



Safeguarding Children and  
Vulnerable Adults

Waverley's Corporate Policy  
and Guidelines

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# 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 Stephen O'Grady**  
Portfolio-holder for Children and Young People, IT

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If you have a concern that a child, young person or vulnerable adult may be at risk of neglect or abuse contact:

- the Referral and Information Officer at Surrey County Council on 08456 009 009;
- Surrey County Councils out-of-hours emergency number 01483 – 517898; or
- where abuse is happening call the Police on 999

## 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 councillors, 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; and much more beside.

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 – but particularly so those who are less able to protect themselves – children and vulnerable people.

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 what is the best way to help, where necessary.

In Waverley we take this issue seriously.

Cllr **Stephen O'Grady**, Portfolio-holder for Children and Young People & IT is the member champion for Safeguarding.

**Mary Orton**, Chief Executive, is the Council's designated lead officer for Safeguarding issues.

**Kelvin Mills**, Head of Community Services, chairs the Waverley Officer Safeguarding Board.

**Katie Webb**, Community Services Manager, is our lead officer for Children and Young People

**Alayne Boyden**, Careline Manager is our lead officer on Vulnerable People.

### **3. WHY HAVE A POLICY?**

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 is 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 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, selection, training and 'vetting' procedures (carrying out police 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.

# SAFEGUARDING CHILDREN AND YOUNG PEOPLE

## C4. INTRODUCTION

The Statutory inquiry into the death of Victoria Climbié (2003), and the first joint Chief Inspectors' report on safeguarding children (2002) highlighted the lack of priority status given to safeguarding.

The Government's response to these findings included the Green Paper *Every Child Matters*, and the provisions, in the Children Act 2004. The *Every Child Matters* Green Paper identified **five outcomes** as key to the well being of children and young people, which are:

1. Physical and mental health and emotional well-being ("to be healthy")
2. Protection from harm and neglect ("to stay safe")
3. Education training and recreation ("to enjoy and achieve")
4. The contribution made by them to society ("to make a positive contribution")
5. Social and economic well being ("to achieve economic well being")

The three of the most important provisions in the Children Act 2004 context are:

1. the creation of children's trust arrangements under the duty to co-operate,
2. the setting up of Local Safeguarding Boards,
3. and the duty on all agencies to make arrangements to safeguard and promote the welfare of children and young people.

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. Where "children" are referred to in this policy it is inclusive of any child or young person within the age range above.

Waverley aims to achieve the highest possible standards of policy and practice in its work with children and young people aged 0 – 18. The welfare of the child is the Council's most important consideration and the Policy will address the Council's legal responsibilities to Safeguarding whilst taking into consideration the five outcomes identified by *Every Child Matters* as also being key to the process.

This policy will cover all places and services within the Council, including employees who come into contact with children and young people while carrying out their everyday duties.

## **C5. POLICY AIM**

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 and young people.

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 and young people
- b. induction and training
- c. how to respond to information, suspicions or allegations of abuse; and
- d. how to communicate the policy and its aims effectively

## **C6. THE LAW**

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.

## **C7. 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 in section C4.

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.

### **Section 13**

This Section requires 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.

## **C8. 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.

Individual agencies are responsible for ensuring that their staff are competent and confident in carrying out their responsibilities for safeguarding and promoting children'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:

1. have senior managers that are committed to children and young people's well-being and safety
2. Be clear about people's responsibilities to safeguard and promote children and young people's welfare
3. have effective recruitment and human resources procedures including checking all new staff and volunteers in line with CRB procedures to make to make sure they are safe to work with children and young people
4. have procedures for dealing with allegations of abuse against members of staff and volunteers
5. ensure that staff receive appropriate level of child protection training in order to their job well
6. Have procedures about how to safeguard and promote the welfare of children and young people
7. Have agreements about working with other organisations who deliver services on behalf of the organisation

## **C9. DEFINITION OF 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:

1. the family's situation
2. the child's development within their family's and wider social and cultural environment
3. 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
4. the type of harm, in terms of ill treatment or failure to provide adequate care
5. the effect on the child's health and development
6. 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.

## **C10. CATERGORIES OF ABUSE**

### **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.

### **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.

## 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).

## 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.

## 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.

## C11. DISCLOSURES

### CONFIDENTIALITY

**No service for children or young people, nor any individual, should ever guarantee a child or a young person absolute confidentiality.**

Confidentiality is not always interpreted in the same way by individuals or organisations. It is essential to have a clear understanding of what is meant by the confidentiality we offer to children and young people.

Confidentiality becomes relevant to our work with children and young people in respect of safeguarding because we may be assisting them to obtain medical advice or help and they may not wish to tell their parents. It is partly because of the complexity of these issues that the procedure requires immediate referral to the Surrey's Contact Centre whenever a safeguarding issue arises/is suspected. The Contact Centre will make the decision as to whether the referral needs to go to the Children's Assessment Team.

### When to pass on information

There are situations when the officer concerned **must** share information.

1. Where there is a safeguarding issue
2. Where the life of the child or a third party is at risk

Any discussion with regard to the next two points should be more about the situation than the individuals involved.

3. When sharing the information with your staff team (where appropriate) or on a need to know basis
4. When in supervision with your line manager

It is the policy of this Council and of the partner agencies that any matter in which there is a safeguarding issue, or way life may be at risk, information will always be disclosed using this Safeguarding Children and Young People Policy.

## **C12. REFERRAL PROCESS**

### CONTACT CENTRE

Surrey County Council's Contact Centre Children's Team is to be the 'front door' to Children's Social Care services, for public and professionals.

It will also respond to any other enquiry to Children's Services where the caller requires information on advice, or directing to a particular service (e.g. SEN Admin, Traveller Support, Early Years).

The Contact Centre public number is: **08456 009 009**

Out of office hours, **urgent** referrals can be made to the emergency Duty Team: **01483 517898**

### WHAT HAPPENDS WHEN A REFERRAL IS MADE?

Referral and Information Officers (RIO) will first check records to see whether the family are already known to Children's Social Care. If they are, records will be screened and new information evaluated, to inform how to take the matter forward. An electronic **contact** will be created within the Integrated Children's System (ICS) and SWIFT to identify the nature of the concern and its impact on the child's health and development. The RIO will also need to find out the level of seriousness of the concern in relation to:

- The vulnerability of the child
- Any risk to the child
- Protective or preventative factors which may be present

Where there are **significant** concerns at the point of referral about a child's health or development, the referral will move **very quickly** out of the Contact Centre and an Initial or Core Assessment may be started directly by social work professionals within Children's Service.

### HOW INFORMATION WILL BE TRANSFERRED

#### In-coming

- All enquiry and referral information received by Contact Centre staff will be recorded electronically. Documents received by post will be scanned into electronic records.

## Out-going

- Email notification of new information on open cases will be sent to:
  1. Caseholder
  2. Relevant Team Duty inbox
- Email notification about newly-created referrals and linked documentation will be sent to relevant Children's Service Team Duty inboxes.
- Transfer of Child Protection Referrals will also be confirmed by phone
- Contact Centre staff will update the SWIFT database with the identity of the newly responsible team. Any files with drawn from archives will be forwarded to receiving team.

Police (24 hours) or NSPCC (24-hour helpline)

## **C13. 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. Employers of staff or volunteers who have access to children must guard against the potential abuse, through a rigorous selection process, Criminal Record Bureau (CRB) Check, supervision, training and on-going awareness of staff behaviour.

Waverley has specific procedures in place to assist the protection of children and young people 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 an enhanced Criminal Record Bureau Check (CRB), enhanced checks should be used where ever this is in line with CRB procedures
- g. Annual appraisal system and a review procedure appropriate to the role of staff and period of employment

## TRAINING AND EDUCATION

The provision of quality training and information is widely recognised as an essential process in raising awareness and addressing safeguarding issues for the education of staff and volunteers so that they are aware and sensitive to potential situations.

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
- c. Ensure that relevant managers are kept updated on current information and policies regarding safeguarding

### **C14. STAFF TRAINING**

Staff who come into contact with children and young people should attend appropriate safeguarding training. The Council will set a minimum standard of training for key staff to undertake.

The aims of this are as follows:

- a. To provide staff, new to safeguarding issues in Waverley with an opportunity to familiarise themselves with the safeguarding service in the county
- b. To build on knowledge and skills gained in order to establish sound interagency safeguarding practice
- c. To develop a shared understanding of the respective roles and responsibilities of the different professionals and how they contribute to effective working relationships

Learning Outcomes

- a. Discuss what constitutes child abuse
- b. Examine attitudes and values, which may affect the practice of safeguarding children and young people
- c. Consider the roles and responsibilities of the professional in safeguarding work
- d. Develop awareness of relevant legislation, guidance and procedures
- e. Develop skills in recognising situations where abuse may be occurring and consider the safeguarding thresholds
- f. Examine the process of how suspected abuse is reported and managed

- g. Explore issues and develop skills in working together with children, families and the professional network in order to ensure that children are protected from harm

## **C15. GOOD PRACTICE GUIDELINES FOR STAFF AND VOLUNTEERS**

Producing and promoting **Good Practice Guidelines** when working with children and young people is vital for protecting staff and volunteers. All members of staff and volunteers working for and on behalf of Waverley Borough Council should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. Good practice means

- a) Always be publicly open when working with children. Avoid situations where you and individual children are completely unobserved.
- b) Treat all children equally and with dignity and respect.
- c) Recognising the developmental and physical needs of individual children and young people.
- d) Being an excellent role model – this includes not smoking or drinking alcohol in the company of children and young people.
- e) Always put the welfare of the child first.
- f) Building balanced relationships based on mutual trust that empowers children and young people to share in the decision-making process.
- g) Where any form of manual support is required, this should be provided openly. You should also be extremely careful, as it is difficult to maintain hand positions when the child is moving constantly.
- h) Where children and young people have to be supervised in toilet or changing facilities always ensure that you work in pairs with another colleague. Encourage an open environment, e.g. no secrets.
- i) Where there are mixed groups on off site activities, there should always be a male and female member of staff present.
- j) Everyone should be aware, that as a general rule **it does not make sense to:**
  - 1. spend excessive amounts of time alone with children or young people away from others
  - 2. and you should never:
    - I. engage in rough, physical or sexually provocative games, including horseplay
    - II. share a room with a child or young person
    - III. allow or engage in appropriate touching of any form
    - IV. allow children or young people to use inappropriate language unchallenged
    - V. make derogatory or sexually suggestive comments to a child or young person even in fun
    - VI. let allegations a child or person makes go unquestioned, unrecorded or not acted upon
    - VII. do things of a personal nature that children can do for themselves

- VIII. have a child or young person stay at your home with you
- IX. take children alone in car journeys, however short

If, during your care of a child or young person, you accidentally hurt them, they seem distressed in any manner, appear to be sexually aroused by your actions, or misunderstand or misinterpret something that you have done, report any such incidents as soon as possible to the manager that you are working with and also write it down with date, time and your signature. Parents or carers should be informed of any such instances.

## **C16. ALLEGATIONS AGAINST STAFF**

Children and young people 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 a child is made about conduct outside of the work role, the general principles and approach outlined in this section will apply.

### **Considering whether suspension is appropriate**

This section relates to Waverley Borough Council's Disciplinary and Dismissal Procedures. Any investigation under this procedure should not be confused with the separate statutory investigations by Children's Services or the police.

The suspension of an employee is a traumatic experience. For this reason, despite the need to act quickly, it is essential that the facts of a case are considered carefully in deciding whether to suspend. The decision to suspend is taken after discussion with the Strategic Director and Head of Organisational Development or their representatives, not by the police or Children's Services. However, Children's Services, in collaboration with other agencies, may give advice to ensure the protection of children, protection of employees or safeguarding of information. It is important that all communication with the employee, including the meeting to consider suspension, is conducted with care and sensitivity. In order to achieve this, all communication must be structured and planned. It is appreciated that every case may be different and it is not unreasonable that redeployment could be an option in certain circumstances.

The steps to be taken in suspending a member of staff are determined by Waverley Borough Council's Disciplinary Procedures.

Any suspension is intended as a neutral act to safeguard the interests of all concerned and does not imply either blame or punishment. This should be communicated at the point of suspension and reiterated throughout the process until such time as a decision is made otherwise.



Suspension is most likely to occur when it is necessary to allow the conduct of the investigation to proceed unimpeded, or where children, young people or others, are at risk. However, a decision to suspend must be based on genuine belief that it is an appropriate course of action in light of all known circumstances.

At the point of suspension the Director or his representative should explain that an allegation has been made in connection with possible child abuse and the member of staff is being suspended. The employee will be told:

1. that he/she will continue to receive his/her normal pay
2. the period anticipated for the suspension, if known
3. of other rules (e.g. that he/she must not return to the workplace or contact children and young people from the area of work they were working on at the time of the allegation)
4. to return any special items required (e.g. keys, computer disks etc)
5. of a named point of contact within the Department during the period of suspension for matters not relating to the allegation
6. whom to contact for support
7. that these arrangements should be confirmed in writing to the employee, within five working days.

## **Disciplinary Investigations**

The Head of Service, in consultation with Human Relations, will decide whether or not to investigate under the disciplinary procedure and who would be the appropriate person to do so. Waverley Borough Council's Disciplinary Procedures must be followed.

Only after such a thorough investigation shall the person be authorised to take the disciplinary action, decide whether or not there is a case to answer.

The individual who has conducted it must inform the employee against whom the allegations have been made in writing of the outcome of the disciplinary investigation.

If the decision is made to progress to a formal hearing, the position of the employer's decision is based on **'on the balance of probability'** rather than **'beyond reasonable doubt'**.

Evidence derived from the Child Protection Investigation, e.g. statements, exhibits, transcripts of video recorded interviews with children and young people may be available for use in subsequent disciplinary proceedings.

Where allegations are unsubstantiated the Divisional Head should be responsible for ensuring that a return to work is handled smoothly and sensitively, and to follow up any necessary action to prevent further allegations.

## **Planned communication with the community media**

Decisions on the release of information and resultant media coverage may create extra pressures for all those involved. The Head of Communications should be involved in any discussions and decisions about release of information.

Prior to any hearing or preliminary meeting, details of any complaint should not be discussed with members of the community. It would be advisable at this stage to acknowledge that any complaint is being formally looked into.

Decisions should be agreed about the release of relevant information at a communications meeting between the relevant Chief Officer, Public Relations and the Chief Executive. Release of information could include:

- a. press statements
- b. letter to parents
- c. statements to other members of staff

The communications meeting should determine when, how and by whom information is released.

## **C17 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 -

# SAFEGUARDING VULNERABLE ADULTS

## A1: INTRODUCTION

**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

**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

**'Protecting Vulnerable Adults – Surrey Multi-Agency Procedures'** gives further detailed information on what constitutes abuse. (see Waverley Borough Council's document intranet)

**The Waverley Safeguarding Board** brings together staff at Head of Service level and others as appropriate to ensure Waverley's compliance with Safeguarding issues for children and vulnerable adults.

## A2: STATEMENT OF PRINCIPLES

1. Waverley Borough Council recognises that, when involved in making provision for vulnerable adults, it has a responsibility to ensure that the welfare of vulnerable adults is always paramount.
2. All vulnerable adults have a right to a life free from abuse.
3. All vulnerable adults have a right to be protected and their decisions respected even if that decision involves risk.
4. The prime concern at all stages will be the interests and safety of the vulnerable adult.
5. The aim will be to give a professional service to support and minimise distress to any vulnerable adult.

6. All services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all individuals and does not discriminate on the basis of race, culture, religion, language, gender, disability, age or sexual orientation.
7. Vulnerable adults who have been abused need the same care and sensitivity whoever the alleged abuser.
8. The responsibility to refer the vulnerable adult thought to be at risk rests with the person who has the concern.
9. All agencies receiving confidential information in the context of a vulnerable adult will make decisions about sharing this information in appropriate circumstances.
10. Procedures provide a framework to ensure that agencies work together for the protection of vulnerable adults. They are not a substitute for professional judgement and sensitivity.
11. This policy is a supplement to and does not replace the Surrey Multi-Agency Procedures for the Safeguarding of Vulnerable Adults, which Waverley Borough Council will follow at all times.

### **A3: PROVISION OF INFORMATION**

Safeguarding vulnerable adults is not just about reporting actual or suspected abuse, it is about being proactive to protect people from abuse in their own environments and within the services that Waverley Borough Council provides.

It is important to provide our customers and clients with appropriate information on the level of service they can expect and what to do if the standard of service is not met.

It is important that all elected members, staff and volunteers are aware of the need to safeguard vulnerable people. All staff and volunteers will be given adult protection information appropriate to their role (leaflets and more detailed information available from the Adult Protection Team at Surrey County Council).

#### **All managers will:**

Audit their service regularly using the Surrey Adult Protection Committee Managers Toolkit (see Waverley Borough Council's document intranet)

#### **All front line staff must be able to:**

- effectively signpost any person seeking information about living a life free from abuse or neglect, and know how to make appropriate referrals about Safeguarding Adults, domestic abuse and hate crime (see also Safeguarding Children and Young People above)

**All citizens, carers, staff and volunteers will:**

- easily be able to access information from Waverley Borough Council about safeguarding vulnerable adults.

**A4: REPORTING AND RECORDING**

**‘Protecting Vulnerable Adults – Surrey Multi-Agency Procedures’** gives clear information on what constitutes abuse, how to identify it and how to report it.

It is important that all staff know how to deal with a member of the public, colleague or volunteer who discloses information that they are, or a third party is, being abused, and what to do if they themselves suspect abuse of a vulnerable adult.

Waverley Borough Council must ensure there are appropriate routes within the organisation for reporting incidents and the Surrey Multi-Agency document has clear procedures for making a referral, and channels of communication.

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. Wherever possible, hand-written notes should be taken and retained as these may be required to be submitted in the future should any investigation or criminal prosecution take place.

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*.

Where the ‘Report It’ system is appropriate, use this to record incidents and action.

**Sharing Information:**

Staff must follow Waverley’s protocols and policies when making decisions about sharing such information. The same would apply to any statutory sharing provisions (e.g. sections 29.35 of the Data Protection Act).

**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.

## **Reporting process**

If staff are concerned about the welfare of a vulnerable adult

1. in the first instance discuss concerns with the line manager
2. if in doubt check with the Head of Service responsible for Safeguarding
3. if there are still concerns follow the Surrey Multi Agency Procedures – contact 0300 200 1005, or out of hours contact the emergency duty team on 01483 517898
4. in an emergency call Surrey Police – 0845 125 2222 or dial 999

## **All staff within Waverley will follow corporate guidelines e.g.**

- Complaints procedure
- Whistle blowing procedure
- 'Report It' procedures
- Confidentiality

## **All managers will:**

- audit their service regularly using the Surrey Adult Protection Committee Managers Toolkit (see Waverley Borough Council's document intranet).
- make sure their teams:
  - have a clear understanding as to who in their service might be vulnerable and what abuse is.
  - have clear lines within the team of reporting abuse or suspicions of abuse (if in doubt staff will know to always talk to their line manager).

## **All front line staff must be able to:**

- identify vulnerable adults who are particularly at risk
- identify people who may be able to receive services through the Safeguarding procedures
- recognise risks from different sources and in different situations, e.g. risk from other service users, colleagues, relatives or carers
- accurately record facts, with any concerns of abuse or neglect, and actions taken as a result.
- be clear about how they can help to prevent risk of abuse, and develop good practice.

## **A5: OPERATIONAL / SERVICE SPECIFIC GUIDELINES**

Waverley's guidelines overlap with and are complementary to the '**Surrey Protecting Vulnerable Adults - Multi-Agency Procedures**' which must be read in conjunction with these guidelines. (see Waverley Borough Council's Backstage document intranet)

Within each service or team it is important to consider how to develop and maintain appropriate mechanisms to prevent the risk of abuse, to protect people from abuse and to develop better ways of working.

**All staff within Waverley will follow corporate policies and guidelines in relation to vulnerable adults e.g.:**

- Complaints procedure
- Whistle blowing procedure
- 'Report It' procedures
- Confidentiality
- Code of Conduct
- Dignity and Respect at work
- Equal Opportunities policy
- Health and Safety Policy
- Disciplinary procedures
- Grievance procedures
- Data protection procedures

**All managers will:**

- audit their service regularly using the Surrey Adult Protection Committee Managers Toolkit.
- identify and analyse specific areas of risk within the service they manage and the environment in which they provide it
- have detailed service specific records and guidelines as appropriate.
- ensure there is a risk assessment of the people using the service as appropriate
- have clear responsibilities for different staff within the service
- have arrangements for supporting staff, customers and volunteers raising concerns relating to abuse
- ensure all staff, customers and volunteers have access to clear and appropriate information on Safeguarding vulnerable adults
- keep records appropriate to the service
- have clear guidelines for sharing information with other agencies

**Teams working directly with the public, especially vulnerable adults,** have a particular duty of care and must establish their own operational guidelines through the risk assessment process in relation to such things as:

- providing personal and intimate care
- handling users' money
- medication
- physical interventions
- sexuality
- challenging behaviour
- relationships at work, relationships with clients/customers/volunteers
- working in isolation
- use of personal or financial information
- young workers/volunteers
- the physical setting of the service
- how special needs are addressed
- record keeping

## **A6: RECRUITMENT AND SELECTION OF EMPLOYEES AND VOLUNTEERS**

See section C13 above. This applies equally to both Children and Vulnerable Adults.

## **A7: 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 for the education of staff and volunteers so that they are aware of and sensitive to potential situations.

### **Waverley Borough Council will:**

- 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
- provide and promote an ongoing programme of safeguarding training opportunities
- ensure that relevant managers are kept updated on current information and policies regarding safeguarding

### **All staff and volunteers will be trained to:**

- be familiar with the Safeguarding Adults agenda
- be familiar with the Council's Complaints, Whistleblowing, 'Report It' and Confidentiality procedures
- be aware of their responsibility to raise concerns they have about adult abuse

### **Managers will:**

- provide strong leadership for staff and volunteers that encourages openness, sets clear standards and expectations in relation to safeguarding vulnerable adults.
- ensure all employees receive regular formal support and supervision sessions. For those employees who are working with vulnerable people, time will be taken to explore their working practice, identify training needs and discuss any areas of concern in relation to the employee's work with vulnerable adults.
- ensure all volunteers receive regular, informal support and supervision from the designated staff member

### **Front line staff who come into contact with vulnerable adults must:**

- attend appropriate safeguarding training.
- familiarise themselves with safeguarding issues
- follow interagency safeguarding practice
- have an understanding of the respective roles and responsibilities of the different professionals and how they contribute to effective working relationships
- have an awareness of relevant legislation, guidance and procedures
- be able to recognise situations where abuse may be occurring and consider the safeguarding thresholds



## **A8: PARTNER ORGANISATIONS AND CONTRACTORS**

Waverley Borough Council requires that all its partner organisations and contractors working with vulnerable adults have in place the relevant safeguards and responses to adult protection.

### **Responsible Officers will:**

- ensure that all contractors or partners who may be working with or come into contact with vulnerable adults have relevant policies and guidelines in place.
- when engaging with contractors or partners, seek to ensure the following assurances are included in any tender or contractual documents:

*(i) The Contractor acknowledges that the Council is responsible for promoting and safeguarding the welfare of vulnerable adults and in performing the contract the Contractor shall have due regard to the aims of the Council's Corporate Safeguarding Children and Vulnerable Adults policies and shall ensure that the requirements are not contravened*

*(ii) The Contractor shall have adequate and appropriate reporting procedures in place and if requested by the Council shall supply any relevant information or take such steps as may be reasonably required by the Council to evidence and ensure that the performance of the contract conforms with the Council's Corporate Safeguarding Children and Vulnerable Adults policies*

*(iii) The Contractor shall have adequate and appropriate procedures for engaging or appointing personnel (whether employed staff or sub-contractors) in connection with the contract and shall ensure that all such persons be properly and sufficiently trained qualified competent careful skilled honest experienced instructed and supervised in a proper and continuous manner such that all vulnerable adults who may be connected or associated with or affected by the contract or the services being provided are kept safe at all times and that the contract is performed in all respects in accordance with the matters set out in the Council's Corporate Safeguarding Children and Vulnerable Adults policies.*

## **A9: IMPLEMENTATION OF THE GUIDELINES**

### **Distribution of copies**

Copies of this document will be distributed to:

- Elected Members
- Staff
- Volunteers

**DRAFT**

The guidelines will be included in:

- Induction packs for all WBC Members, staff and volunteers.
- Staff folders
- The document intranet

**Other documents to be read in conjunction with these Guidelines:**

Surrey Multi-Agency procedures on Protecting Vulnerable Adults  
Surrey Adult Protection Committee - a Manager's Toolkit 2005

These will all be found via Waverley Borough Council's Backstage. .

<b>WBC has a policy of zero-tolerance of abuse of vulnerable people.</b>
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**Leaflets and more detailed information are available from the Safeguarding Vulnerable Adults Team at Surrey County Council.**

**Tel: 01372 833520**

**<http://www.surreycc.gov.uk/safeguardingadults>**