

DRAFT

Tenancy policy

1.0 Purpose of the tenancy policy

- 1.1 The purpose of this Tenancy Policy, which is effective from 1st June 2013, is to ensure that the most appropriate tenancies are granted to enable the best use to be made of its housing stock, while maintaining cohesive communities. In adopting this Tenancy Policy the Council has had due regard to its adopted Tenancy Strategy.
- 1.2 The main types of tenancies that the Council can grant are secure tenancies, flexible tenancies and introductory tenancies.

2.0 Background and scope of the tenancy policy

- 2.1 The Regulatory Framework for Social Housing in England from April 2012, published by the Homes and Communities Agency (HCA) in March 2012, requires the Council to publish clear and accessible policies, which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud. The Regulatory Framework specifies what should be included in a tenancy policy.
- 2.2 In accordance with paragraph 2.1 of the Tenancy Standard within the Regulatory Framework requires the Council to issue tenancies that are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community and the effective use of their housing stock.

3.0 The type of tenancies that will be granted

- 3.1 Until the Localism Act 2011 was enacted, councils were only able to grant lifetime secure tenancies, introductory tenancies and tenancies which are not secure tenancies. The Localism Act now also allows flexible tenancies to be granted to new tenants, while protecting the rights of existing tenants. The tenancies that Waverley Borough Council can grant are:

Type of tenancy	Legal basis	Definition	Tenancy length
Secure tenancy	Housing Act 1985, Part IV, Sections 79-81	Lifetime tenancy, following an introductory tenancy	Lifetime
Flexible (secure) tenancy	Housing Act 1985 Section 107A, as amended by the Localism Act	Fixed term tenancy to be granted to new tenants, following a one-year introductory period.	Minimum of 5 years

	2011		
Introductory tenancy	Housing Act 1996, Part V, Chapter 1, Sections 124-125	1 year tenancy issued to new tenants for the first year of their tenancy	1 year
Temporary Non secure tenancy	Housing Act 1985, Schedule 1	Non secure tenancy granted to homeless households in temporary accommodation.	Periodic tenancy

3.2 All new tenants will be granted an introductory tenancy for the first 12 months, followed by a flexible tenancy for a fixed term or a secure tenancy.

4.0 Issuing a flexible tenancy

4.1 A copy of the Council's standard flexible tenancy agreement is attached to this Policy.

4.2 Starting a flexible tenancy

4.2.1 Prior to the start of a flexible tenancy, the Council must serve notice on the applicant to notify them that, on the expiry of the introductory period, the tenancy will become a flexible tenancy rather than a secure tenancy. The notice will inform the applicant of the length of tenancy that they are being offered.

4.2.2 The applicant will sign a tenancy agreement at the start of the tenancy. The agreement will include the terms of the introductory tenancy and the terms of the flexible tenancy. There will be no requirement to sign a new agreement when the introductory period expires.

4.2.3 Where the flexible tenancy is a renewal or granted to a tenant transferring from another council or housing association tenancy, the fixed period will start immediately because an introductory period will not apply.

4.3 During a flexible tenancy

4.3.1 A flexible tenant has the same rights as a secure tenant during their tenancy including:

- Right to repair
- Right to exchange
- Right to consultation
- Right of succession to spouse, partner or cohabitee only
- Right to buy

4.4 Ending a flexible tenancy

4.4.1 Each tenancy will be reviewed 12 months before the expiry date to enable a decision to be reached about what should happen following the expiry date. As part of the review process, a member of staff from the Landlord Services Team will carry out a home visit. Each tenant's circumstances will be assessed, the current make up of the household determined and a financial assessment completed.

- 4.4.2 Following the review of a tenancy, the options that are available to the Council are:
- to offer a further flexible tenancy at the current property
 - to offer a flexible tenancy at another Council property
 - to serve notice of the intention not to renew the tenancy and issue proceedings in the prescribed form, to terminate the flexible tenancy.

4.4.3 Tenants have the right to request a review of the ending of a flexible tenancy, within 21 days of being served a notice informing them of the decision.

4.4.4 At the end of the tenancy a court must make a possession order (where duly requested) if a review has been carried out according to the statutory provisions and the court is satisfied that:

- the flexible tenancy has come to an end; and
- that the landlord has given not less than 6 months notice not to grant another flexible tenancy on expiry, giving the reasons and informing the tenant of their right to review; and
- that the landlord has given the tenant not less than 2 months' notice in writing stating that the landlord requires possession of the dwelling house.

5.0 The circumstances in which tenancies of a particular type will be granted and the length of those terms

5.1 The type and length of new tenancies will be dependent on the household type, but will be for a minimum of 5 years, unless there are exceptional circumstances:

Household Type	Tenancy Type	Proposed length of new tenancy
Elderly (state retirement age) in sheltered accommodation	Secure tenancy	Lifetime
All other household types including families, single person households and households with a disabled person	Flexible tenancy	5 Years

6.0 The exceptional circumstances in which the Council will grant flexible tenancies for a term of less than five years, following any probationary period

6.1 If exceptional circumstances exist, the Council will grant tenancies of less than five years, as set out below:

Exceptional circumstance	Tenancy length
If an Introductory tenancy has been extended due to anti-social behaviour	2 years
If a household is statutorily overcrowded at the time of the review, but no alternative accommodation has been secured	2 years
In a geographical areas where shorter tenancies could help to	2 years

tackle anti-social behaviour	
Where a Notice of Seeking Possession has been issued due to rent arrears and the Court has accepted a payment agreement which the tenant has kept to	2 years
In supported or move on accommodation to meet the objectives of the scheme	2 years

7.0 The circumstances in which flexible tenancies may or may not be reissued at the end of tenancy term

7.1 Each tenancy will be reviewed 12 months before the end of the tenancy term. Unless there has been a change in circumstances, the Council expects a flexible tenancy to be renewed for a further fixed term.

7.2 The circumstances where a further term may **not** be granted are:

No	Circumstances	Measure (at the time of the review, 12 months before the end of the tenancy term)
1	Property is under-occupied	<ol style="list-style-type: none"> Children (up to age of 18 while they remain in full-time education) have moved out Spouse, partner or cohabitee has ceased to reside in the property
2	Property is no longer suitable for the tenant's needs	<ol style="list-style-type: none"> The property has an adaptation, suitable for a person with a disability, that is no longer required by the occupying household
3	Tenant's circumstances have changed	<ol style="list-style-type: none"> The tenant(s) is assessed as having sufficient income, according to the income thresholds in the published allocation scheme, to be able to access housing in the market sector The tenant(s) has come into legal ownership of another home or property A joint tenant or cohabitee has ceased to reside at the property
4	Tenant does not engage in the tenancy review process	<ol style="list-style-type: none"> The tenant and/or their advocate do not engage in the tenancy review process
5	Possession proceedings have commenced or tenancy obligation has been broken	<ol style="list-style-type: none"> The Council has served a Notice of Seeking Possession (NOSP) on mandatory or discretionary grounds on the tenant The Council has evidence of rent arrears equivalent to 4 weeks rent or more The Council has evidence that the tenant has carried out anti-social behaviour The Council has evidence that the tenant has behaved unreasonably, according to the definition

		in the published allocation scheme
6	Disposal or refurbishment of a property	1. The Council needs to dispose or refurbish a property to make the best use of the existing stock

7.3 If a decision not to renew has been made as a result of a review and then circumstances change, a further review can be undertaken.

7.4 If a decision to renew is made, but the facts that have been considered are found to be fraudulent, the Council will review its original decision and reserves the right to take legal action against the applicant or tenant.

8.0 The way in which a prospective tenant may appeal against or complain about the length of the fixed term tenancy offered and the type of tenancy offered

8.1 An applicant can request a review of their offer of accommodation on a flexible tenancy, within 21 days of receiving it under Section 107B(2) of the Housing Act 1985. This period can also be extended by the landlord in writing under Section 107B(4)(b) of the Housing Act 1985. The detailed procedure is set out in The Flexible Tenancies (Review Procedures) Regulations 2012 – Statutory Instrument 2012/695.

9.0 Taking account of the needs of vulnerable customers by reason of age, disability or illness and households with children

9.1 The provision of tenancies of at least five years gives a reasonable degree of stability to households who are vulnerable by reason of age, disability or illness and households with children. To provide added stability to people over state retirement age, secure tenancies will continue to be granted.

9.2 Support will be provided to vulnerable applicants at the start of their tenancies by the Riverside Floating Support, the Waverley Family Support Team and the Council's Housing Options Team as appropriate to give them the best opportunity of sustaining a successful tenancy.

10.0 The way in which a tenant can appeal against a decision not to grant another flexible tenancy on expiry of the fixed term

10.1 The tenant has the right to request a review of the decision not to offer another fixed term, within 21 days of the notice advising them of the decision is served under Section 107E(1) of the Housing Act 2011. The request for a review should state the grounds on which a review is sought.

11.0 The advice and assistance given to tenants whose tenancies are not being renewed

- 11.1 Tenants will be given comprehensive advice and assistance to establish their housing options. The Housing Options Team will have a key role to play in helping those whose tenancies will not be renewed to explore all the options available to them to meet their housing need.
- 11.2 If the tenant has been unsuccessful in finding alternative accommodation by the time they are served with a Notice of Seeking Possession (2 months before the end of their flexible tenancy), housing options advice will be provided to help secure another form of suitable accommodation.

12.0 The policy on granting discretionary succession rights

- 12.1 Succession rights to secure and flexible tenancies granted after 1st June 2013 will be restricted to spouses, partners and cohabiters, unless Waverley Borough Council choose to use its discretionary succession rights in accordance with paragraph 2.1.9 of the Tenancy Standard within the Regulatory Framework for Social Housing in England from April 2012, published by the Homes and Communities Agency (HCA) in March 2012, where the granting of the succession takes account of the needs of vulnerable household members.

Appendices

- Appendix 1: Flexible tenancy agreement



**Safeguarding Children and
Vulnerable Adults**

Waverley's Corporate Policy

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- 1. PREFACE BY COUNCILLOR Julia Potts AND WAVERLEY'S CHIEF EXECUTIVE – MARY ORTON**
- 2: INTRODUCTION**
- 3. WHY HAVE A POLICY?**
- 4. POLICY AIM**
- 5. THE LAW IN RELATION TO CHILDREN AND YOUNG PEOPLE**
- 6. KEY REQUIREMENTS OF THE CHILDREN ACT**
- 7. ROLES AND RESPONSIBILITIES**
- 8. MAKING A REFERRAL**
- 9. RECORDING AND MONITORING**
- 10. RECRUITMENT AND SELECTION OF EMPLOYEES AND VOLUNTEERS**
- 11. STAFF TRAINING EMPLOYEES AND VOLUNTEERS**
- 12. ALLEGATIONS AGAINST STAFF**
- 13: PARTNER ORGANISATIONS AND CONTRACTORS**
- 14. REFERENCES**

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

1. PREFACE

"Through our work as Councillors, staff and contractors we all come across children and their families, and vulnerable adults from time to time.

Occasionally we might see something that concerns us where we might think that a child or vulnerable adult is being abused, harmed or neglected. Where this is the case Waverley **expects** Councillors, staff and contractors to act responsibly and report their concerns to the relevant part of Surrey County Council.

This is a sensitive area. But be assured that the Council **will always support** the decision to make a referral. Better safe than sorry.

We want to help protect children and vulnerable adults and improve their quality of life. It may well be that Surrey County Council will be able to provide support to the children or vulnerable adults concerned and their carers.

By taking action you could save a life."

Mary Orton
Chief Executive

Cllr Julia Potts
Portfolio-holder for Leisure and Children and Young People

-oo0oo-

2: INTRODUCTION

Waverley Borough Council, like all public authorities, has a statutory duty to help safeguard children and young people and to assist its partners – particularly the County Council in doing so. Similar expectations are placed upon us in respect of vulnerable adults.

In any event, whether or not we have a statutory duty, it is part of this Council's ethos to want to serve everyone in our community so they can live happy, healthy, safe and fulfilled lives. Our Corporate Plan and other policy documents outline how we do this in terms of service provision and improvement and community leadership.

Although we do not have primary responsibility for the role of safeguarding children and vulnerable adults, as an organization we do provide a range of services directly or indirectly for these client groups and where our councilors, staff, contractors, partners and volunteers come into contact with them. For example:

- Play areas and recreation grounds; and Leisure Centres
- Sheltered housing for older people; Careline;
- Disabled adaptations;
- Council housing;
- Housing and Council Tax Benefit;
- Day Centres for Older People; and Meals on Wheels
- Housing Support services; e.g. Waverley Family Support Team

We need to ensure that when delivering services in people's homes or at our venues, proper systems are in place to ensure that everyone is safe, particularly so those who are less able to protect themselves.

We also need to be alert to signs of neglect and abuse and be prepared to raise our concerns with Surrey County Council who will follow-up on these concerns and determine the best course of action.

3. SUMMARY AND PURPOSE

Anyone who comes into contact with children, young people and families in their everyday work, including people who do not have a specific role to safeguarding has a legal responsibility to promote and safeguard the welfare of children and young people.

Although there are not yet the same statutory provisions in respect of vulnerable adults, it is known that vulnerable adults are not always in a position to protect themselves from neglect, abuse or exploitation. However, the overarching principles around safeguarding vulnerable adults are the same as those that apply to children and young people.

Having a Safeguarding Policy brings together in one place the Council's responsibilities and the actions it needs to take to regulate many of the Council's services, including recruitment and selection, training and 'vetting' procedures (carrying out DBS and other checks) and procedures for third parties delivering services on behalf of the Council.

It is vital that every person who has contact with children and young people or vulnerable adults, either caring or working with them, should be able to recognise problems and know how to respond if they are concerned or aware that a child or vulnerable adult is, or may be, at risk of significant harm. Staff should also be able to recognise situations where a child or vulnerable adult requires extra support to prevent significant impairment to his or her health or development.

In line with the Council's Equality and Diversity Policy, Waverley expects all children, young people and vulnerable adults to be treated with dignity and respect and on an equal basis. This policy applies to all children, young people and vulnerable adults, regardless of age, gender, race, disability, sexual orientation and faith.

4. POLICY AIM

This policy covers all areas and services within the Council, including employees who come into contact with children, young people and vulnerable adults while carrying out their everyday duties.

This Safeguarding Policy aims to provide procedures and practical guidance for all our employees, services, agencies and other professionals working with the Council to safeguard children, young people and vulnerable adults.

The policy highlights the main issues and recommends actions when dealing with a possible case of abuse. These include:

- a. recruitment policies for those working with children, young people and vulnerable adults
- b. induction and training
- c. how to respond to information, suspicions or allegations of abuse
- d. the referral process; and
- e. how to communicate the policy and its aims effectively

5. THE LAW IN RELATION TO CHILDREN AND YOUNG PEOPLE

The Children Act 2004 creates clear accountability for children's services, to enable improved joint working between agencies and secure a greater focus on safeguarding children. The Act establishes a better basis for the integrated planning, commissioning and delivery of children's services and confers new duties on district and borough councils in this process to which Waverley must respond.

These duties relate to children and young people from birth to the age of 18, or 25 if the young person has learning or other disability. The fact that a child has become 16 years of age and is living independently, working, is in Further Education, is a member of the armed forces, is in hospital or prison does not change their status or entitlement to services or protection under the Children Act 2004.

6. KEY REQUIREMENTS OF THE CHILDREN ACT

Section 10

Gives local children's services authorities (in Surrey this is the County Council) a lead role in securing the co-operation of partners in setting up arrangements to improve the well being of children in the authority's area in relation to the five outcomes outlined above.

The Act places a duty on the police, strategic health authorities, PCTs and district/borough councils to co-operate with the children's services authority (Surrey County Council) in the making of any such arrangements.

The statutory guidance under this section indicates that the functions of a borough/district council that are relevant to children's trusts will include planning, play and leisure, environmental health and housing.

Section 11

This Section requires all designated partner agencies to make arrangements to ensure that their functions are discharged in regard to the need to safeguard and promote the welfare of children and young people. This duty came into effect on 1 October 2005.

Statutory guidance on Section 11 has been issued which sets out what the relevant agencies, including borough/district councils, need to undertake to ensure they can comply with this duty. Borough/district Councils are to complete Part 2 of the self-assessment form (see Annexe 1) that ensures organisations are fit for purpose to be compliant with the statutory Section 11 guidance. The new Local Safeguarding Board (Surrey) monitors the implementation of partners' contribution to safeguarding.

Section 13

This Section required each Children's Service Authority (Surrey County Council) to establish a Local (countywide) Children's Safeguarding Board (LCSB) by April 2006. This Board replaced the (non statutory) Area Child Protection Committee (ACPC). The Board is responsible for co-ordinating the partner agencies and ensure their effectiveness to safeguard and promote the welfare of children in its area.

Section 20

This Section introduces new integrated inspection arrangements, Joint Area Reviews, which will review all services provided by any body receiving public funding. These include voluntary, non-statutory services and borough and district councils.

7. ROLES AND RESPONSIBILITIES

Section 11 of the Children Act 2004 and section 175 of the Education Act 2002 places duties on all organisations that provide services or delivers work with children and young people to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children.

Although there are not yet the same statutory provisions in respect of vulnerable adults, vulnerable adults are not always in a position to protect themselves from

neglect, abuse or exploitation. The principles around safeguarding vulnerable adults are the same as those that apply to children and young people.

Individual agencies are responsible for ensuring that their staff are competent and confident in carrying out their responsibilities for safeguarding and promoting children, young people and vulnerable adult's welfare.

Employers should ensure their staff are aware of how to recognise and respond to safeguarding concerns, including signs of possible maltreatment.

Further responsibilities include:

- a. Having senior managers that are committed to children and young people and vulnerable adults well-being and safety
- b. Being clear about people's responsibilities to safeguard and promote children and young people and vulnerable adults welfare
- c. Effective recruitment and human resources procedures including checking all new staff and volunteers in line with Disclosure and Barring Service (DBS) procedures to make sure they are safe to work with children and young people and vulnerable adults
- d. Procedures for dealing with allegations of abuse against members of staff and volunteers
- e. Ensuring that staff receive appropriate level of child protection and safeguarding vulnerable adults training in order to their job well
- f. Ensuring there are procedures about how to safeguard and promote the welfare of children and young people and vulnerable adults
- g. Having locally agreed arrangements with regards to working with other organisations who deliver services on behalf of the organisation

8. MAKING A REFERRAL

WHEN TO PASS ON INFORMATION

A member of staff **must** share information:

- a. if there is a safeguarding issue; or
- b. if the life of the child, young person, vulnerable person or a third party is at risk

If an officer is concerned about a child, young person or vulnerable person's welfare, they must discuss their concerns with their line manager or supervisor. If, after this discussion, the officer and manager still have concerns they will be required to complete the Safeguarding Report It Form, found on Backstage '[Safeguarding](#)' link. The information completed on the form will be sent to Waverley's Safeguarding Tactical Group who will then decide on the most appropriate course of action.

If the **Safeguarding Tactical Group** decides that there is appropriate evidence to suspect that a child, young person or vulnerable adult is being abused then they will decide on a course of action. This could include making a referral to Children or Adult Services at **Surrey County Council Contact Centre**.

Surrey County Council Contact Centre

Children's Services

Surrey County Council's Children's Service: 0300 200 100 or, in an emergency, report the matter to [Surrey Police](#) on **101**.

Outside of office hours and at weekends and public holidays, the [Emergency Duty Team](#) should be contacted by telephoning 01483 517898.

Adult Services

Surrey County Council's Adult Service: 0300 200 1005 or, in an emergency, report the matter to [Surrey Police](#) on **101**.

Outside of office hours and at weekends and public holidays, the [Emergency Duty Team](#) should be contacted by telephoning **01483 517898**.

However, if there is not a senior manager available to discuss a concern and a member of staff is seriously concerned about a child, young person or adult's immediate safety, report the matter to Surrey Police on 101.

9. RECORDING AND MONITORING

Clear and accurate records must be kept whenever a complaint or allegation of abuse is made. Detailed factual records must be kept, including the date, time and circumstances in which conversations or interviews are held.

The Safeguarding Report It Form, found on Backstage '[Safeguarding](#)' link, must be completed when a safeguarding concern is raised. It is **important** to **always** use this form as this enables senior management and the Waverley's Safeguarding Tactical Group to:

- a. ensure the correct action and procedures have been taken when the initial concern is raised
- b. monitor the progress of the case and ensure services or individuals within the Council are completing any actions, if required
- c. Monitor all safeguarding concerns and report on any trends.

It is recommended that all case files, which contain adult protection information, be retained for an appropriate length of time (recommended minimum period of 30 years from the last contact with the individual or 10 years from their death). These records must be subject to the same confidentiality protocols as are operated by the agency and must be compliant with the *Human Rights Act 1998* and the *Data Protection Act 1998*.

Sharing Information:

Staff must follow Waverley's protocols and policies when making decisions about sharing such information

Freedom of Information Requests

Staff must follow Waverley's protocols and policies with regard to its response to FOI requests with particular attention to access to safeguarding documentation, and making documentation available to those the subject of an investigation.

10. RECRUITMENT AND SELECTION OF EMPLOYEES AND VOLUNTEERS

All employers must be alert to the possibility that any person may pose a risk of harm to children, young people and vulnerable adults. Employers of staff or volunteers who have access to children must guard against the potential abuse, through a rigorous selection process, Disclosure and Barring Service (DBS) Check, supervision, training and on-going awareness of staff behaviour.

Waverley has specific procedures in place to assist the protection of children, young people and vulnerable adults in the recruitment procedure for those who will be working with them.

Procedures include:

- a. Relevant job descriptions and person specifications are issued with the application form
- b. All posts should be risk assessed
- c. All staff/volunteers complete an application form
- d. Qualification and details of competence are requested and checked
- e. References are requested and followed up including at least one which involves working with children and young people (where relevant to the post)
- f. All staff undergo a check through the Disclosure and Barring Service (DBS) if appropriate
- g. Annual appraisal system and a review procedure appropriate to the role of staff and period of employment

11. TRAINING OF EMPLOYEES AND VOLUNTEERS

The provision of quality training and information is widely recognised as an essential process in raising awareness and addressing safeguarding issues. The Council will set a minimum standard of training for key staff to undertake as part of their contract of employment.

Training to be in place:

- a. Provide an appropriate induction programme to familiarise new staff with their role and that of the organisation in general and with safeguarding issues related to their role
- b. Provide and promote an ongoing programme of safeguarding training opportunities, including 'What if Training' and Multi Agency Training
- c. Ensure that relevant managers are kept updated on current information and policies regarding safeguarding

The aim of the training is to:

- a. Be aware of your responsibility to raise concerns you may have about child, young person or adult who may be suffering from abuse
- b. Be able to identify children, young people and vulnerable adults who are at risk
- c. Be able to recognise situations where abuse may be occurring and consider the safeguarding thresholds

- d. Recognise risks from different sources and in different situations, eg risk from family friends, relatives, partners other service users or carers
- e. Accurately record facts, with any concerns of abuse or neglect, and actions taken as a result
- f. Build on knowledge and skills gained in order to establish sound interagency safeguarding practice
- g. Develop a shared understanding of the respective roles and responsibilities of the different professionals and how they contribute to effective working relationships
- h. To provide staff, new to safeguarding issues in Waverley with an opportunity to familiarise themselves with the safeguarding service in the county.

12. ALLEGATIONS AGAINST STAFF

Children, young people and vulnerable adults are particularly vulnerable to the actions of employees who wilfully or otherwise disregard legislative, Local Safe Guarding Board or Borough Council guidance and regulations. The Council, therefore, needs sound policies and procedures on the management of situations wherever allegations of abuse are made against staff.

If an allegation about abuse or neglect of an individual is made about conduct outside of the work role, the general principles and approach outlined in this section will apply.

If an allegation against a Council employee is made a thorough investigation will be implemented in accordance with Waverley Borough Council's Disciplinary and Dismissal Procedures. Any investigation under this procedure would not be confused with the separate statutory investigations by Children Services, Adult Services and/or the police.

13. PARTNER ORGANISATIONS AND CONTRACTORS

Waverley Borough Council requires that all its partner organisations and contractors working with children, young people and vulnerable adults have in place appropriate safeguarding policies, guidelines and procedures that compliment the Council's.

Officers responsible for negotiating and monitoring contracts are required to:

- a. ensure that all contractors or partner organisations have relevant policies and guidelines in place in accordance with Councils own Policy
- b. ensure Safeguarding Children and Vulnerable Adults policy requirements are not contravened
- c. ensure contractors and partner organisations have robust recruitment procedures in place and is in accordance to the Councils own Policy
- d. ensure contractors and partner organisations train their staff in accordance with Councils own Policy
- e. ensure contractors and partner organisations has adequate and appropriate reporting procedures in place and if requested by the Council supply any relevant information

14. REFERENCES

[Working Together to Safeguard Children](#) - [Dept.of Health](#) - Paperback - [The Stationery Office Books](#) (Jul 2006) - [ISBN 0112711871](#)

[Children Act, 2004](#) - [Fergus Smith](#) - [Children Act Enterprises Ltd](#) (Jan 2005) - [ISBN 1899986073](#)

Surrey Safeguarding Children Board Manual of Child Protection Procedures

Surrey Multi-Agency procedures on Protecting Vulnerable Adults

Surrey Adult Protection Committee - a Manager's Toolkit 2005

Appendix 1

DEFINITION OF ABUSE

1. CHILD ABUSE

Somebody may abuse or neglect a child by harming, or by failing to act to prevent harm. Children may be abused in a family or in an institutional setting (for example a care home) or community setting (for example a playgroup) by those known to them or, more rarely, by a stranger.

Harm is defined by the Children Act 1989 as ill treatment or affecting health or development, including, physical, sexual and emotional abuse.

To understand and identify significant harm, it is necessary to consider:

- a. the family's situation
- b. the child's development within their family's and wider social and cultural environment
- c. any special needs, such as a medical condition, communication difficulties or a disability that may affect the child's development and care within the family
- d. the type of harm, in terms of ill treatment or failure to provide adequate care
- e. the effect on the child's health and development
- f. whether the parents are able to provide adequate care

Anyone could abuse a child or young person, no matter what their sex, race, culture or social class. Children or young people may suffer one or more types of abuse such as sexual, physical and emotional or neglect. Children or young people with a disability are particularly vulnerable.

2. ABUSE OF A VULNERABLE ADULT

A vulnerable adult is a person aged 18 years or over who is or may be in need of services by reason of mental or other disability, age or illness or who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

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

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

Appendix 2

CATERGORIES OF ABUSE

1. Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless, unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature (age or developmentally) inappropriate expectations being imposed on children. It may involve causing children to feel frightened or in danger, or exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

2. Neglect

Neglect is the persistent failure to meet a child's basic and or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

3. Physical Injury

This is probably the most obvious form as injuries can often be seen. Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocation or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child, whom they are looking after, (e.g. Munchausen Syndrome).

4. Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

5. Institutional Abuse

Where individuals who require supported living are exploited or discriminated against in terms of their home environment and the treatment they receive by the staff in their care; for example physical abuse, theft of property and the refusal to deliver goods or services or mal treatment by staff or other service users

6. Financial Abuse

Where an individual is forced to give money or goods to a person either in a position of power or by individuals or groups of individuals who use bullying' harassment or intimidation towards a person or persons less able to make decisions or who may lack capacity to defend their position

7. Internet and Photography

There have been concerns about the risks posed directly and indirectly to children and young people who use the Internet, (particularly chat rooms) and through the

use of photographs. This policy works alongside the Council's existing Internet and email instructions the Guide to the use of Photographic Images.

ANNEXE 3

Playing Pitch Strategy Action Plan

The action plan identifies the ways in which current and future deficiencies might be met and the partners who will have a role in providing, funding and managing new provision. It specifies what needs to be provided and where and proposes how best this might be achieved.

The action plan is split into two sections:

- 1) The first part addresses the current needs for sports pitches in the borough
- 2) The latter part addresses the future demand for sports pitches in the borough

ACTION PLAN FOR CURRENT SPORTS PITCH NEEDS

3) **Adult football:** The action plan to address current needs is as follows:

<i>Sub-area</i>	<i>Current assessed deficiency</i>	<i>Action plan for meeting deficiency</i>
Farnham	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 14.3 pitches). • Quality improvements needed for pitches at 8 sites. • Quality improvements needed to changing provision serving adult football pitches at 7 sites. • No accessibility deficiency. 	<p>Support pitch owners with external funding applications for facilities improvement programmes at :</p> <ul style="list-style-type: none"> • Quality improvements needed for pitches at: <ul style="list-style-type: none"> - All Hallows School - Burford Lodge Recreation Ground - Farnham Park - Farnham Sixth Form College - Morley Road Recreation Ground - Rowledge Recreation Ground - Weybourne Recreation Ground - Weydon School - Wrecclesham Recreation Ground • Quality improvements needed to changing provision serving adult football pitches at: <ul style="list-style-type: none"> - All Hallows School - Burford Lodge Recreation Ground - Farnham Sixth Form College - Farnham United Football Club - Morley Road Recreation Ground - Rowledge Recreation Ground - Westfield Lane - Weybourne Recreation Ground <p>Develop Community Use Agreements at schools with adult pitches with unsecured community use:</p> <ul style="list-style-type: none"> - All Hallows School - Farnham Sixth Form College - Frensham Heights School
Godalming	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 17.2 pitches). • Quality improvements needed for pitches at 5 sites. • Quality improvements needed to changing provision serving adult football pitches at 2 sites. • No accessibility deficiency. 	<p>Support pitch owners with external funding applications for facilities improvement programmes at :</p> <ul style="list-style-type: none"> • Quality improvements needed for pitches at: <ul style="list-style-type: none"> - Barrow Hills School - Hambledon Recreation Ground - Rodborough Technology College - Witley Recreation Ground • Quality improvements needed to changing provision serving adult football pitches at: <ul style="list-style-type: none"> - Barrow Hills School - Hambledon Recreation Ground <p>Develop Community Use Agreement at Barrow Hills School.</p>
Haslemere	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 1.8 pitches). • Quality improvements needed for pitches at one site • Quality improvements 	<p>Support pitch owners with external funding applications for pitch improvements at Hindhead Playing Fields.</p>

	<p>needed to changing provision at one site.</p> <ul style="list-style-type: none"> • No accessibility deficiency. 	
Cranleigh	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 11.1 pitches). • No pitch or changing facility quality improvements needed. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for changing improvements programmes at King George V Playing Field, Dunsfold. • Develop Community Use Agreement at Glebelands School.

4) **Youth football:** The action plan to address current needs is as follows:

<i>Sub-area</i>	<i>Current assessed deficiency</i>	<i>Action plan for meeting deficiency</i>
Farnham	<ul style="list-style-type: none"> • 5.8 additional pitches. • Quality improvements needed for pitches at 5 sites. • Quality improvements needed to changing provision serving youth football pitches at 6 sites. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 6 additional youth pitches by: <ul style="list-style-type: none"> - Converting underused adult pitches into youth pitches - Negotiating additional community access to youth pitches on primary school sites. • Support the transition to new pitch dimensions under the FA's Youth Development Review. • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - All Hallows School - Burford Lodge Recreation Ground - Hale School - Weybourne Recreation Ground - Weydon School • Support pitch owners with external funding applications for changing improvements at: <ul style="list-style-type: none"> - All Hallows School - Burford Lodge recreation Ground - Farnham United Football Club - Hale School - Westfield Lane - Weybourne Recreation Ground • Develop Community Use Agreements at schools with youth pitches with unsecured community use at: <ul style="list-style-type: none"> - All Hallows School - Frensham Heights School - Hale School - Weydon School
Godalming	<ul style="list-style-type: none"> • 5.7 additional pitches. • Quality improvements needed for pitches at 2 sites. • Quality improvements needed to changing provision serving youth football pitches at one site. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 6 additional youth pitches by: <ul style="list-style-type: none"> - Converting underused adult pitches into youth pitches. - Negotiating additional community access to youth pitches on primary school sites. • Support the transition to new pitch dimensions under the FA's Youth Development Review. • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - Loseley Children's Centre - Rodborough Technology College

		<ul style="list-style-type: none"> • Support pitch owners with external funding applications for changing facilities improvements at Loseley Children's Centre • Develop Community Use Agreement at Rodborough Technology College
Haslemere	<ul style="list-style-type: none"> • 3.9 additional pitches. • Quality improvements needed for pitches at one site. • Quality improvements needed for changing facilities at one site. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 4 additional youth pitches by: <ul style="list-style-type: none"> - Converting underused adult pitches into youth pitches. - Negotiating additional community access to youth pitches on primary school sites. • Support the transition to new pitch dimensions under the FA's Youth Development Review. • Support pitch owners with external funding applications for pitch quality improvements needed at Hindhead Playing Fields • Support pitch owners with external funding applications for changing provision at King George V Playing Field, Dunsfold
Cranleigh	<ul style="list-style-type: none"> • 2.5 additional pitches. • No pitch or changing facility quality improvements needed. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 3 additional youth pitches by: <ul style="list-style-type: none"> - Converting underused adult pitches into youth pitches. - Negotiating additional community access to youth pitches on primary school sites. • Support the transition to new pitch dimensions under the FA's Youth Development Review. • Develop Community Use Agreement at Glebelands School.

5) **Mini-soccer:** The action plan to address current needs is as follows:

<i>Sub-area</i>	<i>Current assessed deficiency</i>	<i>Action plan for meeting deficiency</i>
Farnham	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 3.6 pitches). • Quality improvements needed for mini-soccer pitches at 2 sites. • Quality improvements needed to changing provision at one site. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - Weybourne Recreation Ground - William Cobbett School • Support pitch owners with external funding applications for improvements to changing provision at Weybourne Recreation Ground. • Develop Community Use Agreements at schools with unsecured community use: <ul style="list-style-type: none"> - Frensham Heights School. - Waverley Abbey Junior School. - William Cobbett School.
Godalming	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 2.9 pitches). • Quality improvements needed for mini-soccer pitches at 4 sites. • Quality improvements needed to changing provision serving 2 sites. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - Chandler Junior School - Loseley Fields School - Meades Park - Rodborough Technology College • Support pitch owners with external funding applications for changing improvements at: <ul style="list-style-type: none"> - Loseley Fields School - Meades Park

		Develop Community Use Agreements at schools with unsecured community use: <ul style="list-style-type: none"> - Busbridge Infants School. - Chandler Junior School. - Rodborough Technology College.
Haslemere	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 0.5 pitches). • Quality improvements needed for mini-soccer pitches and changing facilities at one site. • No accessibility deficiency. 	Support pitch owners with external funding applications for pitch and changing facility improvements at High Lane Recreation Ground.
Cranleigh	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 5.0 pitches). • No pitch or changing facility quality improvements needed. • No accessibility deficiency. 	No action required.

6) **Cricket:** The action plan to address current needs is as follows:

<i>Sub-area</i>	<i>Current assessed deficiency</i>	<i>Action plan for meeting deficiency</i>
Farnham	<ul style="list-style-type: none"> • 2.9 additional pitches. • Quality improvements needed for pitches at 5 sites. • Quality improvements needed to changing provision serving cricket pitches at 4 sites. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 3 cricket pitches by negotiating additional community access to pitches on school sites. • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - All Hallows School - Tilford Green - Rowledge Recreation Ground - Weydon School - Wrecclesham Recreation Ground • Support pitch owners with external funding applications for changing improvements at: <ul style="list-style-type: none"> - All Hallows School - Rowledge Recreation Ground - Thursley Cricket Ground - Tilford Green • Develop Community Use Agreements at schools with unsecured community use: <ul style="list-style-type: none"> - All Hallows School - Weydon School.
Godalming	<ul style="list-style-type: none"> • 2.9 additional pitches. • Quality improvements needed for pitches at 5 sites. • Quality improvements needed to changing provision serving cricket pitches at 4 sites. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 3 cricket pitches by negotiating additional community access to pitches on school sites. • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - Barrow Hills School - Peperharow Cricket Club - Rodborough Technology College - Shamley Green Cricket Club - Witley Recreation Ground

		<ul style="list-style-type: none"> • Support pitch owners with external funding applications for changing improvements at: <ul style="list-style-type: none"> - Barrow Hills School - Brook Cricket Club - Peperharow Cricket Club - Shamley Green Cricket Club • Develop Community Use Agreements at schools with unsecured community use: <ul style="list-style-type: none"> - Barrow Hills School. - Rodborough Technology College.
Haslemere	<ul style="list-style-type: none"> • 1.2 additional pitches. • Quality improvements needed for pitches at one site. • No quality improvements needed to changing provision. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 2 cricket pitches by negotiating additional community access to pitches on school sites. • Support pitch owners with external funding applications for pitch improvement programmes at Hindhead Playing Fields
Cranleigh	<ul style="list-style-type: none"> • 0.7 additional pitches. • No pitch or changing facility quality improvements needed. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Provide 1 cricket pitch by negotiating additional community access to pitches on school sites.

7) **Rugby:** The action plan to address current needs is as follows:

<i>Sub-area</i>	<i>Current assessed deficiency</i>	<i>Action plan for meeting deficiency</i>
Farnham	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 1.0 pitch). • Quality improvements needed for pitches at 3 sites • Quality improvements needed to changing provision at 2 sites • No substantive accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for pitch improvements at: <ul style="list-style-type: none"> - All Hallows School - Farnham Sixth Form College - Weydon School • Support pitch owners with external funding applications for changing improvements at: <ul style="list-style-type: none"> - All Hallows School - Farnham Sixth Form College • Develop Community Use Agreements at schools with unsecured community use: <ul style="list-style-type: none"> - All Hallows School - Farnham Sixth Form College - Weydon School
Godalming	<ul style="list-style-type: none"> • No current quantitative deficiency (notional surplus of 1.0 pitch). • Quality improvements needed for pitches and changing facilities at one site. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for pitch and changing facility improvement programme at Rodborough Technology College • Develop Community Use Agreement at Rodborough Technology College.
Haslemere	<ul style="list-style-type: none"> • Supply and demand balanced. • No pitch or changing facility quality improvements needed. • No accessibility deficiency. 	No action required.
Cranleigh	<ul style="list-style-type: none"> • Supply and demand balanced. • No pitch or changing facility quality improvements needed. • No accessibility deficiency. 	No action required.

8) **Synthetic turf pitches:** The action plan to address current needs is as follows:

<i>Sub-area</i>	<i>Current assessed deficiency</i>	<i>Action plan for meeting deficiency</i>
Farnham	<ul style="list-style-type: none"> • No quantitative deficiency, although there are no full-sized '3G' pitches in the sub-area. • No qualitative deficiency, but one pitch is more than 10 years old so resurfacing will be required in the medium term. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for pitch resurfacing at Farnham Heath End School, with consideration given to a '3G' surface. • Develop Community Use Agreement at Frensham Heights School.
Godalming	<ul style="list-style-type: none"> • No quantitative deficiency, although there are no full-sized '3G' pitches in the sub-area. • No qualitative deficiency, but two pitches are more than 10 years old so resurfacing will be required in the medium term. • No accessibility deficiency. 	<ul style="list-style-type: none"> • Support pitch owners with external funding applications for pitch resurfacing at Broadwater School, with consideration given to a '3G' surface for one pitch. • Develop Community Use Agreement at Charterhouse School.
Haslemere	<ul style="list-style-type: none"> • No quantitative deficiency, but there are no '3G' pitches in the sub-area. • No qualitative deficiency. • No accessibility deficiency. 	No action required
Cranleigh	<ul style="list-style-type: none"> • No quantitative deficiency, but there are no '3G' pitches in the sub-area. • No qualitative deficiency, but two pitches are more than 20 years old so resurfacing will be required in the short term. • No accessibility deficiency. 	Support pitch owners with external funding applications for pitch resurfacing at Cranleigh School, with consideration given to a '3G' surface for one pitch.