

RYEDALE
DISTRICT
COUNCIL



Safeguarding Children and Vulnerable Adults

Policy and Procedures

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Section One: Understanding Abuse

1. What is abuse?

Abuse is the violation of an individual's human or civil rights by another person or persons¹. It can be a single act or repeated acts. It can be physical, psychological, sexual or emotional. It also includes acts of neglect or an omission to act. In all forms of abuse there are elements of emotional abuse. Vulnerable adults may also suffer additional types of abuse such as being manipulated financially or being discriminated against. Other examples of abuse include inflicting physical harm such as hitting or misuse of medication, rape and sexual assault or exposure to sexual acts without informed consent, emotional abuse such as threats, humiliation and harassment, exploitation, ignoring medical or physical needs, withholding of necessities of life such as food or heating. This list is not definitive.

Abuse may take place in a family or in an institutional or community setting, by those known to the victim or, more rarely, by a stranger.

The abuser may be an adult or adults, or a child or children. People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Definitions of each category of abuse are detailed at Appendix 1.

2. Definition of child and vulnerable adult

Child

A child is legally defined as anyone under the age of 18.

Vulnerable Adult

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited. Everyone has the right to live without fear of being abused and with their rights and choices respected.

Some people are more vulnerable than others because they are old and frail, or have a sensory impairment, a disability, a mental health problem, or have some form of illness. This means they may have difficulty in making their wishes and feelings known and this may make them vulnerable to abuse. It may also mean that they are not able to make their own decisions or choices. A person may also be vulnerable because of a temporary illness or difficulty.

A vulnerable adult may be:

- living in residential accommodation, such as a care home or a residential special school
- living in sheltered housing
- receiving domiciliary care in their own home
- receiving any form of healthcare
- detained in lawful custody (in a prison, remand centre, young offender institution, secure training or attendance centre, or under the powers of the Immigration and Asylum Act 1999)

¹ No Secrets - 2000

- under the supervision of the probation services
- receiving a specified welfare service, namely the provision of support, assistance or advice by any person, the purpose of which is to develop an individual's capacity to live independently in accommodation or support their capacity to do so
- is receiving a service or participating in an activity for people who have particular needs because of their age or who have any form of disability
- an expectant or nursing mother living in residential care
- receiving direct payments from a local authority or health and social care trust in lieu of social care services, or
- require assistance in the conduct of their own affairs.

If you are worried about a child or vulnerable adult ...

Please report your concerns or talk as soon as possible to the:

Designated Safeguarding Officer

Kim Robertshaw, Tel: 01653 600666 ext 355 or the

Deputy Designated Safeguarding Officers

Rachael Fox-Evans Tel: 01653 600666 ext 262

Beckie Bennett, Tel 01653 600666 ext 483

These Officers are nominated to act on the Council's behalf in referring allegations or suspicions to the statutory authorities.

You may also contact:

North Yorkshire County Council Social Care Customer Relations Unit: 0845 034 9410

Email: social.care@northyorks.gov.uk

or the Out of Hours Duty team: 0845 034 9417

Email: edt@northyorks.gov.uk

If you consider it to be an **emergency** then contact the **Police** directly by **calling 999** or **0845 60 60 247**.

If the suspicions relate to any member of staff, contact the Council's nominated Named Senior Officer: **Louise Sandall, Head of Organisational Development, Tel 01653 600666 ext 392**.

Important

Remember it is not up to you to decide if abuse has taken place, that is the role of North Yorkshire's Social Care Services, **BUT** it is up to you to report **ANY** concerns to your Designated Safeguarding Officer.

We have a legal responsibility to respond to any issues that may concern us even if they don't involve our staff or services.

Section Two: Safeguarding Policy

1. General Principles

Ryedale District Council delivers a range of services which help to improve outcomes for children and vulnerable adults. Services can be delivered in a variety of ways and a variety of settings. This policy applies to all our service delivery vehicles and any setting where we deliver services whether it is from our operational buildings or out in the community.

The Council recognises that all children and vulnerable adults have a right to protection from abuse, and acknowledges our responsibility to safeguard and promote the welfare of children and vulnerable adults. The legislative framework within which this policy operated is at Appendix 2.

The Council is committed to the following principles:

- promoting good practice and enhance safeguarding of children and vulnerable adults, irrespective of age, class, religion, culture, disability, gender, ethnicity, sexual orientation, nationality, family, dependency, marital or economic status;
- contributing positively to improving outcomes for these groups through the development and delivery of services;
- recognises its duty, under Section 11 of the Children Act 2004, to ensure that functions, and services provided have regard to the need to safeguard and promote the welfare of children;
- working with partners within inter-agency frameworks to ensure that children and vulnerable adults at risk of abuse receive protection and support;
- acting in a way that supports the right of the individual to lead an independent life based on self-determination and personal choice, recognising that this can involve risks which need to be managed;
- acknowledges that the identification of abuse is the responsibility of all members of the community. It is the particular responsibility of Council staff to raise awareness, provide support and take appropriate action.

The Council has in place a range of policies and procedures, which contribute to safeguard and promote the welfare of children and vulnerable adults. These reflect legislative requirements, professional and governing body standards and requirements, and good practice. A list of relevant policies is shown in Appendix 3.

2. General Statement of Intent

The Council will:

- adopt a zero tolerance approach to abuse and will work to ensure that policies and practices are consistent with local multi-agency procedures and meet all our legal obligations
- contribute to partnership arrangements through the:
 - North Yorkshire Local Safeguarding Children Board,
 - Scarborough Whitby & Ryedale Local Children Safeguarding Forum,
 - North Yorkshire Safeguarding Adults Board,
 - Local Safeguarding Adults Group
 - Multi-Agency Public Protection Arrangements

- meet the requirements of the North Yorkshire Multi-Agency Safeguarding Adults and the North Yorkshire Safeguarding Children Board Policies & Procedures
- ensure that all allegations, disclosures or suspicions of abuse are dealt with appropriately, and that where possible the person being abused is supported
- apply safe recruitment and selection practices that comply with Working Together 2010²
- ensure that individuals working for the Council with access to children or vulnerable adults undertake approved safeguarding training specific to the needs of their service
- ensure that all people delivering a service on behalf of the Council understand and accept their responsibility with regard to safeguarding and promoting the welfare of children and vulnerable adults
- ensure that all employees, Elected Members and others associated with the delivery of Council services are aware of the Safeguarding Policy and Procedure and their responsibilities for safeguarding and promoting the welfare of children and vulnerable adults
- will provide appropriate awareness and training opportunities for staff, volunteers and Members to equip them to carry out their responsibilities effectively. This will include general awareness, service-specific and specialist training as appropriate, and will link into the training framework developed through the North Yorkshire Safeguarding Boards
- co-operate with Child Death and Serious Case Reviews where these are linked to any area of the Council's responsibility, in accordance with locally agreed arrangements.

3. Roles and Responsibilities

To safeguard and promote the welfare of children and vulnerable adults in Ryedale, the following roles and responsibilities are identified:

The **Chief Executive** is the **Deputy Named Senior Officer** and will ensure the Council fulfils its statutory duties, in accordance with the Council's policy and procedures.

The **Head of Organisational Development** is the **Named Senior Officer** and will take corporate responsibility to ensure the Council's Safeguarding arrangements are implemented.

The **Head of Organisational Development** will ensure that all allegations against staff are fully investigated and that the appropriate action is taken. The **Chief Executive** will deputise for this role.

The **Head of Organisational Development** will Chair a **Safeguarding Panel** to ensure policy and procedures are effective and to monitor action to safeguard and promote the welfare of children and vulnerable adults across the council.

Corporate Management Team will endorse and implement the Safeguarding Policy and Procedures and the Safeguarding Panels' priorities and actions.

² Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children

The **Head of Organisational Development** will ensure that safe recruitment procedures are in line with this policy and that appropriate training for staff and Members is provided.

The Council will nominate a manager as a **Designated Safeguarding Officer** and designated **Deputy Safeguarding Officers**, responsible for safeguarding and promoting the welfare of children and vulnerable adults across all council services.

The **Housing Services Manager** is the designated lead officer to comply with the duty to cooperate with **Multi-Agency Public Protection Arrangements** for managing those identified as presenting a risk, or potential risk, of harm to others.

Heads of Service and Senior Managers will monitor action to safeguard and promote the welfare of children and vulnerable adults within their service and ensure that **ANY** safeguarding issues (or referrals/actions) are reported to the Designated Safeguarding Officer and/or their deputy.

Case Officers are those staff in the Council who work with individuals or families and already refer to Social Care or the Police as a normal part of their job. Where these members of staff make referrals, (or have concerns about safeguarding) they still must inform the Designated Safeguarding Officer or their Deputy.

All members of staff, volunteers and Members will carry out their duties in a way that safeguards and promotes the welfare of children and vulnerable adults in line with this policy and their Codes of Conduct (Appendix 4). They must also act in a way that protects them from wrongful allegations of abuse and bring matters of concern to the attention of the Designated Safeguarding Officer.

A table illustrating the roles and responsibilities for safeguarding is at Appendix 5.

A full description of the Roles and Responsibilities of the Designated Safeguarding Officer is at Appendix 6.

4. Commissioned or Contracted Services and Facility Letting

Any contractor or sub-contractor, engaged by the Council in areas where workers are likely to come into contact with children, young people or vulnerable adults should have their own Safeguarding Children, Young People and Vulnerable Adults Policy or, failing this, must comply with the terms of this policy. This includes responsibility to ensure that workers with the potential to come into contact with children, young people or vulnerable adults are subject to the necessary CRB checks. This applies to all contracts even those not requiring a formal tender.

Where facilities are let to external groups for use with children, young people or vulnerable adults and when parents/carers are not present, the hirer will need to:

- Ensure that public liability insurance is in place;
- Have a suitable safeguarding children, young people and vulnerable adults policy or agree to operate within the provisions of the Council's policy;
- Keep a register detailing medical information and any special needs of participants;
- Ensure lead staff have valid criminal records bureau checks;
- Carry out risk assessments for individual activities.

5. Taxi Licensing

The Council, as the Licensing Authority, has a duty of care to children and vulnerable adults who use Taxi or Private Hire transport that is licensed by the Council. We recognise that all children and vulnerable adults have a right to be safe and protected from abuse and harm. We take seriously our duty to safeguard and protect children and vulnerable adults and will take all reasonable steps to ensure that the operators and drivers of Taxi and Private Hire vehicles and any other licence holders pose no threat to children or vulnerable persons.

The Council has the power to refuse, revoke or suspend licences after convictions for various offences, or failure to comply with the relevant provisions of The Local Government (Miscellaneous Provisions) Act, 1976, Part 11, or any other reasonable cause. The power to refuse, suspend or revoke with immediate effect where it appears in the interests of public safety was introduced by the Road Safety Act 2006.

The Council has a Taxi/Private Hire Policy that determines our procedure for dealing with applications. This includes provisions to ensure that the safety of children and vulnerable adults is safeguarded.

These provisions provide that:

- All drivers on first application are required to undertake a Criminal Records Bureau (CRB) check and every 3 years thereafter on renewal applications.
- Any application that returns a negative safeguarding related CRB disclosure will be refused a license.
- The licensee has a right of appeal to the Council's Licensing Committee and the Magistrate's Court.

All licensed drivers must comply with the Council's "Code of Conduct for Hackney Carriage and Private Hire Drivers" (Appendix 7). Any breaches of this code will be taken seriously and could result in the license being suspended or revoked.

Where the Licensing Authority receives a complaint regarding the moral, physical, sexual harm or neglect of a child or vulnerable adult the license holder will be contacted and where the matter is considered to be a serious breach of the Code of Conduct the Licensing Authority will issue a precautionary suspension of the license pending an investigation by the appropriate authority. The license holder will be advised that an allegation into his/her professional conduct has been received.

The allegation will be reported to the Designated Safeguarding Officer or their relevant Deputy Officer who will ensure that all the appropriate actions are taken in line with the Council's Safeguarding Procedures both in regard to the subject of the alleged abuse and the perpetrator.

All allegations will be referred to the police and/or the Local Authority Designated Officer at NYCC (LADO) and/or the Police Authority Designated Officer (PADO) by the Council's Designated Safeguarding Officer or their relevant Deputy Officer.

Following the investigation a decision will be made regarding any further action to be taken which could include the revocation of the license and/or criminal proceedings.

6. Photography, Film and Media

Photographs can be used as a means of identifying children and young people especially when they are accompanied with personal information. This information can make children vulnerable e.g. to an individual who may wish to groom that child for abuse. The content of an image can be adapted for inappropriate use and there is evidence of adapted material finding its way on to child pornography sites.

The Council, in the delivery of its services, will ensure that all necessary steps are taken to protect children and young people from the inappropriate use of photographic images.

At any event run by the Council to which children or young people are invited or involved:

- Consent must be sought from parents/carers to photograph/video children and young people. A consent form is available in Appendix 8.
- Staff, Members and volunteers should be vigilant at all times regarding the use of cameras, camera phones or videos at events, which involve children and young people.
- Event organisers will be responsible for ensuring that children and young people are informed that photographers may be in attendance at an event and ensure they get the necessary consent and registration forms.
- Where possible in publicising an event the Council will not use a child's image in conjunction with the name or personal details of the child. We will never publish personal details of a child or young person. We will only publish images of young people where we have prior permission.
- Council Officers will ensure that consent/registration forms and images are stored safely.
- Council Officers will act on all concerns of any child, young person or carer regarding inappropriate use of photographic equipment/images.

7. Monitoring & Review

We will continually monitor Safeguarding in the Council through the quarterly meetings of the Council's Safeguarding Panel and review our Safeguarding Policy and Procedures every three years to ensure they are effective and remain consistent with locally agreed inter-agency procedures.

Section Three: Procedure for Vulnerable Adults

1. How to report suspected abuse

Every individual to whom this policy applies has a responsibility to **Alert** the Designated Safeguarding Officer, or their Deputy, of any concerns they have or actions they have taken (including **Referrals** to social care or the police) relating to safeguarding following an agreed multi-agency procedure. This can be found at Appendix 9. The Designated Safeguarding Officer, or their Deputy, has a responsibility to **Refer** any concerns to the appropriate referral agency, following an agreed multi-agency procedure. This can be found at Appendix 10.

In the majority of cases the District Council’s involvement in the procedure ends once a referral has been made.

Remember... it is not up to Ryedale’s Officers to decide if abuse has taken place, that is the role of North Yorkshire’s Adult Social Care Services, **BUT** it is up to us to report **ANY** concerns to the Designated Safeguarding Officer.

We have a legal responsibility to respond to any issues that may concern us even if they don’t involve our staff or services.

2. Alerting & Referring – Officer Roles

Alerter	<p>Anyone who has contact with vulnerable adults and hears disclosures or allegations, or has concerns about potential abuse or neglect, has a duty to pass their concerns on appropriately. Any Council Officer can be an Alerter. The Alerter may also be a service user or a member of the public. The Alerter also has a role in taking the necessary steps to address any immediate safety or protection needs.</p>
Referrer	<p>The Designated Safeguarding Officer, their Deputy - or an individual Case Officer where appropriate - are responsible for Referring concerns to the referral agencies (Police or Social Care). These Officers are the Council’s Referrers.</p> <p>Referrals made by a Case Officer must still be reported to the Designated Safeguarding Officer.</p> <p>Referrals may also be made directly by the service user, family or friends, or by a member of the public.</p>

3. Alerting Procedure - What steps should you take?

Alerting is telling someone that you are aware or suspect that abuse has taken place, or that it may in the future. Everyone who works with vulnerable adults has a duty to share their concerns, even if the vulnerable adult asks them not to. It is always good practice to inform vulnerable adults of this duty. **Any member of staff** can be the alerter.

A simple flow-chart outlining the Alert procedure is at Appendix 9.

What should you do if you witness abuse?

If you witness abuse or abuse has just taken place the priorities will be to:

Ensure Safety:

The first priority is to ensure the safety and protection of vulnerable adults. In making the person (and others potentially at risk) safe it may be necessary to inform emergency services, call an ambulance if required. Also, take steps to ensure yourself, staff and other service users safe.

Preserve Evidence:

Where there are suspicions that a crime may have taken place the Police should be contacted immediately and all physical, forensic and other evidence should not be contaminated.

Good Practice: Preserving forensic evidence:

- Disturbing a scene as little as possible, sealing off areas if possible
- Not removing the victim's clothing
- Discouraging washing/bathing
- Not handling items which may hold DNA evidence
- Putting any bedding, clothing which has been removed or any significant items given to you (may include weapons) in a safe dry place
- Not interviewing the victim or potential witnesses
- Not alerting the alleged perpetrator
- Making a note of your observations in relation to the condition and attitude of the people involved and any actions you have taken.

Record the Incident:

It is important that you write down everything you can recall about the incident as soon as possible.

You should make detailed notes regarding what actually took place, noting names, descriptions, location, dates/times and any other relevant details you can remember. You should be careful to separate fact from opinion. You should date and sign your notes. To help you ensure you have recorded comprehensive information, you may wish to use the Inter-Agency Safeguarding Adults Alert/Referral Form – Appendix 11 - as a guide.

Be aware that your record of the alert could be used as evidence in a range of procedures; disciplinary, criminal or at a Safeguarding Case Conference.

Good Practice - Recording:

- Any information given directly by the adult concerned should be listened to and recorded carefully, using the person's own words
- Clarify the bare facts of the reported abuse or grounds for suspicion; do not ask leading questions eg. suggesting names of who may have perpetrated abuse if the person does not disclose it
- If a vulnerable adult makes an allegation to you asking that you keep it confidential, you should inform the person that you will respect their right to confidentiality as far as you are able to, but, that you are not able to keep the matter secret
- Record all factual evidence accurately
- Never prevent or persuade another person from raising concerns, suspicions or presenting evidence.
- Don't share any information about the incident without agreeing this with the Designated Safeguarding Officer and/or your line manager.

Alert the Appropriate Person

Alerters have a **duty** to share the information with the Designated Safeguarding Officer (or their deputy). You are not at liberty to keep concerns to yourself and you should never promise to keep secrets.

You should inform the Designated Safeguarding Officer (or a Deputy) as soon as possible on the same day about the incident.

If you do not feel able to share the information with any of the Designated Officers, or another manager in the Council because you believe they are implicated or colluding with the alleged abuse, you should follow the Council's "Whistle-blowing Policy".

What Happens Next?

The referring officer may need you to help them complete the Inter-Agency Safeguarding Adults Alert/Referral Form – Appendix 11. Depending on the seriousness of the allegation, you may be invited to the initial Assessment meeting which will be convened by NYCC's Adult Social Care Department. In the event that you are required to attend you will receive support from the Designated Safeguarding Officer.

3. Referring Procedure

Referring is the responsibility of any of the nominated Officers who have either received information from an Alerter, or who have their own safeguarding concerns.

Ryedale District Council has nominated the following Officers to make referrals: the **Designated Safeguarding Officer**, their **Deputies** and any **Case Officer** directly involved with a client. **Case Officers include Housing Officers, Community Safety staff and Taxi-Licensing staff.**

**All referrals must be made within 24 hours
of an Alert being received.**

The referral agency (police or social care) will record relevant information from the **Referrer** about the alleged incident and its context.

If the alleged victim is already receiving care services this should not preclude a Safeguarding Adults referral where concerns are raised or abuse is disclosed.

Where a vulnerable adult is alleged to be a perpetrator of abuse, a referral should also be made.

Where the alleged incident identifies a worker(s) as the alleged perpetrator of the abuse, information that can confirm that the alleged abuse could have taken place should be gathered by the Referrer and shared with the referral agency. This could include checking staff rotas and incident reports, providing information about past incidents or concerns from internal records, and recording injuries on body charts. This is primarily a paper exercise and **should not** involve conducting interviews. See the “Allegations Against Staff Procedure”.

A simple flow-chart outlining the Referral procedure is at Appendix 10.

Making a Referral to Adult Social Care

Once the Designated Safeguarding Officer (or their Deputy or Case Officer) has gathered the relevant information and established an allegation of abuse, they have a **duty** to make a referral to the relevant Adult Social Care Department.

Prior to making a referral, the referrer should gather as much information as possible about the allegation by completing the Inter-Agency Safeguarding Adults Alert/Referral Form – Appendix 11.

If, in completing the form, the Referrer does not have access to all the required information this should **NOT** delay making the referral.

Referral Point

Referrals should be made to North Yorkshire Adult Social Care by contacting:

North Yorkshire County Council Social Care Customer Relations Unit

Tel: **0845 034 9410**

Fax: 01609 532009

Email: cru.customer.services@northyorks.gov.uk

For Out of Hours Emergencies call **0845 034 9417**

For any Safeguarding Adults concerns which may involve a **Crime**, contact should be made with the **Police** by calling **0845 60 60 247** or in an **Emergency 999**.

Explain to the call taker that you wish to make a “**Safeguarding Adults Referral**”.

The Safeguarding Manager at NYCC Social Care is responsible for deciding the way forward with the referral made. The Alerter, or Referrer, or Case Officer may be required to attend an assessment meeting and will be supported by their manager in doing so.

Section Four: Procedure for Children

1. How to report suspected abuse

Every individual to whom this Policy applies has a responsibility to **Alert** the Designated Safeguarding Officer, or their Deputy of any concerns they have or actions they have taken (including **Referrals** to social care or the police) relating to children’s safeguarding. The Designated Safeguarding Officer, or their Deputy, has a responsibility to **Refer** any concerns to the appropriate referral agency.

Where staff are unable (or reluctant) to refer directly, the Designated Safeguarding Officer must decide how the concerns should be communicated to Children’s Social Care or the Police.

In the majority of cases the District Council’s involvement in the procedure ends once a referral has been made.

Remember... it is not up to Ryedale’s Officers to decide if abuse has taken place, that is the role of North Yorkshire’s Children’s Services, **BUT** it is up to us to report **ANY** concerns to the Designated Safeguarding Officer.

We have a legal responsibility to respond to any issues that may concern us even if they don’t involve our staff or services.

2. Alerting & Referring – Officer Roles

Alerter	<p><i>Anyone</i> who has contact with children and young people and hears disclosures or allegations, or has concerns about potential abuse or neglect, has a duty to pass their concerns on appropriately. Any Council Officer can be an Alerter. The Alerter may also be a service user or a member of the public. The Alerter also has a role in taking the necessary steps to address any immediate safety or protection needs.</p>
Referrer	<p>The Designated Safeguarding Officer, their Deputy - or an individual Case Officer where appropriate - are responsible for Referring concerns to the referral agencies (Police or Social Care). These Officers are the Council’s Referrers.</p> <p>Referrals made by a Case Officer must still be reported to the Designated Safeguarding Officer.</p> <p>Referrals may also be made directly by the service user, family or friends, or by a member of the public.</p>

3. Alerting Procedure - What steps should you take?

Alerting is telling someone that you are aware or suspect that abuse has taken place, or that it may in the future. Everyone who works with children and young people has a duty to share their concerns, even if the child asks them not to. It is always good practice to inform the child or young person of this duty. **Any member of staff or the public** can be the **Alerter**.

A simple flow-chart outlining the Alert procedure is at Appendix 9.

What should you do if a Child has talked to you about abuse?

Make a note immediately of exactly what the child has said, what you said in reply, when the child spoke to you and what was happening immediately beforehand. Record names, places, dates and times of the events and when the record was made. For further guidance see Appendix 12.

Alert the Designated Safeguarding Officer or their Deputy about your discussion **immediately** and give them your notes in an envelope marked **Private and Confidential – Addressee Only**.

Advice must be sought from Children’s Social Care where there are concerns about a child going home to a potentially abusive or harmful situation. On a rare occasion it might be necessary for Children’s Social Care and/or the Police to discuss putting into effect safety measures for the child so that they do not return home.

What should you do if you witness abuse?

If you witness abuse or abuse has just taken place the priorities will be to:

Ensure Safety:

The first priority is to ensure the safety and protection of the child or young person. In making the child (and others potentially at risk) safe it may be necessary to inform emergency services, call an ambulance if required. Also, take steps to ensure yourself, staff and other service users are safe.

Preserve Evidence:

Where there are suspicions that a crime may have taken place the Police should be contacted immediately and all physical, forensic and other evidence should not be contaminated.

Good Practice: Preserving forensic evidence:

- Disturbing a scene as little as possible, sealing off areas if possible
- Not removing the victim’s clothing
- Discouraging washing/bathing
- Not handling items which may hold DNA evidence
- Putting any bedding, clothing which has been removed or any significant items given to you (may include weapons) in a safe dry place
- Not interviewing the victim or potential witnesses
- Not alerting the alleged perpetrator
- Making a note of your observations in relation to the condition and attitude of the people involved and any actions you have taken.

Record the Incident:

It is important that you write down everything you can recall about the incident as soon as possible. You should make detailed notes regarding what actually took place, noting names, descriptions, location, dates/times and any other relevant details you can remember. You should be careful to

separate fact from opinion. You should date and sign your notes. To help you ensure you have recorded comprehensive information, you may wish to use the **Child Protection Report Form – Appendix 13** as a guide.

Be aware that your record of the alert could be used as evidence in a range of procedures; disciplinary, criminal or at a Safeguarding Case Conference.

Good Practice - Recording:

- Any information given directly by the child or young person concerned should be listened to and recorded carefully, using the person's own words
- Clarify the bare facts of the reported abuse or grounds for suspicion; do not ask leading questions eg. suggesting names of who may have perpetrated abuse if the person does not disclose it
- If a child or young person makes an allegation to you asking that you keep it a secret, you should tell them that you will only tell the people who need to know but, that you are not able to keep the matter secret
- Record all factual evidence accurately
- Never prevent or persuade another person from raising concerns, suspicions or presenting evidence.
- Don't share any information about the incident without agreeing this with the Designated Safeguarding Officer and/or your line manager.

Good Practice - Unclear situations:

If you are unsure as to whether a child has, is or is likely to suffer significant harm and/or an allegation has been made, you should:

- discuss your concerns with the **Designated Safeguarding Officer** or their Deputy who will seek advice from the Children's Social Care Manager.
- If your Designated Safeguarding Officer is unavailable, contact Social Care directly on **Customer Relations Unit: 0845 0349410** or their **Out of Hours number 0845 0349417**

Remember... Suspicions should not be discussed with anyone other than those named above.

Good Practice - Talking to Parents/Carers:

In most cases...

- Be open and honest at the outset with parents/carers about child protection concerns and any action which the Council intends to take.
- Where a referral is to be made, all reasonable efforts should be made to inform parents/carers. However, an inability to inform parents/carers should not prevent a referral from being made.
- Don't think "what might happen if I make a referral?" – think "what might happen if I don't?"
- Consideration should be given to not informing them when a child expresses a wish that their parents are not informed at this stage.

There are cases where it would not usually be good practice for a Case Officer or designated Safeguarding Officer to discuss concerns with parents/carers before referral.

- In these cases arrangements for discussing the concerns with the parents/carers should be agreed with and by Children’s Social Care and/or the Police.
- A reasoned judgement must be made in each case.
- Concerns must not be discussed with parents/carers before referral where:
 - *discussion would put a child at risk of significant harm*
 - *discussion would impede a Police investigation or social work enquiry*
 - *sexual abuse is suspected*
 - *organised or multiple abuse is suspected*
 - *the fabrication of an illness is suspected*
 - *to contact parents/carers would place you or others at risk.*

Alert the Appropriate Person

Alerters have a **duty** to share the information with the Designated Safeguarding Officer (or their deputy). You are not at liberty to keep concerns to yourself and you should never promise to keep secrets.

You should inform the Designated Safeguarding Officer (or a Deputy) as soon as possible on the same day about the incident. If you do not feel able to share the information with any of the Designated Officers, or another manager in the Council because you believe they are implicated or colluding with the alleged abuse, you should follow the Council’s “Whistle-blowing Policy”.

NB The welfare of the child is paramount and **anyone** can make a **referral** direct to North Yorkshire County Council Social Care if necessary – see section 3 below.

What Happens Next?

The referring officer may need you to help them complete the Child Protection Report Form – Appendix 13. Depending on the seriousness of the allegation, you may be invited to the initial Assessment meeting which will be convened by NYCC’s Children’s Social Care. In the event that you are required to attend you will receive support from your line manager and the Designated Safeguarding Officer.

3. Referring Procedure

Referring is the responsibility of any of the nominated officers who have either received information from an Alerter, or who have their own safeguarding concerns.

Ryedale District Council has nominated the following officers to make referrals: the Designated Safeguarding Officer, their Deputies and any Case Officer directly involved with a client. Case Officers include Housing Officers, Community Safety staff and Taxi-Licensing staff.

**All referrals must be made within 24 hours
of an Alert being received.**

The referral agency (police or social care) will record relevant information from the **Referrer** about the alleged incident and its context.

If the alleged victim is already receiving care services this should not preclude a Child Protection Referral where concerns are raised or abuse is disclosed.

Where the alleged incident identifies a worker(s) as the alleged perpetrator of the abuse, information that can confirm that the alleged abuse could have taken place should be gathered by the Referrer and shared with the referral agency. This could include checking staff rotas and incident reports, providing information about past incidents or concerns from internal records, and recording injuries on body charts. This is primarily a paper exercise and **should not** involve conducting interviews. See the “Allegations Against Staff Procedure”.

A simple flow-chart outlining the Referral Procedure is at Appendix 10.

Making a Referral to Children’s Social Care

Once the Designated Safeguarding Officer (or their Deputy or Case Officer) has gathered the relevant information from the **alerter**, they have a **duty** to make a referral to the relevant Children’s Social Care Department.

Where concerns that a child is suffering, or likely to suffer, significant harm are received by the Designated Safeguarding Officer a **referral** should be made **immediately**. Urgent referrals should be made by telephone, supported by a written referral completed and submitted within 24 hours.

The Designated Safeguarding Officer (or Case Officer where appropriate) should contact Children’s Social Care through the NYCC Customer Relations Unit or the Emergency Duty Team.

When anyone is making a referral they should:

- Clearly identify themselves as acting on behalf of Ryedale District Council and provide contact details
- Explain to the call taker that you wish to make a “Safeguarding Children or Child Protection Referral”
- Provide as much basic family information as possible, clearly stating the name of the child, the parents/carers and any other children known to be in the household, the dates of birth and addresses and any previous addresses known
- Give details of any special needs or communication needs of either the child or any family member
- State why they feel the child is suffering, or is likely to suffer, significant harm
- Share their knowledge and involvement of the child(ren) and family
- Share their knowledge of any other agency involved
- Indicate the child’s parent/carer’s knowledge of the referral and their expectations
- Follow the referral up in writing within 24 hours.

Prior to making a referral, the referrer and alerter should gather as much information as possible about the allegation by completing the Child Protection Report Form – Appendix 13.

If, in completing the form, the referrer does not have access to all the required information this should **NOT** delay making the referral.

A simple flow-chart outlining the Referral Procedure is at Appendix 10.

Referral Point

Referrals should be made to North Yorkshire Children's Social Care by contacting:

North Yorkshire County Council Social Care Customer Service Unit

Tel: **0845 034 9410**

Fax: 01609 532009

Email: cru.customer.services@northyorks.gov.uk

For Out of Hours Emergencies call **0845 034 9417**

For any Child Protection concerns which may involve a **Crime**, contact should be made with the **Police** by calling **0845 60 60 247** or in an **Emergency 999**.

Explain to the call taker that you wish to make a **"Child Protection Referral"**.

The Safeguarding Manager at NYCC Social Care is responsible for deciding the way forward with the referral made. The Alerter, or Referrer, or Case Officer may be required to attend an assessment meeting and will be supported by their manager in doing so.

What happens next?

The Referrer is entitled to receive an understanding from the Children's Social Care representative of what will happen next, be given the name of a contact person within Children's Social Care who will be dealing with the referral and to receive information on the outcome of the referral within 7 days.

Sometimes, following a referral, Council staff may be involved in an assessment meeting and management process led by Children's Social Care, in line with North Yorkshire Safeguarding Children's Board procedures where other agencies will be present. In addition where there is a criminal investigation staff may be required to co-operate with the Police. In all circumstances staff will receive appropriate support from their manager and the Designated Safeguarding Officer will provide support and guidance where required/appropriate.

Good Practice - Referrals

- If there has been a deliberate injury or where there are concerns about the child's safety the parent/carer should not be contacted before first consulting with Children's Social Care.
- Where emergency medical attention is required it should be sought immediately. The Referrer should inform the doctor of any suspicion of abuse.
- If a referral is made without the parent's knowledge and non-urgent medical treatment is required, Children's Social Care should be informed.
- If appropriate the parent/carer should be encouraged to seek help from Children's Social Care prior to a referral being made. If they fail to do so in situations of real concern the Designated Safeguarding Officer or Case Officer will contact Children's Social Care directly for advice.
- In the event of allegations of sexual abuse the designated Safeguarding Officer will contact Children's Social Care or the Police Child Abuse Investigation Team directly. The Referrer should NOT speak to the parents.

- Under no circumstances should the Designated Safeguarding Officer, or anyone else acting for the Council, attempt to carry out any investigation into allegations or suspicions of abuse including sexual abuse.
- The role of the Designated Safeguarding Officer is to collate the exact details of the allegations or suspicion and to provide this information to the child protection agencies who will investigate the matter.

Good Practice - Confidentiality

- The identity, information and/or suspicions about the welfare of a child should be treated in strictest confidence and discussed only with the Council's nominated officers, appropriate Children's Social Care Officers or the Police. In sharing information with Children's Social Care or the Police the welfare of the child is paramount and overrides all other considerations regarding the sharing of information.
- Any confidential notes, records, written complaints or allegations, should be forwarded as soon as possible to the Designated Safeguarding Officer in a sealed envelope marked "***Private and Confidential (Addressee Only)***".
- The Designated Safeguarding Officer is responsible for maintaining accurate secure written records of all concerns received, and action taken in response.
- The Named Senior Officer is responsible for keeping secure written records of all allegations of abuse made against staff, Members, volunteers, contractors and licensees, and details of management action taken.

Section Five: Managing Allegations against Staff

1. Introduction

Where an allegation of abuse is made against a member of staff, the relevant disciplinary procedures may be invoked as well as reporting the case to the appropriate authorities. Any investigation taken under Local Safeguarding Children and Vulnerable Adults Policies & Procedures will take precedence over the Council's internal disciplinary procedures.

2. Who do these procedures apply to?

These procedures apply to staff, volunteers and Members of Ryedale District Council as well as others that may not have a direct employment relationship with us but where we will need to consider whether to continue to use the person's services, or to approve or licence them as suitable to work with children and vulnerable adults.

3. Scope of Allegations to which these Procedures Apply

These procedures apply to a wide range of allegations, including those that indicate a person may be unsuitable to work with children in their present position, or in any capacity. They are therefore to be followed in respect of any allegation that a person who works with children has:

- Behaved in a way that has harmed, or may have harmed, a child;
- Possibly committed a criminal offence against, or related to, a child;
- Behaved towards a child or children in a way that indicates they are unsuitable to work with children.

4. What to do if you have concerns about a colleague

Where you have concerns about a colleague, you should report these concerns to the Council's **Named Senior Officer** (or their Deputy) – see Appendix 5 for the current contact information – who will manage the allegation in line with the agreed multi-agency procedures.

All allegations against staff should be reported to the Senior Named Officer for Safeguarding. This person is the Council's designated officer for the management of allegations against staff and it is they who will liaise directly with the appropriate agencies.

Allegations against Councillors

Where an allegation is made against an Councillor this should be referred in the first instance to the Named Senior Officer who will then engage the Council's Monitoring Officer who has responsibility to address Member code of conduct related issues.

5. What happens if an allegation is made?

Where there are allegations of abuse or concerns about poor practice of an employee or member the Council's Named Senior Officer will refer the allegation to the appropriate Local Authority

Designated Officer (LADO) for discussion.

The purpose of this discussion is to consider the nature, content and context of the allegation and to agree a course of action, including sharing additional information which may be relevant, such as previous history, whether the child/family has made similar allegations in the past.

The discussion will lead to a decision about what further action, if any, is necessary.

This may include one or more of the following:

1. Child/Vulnerable Adult Safeguarding Investigation – this will assess whether the child/adult is in need of protection or in need of services (externally led by NYCC Social Care Services)
2. Criminal Investigation (externally led by the North Yorkshire Police)
3. A disciplinary investigation (using the this Council's disciplinary procedures)
4. No further action.

In the first two instances, the Council will not be involved in any form of investigation unless requested to do so by the Social Care Services or the Police.

Where the LADO considers that a criminal offence may have been committed they will refer the matter to the Police for investigation. Where it is decided that a criminal offence has NOT been committed the matter will be dealt with through the Council's disciplinary procedures.

6. Internal Procedure

The Council's standard procedure for disciplinary investigations will be used. Consideration will be given to suspension on full pay pending the outcome of the investigation. The Council will assess each individual allegation on its own, taking into account the findings of any criminal investigation and respond to the outcome of the investigation in line with Council policy and procedures.

Interviewing the alleged victim of abuse as part of the disciplinary process should be avoided as far as possible and should never be undertaken without the agreement of the Safeguarding Manager in Social Care. The reports written and facts established should be made available to those carrying out the disciplinary process, in line with the North Yorkshire Information Sharing Protocol.

Suspension from Duties

The Named Senior Officer should consider suspension of the employee pending the outcome of the investigation. Decisions not to suspend an employee following an allegation of abuse must be fully documented and endorsed separately by an independent senior officer from within the **employing agency** in consultation with the LADO or Safeguarding Manager (NYCC Social Care).

Depending on the outcome of the investigation, the Council will assess the appropriateness of the staff member returning to work in their previous environment. A decision to withdraw permission for the employee to work with vulnerable groups may lead to the Council having a legal duty to report the person to the Independent Safeguarding Authority. The LADO will be informed of the outcome of any investigation.

7. Support for Staff

It can be very worrying to have concerns about a person's safety or welfare that relate to the

conduct of a colleague. The Council recognises that this can involve additional stress for those reporting concerns. The Council will ensure that support mechanisms are in place and offered to anyone who raises a concern in order to ensure that they are confident that these concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services.

If an allegation is made towards another member of staff, full support will be given in line with the Council's Whistle-blowing policy.

Equally, support will be given to a member of staff who is the subject of an allegation. The member of staff will be informed about the concerns or allegations as soon as possible and give an explanation of the likely course of action – unless there is an objection to this from the Police or Social Care.

All members of staff involved in a disclosure will be offered support through the Council's Occupational Health programme and will be offered access to counselling services.

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Appendices and Guidance Papers

Definitions and Indicators of Abuse

Physical abuse

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

Possible Indicators of physical abuse:

- History of unexplained falls or minor injuries
- Unexplained bruising
- Unexplained burns in unusual locations or unusual type
- Unexplained fractures to any part of the body
- Unexplained lacerations or abrasions
- Slap, kick, pinch or finger marks
- Injuries/bruises similar shape to an object
- Untreated medical problems
- Weight loss – due to malnutrition or dehydration; complaints of hunger
- Appearing over medicated.

Psychological or Emotional abuse

Psychological or emotional abuse is the persistent emotional maltreatment of a child or vulnerable adult such as to cause severe and persistent effects on emotional development or health. It could include threats of harm or abandonment, forced marriage, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Possible Indicators of psychological or physical abuse:

- Ambivalence about the parent or carer
- Fearfulness expressed in the eyes; avoids eye contact with the parent or carer, flinching when approached
- Deference
- Overtly affectionate behaviour toward the alleged perpetrator
- Insomnia or need for excessive sleep
- Change in appetite
- Unusual weight gain/loss
- Tearfulness
- Unexplained paranoia
- Low self-esteem
- Excessive fears
- Confusion
- Agitation.

Sexual abuse

Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, including prostitution, whether or not they are aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-

penetrative acts. Non contact sexual abuse includes abuse through sexual exploitation, looking, pornographic photography, indecent exposure, harassment, unwanted teasing or innuendo.

Penetrative sex where one of the partners is under the age of 16 is illegal, although prosecution of similar age, consenting partners is not usual. However, where a child is under the age of 13 it is classified as rape under s5 Sexual Offences Act 2003.

Possible Indicators of sexual abuse:

- A sudden change in usual behaviour for no obvious reason
- Sudden onset of confusion, wetting or soiling
- Withdrawal, choosing to spend the majority of time alone
- Unusually overt sexual behaviour/language by child or vulnerable adult
- Self-inflicted injury
- Disturbed sleep pattern and poor concentration
- Difficulty in walking/sitting
- Torn, stained, bloody underclothes
- Love bites
- Pain or itching, bruising or bleeding in the genital area
- Sexually transmitted urinary tract/vaginal infections
- Bruising to thighs and upper arms
- Frequent infections
- Severe upset or agitation when being bathed/dressed/undressed/medically examined
- Pregnancy in person not able to consent.

Neglect

Neglect is the persistent failure to meet basic physical and/or psychological needs, likely to result in the serious impairment of health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a child or vulnerable adult from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers);
- Ensure access to appropriate treatment.

It may also include neglect of, or unresponsiveness to, a child or vulnerable adult's basic emotional needs.

Neglect or "acts of omission" include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Possible Indicators of neglect:

- Poor condition of accommodation
- Inadequate heating/lighting
- Physical condition of person is poor, e.g. ulcers, sores, dirty, untreated lice infestations
- Clothing in poor condition, e.g. dirty, wet, torn
- Malnutrition
- Failure to give prescribed medication or medical care
- Failure to ensure privacy and dignity.

Financial or material abuse – Vulnerable Adults

Financial abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property.

Possible Indicators of financial abuse:

- Unexplained or sudden inability to pay bills
- Unexplained or sudden withdrawal of money from accounts
- Person lacks belongings
- Lack or receptiveness to assistance requiring expenditure
- Extraordinary interest by family members or the carers in the persons assets or finances
- Power of attorney obtained when a vulnerable adult is not able to understand the purpose of the document
- Recent changes in deeds or title of property
- High levels of expenditure with no evidence of benefit
- Personal items going missing.

Discriminatory abuse

Abuse may be targeted at a perceived vulnerability or on the basis of prejudice including racism, sexism, or that based on a person's disability or sexuality. It can take other forms of abuse such as harassment, slurs or similar treatment.

Possible Indicators of discriminatory abuse:

- Hate mail
- Verbal or physical abuse
- Criminal damage to property.

Institutional abuse

Institutional abuse can be different from other forms because it is about who abuses and how that abuse comes about. Institutional abuse can take any of the other forms.

Possible Indicators of institutional abuse:

- May be reflected in enforced schedule of activities, the limiting of personal freedom, the control of finances, lack of adequate clothing or food, poor personal hygiene, lack of stimulating activities, low quality diet
- Institutions may include residential or nursing homes, schools, boarding schools, hospitals, day centres, children's homes.

LEGISLATIVE FRAMEWORK

Children Act 1989

Places two specific duties on District Councils to co-operate in the interests of children in need.

Section 17(10) states that a child shall be taken to be in need if:

- a. He is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for him of services by a local authority under this Part.
- b. His health or development is likely to be significantly impaired, or further impaired, without the provision for him of such services, or
- c. He is disabled.

Section 27 provides that a Children's Services Authority may request help from any local authority in exercising the local authority's functions under Part 3 of the Act. Part 3 places a duty on local authorities to provide support and services for children in need. The authority whose help is requested in these circumstances has a duty to comply with the request, provided it is compatible with its other duties and functions.

Section 47 places a duty on any Local Authority to help another Local Authority (i.e. Children's Services Authority) with its enquiries in cases where there is reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm.

Children Act 2004

Section 10 requires each Local Authority (i.e. Children's Services Authority) to make arrangements to promote co-operation between the Authority, each of the Authority's relevant partners (including District Councils) and such other persons or bodies working with children in the Local Authority area as the Authority considers appropriate. The arrangements are to be made with a view to improving the wellbeing of children in the Authority's area that includes protection from harm or neglect alongside other outcomes. This section is the legislative basis for Children's Trust arrangements.

Section 11 requires a range of organisations (including District Councils) to make arrangements for ensuring that their functions, and services provided on their behalf, are discharged with regard to the need to safeguard and promote the welfare of children.

Section 13 requires each Children's Services Authority to establish a Local Safeguarding Children Board. It also requires a range of organisations (including District Councils) to take part in Local Safeguarding Children Boards.

Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children – 2010

No Secrets 2000

Standards in Safeguarding Adults 2005

POLICIES LINKED TO SAFEGUARDING

Human Resources Policies, Procedures and Regulations including:

- Capability Procedure
- Collective Disputes Procedure
- Core Competencies
- Disciplinary & Grievance Procedures
- Single Equality Scheme
- Harassment Policy (Sexual, Racial and Personal Harassment Policy)
- Member & Officer Codes of Conduct
- Recruitment and Selection Procedures (CRB Policy)
- Relationships at Work Policy
- Staff Handbook
- Whistle-blowing Procedure

Health & Safety Policies, Procedures and Regulations including:

- Accident Report Guidance
- AIDS and HIV Policy
- Council Policy - Risk Assessment
- Driving - Council Vehicles Policy
- Managing Health and Safety
- RIDDOR 1995
- Smoking Policy
- Violence to Staff Guidelines
- Visiting Sites or Premises
- Working on RDC Premises

ICT Policies, Procedures and Regulations including:

- Communications Operations Management Policy
- Computer Telephone and Desk Use Policy
- Email Policy
- Freedom of Information Policy
- Government Connects Secure Extranet (GCSx) Acceptable Usage Policy and Personal Commitment Statement
- Human Resources Information Security Policy
- Information Protection Policy
- Information Security Incident Management Policy
- Information Security Policy Overview
- Internet Acceptable Usage Policy
- IT Access Policy
- IT Infrastructure Security Policy
- Legal Responsibilities Policy
- Ryedale Data Protection Guidance
- Ryedale Records Management Policy

Council Complaints Procedure

Procurement Policies

Licensing Policy

Service-specific policies and procedures

CODES OF CONDUCT

These provisions apply to all Members and Officers acting in their professional capacity on behalf of Ryedale District Council.

DO

- Treat all children and vulnerable adults fairly and with respect.
- Be aware of the procedures for reporting concerns and how to contact the Designated or Deputy Safeguarding Officers.
- Be aware that physical contact with a child or vulnerable adult may be misinterpreted. There may be occasions when this is unavoidable, such as comfort at times of distress, or physical touch in sport. In all such cases contact should only take place with the consent of the child or vulnerable adult and you should inform the Designated Safeguarding Officer or your Line Manager of the circumstances.
- Respect the right of a child or vulnerable adult to personal privacy.
- Make others (for example your line manager/the Designated Safeguarding Manager) aware if you find yourself the subject of inappropriate affection or attention from a child or vulnerable adult.
- Report to the Designated or Deputy Safeguarding Officer any safeguarding concerns including allegations or suspicions of abuse.

DO NOT

- Spend time alone with children or vulnerable adults, away from others. Meetings with individuals should be avoided or take place within sight of others. If privacy is needed, the door should remain open and other staff or volunteers should be aware of the meeting.
- Take children or vulnerable adults alone in a car, however short the journey. Where this is unavoidable it should be with full knowledge and consent of the parents/carer and the manager responsible for the service/activity.
- Engage with children, young people or vulnerable adults via internet chatrooms; instant messaging services e.g. MSN messenger; social networking sites such as Facebook or MMS/SMS services (mobile phone texting).
- Meet children or vulnerable adults outside of organised activities, unless it is with the knowledge and written consent of the parents/carer and the manager responsible for the service/activity.
- Start an investigation or question anyone after an allegation or concern regarding abuse has been raised. You should just record the facts and report these to the Designated or Deputy Safeguarding Officer.
- Allow any allegations made to go without being reported and addressed, or either trivialise or exaggerate abuse issues.
- Make promises to keep any disclosure confidential from relevant authorities.

- Show favouritism to any one, or threaten/carry out any form of physical punishment.
- Never:
 - Initiate or engage in sexually provocative conversations or activity
 - Allow the use of inappropriate language to go unchallenged
 - Do things of a personal and intimate nature that individuals can do for themselves.

Safeguarding Roles

Chief Executive

Strategic responsibility to ensure the Council fulfils its statutory duties.

To deal with allegations against staff/Members or volunteers in the absence of the Head of Organisational Development.

Head of Organisational Development Named Senior Officer

Responsible for ensuring safeguarding arrangements are implemented in line with policy.

To deal with allegations of abuse against staff, Members or volunteers in line with agreed Council and inter-agency procedures.

Chairs Safeguarding Panel.

To provide support to Corporate Director/Chief Executive when handling any allegations of abuse made against Members, staff or volunteers.

To ensure appropriate checks and procedures are in place for recruitment of staff/volunteers.

Ensure all staff and Members undertake appropriate training and are aware of safeguarding arrangements.

Designated Safeguarding Officer & Deputies

Responsible for safe-guarding and promoting the welfare of children and vulnerable adults throughout the Council.

Ensure Council handles concerns about safeguarding children or vulnerable adults in line with agreed Council and inter-agency procedures.

Liaise with lead authority (NYCC), North Yorkshire Safeguarding Children's Board, North Yorkshire Adult Safeguarding Board and other agencies where required.

To make Referrals to NYCC Social Care/Police and to keep secure records.

Support other staff in process of bringing concerns and making referrals.

Case Officer

To make referrals to NYCC Social Care/Police.

To report any referrals or actions they have made regarding safeguarding to the Designated Safeguarding Officer.

Corporate Management Team

To endorse and implement the Council's Safeguarding arrangements through feedback from the Councils' Safeguarding Panel.

Heads of Service and Senior Managers

Responsible for monitoring action to safeguard and promote the welfare of children within their area of service.

Ensure all staff undertake appropriate training and are aware of safeguarding arrangements.

All staff, Members and volunteers

Must carry out their duties in a way that safeguards the welfare of children and vulnerable adults

To bring matters of concern or abuse to the attention of the Designated Safeguarding Officer.

Safeguarding Panel

To develop, monitor and keep under review the Council's Safeguarding policies and procedures.

Ensure corporate procedures and training are appropriate, compliant and effective.

Report to Corporate Management Team.

Safeguarding Panel Membership is:

Head of Organisational Development – Named Senior Officer (Chair)

Head of Organisational Development

Housing Services Manager - Designated Safeguarding Officer

Deputy Safeguarding Officers

Legal Services Representative

Member Champions for Children and Adults

Current Designated Officers

Designated Safeguarding Officer

Kim Robertshaw

Housing Services

Tel: 01653 600666 ext 355

kim.robertshaw@ryedale.gov.uk

Deputy Designated Safeguarding Officers

Rachael Fox-Evans

Housing Services

Tel: 01653 600666 ext 262

rachael.foxevans@ryedale.gov.uk

Beckie Bennett

Streetscene

Tel: 01653 600666 ext 483

beckie.bennett@ryedale.gov.uk

Named Senior Officer

Louise Sandall

Head of Organisational Development

Tel: 01653 600666 ext 392

louise.sandall@ryedale.gov.uk

Deputy Senior Officer

Janet Waggott

Chief Executive

Tel: 01653 600666 ext 201

janet.waggott@ryedale.gov.uk

ROLE AND RESPONSIBILITIES OF DESIGNATED SAFEGUARDING OFFICER (AND DEPUTIES)

The role of the Designated Safeguarding Officer in safeguarding children or vulnerable adults is to:

1. Be the main (but not the only) point of contact within Ryedale District Council for referring concerns to Social Care and/or appropriate agencies.
2. Ensure details of all allegations, suspicions or concerns are collected and passed on or to be informed about any referrals made.
3. Ensure that appropriate action is taken in response to concerns raised, and that lines of responsibility are clear.
4. Seek advice from, and liaise with, agencies where required.
5. Make appropriate referral to agencies and ensure referrals are followed up.
6. Ensure the Council's Safeguarding Policy is followed in managing all safeguarding concerns, allegations or suspicions.
7. Refer any allegations of abuse against staff, Members and volunteers to the Head of Organisational Development or in their absence the Chief Executive [where this has not already happened].
8. Ensure that accurate and secure records are kept of all safeguarding concerns, allegations or suspicions, including completion and/or collation of all forms and paperwork.
9. Provide support and guidance to staff and volunteers where required.
10. To attend the Council's Safeguarding Panel on a regular basis.

Code of Conduct for Hackney Carriage and Taxi Drivers

CODE OF CONDUCT FOR LICENSED DRIVERS

This Code of Conduct should be read in conjunction with the other statutory and policy requirements set out in this document. Licence holders shall endeavour to promote the image of the hackney carriage and private hire trade by:

RESPONSIBILITY TO THE TRADE:

- Complying with this Code of Good Conduct and signing to say they have understood it.
- Complying with all the Conditions of their Licence and the Council's Hackney Carriage and Private Hire Licensing Policy.
- Behaving in a civil, orderly and responsible manner at all times.

RESPONSIBILITY TO CHILDREN & VULNERABLE ADULTS:

- **All complaints, information or any other concern brought to the Councils attention regarding a child or vulnerable adult will result in the immediate investigation of any licensed driver or operator and this may lead to suspension of licence pending the outcome.**
- **Ryedale District Council shall follow its Safeguarding Children & Vulnerable Adults Policy when responding to any complaints/concerns.**

DO...

- Treat all children and vulnerable adults with respect.
- Be aware that verbal interaction with children or vulnerable adults may be interpreted by them as offensive or harassment, even if this was not your intention.
- Report to Ryedale District Council any unacceptable behaviour from a child or vulnerable adult.
- Report to Ryedale District Council any safeguarding concerns including allegations of abuse or suspicion of abuse.
- Be aware that contact made outside of a school environment or any other care institute, as a result of you coming into contact with a child/vulnerable adult whilst you are working, is considered inappropriate and is discouraged and may have an impact on your future employment as a licensed driver.

DO NOT...

- Instigate any verbal or physical contact with children/vulnerable adults that is not part of the normal customer and client relationship (this applies both at work and whilst not at work.)
- Respond to any verbal or physical contact from children or vulnerable adults that is not part of the normal customer and client relationship (this applies both at work and whilst not at work). If you are approached or contacted, or you have any other concerns about the person's behaviour then you should report it immediately to your employer or to another responsible body. If you are unsure who to report it to please contact the Taxi Licensing Officer.
- Give any personal information to any child or vulnerable adult, for example your name, address, telephone or mobile number or email address.

- Accept or respond to a child or vulnerable adult attempting to give you personal information, for example their name, address, telephone or mobile number or email address.
- Engage with children or vulnerable adults via internet chatrooms, instant messaging services e.g. MSN Messenger, or social networking sites e.g. Facebook, Bebo or MySpace.
- Accept physical or verbal abuse from a child or vulnerable adult. DO NOT respond yourself, but report it immediately to someone in the school office or to Ryedale District Council.
- Make promises to keep any disclosure confidential from relevant authorities.
- Allow any allegations go unreported or trivialise any abuse issues.
- Start any investigation after an allegation or concern has been raised. You just need to record the facts and report these to Ryedale District Council.
- Show favouritism to anyone or threaten to carry out any form of physical punishment.

NEVER:

- **Initiate or engage in sexually provocative conversation or activity or allow the use of inappropriate language to go unchallenged. Never do things of a personal/intimate nature that individuals can do for themselves.**

RESPONSIBILITY TO ALL CLIENTS:

- Maintain their vehicles in a safe and satisfactory condition at all times.
- Keep their vehicles clean and suitable for hire to the public at all times.
- Attend punctually when undertaking pre-booked hiring.
- Assist, where necessary, passengers into and out of vehicles.
- Offer passengers reasonable assistance with luggage.
- All hackney and private hire vehicles will be smoke-free areas at all times. This includes whether the vehicle is working or not.
- Obey all traffic regulations.
- Not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle.
- Not drive while having misused legal or illegal drugs.
- Fulfil their responsibility to ensure compliance with legislation regarding the length of working hours.
- Not eat or drink in the vehicle in the presence of customers.

RESPONSIBILITY TO RESIDENTS:

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- Not sound the vehicle's horn illegally.
- Keep the volume of radio/cassette/CD/MP3 players and VHF radios to a minimum.
- Switch off the engine if required to wait.
- Take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

At taxi ranks and other places where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:

- Rank in an orderly manner and proceed along the rank in order and promptly.
- Remain in the vehicle.

At private hire offices a licence holder shall:

- Not undertake servicing or repairs of vehicles.

- Not allow their radio/cassette/CD/MP3 players or VHF radios to cause disturbance to residents of the neighbourhood.
- Take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood, which might arise from the conduct of their business.

DRESS CODE FOR LICENSED DRIVERS

The Council is committed to encouraging the professional image of the trade. The Council considers that drivers should conform to a smart standard of dress to raise and maintain the profile of the licensed trade. The Council does not impose such standards by way of conditions to any licence. It is expected, however, that such standards will be maintained at all times. Examples are set out below:

Acceptable Standards of Dress within this code:

- Tops, Shirts, blouses, T-shirts, or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses can be worn with a tie or open-necked.
- Trousers/Shorts/Skirts - Shorts should be tailored.
- It is recommended that female drivers do not wear short skirts for personal safety reasons.
- Footwear should fit around the heel of the foot. (Safety shoes with protected toecaps are recommended.)

Unacceptable Standards of Dress within this Code:

- Bare chests.
- Clothing or footwear which is unclean or damaged.
- Clothing printed with words, logos or graphics, which might offend.
- Sports shirts or shorts e.g. football, rugby or cricket tops or track suits.
- Studs or sharp-edged clothing.
- Beach-type footwear (e.g. flip-flops or mules).
- Footwear with pronounced heels.
- Baseball caps.

Photography Consent Form

Dear Parent or Guardian

We take the issue of child safety very seriously and would never knowingly use an image of your child/children without your prior consent. We would therefore ask you to read through the information below and then complete, sign and return the form to us.

Name of child (Block Capitals):		
Name of parent or guardian (Block Capitals):		
<p>I understand that any photographic or video images taken will only be used for the following purposes:</p> <ul style="list-style-type: none"> • Electronic (including website) and printed information, displays and exhibitions relating to the activity shown in the picture by <i>(insert name of organisation/event here)</i>. • Any related <i>(insert name of organisation/event here)</i> publicity. <p>I understand that any photographic or video images will NOT be used for:</p> <ul style="list-style-type: none"> • Anything that may cause offence, embarrassment or distress for the child or their parent or guardian, e.g. drug/alcohol abuse etc. <p>I understand that any photographic or video images may continue to be used until I advise otherwise.</p>		
Having read the statements above, do you give your consent for images to be taken and for those images to be used for publicity materials? (Please put a tick in appropriate boxes)	<input type="checkbox"/>	YES - I give my consent for photographic and/or video images of my child to be taken.
	<input type="checkbox"/>	NO - I do NOT give my consent for photographic and/or video images of my child to be taken.
	<input type="checkbox"/>	YES - I give my consent for any photographic and/or video images of my child to be used in publicity.
	<input type="checkbox"/>	NO - I do NOT give my consent for any photographic and/or video images of my child to be used in publicity.
Signature of parent or guardian:		
Your contact telephone number:		
Relationship to the child:		
Date (Day/Month/Year):		
Once completed this form needs to be returned to: <i>(Insert Name of Event Organiser)</i> , Ryedale District Council, Ryedale House, Malton, YO17 7HH		

Please note: Some photographs and images may be retained as part of the Council's historical record. If you wish to have any photograph or image of your child destroyed, you should inform **(insert name of Event organiser)** writing at Ryedale District Council, Ryedale House, Malton YO17 7HH. Official Use Only:

Subject of photograph.....

Photograph Ref Number(s).....

Date taken.....

Process for the Role of Alerter

The timescale for alerting is

Immediately!

You have safeguarding concerns about a child, young person or vulnerable adult
OR
A child, young person or vulnerable adult has disclosed information to you which raises a concern.

Ensure the immediate safety of the child, young person or vulnerable adult.

Stay calm, reassure the person, don't investigate or question too closely and don't make promises of confidentiality.

Is urgent Medical attention required?
Is urgent Police presence required?

NO

YES

Make a record of the incident as soon as you can - using the relevant guidance and forms for adults/children if available.

Follow reporting procedure.

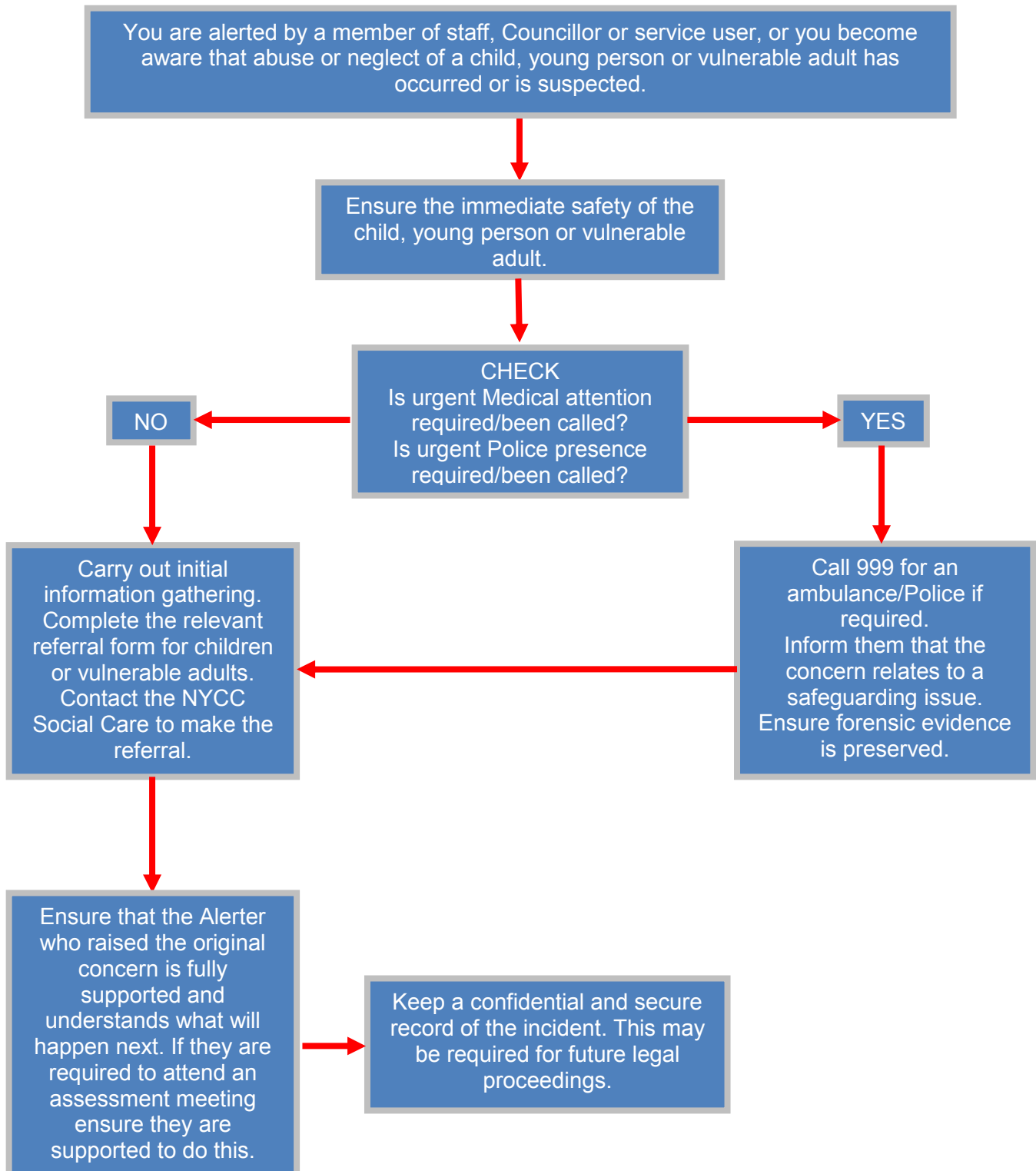
Call 999 for an ambulance/Police. Inform them that the concern relates to a safeguarding issue. Preserve forensic evidence.

Contact the Designated Safeguarding Officer or the Deputy and give them the written details of the incident which you have recorded on the referral form.

Designated Safeguarding Officer, or the Deputy, will make a referral to appropriate agency. Your assistance may be required at the initial assessment meeting.

Process for the role of Referrer

The timescale for Referring is within **24 hours** of the Alert.



SAFEGUARDING ADULTS ALERT/REFERRAL FORM

North Yorkshire Safeguarding Adults Board

Inter-agency Safeguarding Adults Alerter/Referral

SAFEGUARDING CONCERNS: Please contact Customer Services Centre on 0845 034 9410

If you have Safeguarding Concerns you will be asked the following information. Completion of this form must not delay immediate action being taken where necessary to ensure the safety of the vulnerable person.

Date of the Alert:	Time of the Alert:
---------------------------	---------------------------

1 Tell us who the vulnerable person is you are concerned about:
(please complete as much of this as is known – if not known put N/K)

Name:

Gender:

Home address:

Contact address:

Telephone No:

Age:

Date of Birth:

Ethnic Origin/Nationality:

Religion:

Client Group:

Communication and access needs:

Is the vulnerable person aware of the referral? Yes No

If No, why?

In your opinion, does the vulnerable person have capacity? Yes No Not Known

Are you aware if a Safeguarding referral about this vulnerable person has been made before? Yes No Not Known

Is the vulnerable person involved with any other agencies? Yes No Not Known

If Yes, please provide details:

2 Please tell us about who you are

Name:

Organisation (if applicable):

Contact address:

Telephone No:

Mobile No:

Email:

County:

Postcode:

Relationship to the vulnerable person:

3 Details of vulnerable person's main contact

Name:

Relationship to vulnerable person:

Is Relative/Carer aware of this referral? Yes No

Contact address:

Telephone No:

Mobile No:

Email:

County:

Postcode:

Are they willing to be contacted? Yes No Not Known **4a Details of the concern(s) being raised**

Please indicate the type of abuse suspected (please tick more than one if appropriate):

Neglect Emotional Financial Physical Sexual Discriminatory Institutional

And do you consider this abuse:

Hate Crime Domestic Violence Domestic Violence Between Partners

Location of incident/concern:

Date and Time:

Brief factual details of the incident:

This should include a clear factual outline of the concern being raised with details of times, dates, people and places where appropriate. (Please continue on a separate sheet if required).

4b Current situation

Where is the vulnerable person now in relation to the alleged perpetrator?

Are there other people who may be at risk or harm? Yes No Not Known

If Yes, please describe the risk that remains and names of others potentially at risk (please only refer to identified risk that relates directly to the concern)

If you are concerned about the vulnerable person's welfare have you contacted their GP or the ambulance service? Yes No

If criminal activity is suspected have police been contacted? Yes No

If Yes, what was the outcome?

Police Crime/Ref No:

Who else has been informed of this concern?

5 Details of alleged perpetrator(s) involved (if known)
(please complete as much of this as is known)

Name:

Gender:

Address:

Occupation/Position/Title/Organisation:

Date of Birth:

What is the relationship of the alleged perpetrator to the vulnerable person?

Does alleged perpetrator live with vulnerable person? Yes No

Is this alleged perpetrator considered a vulnerable person? Yes No Not Known

Are they aware of this alert? Yes No

If yes, what is their response, and are there any hazards to be aware of?

6 Details of person completing this form

Name:

Date completed:

Address:

Telephone No:

Mobile:

Email:

FOR LOCAL AUTHORITY USE:

Decision Made:

Safeguarding Manager:

Team:

Alert allocated to:

SWIFT No:

Have you advised the Alerter/Referrer of the Decision? Yes/No

Date:

Completed forms should be sent to: North Yorkshire County Council, Customer Services Centre, County Hall, Racecourse Lane, Northallerton, North Yorkshire DL7 8AD. Fax number: 01609 532009

What to do if a child talks to you about abuse

It is important that you respond effectively when dealing with concerns about a child or young person. Concerns may be raised or come to your attention in different ways. These include:

- A child may tell you about their own or another child's abuse.
- Someone else might report that a child has told them about abuse or that they strongly believe that a child is being abused.
- A child may show signs of physical injury for which there appears no satisfactory explanation.
- A child's behaviour may indicate that it is possible they are being abused.
- Observed or reported unusual behaviour of a member of staff or volunteer, or the way in which they relate to a child or young person.
- Observed or reported unusual behaviour of a member of the public, on Council property or land, or associated with the delivery of Council services.

All concerns should be reported to the designated Safeguarding Officer (or Deputy) in line with the Council's Child or Vulnerable Adult Safeguarding Policy.

In an emergency situation, if the designated persons are unavailable, contact Children's Social Care or the Police.

If a child is telling you something themselves:

DO

- Stay calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets.
- Allow the child to continue at their own pace.
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer.
- Reassure the child that they have done nothing wrong in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the child's words as soon as possible. Note the date and time, any names mentioned and to whom the information was given. Ensure the record is signed off and dated.
- Contact the Safeguarding Officer or their Deputy and forward all information to them as soon as possible.

DO NOT

- Dismiss the concern.
- Panic.
- Allow your shock or distaste to show.

- Probe for more information than is offered.
- Make promises you cannot keep, such as agreeing not to tell anyone else.
- Speculate or make assumptions.
- Approach the alleged abuser.
- Make negative comments about the accused person.
- Attempt to investigate the concern.
- Discuss with anyone other than the designated Safeguarding Children Officer (or Deputy) or appropriate Officers from Children's Social Care or the Police.

Child Protection Alert/Refer Form

CHILD PROTECTION INCIDENT REPORTING FORM	
Date of Report:	
Site / Service:	
Name of person making the report:	
Role / Position:	
Contact details:	
Telephone (Work):	
(Mobile):	
(Home):	
Email:	
Name of Child(ren):	Date of Birth:
	Date of Birth:
	Date of Birth:
	Date of Birth:
Address:	
Name of Parent (s)/ Guardian(s):	
Contact details:	
Telephone (Work):	
(Mobile):	
(Home):	
Email:	
Details of any special needs or communication needs of child and/or parent / guardian:	

(Please turn over to complete the form)

Details of Incident / Disclosure / Observation

Please give an accurate record of the incident / disclosure / observation that has lead you to make this report in as much detail as possible.

- Why do you feel the child is suffering, or is likely to suffer, significant harm
- Share your knowledge and involvement of the child(ren)
- Share your knowledge of any other agency involved
- Indicate the child’s parent/guardian’s knowledge of the referral and their expectations

If you have made a referral by telephone follow this up in writing within 48 hours.

Date of Incident/Disclosure/Observation:

Time:

Details of what took place: (please continue on a separate sheet if required)

Signed:

Date:

This Report is confidential and should only be discussed with the Designated Safeguarding Officer, Deputy, or Case Officer) and Officers from NYCC Children Services

When the form is complete check all details then seal in an envelope and send immediately to the Designated Safeguarding Officer and NYCC Social Care marked “Private and Confidential – Address Only”.