

Safeguarding Policy and Procedure

A guide to safeguarding children and adults at risk

April 2022



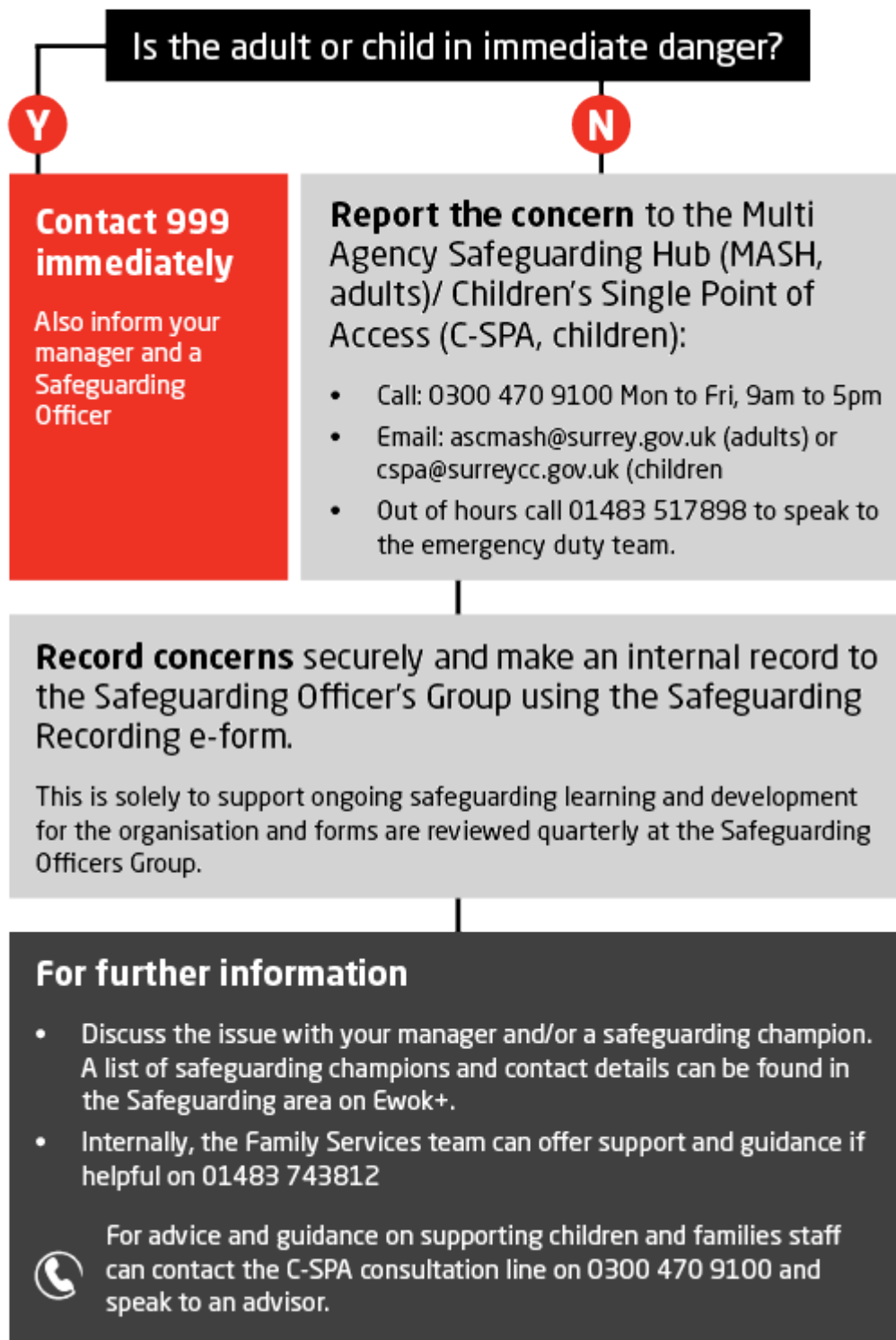
Safeguarding Policy and Procedure

Policy Agreed

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Safeguarding Key Roles			
Name	Role	Team	Contact details
Joanne McIntosh	Caldicott Guardian	Director of Legal Services	(01483) 743030 Primary contacts are the Safeguarding Champions
Cllr Debbie Harlow	Portfolio holder for safeguarding	Woking Councillor	CllrDebbie.Harlow@woking.gov.uk
Adam Thomas	Safeguarding Lead People in a Position of Trust [PiPoT] Lead	Family & Community Services Manager	(01483) 743811 07854686254
Camilla Edmiston	Deputy Safeguarding Lead Prevent Lead Officer Child Sexual Exploitation Lead Officer Domestic Abuse Lead Officer PiPoT	Community Safety Manager	(01483) 743080
Catherine Butler	Safeguarding Champion	Housing Needs Manager	(01483) 743618
Sophie Harkin	Safeguarding Champion	Environment Officer	(01483) 743276
Nicola Norman	Safeguarding Champion	Family Services Manager Family Services team	(01483) 743944 Family Services line: (01483) 743812
Sarah Reed	Safeguarding Champion	Principle HR Advisor	(01483) 743907
Sandie Bolger	Safeguarding Champion	Youth Development Officer	07854511336
Claire Gould	Safeguarding Champion	Customer Services Officer	01483 755855
Nabeela Akhter	Safeguarding Champion	Customer Services Team Leader	01483 743100w
Hilary Lobb	Safeguarding Champion	Family Services and Safeguarding Officer's Group Administrator	01483 743812 familysupport@woking.gov.uk

INTRODUCTON

The Safeguarding Policy applies to anyone working for or on behalf of Woking Borough Council including senior leaders, elected members, paid staff, sessional workers, agency staff, volunteers, students and consultants. Its purpose is to protect and enhance the safety and well-being of all children, young people and adults at risk of harm by actively promoting awareness, good practise and sound procedures. The policy includes safeguarding information and procedures separately, firstly for children and young people, then adults at risk, followed by training information.

We believe the safety and well-being of children, young people and adults at risk of harm is of the utmost importance and that they have a fundamental and equal right to be protected from harm regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation.

All Woking Borough Council staff and wider representatives, as listed above, are responsible for the implementation of the Safeguarding Policy.

It is the responsibility of the staff member or individual who witnessed/became aware of a safeguarding concern, supported by a manager and/or safeguarding champion, to take appropriate action following any expression of concern and make referrals to the appropriate agency.

Woking Borough Council will ensure that the designated safeguarding lead and safeguarding champions participate in regular safeguarding training and/or refresher updates. This ensures they are aware of the procedures of identifying and reporting suspected cases of abuse and neglect and are up to date with any legal changes.

All staff/volunteers will be made aware of this policy as part of their induction and contract of employment. They will have access to mandatory training and as applicable to their role staff are required to regularly update their knowledge on safeguarding. More information can be found in the training section of this policy.

Everyone has a duty to ensure that any suspected incident, allegation, or other manifestation relating to child protection or safeguarding adults at risk of harm is reported using the procedures detailed below. If in any doubt about what action to take, employees and their managers must seek advice from the safeguarding lead or one of the named safeguarding champions. Advice and support regarding safeguarding children can be sought directly from the Children's Single Point of Access consultation line: 0300 470 9100.

Woking Borough Council will work in accordance with guidance and good practice from the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board. All staff are encouraged to familiarise themselves with these statutory bodies and more information can be found on their websites:

- [Surrey Safeguarding Children Partnership \(surreyscp.org.uk\)](https://surreyscp.org.uk)
- [Surrey Safeguarding Adults Board.](#)

Safeguarding Children and Young People

INTRODUCTION TO SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Woking Borough Council recognises its statutory responsibility for safeguarding: the safety, protection and well-being of all children and young people that it supports and interacts with, is paramount and has priority. This includes responding immediately and appropriately where there is a suspicion that any young person under the age of 18 years old may be a victim of bullying, harassment and/or abuse including physical, sexual, emotional or neglect.

'Young Person' means those under 18 years old including all of those up to their 18th birthday- as designated a 'child' within the terms of the Children's Act 1989.

Woking Borough Council encourages a culture of listening to and engaging in dialogue with children, seeking their views in ways that are appropriate to their age, culture and understanding. We work in partnership with [Surrey User Voice and Participation](#) to consult with children and young people and support our Corporate Parenting obligations as outlined in the [Surrey Corporate Parenting Strategy](#).

This policy has been written based on legislation, policy and guidance that seeks to protect children in England including the Children's Act 2004. "[Working Together to Safeguard Children 2018](#)" provides the key statutory guidance for anyone working with children and young people.

This policy has been written with reference to the following legislative sources listed here for reference:

- [Surrey Safeguarding Children Partnership protocols, guidance and procedures](#)
- [Working Together to Safeguard Children 2018](#)
- [Information Sharing Advice for Practitioners' guidance 2018](#)

SAFEGUARDING INFORMATION

Definitions of harm- Children & Young People

For this policy, Woking Borough Council defines harm as:

- **Neglect** - the persistent failure to meet the basic physical and physiological needs of the young person that results in serious impairment of their health and development, including the failure to provide adequate food, clothing, shelter and failure to respond to basic emotional needs, such as being cared for when sick. Surrey Safeguarding Children's Partnership provide a [Neglect Screening Tool](#) which **all staff** can use to support safeguarding referrals where neglect is suspected. Its purpose is to help staff to focus in on specific neglect concerns and articulate these clearly to the Children's Single Point of Access where necessary. Staff who work closely with children (Family Services) should use the more in-depth Graded Care Profile 2 (GCP2) which they will have access to upon completion of the GCP2 training.
- **Abandonment** - leaving a child alone and unattended in circumstances that are inappropriate for their age and/ or level of ability.

- **Emotional abuse** – persistent, emotional ill treatment that has a severe adverse effect on the emotional development of children and young people. It may involve conveying to them that they are not wanted, not loved or worthless. It may involve inappropriate expectations (such as taking on the responsibility of an adult within the family) being placed on the young person leaving them frightened and unable to cope. It may also involve the threatening, exploitation or corruption of children and young people.
- **Physical abuse** – hitting, kicking, shaking, slapping, and throwing, scalding, burning, poisoning, drowning, suffocating, or other action intended to cause physical harm or ill health to the child or young person. Physical harm may also be caused when a parent or carer covers up the symptoms of, or deliberately causes ill health to a child or young person within their care.
- **Racial abuse** – any type of verbal or physical abuse that is directed at an individual or group because of their racial or ethnic background.
- **Witnessing ill treatment, including domestic abuse of another person-** this may impact the health or development of a child or young person.
- **Sexual abuse or sexual exploitation** - forcing or enticing a child or young person to participate in sexual activities, whether or not the child or young person is aware or has knowledge of what is happening. It includes child prostitution, encouraging children or young people to watch or participate in the production of pornographic material, online grooming, encouraging children and young people to behave in sexual inappropriate ways. Sexual acts include penetrative (rape or buggery) and non-penetrative acts such as touching or stroking.

The Sexual Offences Act 2003 defines ‘consent’ as ‘*if he agrees by choice and has the capacity to make that choice*’. The Act, removes the element of consent for many sexual offences for:

- Children/young people under 16 (including under 13).
- Children/ young people under 18 having sexual relations with a person of trust (for example: teachers, youth workers, foster carers, police officers).
- Children / young people under 18 involved with family members over 18.
- Persons with a mental disorder impeding choice or who are induced, threatened or deceived.
- Persons with a mental disorder who have sexual relations with care workers.

In relation to young people under the age of 13, consent is irrelevant. The law says, ‘a child under the age of 13 does not, under any circumstances, have the legal capacity to consent to any form of sexual activity’.

The Police must be informed immediately of any sexual activity involving a child under 13 years of age.

General safeguarding advice

- Remember not to be a young people's friend, always maintain a professional manner when working with them.
- Do not accept a young person as a friend on any social networking site that you use.
- Always keep a record of any text or email exchanges with a young person (staff will use work telephones where available).
- Always be aware that your comments or actions may be perceived differently than intended, so be sensitive to the situation.
- Do not meet a young person alone, this is for the safety and well-being of the young person but also yourself. Where this is necessary, try to use public spaces for one-to-one meetings if you are not meeting in the [insert name of group/organisation] office or premises.
- Avoid detailed discussions about your personal experiences especially surrounding alcohol, drugs and intimate relationships.
- Never speak to the press about a child or young person without written permission from a member of the Corporate Leadership Team in conjunction with the Communications Manager.

Reacting to a disclosure

- Listen carefully rather than asking leading questions.
- Never *promise* any particular action or NOT to disclose any information shared.
- Allow silence and/or allow child, young person to be upset.
- Try to relate to the age, understanding or special needs of the child or young person.
- Write down carefully the information you have been given as soon as possible, preferably within 24 hours and only including what you have been told.
- Discuss this as soon as possible with the safeguarding lead/ manager.

Communicating with Parents/Carers

It is good practise to be as open and honest as possible with parents/carers about any concerns. However, you must not discuss your concerns with parents/ carers in the following circumstances:

- Where sexual abuse or exploitation is suspected.
- Where organised or multiple abuse is suspected.
- Where fabricated or induced illness is suspected.
- Where female genital mutilation is a concern.
- In cases of forced marriage.
- Where contacting parents / carers would place a child / young person or others at immediate risk.

REPORTING PROCEDURES – Children and Young People



In all cases it is vital to take every action which is needed to safeguard the child, children and young person(s). *Immediate* action is necessary in the following situations:

- **If emergency medical attention is required, phone the emergency services or take the child/ young person to the nearest Accident and Emergency department.**
- **If the child or young person is in immediate danger the police should be contacted by calling 999.**

- Any suspicion, allegation or disclosure of abuse or harm must be reported immediately or as soon as practicably possible on the day of the occurrence to your manager or safeguarding lead/officer.
- Disclosure or evidence for concern may occur in several ways including a comment made by a child, physical evidence such as bruising, a change in behaviour or inappropriate behaviour or knowledge.
- The manager or safeguarding lead/champion is responsible for ensuring that a copy of the Incident Report or [Request for Support referral form](#) is immediately passed onto Surrey Children's Services, C-SPA (details below). This form must be kept strictly confidential and stored securely.

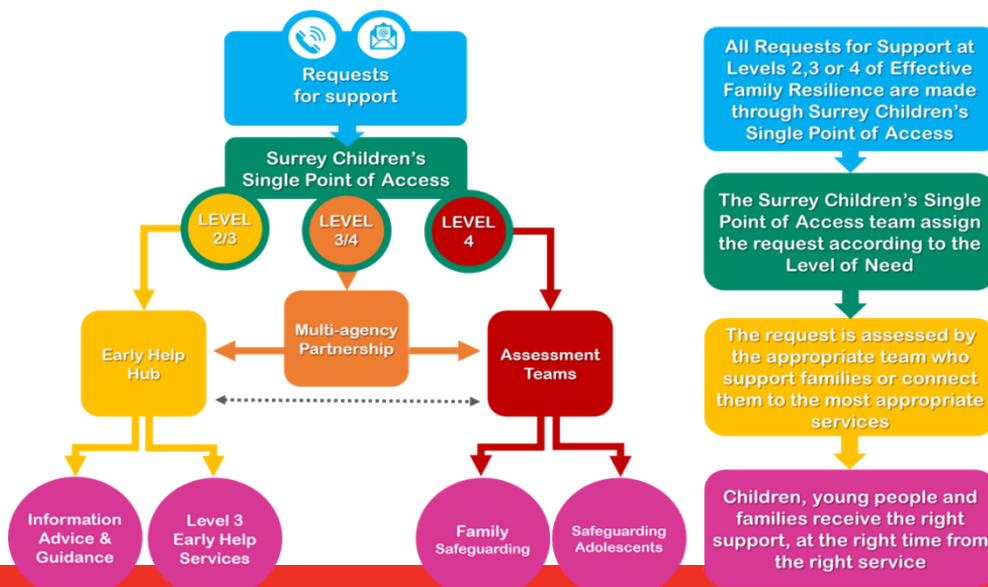
It is important to remember that often only when information held by several workers is put together, that a picture of child abuse emerges.

- **Children's Single Point of Access (C-SPA)**, a front door to Surrey County Council services for children, provides residents and people who work with children in Surrey with direct information, advice and guidance about where and how to find the appropriate support for children and families.

Available: **9am-5pm, Monday – Friday**

Phone: **0300 470 9100** (includes consultation line for advice and guidance to staff)

Email: cspa@surreycc.gov.uk



Woking Borough Council

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- **Emergency Duty Team** provides an emergency social care service for urgent situations which are out of normal office hours. If your call is not answered, please do leave a message and your contact details for someone to get back to you.

Available: **5pm-9am, Monday – Friday and Weekends 24 hours a day.**

Phone: 01483 517898

Email: edt.ssd@surreycc.gov.uk

- The **LADO (Local Authority Designated Officer)** service manages allegations against individuals who work or volunteer with children in Surrey. If you have a concern regarding someone who works with children, then you must inform your manager/safeguarding lead and contact the LADO on **0300 123 1650**. Email: LADO@surreycc.gov.uk Refer to the [Surrey Safeguarding Children's Partnership Website Page](#) for more information.
- Understanding the model for supporting families as part of the Effective Family Resilience Strategy can be found here in the document: [Effective Family Resilience Surrey](#)

Safeguarding Adults at Risk of Harm

INTRODUCTION TO SAFEGUARDING ADULTS AT RISK OF HARM

Adult safeguarding work is about protecting adults with **care and support** needs from abuse and neglect, and about responding well when adults with care and support needs are experiencing or are at risk of abuse or neglect. This understanding is often where staff refer to the MASH when it may not be the correct place to refer to. For more information, please refer to the [Surrey Safeguarding Adults Board Policies and Procedures](#) webpage and refer to the Appendices below for wider support links including mental health.

Woking Borough Council will not tolerate the abuse of adults with care and support needs. It is committed to promoting wellbeing, preventing harm and responding effectively if concerns are raised.

Woking Borough Council is committed to the aims of adult safeguarding:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing
- identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- address what has caused the abuse or neglect

Adult safeguarding work in Woking takes place in the context of:

[The Care Act 2014](#): This sets out the duties and powers in law around adult safeguarding issues. It says the local authority is the lead agency on responding to adult safeguarding concerns and that Safeguarding Adults Boards (SAB) have the strategic lead for their area.

[The Mental Capacity Act 2005](#): This provides a statutory framework for people who lack the capacity to make decisions themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future.

The [Care and Support Statutory Guidance](#): This gives detail about what must and should be done in relation to adult safeguarding issues. As it is statutory guidance, it must be followed unless you have good reason not to

[Surrey Safeguarding Adults Board Policy and Procedures](#): This gives the framework for multi-agency responses to adult safeguarding concerns.

SAFEGUARDING INFORMATION

Definitions of harm- Adults at Risk of Harm:

The types of abuse / neglect in relation to an adult as set out in the Care Act 2014:

Physical abuse: Including assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.

Domestic violence: Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse: Including rape, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the person has not consented or was pressured into consenting.

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

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

Modern slavery: Encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse: Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse: Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

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

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



REPORTING PROCEDURES - Adults at risk of harm

To report suspected abuse, neglect or exploitation, Surrey Safeguarding Adults Board have published clear guidance for all staff and volunteers, and this should be referred to here:

- [Guide to Reporting Abuse and Safeguarding Enquiries](#)

The main contact details from the above document are:

In an emergency, or if you believe someone is in **immediate danger** always dial 999 for the Police.

If you're worried that a person is **being neglected or at risk of harm**, contact the Multi Agency Safeguarding Hub (MASH):

Call on 0300 470 9100

Text on 07527 182861

Email ascmash@surreycc.gov.uk [an online form is being created for later in 2022]

Out of hours, call 01483 51789

Adult Social Care Levels of Need

To understand the levels of need, refer to the [Adult Social Care Levels of Need document](#) which can be found on the Surrey Safeguarding Adults Board website.

Staff should refer to the Levels of Need document for a fuller understanding of the offer surrounding: Universal (L1), Early Help (L2), Targeted Help (L3) and Safeguarding Concern (L4). Included are indicators of each of the levels and information on where to contact for each level. Staff should be aware that only Level 4 (safeguarding concerns) should be referred to the MASH.

Good Safeguarding Practice Guide

Surrey Adult Social Care provide a [Safeguarding Good Practice Guidance](#) paper for further (in depth) reference.

The Adult Social Care Team covering Woking are based on the 4th floor of the Civic Offices. They can be contacted for advice and support in person or using the following:

Woking Locality Team:

Phone: 01483 518859

Email: wokinglocalityteam@surreycc.gov.uk

(Although safeguarding concerns should be directed straight to the MASH)

Training

There is a wealth of safeguarding training available for Woking Borough Council staff. The information below provides a guide to help staff access what they need to fulfil their duties and obligations plus some useful wider links. Managers must ensure that staff complete the relevant sessions, and that safeguarding principles and procedures are encouraged and supported in their line of work, whatever function they perform. All safeguarding training completed should be recorded on the annual staff Performance Development Review (PDR) document. Teams who regularly perform safeguarding work may wish to collate and record safeguarding training collectively.

Safeguarding training requirements for staff have been mapped by the Surrey Safeguarding Children's Partnership and the Surrey Safeguarding Adults Board. Therefore, reference is best made directly to these sources as directed below.

Mandatory training

All staff must complete mandatory safeguarding e-learning when they commence employment with Woking Borough Council and the training is then refreshed every three years. This training covers an overview of safeguarding children and adults at risk of harm and is sourced through Surrey-Learn. All staff are provided with log-in details to access this e-learning. Volunteers can be provided with a PDF copy as requested to the Human Resources Team.

**Surrey-Learn log-in is found here: [Surrey Learn](#) (username is your email address)
Course: *Safeguarding Children and Adults [for all staff] and/or Safer Recruitment***

All managers recruiting to roles that may have contact with children or adults at risk should complete **safer recruitment training**, refreshed every three years. Safer recruitment e-learning can be accessed through Surrey-Learn (link above) in the safeguarding training section. Managers recruiting to roles whereby staff will have regular contact with children should additionally complete the Surrey Safeguarding Children's Partnership Safer Recruitment Training which can be accessed from the SSCP website: **[Children's Safeguarding Training \(SSCP\)](#)**.

Wider Training



[Surrey Learn](#) offers the following e-learning courses:

- Prevent
- Honour Based Violence and Forced Marriage
- Hate and Mate Crime
- Female Genital Mutilation
- Safer Recruitment



Surrey Safeguarding Children's Partnership (SSCP) provide online and in-person training on a wide range of safeguarding topics, including responses to learning from local and national case reviews. An overview of available courses can be found on the [Surrey Children's Service Academy webpage](#).

- Refer to this training pathway, then sign up to the training that is relevant to your role, as discussed with your manager: **Children's safeguarding training pathway**
- Register and log in for SSCP safeguarding training here: **Children's Safeguarding Training (SSCP)**

SSCP also provide helpful resources for staff/team briefings in the form of '7-minute briefings' and learning from national and local reviews. All these resources are publicly available from the [SSCP website](#) within the Training section and Woking Borough Council staff are encouraged to familiarise themselves with these.

[Time for Kids](#) is an approach for working with children (and any resident) based on five simple and easy-to-apply principles that any professional can embed in their daily work to help children and young people thrive. Staff across the organisation are encouraged to apply these in their areas.



Surrey Safeguarding Adults Board (SSAB) provide online and in person training for safeguarding adults at risk of harm. Woking Borough Council staff working with adults should complete the Adult Safeguarding Essentials course. All information regarding the training competency framework and directory of courses can be found on the SSAB website here: [SSAB Safeguarding Adults Training Information](#).

SSAB also provide helpful resources for staff/team briefings in the form of 'lessons learned briefings' that summarises learning from Safeguarding Adult Reviews (SAR). These can be found on the on the [SAR section](#) of the SSAB website. Woking Borough Council staff are encouraged to familiarise themselves with these.



Staff Wellbeing: Woking Borough Council recognises that responding to safeguarding concerns can influence staff wellbeing and therefore staff are encouraged to access the Employee Assistance Scheme which is a free and confidential service that is accessed directly by the staff member. For more information, please see here: [Employee Assistance Scheme](#)

Further Information

SAFER RECRUITMENT POLICY STATEMENT

Woking Borough Council will apply the Working Together to Safeguard Children 2018 and Surrey Safeguarding Children's Partnership/Surrey Safeguarding Adults Board Guidelines using the framework for safer recruitment and employment practice. Refer to the Training section of this policy for a link to the Safer Recruitment training.

This will apply to all staff and volunteers undertaking activities with children, young people and adults at risk of harm including teaching, training or instruction, care or supervision, providing guidance or treatment and childcare.

The purpose of safer recruitment is to ensure:

1. Applicants who may wish to harm adults at risk, children or young people are deterred from applying for jobs or volunteering opportunities.
2. Any unsuitable applicants are rejected by scrutinising applications and exploring potential areas for concern at interview
3. Unsuitable appointments are not made by having at least one member of the interview panel trained in safer recruitment; carrying out all relevant pre-employment checks* and ensuring all new staff and volunteers are given an appropriate induction.
4. To identify and manage any identified risks.
5. Maintain a safe and vigilant culture.

***Disclosure and Barring Service (DBS) Checks**

All new staff and volunteers are to have a DBS check before commencing employment. Any failure to disclose convictions may result in disciplinary action or dismissal. Any positive disclosures will be discussed with Human Resources. All this information will be kept on the personnel file. The DBS number and date of processing will be held on a secure database. A risk assessment will be completed if there is a positive DBS check sent back.

ESCALATION POLICIES

Effective working together depends upon an open approach and honest relationships between agencies and a belief in genuine partnership working. Any disputes about the safety and well-being of a child or adult at risk should be resolved in a timely way with all agencies working together in the best interests of the vulnerable person so that their welfare remains paramount.

Woking Borough Council recognises the complexity of need and range of intervention/support will not always fit into a simple formula that leads to '*the right solution*'. Often there may be no right or wrong answer and quite legitimately practitioners may exercise their professional judgement differently. It is also the case that exceptionally, the needs of some young people and families may not easily fit within a conventional application of thresholds. The purpose of Escalation Policies is to create a transparent process that enables multi-agency practitioners to exercise their professional judgement and provide the best possible service in a timely and safe way.

It is of vital importance that children, young people, adults at risk of harm and their families do not become entangled in professional disagreements. Neither should disputes detract from the focus on the child or adult at risk, delay effective decision making, nor lead to protracted disputes that negatively impact upon the child/adult at risk and family and on inter-agency relationships and working practice. In reaching resolution, it is always essential that disputes are approached in a considerate manner and one which both respects and seeks to understand the views and concerns of others from their experience and perspective when engaging with the young person/adult at risk/family.

Disagreements should be resolved through child-centred and adult at risk-centred discussion between agencies. This escalation policies outlines the process to be followed when professionals are unable to agree about what is in the best interests of the child and adult at risk.

Staff should refer to and follow the policies when applicable:

- **Children:** [SSCP-Escalation-Procedure-Final-1.pdf \(surreyscp.org.uk\)](https://www.surreyscp.org.uk)
- **Adults:** [SSAB-Escalation-Policy-15.09.2020-Website-accessibility-update.pdf \(surreysab.org.uk\)](https://www.surreysab.org.uk)

ALLEGATIONS MADE AGAINST STAFF AND VOLUNTEERS

When any form of complaint is made against an employee or volunteer it must be taken seriously. The complaint should initially be dealt with by the most senior staff member on site at the time the complaint is made.

The senior staff member must report the complaint immediately to the Head of Human Resources and the Safeguarding Lead, giving details of the circumstances. The Safeguarding Lead or Head of Human Resources may contact the Local Authority Designated Officer (LADO). Further information can be found here: [3.2 Managing allegations against people that work or volunteer with children | Surrey Safeguarding Children Partnership \(procedures.org.uk\)](https://www.procedures.org.uk). They will attend the site of the allegation to gain an initial account of what has occurred from all relevant parties, including the person against whom the allegation has been made. If this is not possible, contact will be made by telephone. Woking Borough Council will have the right to suspend from duty and/or the premises, any person who is a party to the allegation until a full investigation has been made.

This action does not imply in any way that the person suspended is responsible or is to blame for any action leading up to the complaint. The purpose of any such suspension is to enable a full and proper investigation to be carried out in a professional manner.

It is the responsibility of the Safeguarding Lead, Head of Human Resources or Corporate Leadership Team to make the decision as to whether to inform Social Services and/or the Police Child Protection Unit, depending on the nature of the allegation. In matters of allegations against staff or volunteers working in safeguarding, information must be provided to the local authority designated officer.

CONFIDENTIALITY AND WHISTLE BLOWING

Woking Borough Council operates a Confidential Reporting Policy. However, under no circumstances will information be kept confidential that raises concern about the safety and welfare of a child, young person or adult at risk of harm.

Refer to the Surrey [Multi-Agency Information Sharing Protocol](#) (MAISP) for more information.

All staff & volunteers must adhere to the information sharing protocol published by HM Government, adopted by the Children's Trust and endorsed by Surrey Safeguarding Children's Partnership. Details can be found here; [Information sharing: advice for practitioners \(publishing.service.gov.uk\)](#). The Data Protection Act 1998 and General Data Protection Regulations are not a barrier to sharing information where a failure to do so would place a child or adult at risk of harm.

Whilst respecting cultural differences, the basic requirements for children is that they are kept safe across social, ethnic and cultural boundaries.

ADDITIONAL RELEVANT POLICIES/ PROCEDURES

This safeguarding policy should be read alongside our [wider organisational policies](#), procedures, guidance and other related documents, most notably:

- Code of Conduct for Employees Policy
- Confidential Reporting Policy
- Customer Code Policy
- Domestic Abuse Workforce Policy
- Equality Policies
- Volunteering Policy

Organisational Safeguarding Procedures

Internal Monitoring: Performance and Quality Assurance

Quarterly meetings of the Woking Borough Council Safeguarding Officers Group are held to discuss a range of standing agenda items including, but not exclusive:

- Adult and Children Safeguarding Policy – Updates
- Update from SSCP Meetings – Lead Member/Officer countywide meeting
- Update from SSAB Meetings
- Learning from serious case reviews
- Themes from referrals
- Child Exploitation CE
- Review/Discuss 3rd Party/Contractors Safeguarding Policy Arrangements (when necessary)
- Training Update
- Performance Monitoring and Quality Assessment
 - Section 11 Audit (SSCP)
 - Action/Improvement Plan
 - SSAB audits

The aim of this group is to safeguard and promote the welfare of vulnerable adults, children and young people across all aspects of the Council's work, in compliance with our statutory duties under the Care Act 2014 and the Children Act 2004, taking account of accompanying guidance and best practice.

The Safeguarding Officers Group will have the responsibility of fulfilling the statutory audit and quality assurance requirements of external bodies and internal safeguarding audits, identifying areas for improvement and formulating an action plan to address any concerns.

Outside Organisations, Contractors and Hirers

Woking Borough Council will take reasonable care that contractors doing work on its behalf are monitored appropriately. Safeguarding is referenced in the general conditions of contract for suppliers. Failure to comply with such contract conditions may result in the contract being terminated.

Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into regular contact with children or 'adults with needs for care and support' should have its own equivalent safeguarding vulnerable adults and children policies, or failing this, must comply with the terms of this policy. This requirement will be written into the contract and is included in [procurement procedures](#). Where contact with children and adults with needs for care and support is a necessary part of the contracted service, it is the responsibility of the lead manager for the contract to ensure that satisfactory Disclosure and Barring Service [DBS] checks have been completed where appropriate.

The Council as a Licensing Authority

Woking Borough Council is a licensing authority for services such as taxi drivers, public events, alcohol and entertainment, charity collections, gambling, animal licensing, boot fairs, Sunday and street trading and other licences such as fireworks. A complete list can be found on the Council's website under ['Licensing'](#).

Protection of vulnerable adults and children from harm is a licensing objective that the Council is legally obliged to consider as part of its licensing function, when licensing premises under the Licensing Act 2003 the Gambling Act 2005. The Council needs to ensure that all relevant checks are carried out prior to issuing licences and if a safeguarding concern is raised at any time during the process, the Council's safeguarding policy and procedure must be followed, including the notification of other government or national bodies.

The Council as a Grant Provider

Safeguarding policies and procedures are required from all grant funded organisations.

In addition, satisfactory DBS checks may be required from appropriate individuals working with children and vulnerable adults which seek funding from the Council. [Such requirements are subject to relevant legislation including the 'regulated activity' criteria contained within the Protection of Freedoms Act 2012]. This information will be requested at the application stage and applications will not be processed without the relevant documentation.

As a minimum, any organisation receiving funding from the Council will be expected to have a statement of policy and procedure regarding safeguarding, in place and understood by employees and volunteers, and available to service users. This applies to all organisations the Council awards grants to, irrespective of how the grant has been awarded.

Commissioned/contracted or grant-funded organisations with minimal contact with children, young people, adults with needs for care and support or 'vulnerable adults' [for DBS purposes] may wish to adopt the Council's policy if deemed suitable.

Appendix 1: Wider links to local strategies/bodies and support

The following section details other County policies and strategies that all have a link to the safeguarding of residents. Many of these policies and strategies are encompassed within the plan for the Safer Woking Partnership. Woking Borough Council is represented on the partnership group by the Lead Member for Community Safety and the Community Safety Manager.

Domestic Abuse

Domestic abuse can be any incident of threatening behaviour, violence or abuse between adults who are, or have been, intimate partners, family members or members of the same household regardless of gender or sexuality. Domestic abuse is not limited to violent abuse; it can be physical, psychological, sexual, emotional or financial. It arises from the misuse of power and control by one person over another. It is rarely a one-off event but tends to escalate in frequency and severity over time. Children's health and wellbeing can be seriously affected by living in households where there is any form of domestic abuse. More information, including contacts for agencies that can offer support and practical advice and a specific section for professionals, can be found at www.surreyagainstda.info.

Click here to view the [Surrey Against Domestic Abuse Strategy](#).

Female Genital Mutilation (FGM)

FGM is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting' but has many other names.

FGM is a form of child abuse. It's dangerous and a criminal offence in the UK. We know:

- there are no medical reasons to carry out FGM
- it's often performed by someone with no medical training, using instruments such as knives, scalpels, scissors, glass or razor blades
- children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained
- it's used to control female sexuality and can cause long-lasting damage to physical and emotional health.

For more information see the [NSPCC website](#).

NSPCC says:

We're here to support you, no matter your worry. Call us on [0808 800 5000](tel:08088005000), email help@nspcc.org.uk or fill in our [online form](#).

Modern Day Slavery

Modern slavery is an unseen crime, it hides in takeaways, hotels, car washes, nail bars and private homes. There is no typical victim of slavery. Victims can be men, women and children of all ages but it is normally more prevalent amongst the most vulnerable, minority or socially excluded groups. The broad categories of Modern Slavery include:

- Forced labour
- Debt bondage
- Sexual exploitation
- Forced criminality
- Domestic servitude

More information can be found on the [Healthy Surrey website](#).

Mental Health

If you think that a client may be experiencing a mental health problem, then it is important to signpost/refer them to appropriate help and support/services. If the problem is urgent, severe or a crisis, then there are services appropriate for a [crisis](#). If the problem is milder then the [local services section](#) lists talking therapies (IAPT) and community connections providers, who offer a range of talking therapies and supportive activities - that people can self-refer to. Also, you can encourage the client/patient to look at the range of [self help resources](#) available, including downloadable printed and audio formats.

For more information see the [Healthy Surrey website](#).

Prevent Strategy

The purpose of the Prevent Strategy is to stop people becoming terrorists or supporting terrorism. It aims to identify individuals at risk of radicalisation and being drawn into extremist activity.

If you are a professional working with clients that live in Surrey and you have concerns they may be at risk of being drawn into terrorism due to their vulnerabilities, associations or ideology then you can make a referral by completing the Prevent Referral Form available to download and returning it to the Surrey Police Prevent Team. See:

<https://www.healthysurrey.org.uk/community-safety/prevent>

For more information, refer to the [Prevent Strategy](#).

Child Exploitation

Partners across Surrey are working together to safeguard young people and prevent them from experiencing any form of exploitation. Whilst the most familiar form of exploitation is child sexual exploitation (CSE) we are also working to protect young people from:

- exploitation linked to drug dealing and county lines activity
- building up drug debts or bonds
- being drawn into serious criminality
- being pressured into carrying weapons
- being pressured into sexual activity

For more information see the [Healthy Surrey website](#).

Appendix 2: Photograph Consent Form

Name of person in photograph/s

Date taken

Where taken

Photographer's name and contact details

Please delete as appropriate:

I am the person in the photographs

I am the parent/guardian of the person in the photographs

I hereby give my consent for the photograph(s) to be used by Woking Borough Council for publicity purposes in all media (for example newspapers, leaflets, websites, social media, etc.).

Signed: _____ Date: _____

Contact address

Contact phone number
