



Liberata

Safeguarding and early help policy

Adults and Children

If there is a doubt, there is no doubt

If you are worried about a child or vulnerable adult,
use the referral flowchart on pages 4 and 5 for guidance

Contents

1. Our Commitment to Safeguarding
2. Children's safeguarding flowchart
3. Adults safeguarding flowchart
4. Statement of our Responsibilities
5. Understanding safeguarding and recognising abuse
6. Reporting a safeguarding concern
7. Prevent
8. Training
9. Code of Conduct
10. Allegations against staff
11. Safeguarding contacts
12. Other useful information
13. Welfare / Protection Concern: Recording and Reporting Form

| | |
|----------------|----------------------------|
| Version | 4 |
| Date | July 2019 |
| Author | Revised by Catherine Swift |
| Review | January 2021 |

1. Our Commitment to Safeguarding

Burnley Council, Liberata and Burnley Leisure deliver a range of services and activities that impact on the lives of adults and children both directly and indirectly. This policy aims to ensure that we safeguard vulnerable adults, children and young people, ensuring their welfare, safety and health, is of paramount importance. This includes safeguarding against domestic abuse, exploitation, radicalisation, forced marriage, trafficking and modern slavery. We are committed to providing safe and supportive services that will give both adults and children the opportunities to achieve their full potential by:

- Having leadership and commitment from senior managers and elected members to safeguarding
- Recruiting staff and volunteers safely, using a safe recruitment and selection process and ensuring that all necessary DBS checks are made at the appropriate level
- Providing training at the appropriate levels for employees, elected members, volunteers and contractors
- Each service unit having a designated 'Safeguarding Advisor' or 'Safeguarding Officer'
- Having information about our safeguarding easily accessible on our internet for adults, children, young people and their families
- Having all the relevant information for staff available on our intranet and from their manager
- Having an easily understandable, robust reporting system
- Working co-operatively with partner organisations/services, including using the Common Assessment Framework (CAF)
- Ensuring our service delivery identifies and takes account of the needs and circumstances of vulnerable adults
- Ensuring that organisations the council contracts with have appropriate safeguarding processes in place
- Consider the rights and viewpoints of children and vulnerable adults in service development
- Sharing information about concerns with agencies who need to know

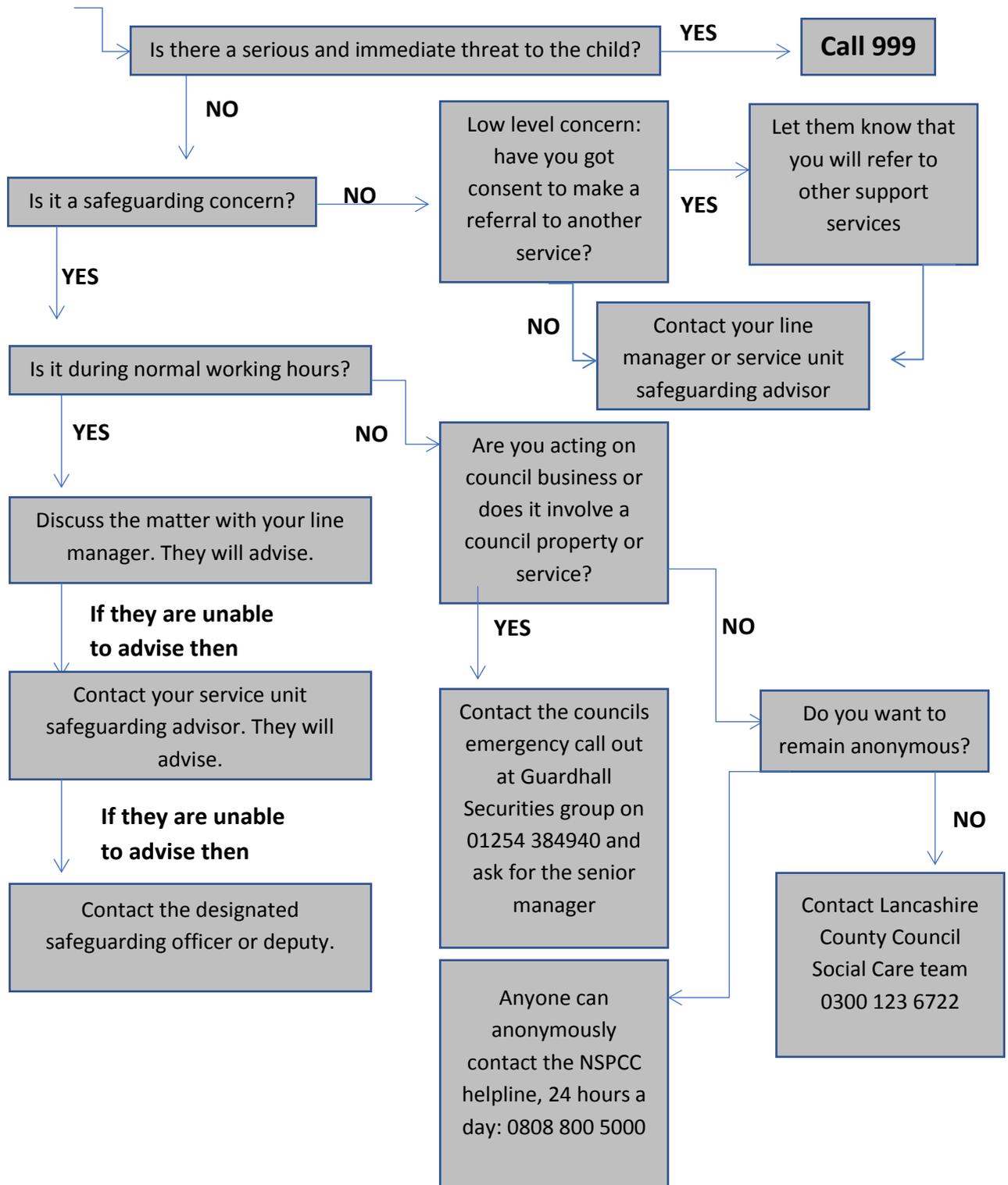
Who is this policy for?

This policy and guidance will provide all employees, elected members, volunteers and contracted and grant funded organisations delivering services on behalf of the council with a clear understanding of the issues around safeguarding including their responsibilities, the council's processes and procedures and what to do in an emergency.

2. Children’s Safeguarding Flow Chart

All safeguarding referrals should be reported within 24 hours

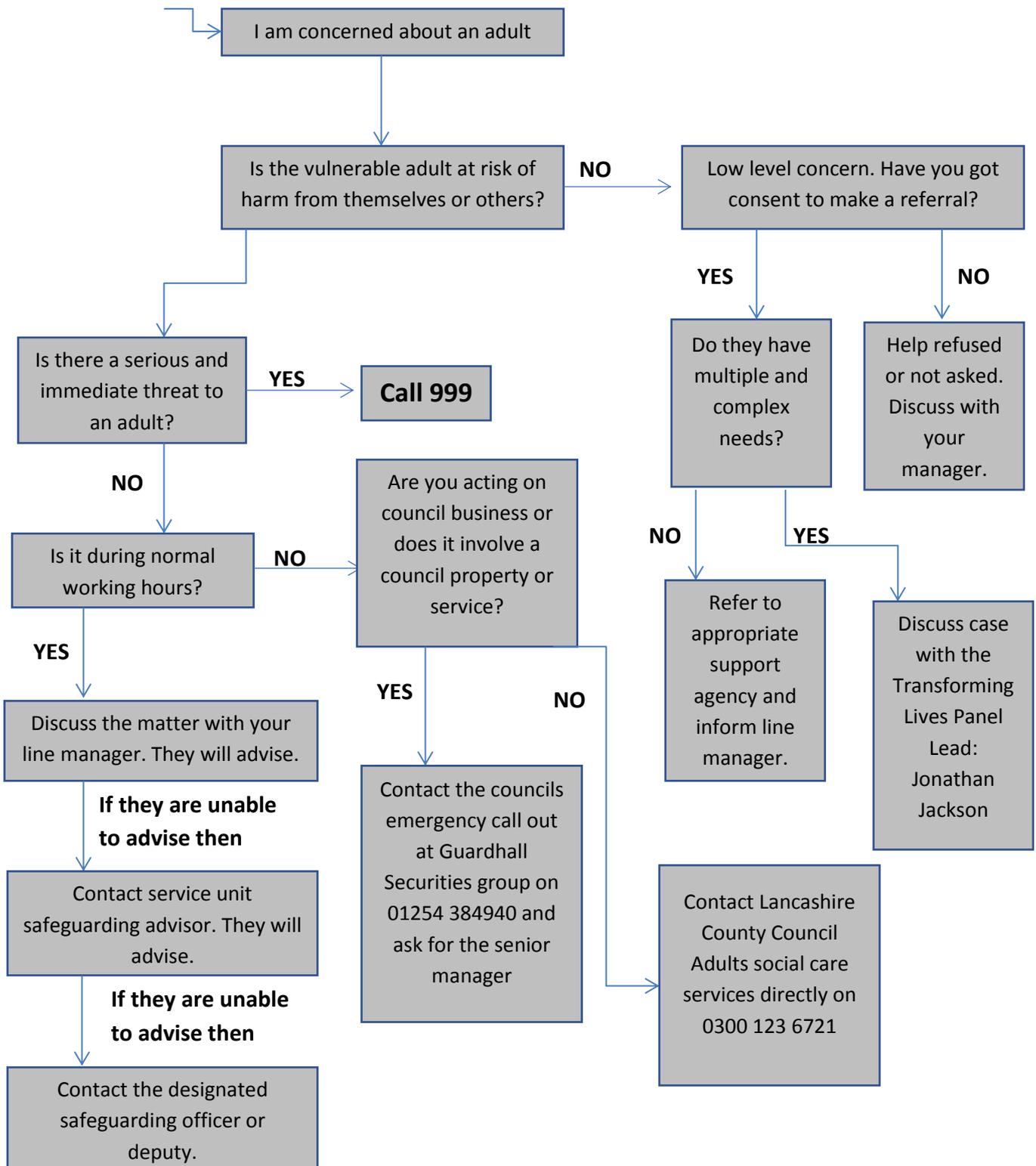
START HERE



3. Adult's Safeguarding Flow Chart

All safeguarding referrals should be reported within 24 hours

START HERE



4. Statement of our Responsibilities

Why do we have this policy? Safeguarding is everyone's responsibility. This policy applies to all employees, elected members, volunteers and anyone working on behalf of Burnley Council regardless of the level of contact with children and/or adults.

Legislation

- The Children Act 2004, Section 11: places a statutory duty on district councils to ensure that in discharging their function they have regard to the need to safeguard and promote the welfare of children
- Working Together to safeguard children – Statutory guidance on inter-agency working to safeguard and promote the welfare of children
- The Care Standards Act 2014 – a single law which sets out our responsibilities to safeguard vulnerable adults
- The Mental Capacity Act – gives every adult the right to make his or her own decisions and it should be assumed an individual has the capacity to make a decision themselves, unless it is proved otherwise.

Understand safeguarding and recognising abuse (section 3): Everyone should know what it means to safeguard and understand and identify the different types of abuse, neglect and exploitation.

Recruiting staff and volunteers safely, using a safe recruitment and selection process and ensuring that all necessary DBS checks are made at the appropriate level. Recruitment & Selection Policy: [internal link to policy redacted]

Reporting concerns (section 4): The council has clear reporting processes and staff need to know how to access these and use them to report safeguarding concerns. The responsibility is to report concerns and not to make a judgement or investigate.

Training (section 6): Working Together to Safeguard Children (2015) states that employers are responsible for ensuring that their staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and creating an environment where staff are able to raise concerns and feel supported in their safeguarding role.

Commissioning: External organisations, contractors and volunteers providing services on behalf of the Council are required to comply to this policy and procedures. It is the responsibility of the employee managing the agreement to make sure that the organisation concerned has appropriate policies and procedures relating to safeguarding, and that their staff have relevant training and are DBS checked where necessary.

Safeguarding leads: Burnley Council has a clear line of accountability within the organisation for reporting safeguarding concerns. The council has appointed a Designated safeguarding officer, deputy safeguarding officer and 1 staff member from each service unit has safeguarding officers or advisors with responsibility for communicating safeguarding information so that officers are aware of their responsibilities and what to do if they have concerns. Contact details for all safeguarding roles can be found in Section 9.

For more information please see:

A full summary of child protection legislation from the NSPCC:

<http://www.nspcc.org.uk/search/?query=child%20protection%20legislation>

S11 The Children's Act 2004

www.legislation.gov.uk/ukpga/2004/31/section/11

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

Working together to safeguard children

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

The Mental Capacity Act

<https://www.legislation.gov.uk/ukpga/2005/9/contents>

5. Understanding safeguarding and recognising abuse

Abuse can happen to both children (anyone who has not yet reached their 18th birthday) and vulnerable adults. A vulnerable adult is any person aged 18 or over who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or serious exploitation. Vulnerable adults may include:

- People with a mental health problem or mental illness (including dementia)
- People with a physical disability, sensory impairment learning disability
- People who are old, frail and/or experiencing a temporary illness

Abuse comes in many forms. It does not matter if harm was intended or not only whether harm risks or occurs. Safeguarding concerns will usually fall into one of the following:

- 1. Physical abuse:** Non accidental infliction of force resulting in injury: hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness.
- 2. Emotional abuse:** Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child or adult's emotional development. It may involve conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
- 3. Sexual abuse:** Sexual abuse involves forcing or enticing a child or young person (child sexual exploitation) or adult to take part in sexual activities, whether or not the victim is aware of what is happening. This may involve physical contact, non-contact activities, such as involving them in looking at, or in the production of, sexual images, encouraging them to behave in sexually inappropriate ways, or grooming in preparation for abuse (including via the internet).
- 4. Neglect:** Neglect is the persistent failure to meet a basic physical and/or psychological need, likely to result in the serious impairment of their health or development. Neglect may also occur during pregnancy as a result of maternal substance abuse.
- 5. Financial:** unauthorised or fraudulent obtaining and use of funds. Theft, misuse, or coercive control of the finances of an adult deemed vulnerable is also classed as abuse.
- 6. Discriminatory** – racism, sexism or acts based on a person's disability, age or sexual orientation
- 7. Self-neglect** – when an individual does not attend to their basic needs such as personal hygiene, clothing etc

For more information:

The NSPCC website has some helpful information on signs and symptoms of abuse.
http://www.nspcc.org.uk/Inform/research/briefings/signs-of-abuse_wda102204.html

For more information on the signs and symptoms of adult abuse:

<https://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/abuse-and-neglect-vulnerable-adults/>

Exploitation is abuse and can manifest itself in many ways:

1. **Trafficking** - young people are trafficked for the purpose of criminal exploitation. Often the child will be exposed to physical abuse: risk of violence; sexual abuse.
2. **Sexual exploitation** - forced prostitution, abuse of children for production of sexual images/videos.
3. **Grooming**: can be online. Groomers focus on gaining control over a child or young person for purpose of control whether that be sexual, criminal or for radicalisation. The process can be short or long to build up a trusting relationship.
4. **Criminal exploitation** - exploitation of a person to commit a crime – shop lifting, cannabis cultivation, drug trafficking often by gangs involved in serious organised crime
5. **Forced marriage**: Women and children are forced to marry another person without their consent, or against their will, usually for someone else's gain
6. **Organisational abuse** – including neglect and poor care practice within a 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
7. **Modern day slavery** – 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. It captures a whole range of types of exploitation including sexual exploitation, domestic servitude, forced labour, criminal exploitation, and forced marriage.
8. **Radicalisation (prevent)** - terrorism is not just the attack it's the recruitment of vulnerable individuals, the exploitation of their trust, manipulate faith or politics and feeding of ideologies that go against shared values and promote intolerance.

6. Reporting a safeguarding concern

Anyone who encounters someone who experiences a form of abuse or neglect may be required to make a safeguarding report. Responsibilities are to report concerns and not investigate.

Please refer to the safeguarding procedure flowchart (pages 4 and 5) to guide you in what action to take when making a safeguarding report for adults and children.

Children, young people and adults being abused often don't disclose what is happening to them, and when they do it's rarely directly to professionals. Partly this is due to lack of awareness of services, and partly to do with trust and a fear of losing control of a situation.

Therefore, it is very important that if someone discloses abuse you should:

- Consider your environment, ensure any conversation is private
- Listen carefully and respond sensitively and take the matter seriously
- Explain that you cannot 'keep a secret' and must disclose any evidence of abuse to the appropriate agency
- Make a note of everything that was discussed as soon as possible after the disclosure

If you are made aware of any instance of abuse, or have any concerns about it, it is important to note down the details in writing as soon as possible. As well as aiding you in taking the appropriate action it will enable you to complete a **safeguarding referral form**, which is available at the back of this policy and in the safeguarding section on the intranet. The Council will maintain a full corporate record of all safeguarding issues encountered by staff.

Children: In the case of a child you should report any suspicion of abuse regardless of consent.

Children and families well-being service

If it is not a safeguarding concern but you feel a child and their family need extra help Lancashire County Council's children and families wellbeing service can support families with children aged 0-19 years or those with SEND up to 25 years. The service offer is below. A request for support (link below) should be made with a completed common assessment framework (CAF)]

A range of district services can be accessed to support children, young people and families:

- **Domestic Abuse:** to be delivered countywide by Victim Support
- **Emotional Health and Wellbeing:** to be delivered countywide by Child Action North West

For further information see:

Pan Lancashire policy and procedure for safeguarding children's manual May 2018

<http://panlancshirescb.proceduresonline.com/chapters/contents.html>

CFW service offer

<http://www.lancashirechildrenstrust.org.uk/web/viewdoc.aspx?id=116583>

Children and wellbeing request for support form

https://lancashire-self.achieveservice.com/service/CFWS_Request_for_Support

A guide to the CFW service commissioned services

<http://www.lancashirechildrenstrust.org.uk/web/viewdoc.aspx?id=136324>

Common Assessment Framework (CAF) training Lancashire (Children's Trust)
<http://www.lancashirechildrenstrust.org.uk/resources/?siteid=6274&pageid=45056>

Adults: Safeguarding adults is different to safeguarding children as adults have the right to make choices. It involves empowerment, protection and justice; seeing people as experts in their own lives.

If an adult discloses information that suggests they are being abused or there are concerns for their well-being, you should try and gain their **consent** to exchange information with other relevant agencies. This can be difficult as they may not realise they are being abused, or they may be reluctant to report abuse. However, always ask permission from the adult to share their concerns. They do have the right to refuse permission.

Some things to consider when asking for consent to exchange information:

- Give reassurances that their information will only be shared with relevant support agencies;
- Reassure the individual that nothing will happen until those agencies have spoken to them about the information they have disclosed;
- Confirm that they have done nothing wrong
- Try to avoid using the term “abuse” in your discussions - it may put people off from disclosure.

If the individual refuses to give consent, still record the details and refer to your manager or safeguarding officer. A joint decision can be made to exchange information externally with other agencies, regardless of consent being provided. This will normally only happen if there is a potential risk of harm or suspicion of criminal offences. Any decision made will be recorded and added to the information submitted. Appropriate information will be fed back to the reporting officer.

The preferred option for an adult is to always gain consent

For further information see:

Pan Lancashire and Cumbria adult safeguarding policy and procedure
<http://www.lsab.org.uk/policies/>

Information on mental capacity act and deprivation of Liberty via the LSAB website
<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults/resources/mca-dols.aspx>

LSAB Mental Capacity learning and development framework link:
<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults/learning-development/mca-learning-and-development-framework.aspx>

Multi agency self-neglect framework –
<http://www.lancshiresafeguarding.org.uk/media/49623/-Multi-Agency-Self-Neglect-Framework-Final-March-2019.pdf>

7. Prevent

In order to safeguard adults, children, young people and communities most public bodies now have a statutory duty to be aware of the signs of extremist behaviour and to try and prevent individuals who may be at risk of being exploited by radicalisers and subsequently drawn into terrorist related activity.

Extremism “Is the vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.” (Prevent Strategy 2011).

If you are concerned that an individual is being exploited in this way it is important that you share these concerns with the Council’s Designated Safeguarding Officer to enable those individuals to receive the help and support they need.

The Council Prevent lead is Rob Dobson Ext 3115

If you require further information the Council can offer training on Prevent Awareness:

The Council uses the home office online Prevent training
<https://www.elearning.prevent.homeoffice.gov.uk>

Prevent Referrals

This training follows on from the Prevent awareness training which introduces users to the NOTICE-CHECK-SHARE procedure for evaluating and sharing concerns relating to radicalisation. The package shares best practice on how to articulate concerns about an individual and ensure that they are robust and considered. It is aimed at anyone who may be able to notice signs of vulnerability to radicalisation and aims to give them confidence in referring on for help if appropriate. It is also designed for those (for example line managers) who may receive these referrals and must consider how to respond, whether that be establishing more context, or reaching out to partner agencies for support. A link to the training is below.

<https://www.elearning.prevent.homeoffice.gov.uk/preventreferrals>

For further information:

To view the Governments Strategy on Prevent please go to
<https://www.gov.uk/government/publications/prevent-strategy-2011>

Annual Prevent statistics:

<https://www.gov.uk/government/statistics/individuals-referred-to-and-supported-through-the-prevent-programme-april-2017-to-march-2018>

8. Training

Burnley council has responsibility to ensure that all staff, employees, elected members, contractors and volunteers have an awareness of what safeguarding is, appropriate to their role and level of contact with children, young people and vulnerable adults. Everyone should have access to undertake the appropriate level of training.

We use the LSCB safeguarding children and young people roles and competencies framework and the pan Lancs safeguarding adults passport framework as a benchmark for minimum standard of competencies for staff:

1. Level 1: Introduction/Basic Awareness. All staff are required to undertake the Basic awareness safeguarding children and adults module. This will be repeated every 3 years.
2. Level 2: intermediate. All staff who have regular contact with children, young people and vulnerable adults. This will be repeated every 3 years.
3. Level 3: experienced. Staff working with children, young people and vulnerable adults who could contribute to the assessment, planning and evaluating needs.
4. Level 4: advanced. Specialist roles for staff who have specific safeguarding roles.
5. Level 5: strategic. Senior managers responsible for strategic management.

It is the responsibility of each manager, in liaison with People and Development, using the frameworks, to make sure that all staff have received the appropriate level of training for their role in order for them to be confident and competent when working with children and vulnerable adults being able to recognise and respond to safeguarding concerns.

Any other training needs relating to safeguarding issues will be identified through an employee's PDR. Staff with regular contact with children will update their training every 3 years (as a minimum). It is the responsibility of the line manager to arrange for this training to take place and for People and development with the support of Safeguarding Advisors and Corporate Health and Safety Advisor to audit that this has occurred.

New Starters: All new starters will have an introduction to the safeguarding policy and procedures through their induction process. The trainer must check out that employees understand the policy and processes. New starters who have had child protection/safeguarding training through a previous employer will still have to do the council's training – this training includes how to work within the council's safeguarding policy and procedures.

Elected Members: Safeguarding Training will be provided on the 'Member Training Programme' for all councillors

Specialist Training: The Designated Safeguarding Officer will ensure that 'safeguarding advisors' and other relevant officers have access to relevant interagency and professional training opportunities to ensure they are able to effectively deal with a wide variety of queries and situations.

9. Code of conduct

It is important for all staff, paid or unpaid, and councillors to behave correctly and to be positive role models for any person who they encounter. Any staff in regular, unsupervised contact with vulnerable adults, children and young people, or any other 'regulated activity' (as defined by the Protection of Freedoms Act 2012) must adhere to appropriate guidelines.

Managers should develop local policies and systems to maximise staff safety including the need to carry out risk assessments and supervision as appropriate.

The following are common sense points for anyone to consider which will help to create a positive culture and safeguard staff against false allegations:

- Treat all children and young people and adults fairly and with respect. Maintain professional boundaries and don't have favourites
- Respect a child/young person's right to privacy
- Always work in an open environment, avoiding private or unobserved situations, leave a door open and inform colleagues where you are and how long you will be. With children and where appropriate encourage ask them to bring in a friend.
- Don't give lifts to customers or young people outside agreed activities. Where it is necessary to take a customer or young person in your car ensure that your manager is aware of this and how long you will be and with children ensure that there is another staff member with you Take a mobile phone to communicate reasons for any delays
- Don't take young people to your home
- If you must visit a customer or young person in their home always make sure that your manager is aware of this and you record the home visit
- Don't develop social relationships with customers or young people who are service users (including via social media)
- Don't accept money or gifts from service users – don't give money or gifts to service users
- Be aware of physical contact with a person – any support or assistance should be provided openly and appropriately - see the guidelines of the sport's/activity's National Governing Body
- If working with mixed gender groups of young people off site (on trips, at different venues) ensure there are always male and female staff with them unless previously agreed with the Designated Safeguarding Officer
- Don't smoke or drink alcohol in the presence of young people in any work-related environment.

For more information please see:

Code of Conduct: [\[internal link redacted\]](#)

Work Placement guidance: [\[internal link redacted\]](#)

Student Work Experience Placement Pack [\[internal link redacted\]](#)

10. Allegations against staff

Staff, who work with vulnerable people can be open to malicious or misplaced allegations against them. Unfortunately, there are also occasions where some adults/professionals have been found to be perpetrators of abuse, which would harm the children or adults they work with.

Safeguarding children:

Allegations of harm or inappropriate behaviour made against staff, either paid or unpaid, working with children are dealt with by the **Local Authority Designated Officer (LADO)**, a professional appointed by the Lancashire Safeguarding Children Board.

The LADO is **Tim Booth**. His role includes:

- The management and oversight of individual cases
- Providing advice and guidance to employers and voluntary organisations
- Liaising with the police and other agencies
- Monitoring the progress of cases to ensure that they are dealt with as quickly as possible

Safeguarding adults:

Allegations against a person in a position of trust (PIPOT) working with adults must be raised with the lead responsible for the employee when the conduct of the person may impact upon their suitability to work with adults with care and support needs.

If you have any concerns about a member of staff, you should contact the HR strategic consultant or head of service safeguarding lead (see safeguarding contacts section 11)

PIPOT referrals for LCC employees should be emailed to Lisa Slack, Head of Safeguarding and LCC PIPOT lead at lisa.slack@lancashire.gov.uk

Guidance for staff on dealing with allegations of harm or inappropriate behaviour

If someone (a child, parent, service user, fellow colleague, etc) makes an allegation to you about another member of staff:

- Do NOT investigate yourself but speak to your line manager
- Your line manager will contact the DSO and HR Strategic consultant
- The DSO or the HR strategic consultant will contact the LADO or PIPOT lead directly at the earliest available opportunity

If you have concerns about your line manager, the DSO, or anyone else that may make the above process inappropriate, please refer to the council's 'Whistleblowing' policy (see link below).

The Welfare of Staff

Burnley Borough Council is committed to following the correct process for dealing with any allegation against a member of staff, but it is also mindful of the welfare of that staff member and will provide appropriate help and support to them.

For more information please see:

[Pan Lancashire PIPOT policy](#)

<http://www.lancshiresafeguarding.org.uk/media/51735/PiPoT-Policy-Final-V1-.pdf>

Whistleblowing Policy:

[internal link redacted]

11. Safeguarding contacts

Head of service safeguarding lead – Joanne Swift

Designated Safeguarding Officer – Catherine Swift

Deputy Safeguarding Officer – Jonathan Jackson

Safeguarding Advisors:

Economy and Growth – Marie Shaw
Finance and Property – Chris Gay
Green Spaces and Amenities – Tracey Dowson
Housing and Development Control - Wilma Waddingham
Legal and democratic services – Chris Gay
People & Development – Vicky White
Policy and Performance – Catherine Swift
Street Scene – Jonathan Jackson –

Liberata – Paul Holden
Burnley Leisure - Scott Bryce

Guardhall Securities Group out of hours

External

Lancashire adults social care: 0300 123 6721 or between 8pm - 8am on 0300 123 6722 or by completing an online referral form. <https://www.lancashire.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/>

For concerns about children and young people, call the Lancashire Multiagency Safeguarding Hub or MASH. Anyone can raise a concern about the safety and welfare of a child by calling 0300 123 6720 (or between 8.00pm - 8.00am on 0300 123 6722)

You wish to remain anonymous: anyone can contact the NSPCC helpline, 24 hours a day, on 0808 800 5000

The Lancashire Safeguarding Children Board (LSCB)
<http://www.lancshiresafeguarding.org.uk/>

Lancashire safeguarding adults board (LSAB):
<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults.aspx>

12. Other useful links and documents:

Photography and Video Consent Form
[internal link redacted]

Information Security Policy overview:
[internal link redacted]

STRICTLY CONFIDENTIAL

13. Welfare / Protection Concern: Recording and Reporting Form

| Your Details | |
|--|--|
| Name of person making report | |
| Position | |
| Date / Time of report | |
| Details Of The Person You Are Concerned About | |
| Name of child(ren) / vulnerable adult(s) concerned | |
| DOB / Age(if known) | |
| Gender | |
| Disability – if known please specify | |
| Address | |
| Telephone | |
| Details Of Parent / Carer Of The Person You Are Concerned About | |
| Name of parent / carer (if known) | |
| Address | |
| Telephone | |
| Other Information, If Available | |
| GP details – if known | |
| School / nursery / college attended | |
| Why Are You Concerned? | |
| Date and time of incident | |
| Location of incident | |

Key Areas Of Concern – Give All The Known Facts

Why I am concerned e.g. a brief outline of the nature of your concern and any potential risk factors you may have identified. Are you worried about a child's health or development? Are you concerned about a resident in a care home? Possibility of abuse? Concern about parents or parenting? How immediate might any risk be and why?

What prompted those concerns e.g. have you been worried about them before? Has there been something you have seen or been told or just feel 'uncomfortable' about? Has something significant changed or happened today?

Are the parents / carers aware of concern?

If not, please explain.

Are any other agencies involved?

Give details if known.

Any 'action' you have already taken e.g. have you spoken to anyone else about this? Who and when?

Anyone with whom these concerns have been discussed (inc. their response & contact details)

To Be Completed By Person Receiving Report

Name

Role

Any further information

Action taken

Completed Forms must be given to your Safeguarding Advisor

Please continue on an additional sheet if you need to provide more information. Attach it securely, sign and date them