

**42. LEISURE SERVICES SAFEGUARDING POLICY & PROCEDURE**  
**CASUAL STAFF**

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*These documents can be accessible through the Leisure Policies and Procedures folder.*

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*Other documents can be found within the DSL Safeguarding Children & Adults folder within the Group Share. DSL's will need to report to this folder for relevant referral forms and additional guidance.*

# **Safeguarding Children Young People and Adults At Risk Policy**



### **Version Control**

**Version 3.3 Reviewed: April 2025 Next review due April 2026**

**Version 3.3 Agreed by Policy & Resources Committee on 9 March 2020**

**Re-written - July 2020 – with comments from consulted officers and  
Management Board**

## **1. Introduction**

1.1 Three Rivers District Council takes the safeguarding of children, young people and adults at risk seriously. Within the course of providing our services, or having contact with local residents, we have the opportunity to make positive impacts on the lives of children and adults at risk, by protecting them from injury and abuse and helping them to access early help.

1.2 This revised policy outlines:

- The overarching commitments of the Council to safeguarding
- The aims of the Council's safeguarding and early help work
- How the policy relates to legislation and local safeguarding procedures
- The roles of different staff, members, contractors and volunteers in relation to safeguarding
- The categories of abuse for children, young people and adults at risk
- The commitments to maintaining up to date reporting and referral procedures for safeguarding concerns
- How information sharing, data protection and confidentiality will be addressed when using the policy
- The commitment to investigating allegations against staff, volunteers and members
- The commitments to safer recruitment, and undertaking criminal record checks
- The commitment to staff training on safeguarding
- The commitment to safeguarding within contracting and grant giving.

1.3 The policy applies to all staff, volunteers, agency staff, work placements, contractors and members of the Council.

1.4 The definition of a child for the purpose of the policy is anyone under the age of 18 years, including an unborn child.

1.5 The definition of an adult at risk for the purpose of the policy is:

A person 18 years or over who

- Has needs for care and support (whether or not any of those needs are being met by an authority); and
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those needs is unable to protect him/herself against the abuse or neglect or the risk of it.

## **2. The Council's Commitments To Safeguarding**

2.1 The Council:

- is committed to protecting and safeguarding children and adults at risk against potential and actual harm.
- fully accepts and promotes the principle enshrined in the Children Act 1989 that the welfare of the child is paramount.
- is committed to supporting adults and providing a service to adults at risk who are experiencing abuse, neglect and exploitation.

- will take all allegations of abuse seriously, valuing the individual affected, listening to them and respecting them.
- is committed to working with statutory and voluntary organisations to promote the safety and welfare of children and adults at risk, to protect them from abuse, and prevent abuse.
- is committed to empowering and supporting adults at risk to make their own choices.
- will act promptly whenever a concern is raised about a child or an adult at risk, or the behaviour of someone towards them, sharing information about concerns with agencies who need to know, involving children, parents and adults at risk as required.
- will co-operate with statutory partners in the investigation of any cases of suspected child abuse, or abuse of adults at risk.
- will maintain procedures and training for the identification of abuse, and appropriate investigation of such abuse.
- will recruit staff and volunteers safely ensuring all necessary checks are made.
- will safeguard children and adults at risk we come into contact with by following the procedures developed for the purposes of enacting this policy.

### **3. The aims of the Council's safeguarding and early help work**

#### **3.1 This policy aims to:**

- Promote the welfare of children and young people accessing the Council's services and living in the District;
- Ensure the needs and interests of adults at risk are always respected and upheld;
- Assure children, young people, adults at risk and their families and carers, that the Council takes their welfare seriously and assure them that we deliver our services in a safe and secure environment;
- Help adults at risk maintain choice and control, safety, health, quality of life, dignity and respect;
- Ensure that all staff, volunteers, members and contractors understand the reporting procedures for any concerns that a child, young person or adult at risk may be at risk of abuse or neglect;
- Ensure that the Council maintains safer recruitment practices;
- Uphold the human rights of children and adults at risk.

### **4. How the policy relates to legislation and local safeguarding procedures**

#### **4.1 This policy and its associated procedures will ensure that the Council is compliant with the responsibilities and expectations laid out in the following legislation, guidance and local procedures:**

- The Children Act 1989 – setting out that the welfare of the child is paramount and the priority of safeguarding and promoting the welfare of the child;
- The Children Act 2004 – setting out the duty to work closely with those agencies providing services to children and young people;
- 'Working Together to Safeguard Children 2018' – which sets out how organisations should work together to safeguard and promote the welfare of the child;

- The Care Act 2014 – which requires local authorities to make enquiries where we reasonably suspect an adult with care and support needs is at risk of abuse or neglect;
- Care and Support Statutory Guidance – which outlines the expected inter-agency procedures, responsibilities and definitions of abuse;
- Better Care, Higher Standards charter – which lays out the core quality standards for community care services to adults;
- Making Safeguarding Personal – which sets out the principles with which we will engage with adults at risk to ensure that adult safeguarding is person-led and focused on the outcomes that the adult wants to achieve;
- The United Nations Convention on the Rights of the Child;
- The Human Rights Act;
- Mental Capacity Act 2005 – which provides a framework to empower and protect people who may lack capacity to make decision for themselves;
- Deprivation of Liberty Safeguards 2008 - which provides protection to people who need to be cared for in a restrictive way;
- Female Genital Mutilation Act 2003 – which extended legislation criminalising FGM by making it an offence for UK nationals or residents to take a girl abroad or help others to do so to carry out FGM;
- Forced Marriage (Civil Protection) Act 2007 which requires the Council's Strategic Lead on Safeguarding to lead on forced marriage, to share information on the risks of forced marriage and so-called "honour"-based violence;
- The Domestic Violence, Crime and Victims Act 2004;
- The Modern Slavery Act 2015;
- The National Prevent Strategy – which requires the Council to share concerns about the risks of children and adults being radicalised;
- Criminal Exploitation of Children and Vulnerable Adults: County Lines (September 2018) – which sets out guidance on responses to County Lines and related criminal exploitation.
- Multi-Agency Public Protection Arrangements (MAPPA);
- Safeguarding Adults At Risk – The multi-agency policy, procedure and practice for working with adults at risk of abuse or neglect in Hertfordshire (Hertfordshire Safeguarding Adults Board);
- Hertfordshire Safeguarding Children Partnership Procedures Manual.

## **5. The roles of different staff, members, contractors and volunteers in relation to safeguarding**

### **5.1 All staff, members, contractors and volunteers are to:**

- Understand and apply the policy and its related procedures to their activities within the Council;
- Undertake appropriate training to support them in their safeguarding role;
- Act appropriately at all times and to challenge inappropriate behaviour in others and report it;
- Be able to recognise abuse and neglect; and
- Know how to report concerns to a designated safeguarding lead within the Council in a timely and appropriate manner.

### **5.2 Managers in the Council are to:**

- Encourage all staff, volunteers and contractors to understand this policy and related procedures;
- Offer opportunities to undertake appropriate safeguarding training and refresher training;
- Ensure that the policy and its procedures are adhered to and that staff, volunteers and contractors know to whom they should report any concerns about a child or adult at risk;
- Ensure that staff, volunteers and contractors are aware of the Council's Whistle-Blowing Policy;
- Act on any breach of the policy and its procedures as appropriate;
- To refer any concern about the conduct of a member of staff, volunteer or contractor to a designated safeguarding lead and Human Resources for appropriate investigation and referral.

#### 5.3 Designated Safeguarding Leads are to:

- Ensure that any concern about a child or adult at risk is acted on, clearly recorded, referred on to another agency where necessary, and followed up to ensure that issues are addressed;
- Identify options for early help for concerns about children or adults at risk that do not meet the thresholds of safeguarding referrals, to record and communicate these options and make any consented referrals;
- To work with Human Resources to respond to any reports of concern about the conduct of a member of staff, volunteer, member or contractor following the required reporting procedures;
- To undertake training and refresher training as required;
- Maintain their understanding of Hertfordshire Safeguarding Children Partnership and Hertfordshire Safeguarding Adults Board procedures.

#### 5.4 Human Resources are to:

- Maintain and implement policy and procedures for the checks of staff recruited to the Council through Disclosure Scotland and the Disclosure and Barring Service, keeping records of all such checks and outcomes. This will include the maintenance of a register of posts requiring different levels of Disclosure and Barring checks according to responsibility above the level of Disclosure Scotland;
- Maintain safer recruitment practices for designated posts that work with children and adults at risk;
- To maintain a register of staff training requirements for safeguarding, and monitor and audit uptake of that training;
- To provide the training programme for safeguarding across the organisation.

#### 5.5 The Strategic Lead For Safeguarding will be the Head of Community Partnerships who will:

- Take strategic responsibility for maintaining and updating this policy and associated procedures;
- Take strategic responsibility for ensuring that the policy and procedures are implemented and audited;
- Take strategic responsibility for engaging with the Hertfordshire Safeguarding Children Partnership, Hertfordshire Safeguarding Adults Board and statutory partner agencies across Hertfordshire, and enacting their joint procedures for the

safeguarding of children and adults at risk, and for helping families and adults at risk access early help;

- To review with the Human Resources section, the posts identified for different levels of disclosure and barring checks, the posts identified for different levels of safeguarding training, and the training programme for safeguarding, early help and specialist topics;
- Act as the strategic lead for the specialist issues of Child Sexual Exploitation, Child Criminal Exploitation and County Lines, Female Genital Mutilation, Forced Marriage, so called “Honour”-Based Violence, Modern Day Slavery and Radicalisation, ensuring appropriate procedures and training are put in place to address these issues and that these procedures are audited.

#### 5.6 Regulatory Services will:

- Ensure that all taxi licence applicants are Disclosure and Barring Service checked and Police intelligence checked to ensure they are ‘fit and proper’ and that the Licensing Policy is maintained in line with best practice for safeguarding children, and adults at risk.
- Ensure that all licensed premises and licenced taxi drivers and operators receive information on Child Sexual Exploitation and Safeguarding.
- Ensure that new taxi drivers are required to undertake an enhanced driving test which covers safeguarding. Safeguarding questions will be included in the knowledge test which all new drivers are required to pass before being considered for a licence.

## 6. The categories of abuse for children, young people and adults at risk

### 6.1 Child Abuse and Neglect

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

An abused child is any boy or girl, under 18 years of age, who has suffered from, or is believed likely to be at significant risk of, physical injury, neglect, emotional abuse or sexual abuse.

The Council is committed to maintaining staff, volunteer, member and contractor awareness of these four types of child abuse:

- 6.1.1 **Physical abuse** – may involve hitting, shaking throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms or deliberately induces illness in a child.
- 6.1.2 **Emotional abuse** – a form of significant harm which involves the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued

only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on a child.

This may include interactions that are beyond the child’s development capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

6.1.3 **Sexual abuse** – a form of significant harm which involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

6.1.4 **Neglect** – the persistent failure 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. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-giver)
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

6.2 The Council is also committed to maintaining its staff volunteer, member and contractor awareness of bullying which includes:

- people being called names;
- making things up to get another person into trouble;
- hitting, punching, biting, pushing and shoving;
- taking things away from someone;

- damaging another person's belongings;
- stealing someone's money;
- taking someone's friends away from them;
- cyberbullying;
- spreading rumours;
- threats and intimidation;
- making silent or abusive phone calls;
- a bully frightening the victim so that they do not want to go to school or take part in other activities. The victim may pretend to be ill to avoid the bully.

### 6.3 Adult abuse

The Council is committed to maintaining staff, volunteer, member and contractor awareness of the main forms of abuse set out in the Statutory Guidance of The Care Act 2014 which is not an exhaustive list but an illustration as to the sort of behaviour that could give rise to a safeguarding concern for an adult at risk:

- 6.3.1 **Physical abuse** - including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- 6.3.2 **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called “honour”- based violence.
- 6.3.3 **Sexual abuse** – including rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent, or was pressured into consenting, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts or indecent exposure.
- 6.3.4 **Psychological/emotional abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- 6.3.5 **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse of misappropriation of property, possessions or benefits.
- 6.3.6 **Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude.
- 6.3.7 **Discriminatory abuse** - including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.
- 6.3.8 **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home.

**6.3.9 Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or education services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**6.3.10 Self-neglect** – a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

#### **6.4 Child Sexual Exploitation (CSE)**

The sexual exploitation of children and young people (CSE) under-18 is defined as that which:

- 'involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.
- Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain.

In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability'

**6.4.1** The Council is committed to maintaining staff, volunteer, member and contractor awareness of CSE. The Strategic Lead for Safeguarding will maintain specific procedures for referrals regarding CSE and commission specialists training for staff on this matter. The Strategic Lead will also provide guidance for all staff on this matter.

**6.4.2** The Licensing Team will ensure that guidance is provided to all licensed premises, licensed taxi drivers and licensed taxi operators regarding Child Sexual Exploitation.

#### **6.5 Female Genital Mutilation (FGM)**

Female Genital Mutilation (FGM) is defined by the World Health Organisation as 'all procedures (not operations) which involve partial or total removal of the external female genitalia or injury to the female genital organs whether for cultural or other non-therapeutic reasons'. The Council recognises that FGM is illegal and that it is an offence for a UK resident or national to take a girl abroad or to help others to do so to carry out FGM.

**6.5.1** The Council is committed to maintaining staff, volunteer, member and contractor awareness of FGM. The Strategic Lead for Safeguarding will maintain specific procedures for referrals regarding FGM and commission specialist training for staff on this matter. The Strategic Lead will also provide guidance for all staff on the matter.

## **6.6 “Honour”-based violence and forced marriage**

In a forced marriage, one or both spouses do not consent to the arrangement of the marriage and some elements of duress are involved. Duress can include both physical and psychological pressure. Forced marriage is distinct from an arranged marriage – where both parties can choose whether or not to accept the arrangement usual made by the families of both spouses.

So-called “Honour”-Based Violence is a crime or incident that may have been committed to protect or defend the “honour” of a family or community. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, “honour”-based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion
- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture.

- 6.6.1 The Council is committed to maintaining staff, volunteer, member and contractor awareness of “honour”-based violence and forced marriage. The Council recognises its responsibilities to protect children and adults from such violence and forced marriage. The Strategic Lead for Safeguarding will be responsible for producing specific procedures for referring concerns of this specialist type and commissioning training for staff on the subject. The Strategic Lead for Safeguarding will provide and maintain guidance for all staff on the specific risks of this violence and forced marriage and promote awareness of best practice in response to any concerns.

## **6.7 Modern Day Slavery**

Modern Slavery is a serious and often hidden crime in which people are exploited for criminal gain. The impact can be devastating for the victims. Modern slavery comprises slavery, servitude, forced and compulsory labour and human trafficking. The common factors are that a victim is, or is intended to be, used or exploited for someone else’s (usually financial) gain, without respect for their human rights. The perpetrators seeking to take advantage of them could be private individuals, running small businesses or part of a wider organised crime network. For adult victims, there will be some element of coercion involved, such as threats, use of force, deception, or abuse of power

Victims may appear to give consent, but in reality they have little ability to choose leave the exploitative situation and the perpetrators have still committed a crime. Child victims and vulnerable adults are not able to give informed consent and therefore exploitation even without any element of coercion could constitute modern slavery.

- 6.7.1 The Council is committed to maintain staff, volunteer, member and contractor awareness of the risks of modern slavery and the processes for reporting

concerns about potential victims. It recognises its duty under the Modern Slavery Act 2015 and will co-operate with national and local arrangements to meet these duties. The Strategic Lead for Safeguarding will provide and maintain procedures and guidance for staff on the referral process for concerns of modern slavery and will ensure that appropriate training is delivered in conjunction with Human Resources.

- 6.7.2 The Licensing Team will ensure that guidance is provided to all licensed premises, licensed taxi drivers and licensed taxi operators regarding Modern Slavery.

## **6.8 Radicalisation**

The Counter-Terrorism and Security Act 2015 sets out the duty on local authorities and partners of local panels to provide support for people vulnerable to being drawn into terrorism. Hertfordshire's Prevent Strategy aims to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. The Channel Panel is part of the local Prevent Strategy and is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism. Radicalisation of children and adults at risk can be compared to grooming for sexual exploitation. The Home Office states in the Prevent Strategy that 'Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm'.

- 6.8.1 The Council is committed to maintain staff, volunteer, member and contractor awareness of the risks of radicalisation and the processes for reporting concerns about potential radicalisation of children, young people and adults at risk. The Council recognises its duties under the Prevent Strategy and will co-operate with Hertfordshire-based arrangements to meet these duties including participation in the Channel Panel. The Strategic Lead for Safeguarding will provide and maintain procedures and guidance for staff on the referral process for concerns about radicalisation and will ensure that appropriate training is delivered to staff in conjunction with Human Resources.

## **6.9 County Lines**

County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

- 6.9.1 The Council is committed to maintain staff, volunteer, member and contractor awareness of the risks of County Lines and the processes for reporting concerns about the potential exploitation of children, young people and adults at risk. The Council will work within the arrangements of the Community Safety Partnership and safeguarding boards arrangements to safeguard those affected. The Strategic Lead for Safeguarding will provide and maintain procedures and guidance for staff on the referral process for

concerns about County lines and will ensure that appropriate training is delivered to staff in conjunction with Human Resources.

## **7. Our commitments to maintaining up to date reporting and referral procedures for safeguarding concerns**

- 7.1 The Council recognises that it has a duty to act on reports or suspicions of abuse and believes that the safety of a child or adult at risk should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional relationship with a child, family or adult at risk).
- 7.2 The Council will maintain clear reporting procedures for all staff, volunteers, members and contractors to follow when they receive information that highlights a concern about a child or adult at risk.
- 7.3 The Strategic Lead for Safeguarding will ensure that these procedures are kept up to date and that Designated Safeguarding Leads are updated and briefed on any changes to reporting and referral procedures. He will also ensure that the reporting procedure is publicised to all staff, volunteers, members and contractors in conjunction with heads of service.
- 7.4 All staff, volunteers, members and contractors must follow the reporting procedures, keeping clear written records of their concerns about a child or adult at risk, and pass these concerns to a Designated Safeguarding Lead at the earliest opportunity for assessment and onward referral if necessary.
- 7.5 Where there is immediate risk to a child, or an adult at risk, or where there is an urgent medical requirement, the member of staff should immediately contact the emergency services on 999.

## **8. How information sharing, data protection and confidentiality will be addressed when using the policy**

- 8.1 Information sharing between organisations is essential to safeguard children and adults at risk. Information about a child or adult at risk must be shared on a need to know basis in line with the Council's Information Sharing Protocols for safeguarding. The Council recognises that the duty to share personal confidential data can be as important as the duty to respect a service user's confidentiality. The Council also recognises that the Data Protection Act is not a barrier to sharing information.
- 8.2 The Strategic Lead for Safeguarding will be responsible for maintaining and updating the information sharing protocols for children, young people and adults at risk. These will be available on the Council's intranet.
- 8.3 The Council will share information with other agencies which comply with the requirements of the Hertfordshire Safeguarding Adults Board procedures and the Hertfordshire Safeguarding Children Partnership procedures when it has a

concern about a child or adult at risk. Where appropriate it will seek consent to share this information, but there will be circumstances where it needs to share information without the informed consent of the data subject(s). The Council will follow the information sharing protocols in place, and will keep records of its decisions to share information.

- 8.4 Information about any concerns for a child or adult at risk will be stored securely, in a manner that all Designated Safeguarding Leads can access so that advice is available on all cases from any Designated Safeguarding Lead. All staff, volunteers, members and contractors will be bound by normal confidentiality arrangements in restricting access to this personal information.

## **9. Our commitments to investigating allegations against staff, volunteers and members**

- 9.1 The Council will maintain specific procedures in line with the requirements of Hertfordshire Safeguarding Children Partnership and Hertfordshire Safeguarding Adults Board for reporting any concerns about the conduct of any staff, volunteer, member or contractor towards a child, young person or adult at risk. The Strategic Lead for Safeguarding will be responsible for maintaining and updating these reporting procedures.
- 9.2 The procedure will apply to any situation where any staff, volunteer, member or contractor has in any activity connected with their role:
- Behaved in a way that has, or may have harmed a child;
  - Possibly committed a criminal offence against/related to a child;
  - Behaved toward a child in a way which indicates they are unsuitable to work with children;
  - Or it is discovered that an individual known to have been involved previously in child abuse is, or has been, working with children;
  - Behaved in a way that has harmed, or may have harmed, an adult at risk;
  - Possibly committed a criminal offence against, or related to, an adult at risk;
  - Behaved towards any adult at risk in a way that indicates they are unsuitable to work with adults at risk – including having a sexual relationship with an adult at risk if in a position of trust, even if the relationship appears consensual; sending inappropriate text/email messages or images; or the possession of indecent images of adults at risk;
  - Or it is discovered that an individual known to have been involved previously in adult abuse is working with adults at risk.
- 9.3 Before starting any disciplinary investigation into such allegations, the Council will always seek the advice of partner agencies in Hertfordshire Safeguarding Children Partnership or Hertfordshire Safeguarding Adults Board.
- 9.4 The Strategic Lead for Safeguarding will also ensure that clear guidance is provided to all staff on appropriate conduct with children, young people and adults at risk.

## **10. Our commitments to safer recruitment, and undertaking criminal record checks**

10.1 The Council is committed to recruiting appropriate staff to work safely with children, young people and adults at risk. The Human Resources Team will maintain appropriate policies, procedures and guidance to:

- Undertake Disclosure Scotland
- checks for all staff and Disclosure and Barring checks, and Enhanced Disclosure and Barring checks for relevant staff and volunteers who have regular contact with children, young people and adults at risk;
- To keep records and update checks of staff in line with recommended practice by Hertfordshire Safeguarding Children Partnership and Hertfordshire Safeguarding Adults Board;
- To keep and maintain a register of all posts requiring different levels of Disclosure and Barring checks.
- To identify posts that require an enhanced level of safer recruitment due to their role with children, young people and/or adults at risk, and to maintain training and guidance for staff involved in recruitment to such posts;
- To apply the above policy to volunteers, and work placements, and consider safeguarding issues when offering work placements to young people and adults at risk.

## **11. Our commitments to staff training on safeguarding**

11.1 The Council is committed to training all staff, volunteers, members and contractors on their responsibilities under this Safeguarding Policy. The Human Resources Team will be responsible for maintaining a register of training requirements for all roles within the Council in relation to safeguarding children and adults. The Human Resources Team will review this register with the Strategic Lead for Safeguarding on a regular basis and will consult with the Strategic Lead for Safeguarding on the content of all commissioned safeguarding training including that on specialist subjects.

11.2 Human Resources will also be responsible for alerting managers to when their staff are required to attend training, and refresher training in line with the requirements of Hertfordshire Safeguarding Children Partnership and Hertfordshire Safeguarding Adults Board. Managers will ensure that staff access their required level of training including induction training, e-learning courses and formal safeguarding and specialist courses.

## **12. Our commitments to safeguarding within contracting and grant-giving**

12.1 When contracting with suppliers or providing grants to external organisations the relevant Council Officer involved in the contracting or grant-giving will:

- Ensure that the agencies are aware of the Council's commitment to safeguarding children and adults at risk.

- Request to see a copy of the agency's Safeguarding Policy and ensure it is compliant with the requirements of Hertfordshire Safeguarding Children Partnership and Hertfordshire Safeguarding Adult Board. Where the agency does not have a safeguarding policy they will be required to adopt the Council's Safeguarding Policy before receiving funds or commencing work.
- Request to see evidence of the safer recruitment and disclosure and barring processes used by the agency and of the training provided to its staff on safeguarding.
- Provide the agency with copies of the Council's Safeguarding Contractor Cards.
- Keep a record of the above and stipulate the safeguarding requirements in the contract or grant agreement.

***Safeguarding is a priority. In an emergency call 999***  
***If you wish to log a concern, this form should be completed & shared to***  
***[safeguarding@threerivers.gov.uk](mailto:safeguarding@threerivers.gov.uk) as soon as the concern is raised.***

~~~~~ **LOGGING A CONCERN Form** ~~~~~

**Part 1 (To be completed by the person raising the concern)**

|                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Please identify when the concern came to your attention.</b> <i>This is important information, if the concern came from a telephone call, please write the date &amp; time the call to you.</i> | Date:<br><br>Time:                                                                                                                                                                                                                                                                                                                     |
| <b>Details of person completing the form.</b> <i>The details in this section should be for the person completing this form in case we need to clarify any information.</i>                         | Your name:<br><br>Position / job title:<br><br>Name of organisation:                                                                                                                                                                                                                                                                   |
| <b>Details of the person you are concerned about.</b> <i>This is important information; it is imperative that you complete this section in full.</i>                                               | Name of person at risk:<br><br>Please tick      Adult <input type="checkbox"/> Child <input type="checkbox"/><br><br>Date of Birth:<br>Full Address:<br><br>Email address:<br>Contact Telephone:<br><br><i><b>Do not leave this section blank, Providing the telephone number, if you have it, allows us to safeguard quicker.</b></i> |

**Protected characteristics - Please tick as appropriate \*please specify.**

| Age Range                |  | Disability |   | Sex      |            | Gender Identity |       | Sexual orientation |  |
|--------------------------|--|------------|---|----------|------------|-----------------|-------|--------------------|--|
| 0-10                     |  | Yes        |   | Male     |            | Man             |       | Heterosexual       |  |
| 11-17                    |  | No         |   | Female   |            | Women           |       | Gay                |  |
| 18-24                    |  |            |   | Intersex |            | Transgender     |       | Bisexual           |  |
| 25-34                    |  |            |   |          | Non-Binary |                 | Other |                    |  |
| 35-44                    |  |            |   |          |            |                 |       |                    |  |
| 45-54                    |  |            |   |          |            |                 |       |                    |  |
| 55-64                    |  |            |   |          |            |                 |       |                    |  |
| 65-74                    |  |            |   |          |            |                 |       |                    |  |
| 75+                      |  |            |   |          |            |                 |       |                    |  |
| <b>Ethnic Background</b> |  |            |   |          |            | <b>Religion</b> |       |                    |  |
| White                    |  |            |   |          |            | Christian       |       |                    |  |
| White Irish              |  |            |   |          |            | Muslim          |       |                    |  |
| White Other              |  |            | * |          |            | Hindu           |       |                    |  |
| Mixed ethnic group       |  |            | * |          |            | Jewish          |       |                    |  |
| Indian                   |  |            |   |          |            | Buddhist        |       |                    |  |
| Pakistani                |  |            |   |          |            | Sikh            |       |                    |  |
| Bangladeshi              |  |            |   |          |            | Other           |       | *                  |  |

|                                                                                                                                                                                                                                                                                                                                                                                                          |  |   |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---|--|
| Chinese                                                                                                                                                                                                                                                                                                                                                                                                  |  |   |  |
| African                                                                                                                                                                                                                                                                                                                                                                                                  |  |   |  |
| Caribbean                                                                                                                                                                                                                                                                                                                                                                                                |  |   |  |
| Other ethnic group                                                                                                                                                                                                                                                                                                                                                                                       |  | * |  |
| <b>What are you worried about?</b> <i>In this section we need you to tell us why you are concerned for this person. Try to add as much detail as possible. It is important that the information you provide in this section is factual and not opinion. If this is an incident, please consider adding information such as, who else was involved? where did incident take place? and what happened?</i> |  |   |  |
| <b>Please share any action you have taken in relation to this concern.</b> <i>In this section tell us if you have carried out any further actions. If you have spoken to a Designated Safeguarding lead before submitting this form, please add their name here.</i>                                                                                                                                     |  |   |  |
| <b>Offer a professional opinion or additional context, if relevant.</b> <i>E.g. is the individual known to you previously? Do you know more about the family/their circumstances?</i>                                                                                                                                                                                                                    |  |   |  |
| <b>Next Steps:</b> <ul style="list-style-type: none"> <li>• Check to make sure that everything in your report is really clear – even to a stranger reading it in future.</li> <li>• Email to <a href="mailto:safeguarding@threerivers.gov.uk">safeguarding@threerivers.gov.uk</a></li> <li>• If the referral is urgent, please mark the email as Urgent.</li> </ul>                                      |  |   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                          |  |   |  |

| <p align="center">~~~~ LOGGING A CONCERN Form ~~~~</p> <p align="center">Part 2 (To be completed by a designated safeguarding Lead (DSL) <b>ONLY</b>)</p>                                                                                                                                                                                                                                                                                                                                                                      |                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>Name of DSL:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |
| <b>Position:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Designated Safeguarding lead |
| <b>Name of the person of concern:</b><br><i>Please do not leave this blank, adding this information will connect Part one and two of the logging a concern form.</i>                                                                                                                                                                                                                                                                                                                                                           |                              |
| <b>Date of birth of person concerned:</b><br><i>Please do not leave this blank, adding this information will connect Part one and two of the logging a concern form.</i>                                                                                                                                                                                                                                                                                                                                                       |                              |
| <b>Please advise of the date and time this concern came to the safeguarding inbox.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date:<br>Time:               |
| <b>Has any additional information been reported that wasn't on the referral form?</b><br>In this section, please add any other information that has come to you since the logging a concern was submitted. Include any additional emails or responses from DSL person checks.                                                                                                                                                                                                                                                  |                              |
| <b>What did you do?</b> <i>This is the most important part of this form. In this section you must clearly detail every action you have taken to address this concern. This must include dates and times of any action and specific details of the action. When relaying conversations use the person of concerns words not a summary of your own interpretation. Always be mindful that this form may be used in court proceedings or shared with the person of concern should they request it. <b>Think! would you be</b></i> |                              |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>happy for the person to read what you have written about them?</b>                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                     |
| <b>Designated Safeguarding Lead case decision.</b> <i>In this section advise of your recommendation for this case and why you have made this decision.</i>                                                                                                                                                                                                                                                                                                                 | <p>Please tick - <input type="checkbox"/> No action      2- <input type="checkbox"/> Refer to other support service      3- <input type="checkbox"/> Information share      <input type="checkbox"/> Safeguarding/Prevent referral      5- <input type="checkbox"/> Referred for Mental capacity assessment      6- Hate <input type="checkbox"/> Crime report</p>                                                                                                                                                             |                                                                                                                                                                                                                                                                                     |
| <b>Consent</b><br><i>If your decision is to refer on to another service, you need consent to do this. In this section clearly advise if you obtained consent and what the consent was for. You may only override consent if you believe you must do so to safeguard the person in question. You cannot override consent because you think someone needs support and they do not agree. People have the right to decide for themselves unless they are at risk of harm.</i> | <p><b>Was consent, to make further referrals, obtained?</b><br/> Please tick      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p><b>If No, will consent be overridden?</b><br/> Please tick      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p><b>If yes, please detail the reason for Overriding consent.</b> <i>This must not be left blank. It is important that you have detailed why you have overridden consent, the decision to do so should not be taken lightly.</i></p> |                                                                                                                                                                                                                                                                                     |
| <b>Who have you shared information with about this person?</b><br><i>In this section, please write details of any organisation you have shared information with including another TRDC department.</i>                                                                                                                                                                                                                                                                     | <b>Agency Name:</b><br><br><b>Date information shared</b><br><br><b>Time information shared</b><br><br>                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>How was the information shared?</b><br><br>Please tick.<br><input type="checkbox"/> Online referral form<br><input type="checkbox"/> Telephone<br><input type="checkbox"/> Email<br><input type="checkbox"/> County procedure<br><input type="checkbox"/> Other, please specify. |
| <b>HCC Referrals –</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                     |

|                                                                                                          |  |
|----------------------------------------------------------------------------------------------------------|--|
| If a case is closed, ask HCC for these details: who closed it, why it was closed and date it was closed. |  |
|----------------------------------------------------------------------------------------------------------|--|





### **Appendix 3: TRDC Children and adult at risk protection reporting concerns procedure Oct 2019 update**

#### **Appendix 3**

### **CHILD & ADULT AT RISK REPORTING CONCERNS PROCEDURE**

#### **PURPOSE**

To inform all staff (permanent and casual), volunteers and members of the correct procedure for dealing with a Child or Adult at risk concern.

#### **Instructions**

Any member of staff, volunteer or Council member may approach a Designated Safeguarding Lead with concerns about a child or adult at risk. Designated Safeguarding Leads are listed on the safeguarding page on the intranet: [Designated Safeguarding Leads](#)

There are two main types of report that may be received by a Designated Safeguarding Lead.

1. A concern about a Child or Adult at risk
2. A concern regarding an allegation against a member of staff, volunteer or Councillor.

Officers, volunteers and members should follow the relevant step by step procedures for any such concern.

#### **A Concern about a Child or Adult At Risk**

1. The member of staff, volunteer or member referring concerns should provide documented information and any statements from other members of their team on a '[Logging a Concern Form](#)'. Where information is received from several members of staff an [additional witness form](#) should be used. These are available on the intranet at: [Safeguarding Policy and Forms](#)
2. Ensure that all worries, 'evidence' and information are documented on this form.
3. The Logging a Concern form should be passed to a Designated Safeguarding Lead who is at work. Staff working out of hours will have local arrangements for contacting a designated manager to report such concerns. The current list of Designated Safeguarding Leads can be found on the intranet at [Designated Safeguarding Leads](#). Any designated safeguarding lead may be approached with a concern.
4. The Designated Safeguarding Lead approached should reassure the member of staff or volunteer that their concerns will be dealt with, and that the situation is being handled in a sensitive manner. They will inform the member of staff, volunteer or councillor that they may be contacted for further information at a later date. They will discuss the concern and the most suitable outcome considering the different thresholds for safeguarding concerns and early help

referrals. They will record whether the person reporting the concern has obtained consent or not for any referral.

5. The Designated Safeguarding Lead may speak to the relevant section head, the head of service, or another Designated Safeguarding Lead and discuss the information provided together, making a decision on the appropriate course of action. If the case meets the thresholds for child protection as outlined in the '[Continuum of need](#)' document or the [flowchart for adult](#) referrals then these reasons will be recorded in the logging a concern form section for the Designated Safeguarding Lead along with any consent for making a safeguarding referral or the grounds for sharing without consent (if reached). If the concern is considered not to reach a safeguarding referral threshold, but warrants an early help referral, this will also be recorded along with the process for obtaining consent for an early help referral.
6. Where the threshold for a safeguarding referral is met a referral should be made by the Designated Safeguarding Lead immediately using one of the following numbers:

### **Children and Young People**

In an emergency dial **999** – stating it is an emergency relating to child protection. This will relate to situations where the child is in imminent harm.

Children's Services Call Centre (including out of hours): **0300 123 4043** – state the call relates to a child protection issue.

Joint Child Protection Investigation Team (where a crime is suspected) **101**

### **Adults**

In an emergency dial **999** - stating it relates to an adult protection issue.

Adult Social Services (including out of hours) **0300 123 4042** – stating it is an adult safeguarding referral.

Hertfordshire Partnership Foundation Trust (where adult is receiving mental health services) **0300 777 0707** - stating it is an adult safeguarding referral related to a mental health client

Police (where a crime is suspected but not urgent) – **101** – stating it is about an adult protection issue.

Police – SAFA (where the abuser is in a position of trust – **01707 354 556**

7. Referrals must be made within 24 hours. For child protection referrals the Designated Safeguarding Lead should also complete the online '[Safeguarding Child protection referral](#)'. The [Logging a concern form](#) should be used to collate the information, and the thresholds met in the '[Continuum of need](#)' document clearly specified. A copy of the referral should be saved in the shared casework folder according to the guidance for designated safeguarding leads.

Where a known social worker is already working with a child, and those details are already held on TRDC safeguarding records, the social worker, or their manager can be contacted directly, and the referral sent to their email address. Staff should check that referrals made in this way have been received by phoning the relevant worker and that the staff are not on leave. However if the child is in urgent need of support this should be sent to protected referrals using the online form.

For adult safeguarding referrals the designated member of staff should complete a Safeguarding Adult Referral Form via Hertfordshire County Council's portal:

- [Referral portal](#) (Hertfordshire Adult Safeguarding reporting)
- Click professional referral
- Follow step by step guidance to log in / set up account
- Fill in form online answering the questions to the best of your ability
- Save the form as you go along and also save a PDF version to keep on the Adult at Risk's file within the TRDC safeguarding folder (02\_Safeguarding\_Children\_&\_Adults)
- Review and submit form

A full FAQ's list on HCC referral form -

<https://hcsportal.hertfordshire.gov.uk/web/portal/pages/faq>

Guidance details - [How to Videos \(hertfordshire.gov.uk\)](#)

Where a known social worker is already working with an adult at risk, and those details are already held on TRDC safeguarding records, the social worker, or their manager can be contacted directly and the referral sent to their email address. Staff should check that referrals made in this way have been received by phoning the relevant worker and that the staff are not on leave.

8. If the Designated Safeguarding Lead is unsure of whether to make a referral regarding a child or young person they should contact Children's Services Call Centre on 0300 123 4043.. For concerns about adults the adult social services call centre should be contacted on 0300 123 4042. Alternatively they should seek the advice of another designated member of staff.
9. For child protection cases - if parent/s or carer/s have not been informed prior to referral, the Designated Safeguarding Lead should inform them unless it is considered to do so might place the child at increased risk of significant harm. Examples include the:
  - behavioural response it prompts e.g. child being subjected to threats/forced to remain silent if alleged abuser informed.
  - leading to an unreasonable delay
  - leading to risk of loss of evidential material
  - placing of staff from any agency at risk.This should be logged by the designated safeguarding lead on their section of the logging a concern form.

10. For adult safeguarding cases – the consent of the adult at risk should be sought prior to referral unless they are considered not to hold mental capacity or their refusal to have a referral made meets one of the following conditions:
  - Others are at risk of abuse
  - The alleged perpetrator has care or support needs themselves
  - A crime has been committed
  - Staff are implicated
  - Coercion is involved.
11. The designated safeguarding lead must document any information they are given subsequent to the referral in the logging a concern form. This and all referral forms should be scanned and stored on the shared drive under a new case folder unless one already exists for the individual when it can be added to that existing folder. The details of the referral should be added to the excel spreadsheet in the casework shared folder. (details on how to save documents are found here: [Appendix 4](#))
12. The Designated Safeguarding Lead, the Service Head, the Section Head involved & any member of staff or volunteer may be invited to a Child Protection Conference /Adult Safeguarding Strategy Meeting where the parents/carers are likely to be present. All parties involved must be kept informed of any changes in circumstance.

### **An Allegation against a Member of Staff or Volunteer**

1. **If a member of staff or volunteer has an allegation made against them, it should be reported directly to the relevant Section Head and to a designated safeguarding lead.**
2. Any information presented in an allegation should be recorded on the '[Logging a concern](#)' form. It is to be dealt with immediately for the safety of the child/adult at risk and member of staff or volunteer involved. It is essential that the member of staff or volunteer is treated with respect and that his/her safety is considered.
3. The DSL receiving the report should contact Strategic Lead for Safeguarding & together with HR they must contact the member of staff or volunteer who should be immediately instructed to leave the site.
4. If a service is still running, a replacement member of staff must be sent immediately.
5. Where the allegation concerns a child or young person, a referral must be made to the Local Authority Designated Officer (LADO) within one working day. Fill in the [A7b. HCC LADO referral form](#) and send to [LADO.Referral@hertfordshire.gov.uk](mailto:LADO.Referral@hertfordshire.gov.uk)

**This should be done before the alleged perpetrator is informed of any allegation.**

Where the LADO Threshold is met the LADO should be contacted on

**LADO contact details**

Children's Services Customer Service Centre: 0300 123 4043 and ask to report a concern to the LADO.

The completed referral form should be sent by the Designated Safeguarding Lead to:: [LADO.Referral@hertfordshire.gov.uk](mailto:LADO.Referral@hertfordshire.gov.uk) within 1 day of receiving the allegation.

The LADO will be responsible for advising the Head of Service / Designated member of staff which course of investigation is appropriate to the case. The Logging a Concern form and the LADO Referral Form must be scanned and saved on the shared drive in a new case folder. .

6. Where the allegation concerns an adult at risk, a referral must be made to the Adult Care Services Investigation Team on 0300 123 4042. Alternatively the Police SAFA team can be contacted on 01707 354 556. This should be done before the alleged perpetrator is informed of any allegation. There is no specific form to use for this referral. They will advise the Head of Service / Designated member of staff which course of investigation is appropriate to the case. A Logging a Concern form must be completed and the referral copied to the service. A copy must also scanned and saved on the shared drive in a new case folder.
7. Suspension from duties, or a change of duties to avoid unsupervised contact with children or adults at risk, must be considered in all such allegations. The LADO / Adult Investigation Team will provide advice to the Head of Service / Designated Safeguarding Lead, on this decision which may be subject to a Strategy Meeting. Human Resources should be involved in this discussion.

Further information is available on the Hertfordshire Safeguarding Procedures Manual

[http://hertsscb.proceduresonline.com/chapters/p\\_manage\\_alleg.html](http://hertsscb.proceduresonline.com/chapters/p_manage_alleg.html)

8. Where the LADO/ Adult Investigation Team advises that the internal Disciplinary Procedure should be used for investigating the allegation an interview should take place under the Disciplinary Policy and Procedure. Please refer to the [Disciplinary Policy & Procedure for further guidance](#).
9. The Section Head and / or the Service Head should contact the person who has made the allegations to advise them of actions being taken.

Version 7.1  
December 2022

## **Appendix 6 - Categories of abuse and the possible signs**

### **The categories of abuse for children, young people and adults at risk**

#### **Child Abuse and Neglect**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

An abused child is any boy or girl, under 18 years of age, who has suffered from, or is believed likely to be at significant risk of, physical injury, neglect, emotional abuse or sexual abuse.

#### **Some of the following signs might be indicators of abuse or neglect:**

- Children whose behaviour changes – they may become aggressive, challenging, disruptive, withdrawn or clingy, or they might have difficulty sleeping or start wetting the bed;
- Children with clothes which are ill-fitting and/or dirty
- Children with consistently poor hygiene;
- Children who make strong efforts to avoid specific family members or friends, without obvious reason;
- Children who don't want to change clothes in front of others or participate in physical activities;
- Children who are having problems at the play service, for example, a sudden lack of concentration and learning or they appear to be tired and hungry;
- Children who talk about being left home alone, with inappropriate carers or with strangers;
- Children who reach developmental milestones, such as learning to speak or walk late, with no medical reason
- Children who are regularly missing from the play service;
- Children who are reluctant to go home after play service;
- Children with poor attendance and punctuality, or who are consistently late being picked up;
- Parents or carers who are dismissive and non-responsive to practitioners' concerns;
- Parents or carers who collect their children when drunk, or under the influence of drugs;
- Children who drink alcohol regularly from an early age;
- Children who are concerned for younger siblings without explaining why;
- Children who talk about running away; and
- Children who shy away from being touched or flinch at sudden movements.

#### **The Council is committed to maintaining staff, volunteer, member and contractor awareness of these four types of child abuse:**

**Physical abuse** – hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms or deliberately induces illness in a child.

#### **Some of the following signs may be indicators of physical abuse:**

- Children with frequent injuries;

- Children with unexplained or unusual fractures or broken bones; and
- Children with unexplained:
  - Bruises or cuts;
  - Burns or scalds; or
  - Bite marks.

**Emotional abuse** – involves the persistent emotional maltreatment of a child that can cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on a child.

This may include interactions that are beyond the child's development capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

**Some of the following signs may be indicators of emotional abuse:**

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong
- Children who have low self-worth and put themselves down
- Parents or carers who withdraw their attention from their child, giving the children the 'cold shoulder';
- Parents or carers blaming their problems on their child; and
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.

**Sexual abuse** – a form of significant harm which involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Some of the following signs may be indicators of sexual abuse:**

- Children who display knowledge or interest in sexual acts inappropriate to their age;
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have;
- Children who ask others to behave sexually or play sexual games; and
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage

pregnancy.

**Neglect** – the persistent failure 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. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-giver)
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

**Some of the following signs may be indicators of neglect:**

- Children who are living in a home that is indisputably dirty or unsafe;
- Children who are left hungry or dirty;
- Children who are left without adequate clothing, e.g. not having a winter coat;
- Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence;
- Children who are often angry, aggressive or self-harm;
- Children who fail to receive basic health care; and
- Parent who fail to seek medical treatment when their children are ill or are injured.

**Peer on peer abuse** – All staff should be aware that safeguarding issues can manifest themselves via peer on peer abuse. This is most likely to include, but may not be limited to, bullying (including cyber bullying), gender biased violence/sexual assault and sexting.

**The Council is also committed to maintaining its staff volunteer, member and contractor awareness of bullying which includes:**

- people being called names;
- making things up to get another person into trouble;
- hitting, punching, biting, pushing and shoving;
- taking things away from someone;
- damaging another person’s belongings;
- stealing someone’s money;
- taking someone’s friends away from them;
- cyberbullying;
- spreading rumours;
- threats and intimidation;
- making silent or abusive phone calls;
- a bully frightening the victim so that they do not want to go to school or take part in other activities. The victim may pretend to be ill to avoid the bully.

### **Adult abuse**

The Council is committed to maintaining staff, volunteer, member and contractor awareness of the main forms of abuse set out in the Statutory Guidance of The Care Act 2014 which is not an exhaustive list but an illustration as to the sort of behaviour

that could give rise to a safeguarding concern for an adult at risk:

**Physical abuse** - including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

**Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called “honour”- based violence.

**Sexual abuse** – including rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent, or was pressured into consenting, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts or indecent exposure.

**Psychological/emotional abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude.

**Discriminatory abuse** - including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one’s own home.

**Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or education services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Self-neglect** – a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

### **Child Sexual Exploitation (CSE)**

The sexual exploitation of children and young people (CSE) under-18 is defined as that which:

‘involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive ‘something’ (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.

Child sexual exploitation can occur through the use of technology without the child’s immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain.

In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources.

Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability'

**Some of the following signs may be indicators of sexual exploitation:**

- Children who appear with unexplained gifts or new possessions;
- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or are regularly late; and
- Children who regularly miss the service or don't take part in education.

The Council is committed to maintaining staff, volunteer, member and contractor awareness of CSE. The Strategic Lead for Safeguarding will maintain specific procedures for referrals regarding CSE and commission specialists training for staff on this matter. The Strategic Lead will also provide guidance for all staff on this matter.

The Licensing Team will ensure that guidance is provided to all licensed premises, licensed taxi drivers and licensed taxi operators regarding Child Sexual Exploitation.

**Female Genital Mutilation (FGM)**

Female Genital Mutilation (FGM) is defined by the World Health Organisation as 'all procedures (not operations) which involve partial or total removal of the external female genitalia or injury to the female genital organs whether for cultural or other non-therapeutic reasons'. The Council recognises that FGM is illegal and that it is an offence for a UK resident or national to take a girl abroad or to help others to do so to carry out FGM.

The Council is committed to maintaining staff, volunteer, member and contractor awareness of FGM. The Strategic Lead for Safeguarding will maintain specific procedures for referrals regarding FGM and commission specialist training for staff on this matter. The Strategic Lead will also provide guidance for all staff on the matter.

**"Honour"-based violence and forced marriage**

In a forced marriage, one or both spouses do not consent to the arrangement of the marriage and some elements of duress are involved. Duress can include both physical and psychological pressure. Forced marriage is distinct from an arranged marriage – where both parties can choose whether or not to accept the arrangement usual made by the families of both spouses.

So-called "Honour"-Based Violence is a crime or incident that may have been committed to protect or defend the "honour" of a family or community. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, "honour"-based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion

- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture.

The Council is committed to maintaining staff, volunteer, member and contractor awareness of “honour”-based violence and forced marriage. The Council recognises its responsibilities to protect children and adults from such violence and forced marriage. The Strategic Lead for Safeguarding will be responsible for producing specific procedures for referring concerns of this specialist type and commissioning training for staff on the subject. The Strategic Lead for Safeguarding will provide and maintain guidance for all staff on the specific risks of this violence and forced marriage and promote awareness of best practice in response to any concerns.

### **Radicalisation**

The Counter-Terrorism and Security Act 2015 sets out the duty on local authorities and partners of local panels to provide support for people vulnerable to being drawn into terrorism. Hertfordshire’s Prevent Strategy aims to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. The Channel Panel is part of the local Prevent Strategy and is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism. Radicalisation of children and adults at risk can be compared to grooming for sexual exploitation. The Home Office states in the Prevent Strategy that ‘Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm’.

The Council is committed to maintain staff, volunteer, member and contractor awareness of the risks of radicalisation and the processes for reporting concerns about potential radicalisation of children, young people and adults at risk. The Council recognises its duties under the Prevent Strategy and will co-operate with Hertfordshire-based arrangements to meet these duties including participation in the Channel Panel. The Strategic Lead for Safeguarding will provide and maintain procedures and guidance for staff on the referral process for concerns about radicalisation and will ensure that appropriate training is delivered to staff in conjunction with Human Resources.

### **Some of the following signs may be indicators that a child, young person or adult at risk could be vulnerable to Female Genital Mutilation; Honour Based Violence or Forced Marriage:**

Potential indicators of forced marriage risks in children:

- Truancy
- Decline in performance or punctuality
- Low motivation at school
- Poor exam results
- Being withdrawn from education by those with parental responsibility
- Not allowed to attend extra-curricular activities
- Self harm or attempted suicide
- Eating disorders
- Depression
- Isolation from family, friends and wider community
- Siblings forced to marry
- Family disputes
- Unreasonable restrictions on activities

- Other young people within the family reported missing
- Reports of domestic abuse or breaches of the peace at the family home
- Individual reported for offences such as shoplifting or substance misuse
- Unreasonable financial control

The following types of behaviour can precipitate an arranged marriage in a child:

- Adults controlling unwanted behaviour or sexuality e.g. alcohol or drug use, wearing make up, behaving in a westernised manner, perceived promiscuity, being gay, lesbian, bisexual or transgender,
- Adults preventing 'unsuitable' relationships e.g. outside of ethnic group, culture, religion or caste.

The following types of behaviour can precipitate honour based violence:

- Adults/family controlling unwanted behaviour or sexuality e.g. alcohol or drug use, wearing make up, behaving in a westernised manner, perceived promiscuity, being gay, lesbian, bisexual or transgender,
- Adults/family preventing 'unsuitable' relationships e.g. outside of ethnic group, culture, religion or caste.

Indications that Female Genital Mutilation may be about to take place include:

- The family comes from a community that is known to practise FGM;
- When a female family elder, visiting from another country is around (particularly where FGM is a cultural practice);
- Where FGM is heard in conversation by a professional, i.e. where a girl tells other children about it, confides that she is to have a special procedure or attend a special occasion to become a woman;
- A child may confide to a professional that she is to have a 'special procedure' or to attend a special occasion;
- A child may talk about a long holiday to her country of origin or another country where the practice is prevalent, including African countries and the Middle East;
- Where parents state that they or a relative will take the child out of the country for a prolonged period;
- A child may request help from a teacher or another adult;
- Any female child who has a sister who has already undergone FGM must be considered to be at risk, as must other female children in the extended family;
- Where parents seek to prevent their children from learning about FGM.

Indications that FGM may have already taken place include:

- A child may spend long periods of time away from the classroom during the day with bladder or menstrual problems;
- A prolonged absence from school with noticeable behaviour changes on the girl's return could be an indication that a girl has recently undergone FGM;
- A girl may have difficulty walking, sitting or standing and may even look uncomfortable. She may specifically talk about pain or discomfort between her legs;
- A girl may have frequent urinary, menstrual or stomach problems;
- Professionals also need to be vigilant to the emotional and psychological needs of children who may/are suffering the adverse consequence of the practice (e.g. withdrawal, depression etc);
- A child requiring to be excused from physical exercise lessons with the support of her GP;
- A child may ask for help.

**Hate Crime**

Any incident which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate towards their race, religion, gender identity, disability or sexual orientation.

**Hate Incident** – any incident which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate towards their race, religion, gender identity, disability or sexual orientation.

**Wording used from ‘What to do if you’re worried a child is being abused’ (March 2015) AND TRDC’s Safeguarding policies and procedures.**