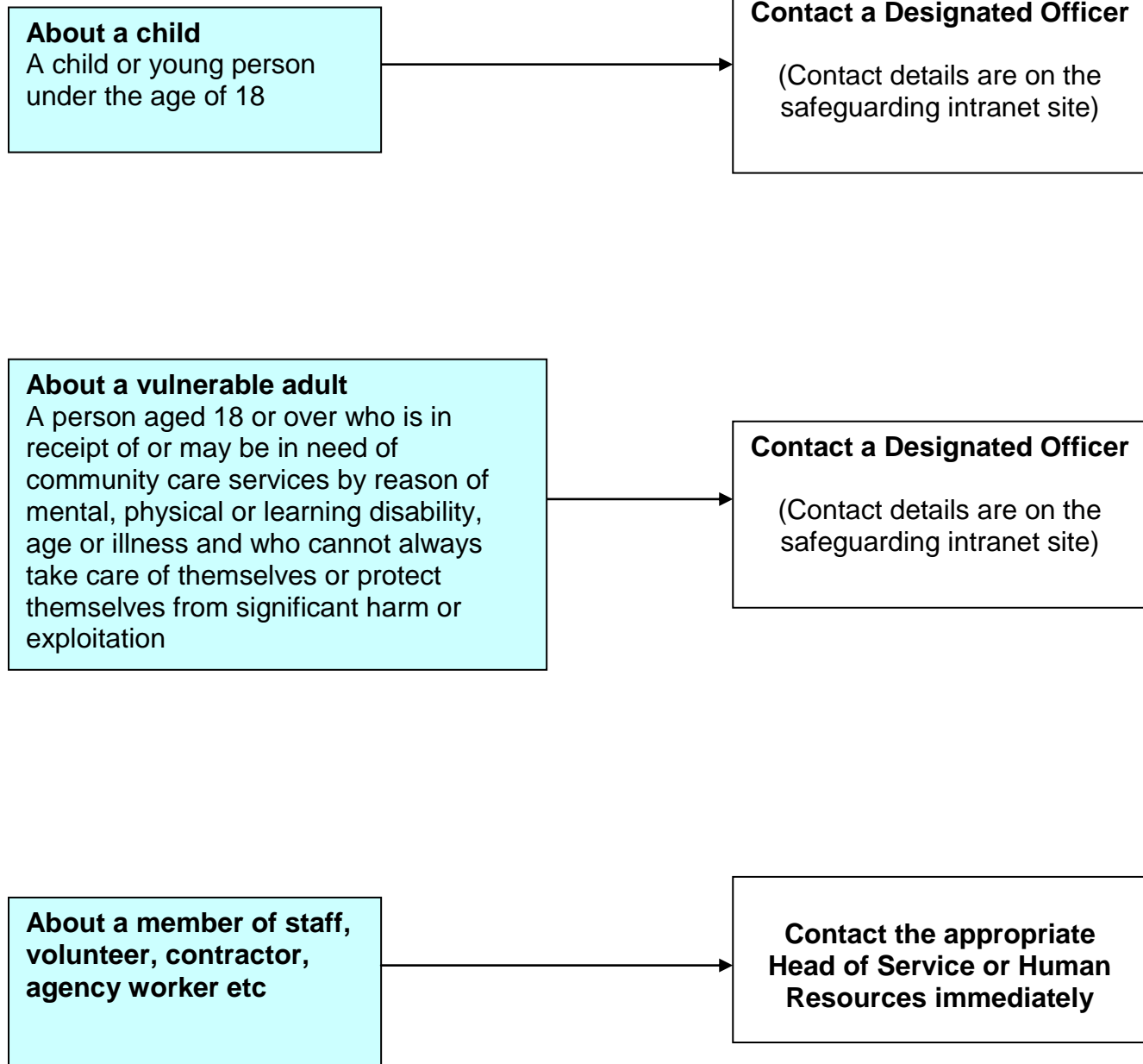
Professional abuse – Is the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems/structures.

Abuse by Organisations – Institutional Abuse – Involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping, unable or unwilling to implement professional or clinical guidelines and liaising with other providers of care. Abusive behavior may be part of the accepted custom and culture within an organisation, or an individual member of staff or particular group of staff may carry it out. The key risk factors for institutional abuse are:

- it is widespread within the setting
- it is repeated
- it is generally accepted by the staff and not seen as being poor practice
- it is sanctioned, it is encouraged or condoned by line managers
- it takes place in a setting where there is poor monitoring by senior management
- there are environmental factors (e.g. unsuitable buildings, lack of equipment, many temporary staff) that adversely affect the quality of care
- it is systemic e.g. factors such as a lack of training, poor operational procedures, poor supervision and management all encourage the development of institutionally abusive practice

Appendix 3 – Reporting Safeguarding Concerns

What to do if you have a safeguarding concern



Procedure for reporting concerns about a child or vulnerable persons welfare

This document should be read in conjunction with South Cambridgeshire District Council's Safeguarding Children Policy (and associated appendices). All employees are required to read and acknowledge these documents.

The following procedure should be adhered to in every case where an incident or incidents of child abuse (including neglect) is suspected or disclosed. If you are concerned or need to disclose knowledge relating to abuse see [Appendix 4](#) for the Action Flowchart.

South Cambridgeshire District Council recognises that some groups, such as disabled children, may be particularly vulnerable to abuse or have difficulties in getting help. Throughout this procedure, the Council will consider the ethnicity, culture, language, religious persuasion, gender and any disability of all parties involved. An interpreter will be used where necessary to ensure appropriate and accessible channels of communication.

Actions

1. Listen to details and take accurate notes, using the Single Agency / Multi Agency Referral Unit (MARU)/ Safeguarding Vulnerable Adults (SOVA) referral Form. If the complainant is the child / vulnerable adult him/herself, reassure them they are doing the right thing, allow them to speak freely, listen calmly and do not question. Only trained social workers and police officers may question victims of abuse, and asking too many questions at this stage may jeopardise later investigations. Explain that the matter is serious and that you cannot promise to keep the conversation a secret.
2. If the suspicion / allegation is about a member of staff, the Named Senior Officer (NSO) should be informed immediately and they will inform the Safeguarding Children's Champion and the relevant Corporate Manager, in addition to contacting Children and Young Peoples Services, (CYPS) and the police as necessary. No other member of staff should be told at this stage. The NSO will maintain contact with the Safeguarding Children's Champion and Corporate Manager throughout this procedure, in order that appropriate internal disciplinary action can be taken, depending on the results of any investigation.
3. If the suspicion or allegation is about tenants, service users or others, report the matter to the Service Designated Officer (SDO) for your own or another corporate area should they not be available. Please do not delay in reporting.
4. Having considered the information given, the SDO will contact by telephone the Social Care (Children and Families) (Adult Services) Duty team for consultation and advice. If it is agreed to refer the case a Single Agency / SOVA / MARU Referral Form is to be completed. A form needs to be completed for each individual child or vulnerable adult. If at any point officer is unclear, or feel the case is outside of their jurisdiction, they should confer with the Safeguarding Children's Champion.
5. Securing the immediate safety of the child and / or vulnerable adult is paramount. If you believe a child and / or vulnerable adult is in immediate danger, with evidence suggesting rape, serious abuse, recent or imminent harm, stay with the child if safe to do so and contact the emergency services and advise your SDO. The SDO should then make a telephone referral. Please see the flow chart on [Appendix 4](#) for contact numbers. The relevant Referral forms must be completed as above as soon as practicable.
6. A referral made by telephone or e-mail must be confirmed by fax within 24 hours.

7. If a referral is made, the Referring Officer will agree with the recipient of that referral at Social Care (CYPS) what the child/ vulnerable adult/parents / carer/family will be told, by whom, and when if they do not already know. In all cases this must be conveyed in writing to the parent/carer referred within 5 working days.
8. If the Referring Officer does not receive acknowledgement of that referral within 2 working days, s/he must contact Social Care (CYPS) to ensure the information was received and acted upon. S/he should receive immediate faxed or e-mailed confirmation. Should there be no confirmation or feedback, report this to the SDO.
9. The referring staff member must record any allegations or suspicions disclosed and actions taken by them, and send details (including the outcome when this is known) to the Coordinating Designated Officer (CDO). The CDO is responsible for ensuring that records are kept and stored appropriately.
10. Safeguarding members will only disclose and share information to other agencies and employees on a need to know basis.

It is the responsibility of the statutory agencies such as Social Care and the Police to investigate child and vulnerable adult abuse. South Cambridgeshire District Council will not undertake investigations but every member of staff has the responsibility to ensure that each and every suspicion or allegation is acted on and responded to in the correct manner, whether disclosed by a child or expressed by a concerned party. It is possible to discuss concerns with the Social Care Duty team if it is unclear whether action is needed. All information must be as full and factual as possible although it is also recommended that suspicions or instincts should also be reported and discussed with Social Care Duty Team.

Where children or young people are involved in perpetrating abuse, they must be considered both as perpetrators and children in need, and procedures followed for both parties.

Record keeping

South Cambridgeshire District Council will maintain clear and accurate records of any allegations or suspicions of child abuse. These will be strictly factual, including specific dates and times of incidents or disclosures, the names of anyone consulted or involved, decision makers and decisions made, and should be signed by the author. These records will be kept in hard copy format only in a secure place with access restricted to Designated Officers and staff directly involved in cases.

All referrals to Social Care must use the Single Agency Referral form and be recorded using a Referral Monitoring form.

<http://in-site/sites/default/files/documents/Single%20Agency%20Referral%20form.doc>

The referral monitoring form ([Referral monitoring form.docx](#)) must be sent to the CDO who will use them to update the monthly reporting log to report to the Safeguarding Children's Champion. The CDO will be responsible for ensuring follow up actions are taken and for the closure of cases.

3. Contact information

The Service (and Coordinating) Designated Officers and NSO will be the South Cambridgeshire District Council primary contacts for the statutory authorities. Wherever possible the consent of the third party will be obtained before any information is shared; if consent is not possible or desirable, however, the information may be shared in the public interest for the protection of the child concerned. South Cambridgeshire District Council will take legal advice in exceptional cases if necessary.

Where members of staff are required to attend Child Protection conferences, they will do so as requested or designate an appropriate informed member of staff to attend in their place. They should be aware that they would be expected to offer a professional decision as to whether a child's name should be placed upon the Child Protection Register, drawing on their own experience of the family and the information presented on the day. If an officer has not attended a conference before they will be accompanied by a member of staff who has.

Safeguarding Children Roles and Responsibilities

A. SAFEGUARDING CHILDREN CHAMPION

Mike Hill	Director, Health & Env. Services	Safeguarding Children Champion Tel: 01954 713229 e-mail: mike.hill@scambbs.gov.uk
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Role

A Senior Manager with strategic responsibility for ensuring that the Safeguarding Children Champion responsibilities (as specified below) are carried out effectively within their organisation.

Responsibilities

1. To co-ordinate Section 11 (Children Act 2004) responsibilities within their organisation including:
 - Ensuring senior management commitment to the importance of safeguarding and promoting the welfare of children and young people;
 - Ensuring there is a clear statement of the agency's responsibilities towards children and young people available for all staff;
 - Establishing a clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children and young people;
 - Promoting service developments that takes account of the need to safeguard and promote the welfare of children and young people and is informed, where appropriate, by the views of children, young people and families;
 - Ensuring that training on safeguarding and promoting the welfare of children and young people is in place for all staff;
 - Ensuring effective inter-agency working to safeguard and promote the welfare of children and young people;
 - Ensuring there is an information sharing protocol and that information sharing between agencies is facilitated.
2. To co-ordinate the organisation's annual Section 11 Audit and Review process to the LSCB.
3. To co-ordinate the implementation for the Key Safeguarding Employment Standards, attend regular Safe Employment Implementation Group meetings and to provide regular update reports to the Safe Employment Adviser in relation to progress towards full implementation.
4. To act as or to be a point of reference for the 'names senior officer' for allegations against staff and volunteers.

5. To act as point of reference within an agency in circumstances where a child has died unexpectedly and information is being sought by the LSCB to inform the child death review panel process.
6. To act as single point of contact within the organisation for dissemination of LSCB documents, procedures, leaflets etc.
7. To provide, support, advice and information to the LSCB, for example, in respect of policy development or performance management.

B. NAMED SENIOR OFFICER (NSO)

Susan Gardner-Craig	HR Manager	Named Senior Officer (NSO) Tel: 01954 713285 e-mail: susan.gardnercraig@scamb.gov.uk
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Summary

A Senior Manager with strategic responsibility for ensuring that the Safeguarding Children Named Senior Officer responsibilities (as specified below) are carried out effectively within their organisation.

Responsibilities

1. Each LSCB partner agency/organisation should have a NSO who has overall responsibility for:
 - ensuring that their organisation acts in accordance with LSCB procedures for dealing with allegations
 - resolving any inter-agency issues;
 - liaising with the LSCB on strategic issues relating to allegations.

Role

1. The name and contact details of the NSO should be readily available within the organisation's policy and procedures relating to allegations against adults. The NSO should be the first contact point for the person to whom the allegation is made. The NSO then takes the lead in dealing with the allegation within their organisation.
2. The NSO ensures that no investigation is undertaken at this stage. The NSO contacts the Local Authority Designated Officer (LADO) for consultation about the allegation. The decision is then made about how the allegation will be dealt with (e.g. potential police investigation, internal enquiry, etc.). The NSO relays the decision to his/her organisation.
3. The NSO participates in any ensuing Complex Strategy Meetings about the alleged perpetrator and is part of decision-making processes.

Fulfilling the NSO's roles and responsibilities

1. This will require the NSO ensuring that
 - the organisation's procedures are compliant with LSCB requirements;
 - the organisation's staff are aware of the relevant procedures and implement them consistently;
 - the name and contact details of the NSO are readily accessible to staff;
 - effective reporting and recording arrangements are in place within the organisation;

- any learning points from particular cases are reviewed and appropriate changes made.

2. The NSO will further be expected to :

- receive a strategic lead and support from within his/her own organisation;
- have access to accurate and relevant information regarding the management of allegations;
- respond in timely fashion to all allegations;
- be the organisation’s contact point with the LADO and to work in close cooperation with the LADO;
- contribute positively to the resolution of any inter-agency issues which impede the implementation of LSCB procedures.

C. CO-ORDINATING DESIGNATED OFFICER

Anita Goddard	Housing Services Manager	Coordinating Designated Officer Tel: 01954 713040 e-mail: anita.goddard@scambs.gov.uk
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Role

There will be one co-ordinating officer for the Council whose role is to provide a co-ordination role and specifically to –

- Collate and monitor all referrals made to social care
- Report monthly to the Safeguarding Children Champion on referrals made and any concerns
- Take a lead role on an annual self-assessment.

Responsibilities

- Read and be familiar with the contents of the Cambridgeshire Local Safeguarding Children’s Board (LSCB) Child Protection Procedures (available to download from www.cambslscb.org.uk. Make sure there is at least one copy of each document in your establishment and that it is kept in a central place so that all staff/volunteers have access to it as necessary. Ensure it has up-to-date information about local services (including telephone numbers)
- Keep child protection records in a locked cabinet, separate from children’s other records. These records are only accessible to designated personnel within the Council.

D. SERVICE DESIGNATED OFFICER

Tracey Cassidy	Supported Housing Manager Housing Services	Service Designated Officer - Housing Tel: 01954 713271 e-mail: tracey.Cassidy@scambs.gov.uk
Sue Carter	Housing Advice and Options Manager Housing Services	Service Designated Officer - Housing Tel: 713044 e-mail: sue.carter@scambs.gov.uk or heather.wood@scambs.gov.uk
Sue Hinawaski	Housing Advice and Homelessness Team Leader Housing Services	Service Designated Officer - Housing Tel: 01954 713391 e-mail: sue.hinawaki@scambs.gov.uk
Phil Bird	Revenues Manager Revenues	Service Designated Officer – Revenues Tel: 01954 713335 e-mail: phil.bird@scambs.gov.uk
Sherri Lee	Neighbourhood Support Officer Housing Services	Service Designated Officer – Housing Services Tel: 01954 713050 e-mail: Sherri.Lee@scambs.gov.uk
Nigel Blazeby	Development Control Manager Development Control	Service Designated Officer – Planning & New Communities Tel: 01954 713165 e-mail: nigel.blazeby@scambs.gov.uk
Tracy Mann	Development Officer New Communities	Service Designated Officer – Planning & New Communities Tel: 01954 713342 e-mail: tracy.mann@scambs.gov.uk
Debbie Barrett	Traveller Site Team Leader Housing Services	Service Designated Officer – Housing Services Tel: 01954 713346 E-mail: Debbie.Barrett@scambs.gov.uk
Gemma Barron	Partnerships Manager Community & Customer Services	Service Designated Officer – Community & Customer Services Tel: 01954 713340 E-mail: gemma.barron@scambs.gov.uk
David Gill	Repairs and Quality Assurance Manager Housing Services	Service Designated Officer – Housing Services Tel: 01954 713277 E-mail: David.Gill@scambs.gov.uk

Liz Irvine	Housing Advice and Homelessness Team Leader Housing Services	Service Designated Officer – housing Services Tel: 01954 713324 E-mail: liz.irvine@scambs.gov.uk
Iain Green	Env. Health Officer - Public Health Specialist Health & Environmental Services	Service Designated Officer – Health & Environmental Services Tel: 01965 713209 E-mail: iain.green@scambs.gov.uk

Role:

A Designated Officer has responsibility for ensuring that their Safeguarding responsibilities (as specified below) are carried out effectively within their service. [Safeguarding children 2013.pdf](#)

Responsibilities:

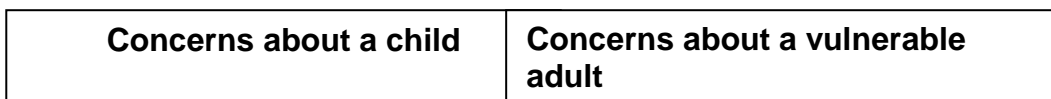
The designated person takes responsibility for the overview of child protection cases. Because of the 'jigsaw' nature of child protection work, it is important that the designated person can keep clear up-to-date records and be able to co-ordinate any information that is received from staff/volunteers and other sources. Confidentiality is important and fine judgements are necessary in many cases to assess what the staff/volunteers as a whole need to know and what needs to be kept confidential for the sake of the child and the family in line with Data Protection and Information Sharing Protocols.

The following are duties that a designated person is expected to undertake:

- Ensure that all staff, including volunteers feel equipped to handle a disclosure and that everyone is clear about the need to pass on 'nagging doubts'.
- Design contingency plans for times when both you and other designated personnel might not be available.
- Liaise with Social Care Children's Services and/or the Police (and/or any other appropriate agencies e.g the Child Protection Review Manager) as necessary to safeguard the welfare of children.
- Represent your setting in Inter-Agency working.
- Work with your staff to reinforce appropriate lone working procedures for the children in your care.
- Designated Officers in the Neighbourhood Support Team will collate information from contractors regarding any referrals / concerns on a monthly basis.
- All frontline staff and contractors that have concerns are required to complete a Concerns Card and ensure that the Designated Officers in the Neighbourhood Support Team are made aware of any concerns.
- Ensure that you have access to opportunities to further your own knowledge and keep up to date.
- Gather information from relevant sources to prepare reports for children, as required, whose cases are going to a child protection conference.
- Gather information from all relevant sources to contribute to an assessment at Core Group meetings/Children in Need meetings. Co-ordinate the implementation of any aspects of the Child Protection Plan/Child in Need Plan to which you have agreed.

Appendix 4 - What to do if you're worried a child is being abused: Guidance to be followed by South Cambridgeshire District Council staff, contractors and volunteers

A FLOWCHART FOR REFERRAL



If there is immediate risk to the child or vulnerable adult do not hesitate and call 999 for police and / or medical assistance



Think through your concerns and write everything down



No Longer Have Concerns:
No further child protection action, but may need to monitor in case concerns reoccur, and/or act to ensure services provided to meet needs.

Report immediately to your Service Designated Officer.
Where your Service designated Officer is unavailable report to the Named Senior Officer



Still Have Concerns
Phone Children's or Adult Services team to discuss and refer the case to the Duty. If necessary Complete Single Agency Referral Form, MARU referral form, SOVA referral form and internal Report Monitoring Form.



NOTES
What have you seen? What have you heard directly or from others?

You and your line manager/team leader should proceed with the process on this chart without delay. However, if you need further advice you can contact the Designated Officer for your service.
Referral should include:

- details of the child and family (if known)
- details of vulnerable adult
- info about communicating with them (language spoken, disability etc)
- your concerns – what you have seen etc
- what you have done
- Whether the parent(s) or carer(s) are aware of your referral, and what you have told them.

You should contact the relevant agency:
[Single Agency Referral Form.doc](#)
Childrens Services team:
01223 718011 or 0345 045 5203 (Mon – Sat 8am to 8pm) or outside these hours to the Emergency Duty Team on 01733 234724 Fax: 01480 376748
E-mail:
referralcentre.children@cambridgeshire.gov.uk

Is there an immediate risk of harm?
Call the police on 999

Cont.....

Fax or E-mail Single Agency Referral Form and / MARU / SOVA referral and request confirmation of receipt within 24 hours (with copy to Co-ordinating Designated Officer)



Social worker should advise you of the next course of action. If this does not happen within 2 days, report to your Designated Officer.



The relevant Designated Officer should regularly monitor and attend or send a relevant informed officer to Case Conferences where appropriate and necessary. SCDC will adhere to Information Sharing Agreements protocols and will share information to relevant agencies and work in partnership to ensure that safeguarding children and vulnerable adults are a priority.

Safeguarding of vulnerable adults (SOVA)

[Safeguarding of Vulnerable Adults Referral Form.pdf](#)

Cambridgeshire Direct

- 0345 045 5202
- referralcentre-adults@cambridgeshire.gov.uk
- minicom - 01480 376743 or text 07765 898732

Emergency Duty Team

Monday to Friday, 5pm to 9am, all day
Saturday, Sunday and bank
holidays please telephone 01733 234724

Multi Agency referral Unit (MARU) [V:\Neighbourhood Support Officer\Safeguarding\102 Referral Form.docx](#)

Unit A, Chord Business Park
London Road
Godmanchester
PE29 2BQ

E-mail:
ldvas@cambridgeshire.gov.uk