

**Runnymede Borough Council**

**Safeguarding Policy for Children and  
Adults at Risk**

**May 2023**

# Foreword

A life that is free from harm, abuse, and neglect is a basic right of every person. The objective of safeguarding is to prevent and reduce the risk of harm to adults and children from abuse or other types of exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion. Although safeguarding is recognised as a key responsibility of local authorities, safeguarding is still everybody's business, and as neighbours, citizens, and community members we need to be alert to neglect and abuse and be committed to reporting our concerns.

This policy sets out how the Council will meet its obligations to safeguard children and adults at risk. It applies to staff, agency workers, volunteers and contractors employed by the Council. It is also applicable to Councillors undertaking official duties on behalf of the Council. The policy complements and supports the agreed multi-agency procedures set down by the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board. (See Appendix 1: Surrey Safeguarding Partnerships) The policy is governed by a set of key principles and themes, designed to ensure that people who are at risk experience the process in such a way that it is sensitive to individual circumstances, is person-centred and is outcome focused. It is vital for successful safeguarding that the procedures in this policy are understood and applied consistently at an individual, managerial, and organisational level.

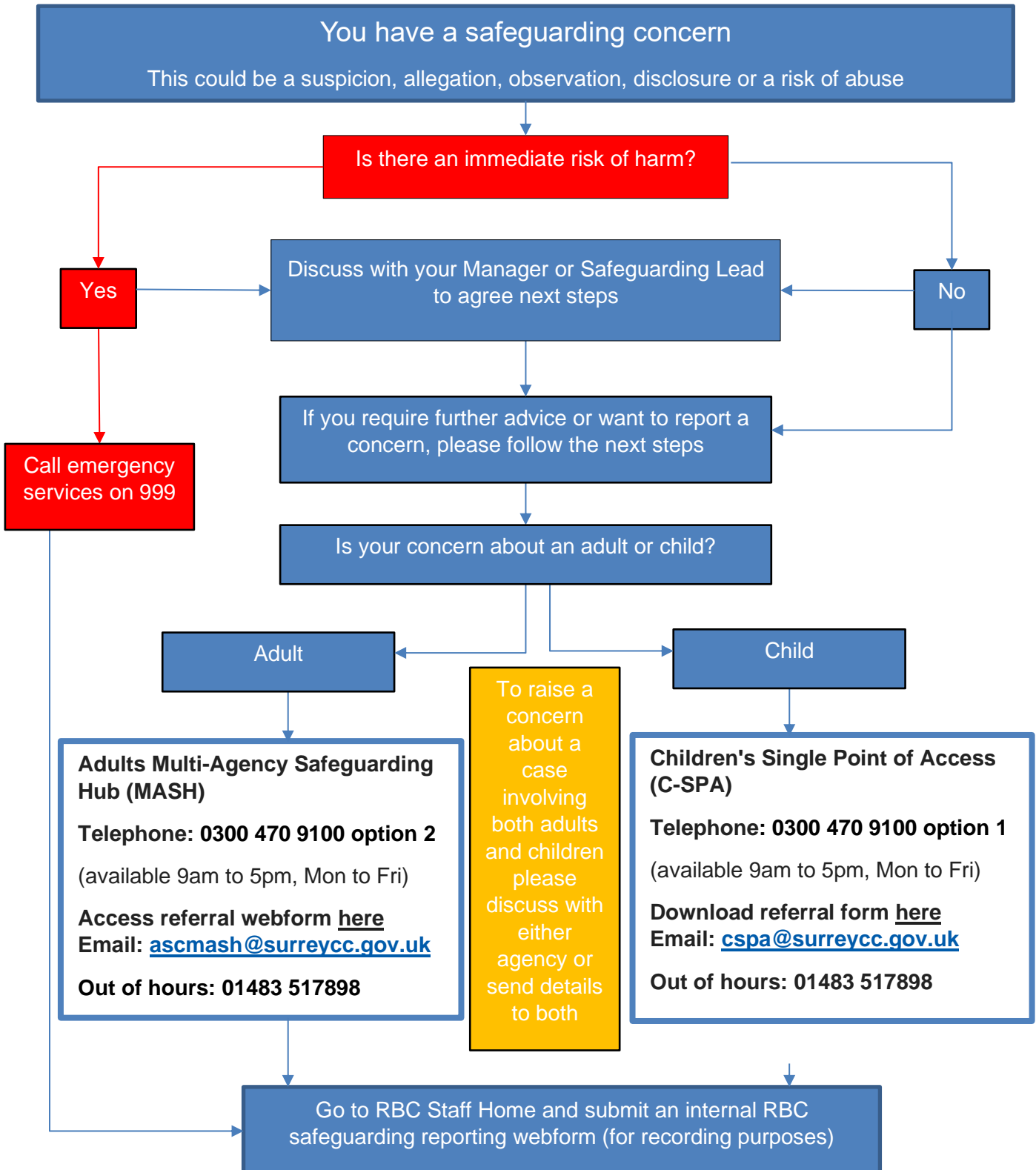
The aims of safeguarding are to:

- Prevent harm and reduce the risk of abuse or neglect
- Stop abuse or neglect
- Prevent impairment of development and enable individuals to have the best outcomes
- Safeguard individuals in such a way that supports them in making choices and having control over how they want to live
- Promote an approach that concentrates on improving life for the individual
- Raising public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide accessible information and support to help people understand what constitutes abuse and neglect, and how to respond
- Address what has caused the abuse or neglect.

Safeguarding of children and adults at risk are governed by separate Government legislation and separate Surrey County Council safeguarding boards. Therefore, the policy will consider the safeguarding of children and adults at risk independently, before addressing where there is overlap between the two safeguarding areas.

# What to do if you have a safeguarding concern?

## How to report a Safeguarding concern



**Child Sexual Exploitation and Prevent referrals** should be made to Surrey Police on **101** unless it is an emergency in which case call **999**. Concerns about **Modern Slavery**, speak to the Council's Safeguarding leads or contact MASH/Children's Single Point of Access (C-SPA).

# Safeguarding children

## Introduction

Runnymede Borough Council has a legal duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of children. For the purposes of this document children are considered as under 18 years of age.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Children need to be loved and valued and be supported by a network of reliable and affectionate relationships. If children are denied this, they are at an increased risk of an impoverished childhood, and at an increased risk of disadvantage and social exclusion in adulthood. Abuse and neglect pose particular problems.

When safeguarding children, Working Together to Safeguard Children (See Appendix 2 Legal framework) requires that the focus should be to promote children's wellbeing and welfare through supporting families. It recommends that safeguarding must address the needs of a child as much as the risk to a child to give children and families positive outcomes.

Runnymede Borough Council's Safeguarding Policy for Children and Adults at Risk has been developed in accordance with relevant guidance regarding:

- A clear safeguarding staff structure, roles, and responsibilities (See Appendix 3: Runnymede Borough Council staff safeguarding structure)
- The safeguarding induction and training programme (Appendix 4: Staff safeguarding training plan)
- Recruitment procedures that will safeguard children and promote welfare – for example: Safer Recruitment practice which includes Disclosure and Barring checks for specified employees and thorough selection procedures
- Communicating to all staff who the designated safeguarding leads are for the Council (See Appendix 3: Runnymede Borough Council staff safeguarding structure).
- The procedures that staff must follow if they believe a child or young person may be at risk (see "What to do if you have a safeguarding concern?", page 3 of this document)

# Surrey Safeguarding Children Partnership and Effective Family Resilience

It is a statutory duty under the Children Act 2004 (See Appendix 2: Legal framework) for each lead local authority to have a Safeguarding Board. Government guidance: Working Together to Safeguard Children added further duties.

The **Surrey Safeguarding Children Partnership** is a Surrey-wide Board and is chaired by an independent chair and hosted by Surrey County Council. As part of the governance of that Board, the District and Borough Lead Safeguarding Officers group forms the **District and Borough Forum** which feeds into the partnership, along with other statutory and voluntary agencies.

Effective Family Resilience is the model of practice Surrey expects all those with safeguarding responsibilities to adhere to. The new Effective Support Windscreen sets out how the system will respond to the needs of children and families in Surrey. It is a key component of the [Effective Family Resilience Guidance](#) which provides a consistent approach across all partners, organisations and services across Surrey. **Effective Family Resilience** responds to the requirement of children and families across four levels of need, **Universal, Early Help, Targeted Help, and Specialist**. (See Appendix 5: Surrey Effective Family Resilience and Children's Single Point of Access (C-SPA))

## Key principles of safeguarding children

Effective safeguarding arrangements in every local area must be underpinned by two key principles:

- **Safeguarding is everyone's responsibility:** for services to be effective each professional and organisation must play its full part, see below
- **A child-centred approach:** for services to be effective they must be based on a clear understanding of the needs and views of children, see below

## Safeguarding is everyone's responsibility

'Safeguarding is everyone's responsibility' is the founding principle of safeguarding children. It asserts that everybody has a role to play in protecting children from harm and keeping them safe. If a person comes into contact with a child whom he or she has concerns about, he or she must take action to safeguard the child. It is unlikely that a single individual's insight into a child's situation will form a complete picture and by raising concerns, however small, and sharing information, it will allow for more informed decision making and decisive action to be taken.

## A child centred approach

Effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of vulnerable children.

Children have clearly expressed what they want from the safeguarding process:

Attribute	Description
Vigilance	To have adults notice when things are troubling them
Understanding and action	To understand what is happening; to be heard and understood and to have that understanding acted upon
Stability	To be able to develop an on-going stable relationship of trust with those helping them
Respect	To be treated with the expectation that they are competent rather than not.
Information and engagement	To be informed about and involved in procedures, decisions, concerns and plans
Support	To be provided with support in their own right as well as a member of their family
Advocacy	To be provided with advocacy to assist them in putting forward their views

## Good practice when working with children

When working with children it is important to follow the good practice outlined below:

- Adults should not behave in a manner which would lead any reasonable person to question their suitability to work with children, or act as a role model.
- Adults must not work on their own with children. If a situation occurs when this arises, due to sickness or an emergency, always inform colleagues or parents/carers to ensure that someone can be present or nearby.
- It is inappropriate to offer lifts to a child or young person. There may be occasions where the child or young person requires transport in an emergency situation or where not to do so may place a child at risk. If circumstances permit, the parent/carer or line manager should be informed before the lift is provided and wherever possible 2 adults should accompany the young person. The event must always be recorded and reported to a senior manager and parents/carers. Students, who are under 18 years of age, and are on a work placement with the Council, should be accompanied by two members of staff when given lifts for outside visits.
- Physical contact is discouraged and should only take place only when it is absolutely necessary and in a safe and open environment i.e. one easily observed by others.
- Always report any accidents/incidents or situations where a child becomes distressed or angry to a senior colleague.
- Photography should not cause a problem providing reasonable steps are taken to follow safe practice guidelines. Photographs must not be taken without permission of the children and their parent if they are under 18. In no circumstances can photographs be published without prior written consent. Photographs of children with

their family, class, or club, are generally a source of pleasure and pride, which can enhance the self-esteem of children. Staff must remain sensitive to any children who appear uncomfortable or feel threatened by photography and must recognise the potential for misinterpretation. Only Council-owned phones, cameras or other recording devices are to be used. Policies should be in place to cover the safe storage of photographs.

- Staff must always be aware of E-safety and maintain professional boundaries when communicating with children and young people. Employees, Members and volunteers should not telephone, text or use social networking sites to communicate with children. The relevant Council's data protection and information governance policies must be observed.
- The good practice described above on working with children must be applied by Council employees when their colleagues and work placement students are under 18 years of age.

## What to do if a child or third party makes an allegation

If a child or third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the child or third party says to:

- Clarify the concerns
- Offer reassurance about how the child will be kept safe; and
- Explain that what they say cannot be kept in confidence and will be discussed with one of the Council's safeguarding leads to consider how to manage the concern and if appropriate contact [Surrey Children's Single Point of Access](#) for advice and guidance.

It is the duty of council officers to **listen** to, **record** and **report** allegations or concerns, it is **not** their responsibility to **investigate** the matter.

If the allegation is raised by a child, the child must not be pressured for information, led or cross examined or given false assurances of absolute confidentiality. Such well-intentioned actions could prejudice police investigations, especially in cases of sexual abuse. An interpreter should be used if necessary.

If the child can understand the significance and consequences of making a referral to Surrey Children's Single Point of Access (C-SPA), he or she should be asked his or her view by the referring officer. Although the child's view should be considered, it remains the responsibility of the professional to take whatever action is required to ensure the safety of that child and any other children.

Consent from parents/care givers should generally be sought before referrals are made to the Children's Single Point of Access (C-SPA) unless you have no way of contacting the parent/care giver. There will be some circumstances where this should not be done, for example, if it could:

- Place a child at increased risk of significant harm
- Place an adult at risk of serious harm



- Prejudice the prevention or detection of a serious crime
- Lead to unjustified delay in making enquiries about allegations of Significant Harm

The officer should record in writing whether they have discussed the concern and or referral with the family. They should also record the reasons if they decide not to inform the family of these matters.

If the decision is made to make a referral, the procedure to follow is on page 3.

## When to raise a concern

It is important that employees raise their concern with either their line manager or one of the Council's safeguarding leads if it is believed or suspected that:

- A child is suffering or likely to suffer significant harm (see Appendix 6: Children at risk: Indicators of abuse and forms of abuse) or
- A child's health or development may be impaired without the provision of services or
- A child would be likely to benefit from family support services, with the agreement of the person with parental responsibility

If you are making a safeguarding referral and need assistance to explain and describe the child neglect you have observed, you may find it helpful to use the [Neglect Screening Tool](#).

It is not the role of Runnymede Borough Council to decide if a child at risk is being abused or not, but it is our job to pass on any concerns.

The procedure for doing this is set out on page 3 of this document.

## Escalation procedure

If you disagree with any decision made by a partner agency in relation to a safeguarding concern you have raised, you should discuss this with your manager or one of the Safeguarding Leads (detailed in Appendix 3).

Following discussion, if appropriate the matter may be escalated using the Surrey Safeguarding Children Partnership's [Inter-Agency Escalation Policy and Procedure](#) in order to resolve the issue. The purpose of this policy is to create a transparent process to set out how disagreements should be dealt with between partner agencies with regards to professional practice in relation to a child, young person, or their family.

## Allegations against staff, volunteers, or councillors

An investigation by an appropriate body is required if there is an allegation or concern that any person who works with children, in connection with his or her employment or voluntary activity, has:

- Behaved in a way that has harmed a child, 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 s/he is unsuitable to work with children

Whilst some behaviours may not constitute a criminal offence, consideration will need to be given as to whether they may indicate unsuitability to work with children. These include concerns relating to inappropriate relationships between members of staff and children such as:

- Having a sexual relationship with a child under 18 in a position of trust in respect of that child, even if consensual
- `Grooming' i.e. meeting a child under 16 with intent to commit a relevant offence
- Other `grooming' behaviour giving rise to concerns of a broader child protection nature - for example: inappropriate text/email messages or images, gifts, socialising etc.
- Possession of indecent photographs/pseudo-photographs of children

## **What to do if a concern is raised about staff, volunteers and Councillors**

Any allegations or concerns about a member of staff or volunteer should be noted and signed (where appropriate) and immediately referred to Human Resources.

Human Resources will then contact Surrey County Council's Local Authority Designated Officer (LADO) immediately (same day) following it coming to their attention. The LADO is responsible for advising on and monitoring such allegations and can be contacted on 0300 123 1650 (option 3) or [LADO@surreycc.gov.uk](mailto:LADO@surreycc.gov.uk).

If the Council removes a volunteer from post or after the appropriate investigations decides to terminate the employment of a member of staff because the individual poses a risk or has allegedly harmed a child(ren), Human Resources alongside the Corporate Head or senior lead for the service area concerned will undertake a risk assessment. In all cases of removal or employment termination for safeguarding reasons Human Resources will make the relevant referral and/or submission to the Disclosure and Barring Service.

It is an offence to fail to make a referral without good reason to the Disclosure and Barring Service

Should an allegation or concern be raised regarding a councillor, the Chief Executive and Monitoring Officer must be informed.

# Safeguarding adults at risk

## Introduction

Runnymede Borough Council has a legal duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of adults at risk and treat them with dignity and respect. At the same time the Council will protect its staff and elected members from the risk of unfounded allegations. We will seek to ensure that any adult at risk receiving services from the Council can access council services in safety without fear of abuse.

This policy is designed to work in conjunction with Surrey Multi-Agency Adult Protection Procedures which are available on Surrey County Council's [website](#)

The Council will seek to implement its policy on the protection of adults at risk by:

- Ensuring that all staff who have regular, direct and unsupervised contact with adults at risk are carefully selected, checked and trained.
- Ensuring that all Council contractors who have regular, direct and unsupervised contact with adults at risks have effective policies and procedures in place
- Ensuring that organisations that apply for grant aid for programmes that include adults at risk (funding or premises) have effective policies and procedures in place
- Informing all organisations as well as the general public about what they can expect from the Council in relation to protecting and safeguarding adults at risk
- Ensuring that there is a clear complaints procedure in place that can be used if there are any concerns
- Sharing information about concerns with appropriate agencies and involving adults at risk and their carers as appropriate

## Who is an adult at risk?

The definition of an 'adult at risk' from section 42 of the Care Act 2014 is a person over the age of 18 who:

- (a) has needs for care and support
- (b) is experiencing, or is at risk of, abuse or neglect
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

It is recognised that there will have to be a judgement made to determine whether or not to treat someone as an adult at risk at any specific time.

## Key principles of safeguarding adults at risk

The Care Act 2014 (See Appendix 2: Legal framework) introduced six principles of safeguarding which are listed below.

Principle	Description
Empowerment	Presumption of person-led decision making and informed consent
Prevention	Take action before harm occurs
Proportionality	Take the least intrusive response appropriate to the risk presented
Protection	Provide support and representation for those in the greatest need
Partnership	Local solutions through services working with their communities
Accountability	Ensure there is accountability and transparency in safeguarding practices

In view of the above, the following principles have been adopted by all agencies and professionals working together to protect adults at risk.

- All adults at risk have a right to be protected and their decisions respected even if that decision involves risk.
- The prime concern at all stages will be the interests and safety of the adult at risk.
- The aim will be to give a professional service to support and minimise the distress of any adult at risk.
- The importance of professionals working in partnership with the adult at risk and others involved will be recognised throughout the process.
- The responsibility to raise a concern about an adult at risk rests with the person who has the concern.
- All parties involved will be treated sensitively at all stages of an investigation.
- All agencies receiving confidential information in the context of an adult at risk investigation will make decisions about sharing this information in appropriate circumstances.
- Procedures provide a framework to ensure that agencies work together for the protection of the adult at risk. They are not a substitute for professional judgement and sensitivity.
- Adults at risk have the right to have an independent advocate if they wish, at any stage in the process.

## Making Safeguarding Personal

[Making Safeguarding Personal \(MSP\)](#) is a shift in culture and practice in response to what we now know about the effectiveness of safeguarding from the perspective of the person being safeguarded.

MSP promotes conversations about how we might respond in safeguarding situations in a way that enhances involvement, choice and control of the individual as well as improving quality of life, wellbeing and safety. This means seeing people as experts in their own lives and working alongside them.

The key focus is on developing a real understanding of what adults at risk wish to achieve and agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing, at the end, the extent to which desired outcomes have been realised.

## The wellbeing principle

The Care Act 2014 introduces a duty to promote wellbeing when carrying out any care and support functions in respect of a person. This is sometimes referred to as The Wellbeing Principle because wellbeing is put at the heart of care and support.

The wellbeing principle applies in all cases where care and support is being carried out, or decisions are made, or safeguarding is exercised. When safeguarding adults it applies equally to adults with care and support needs and their carers.

Promoting wellbeing means actively seeking improvements at every stage in relation to the individual, and where applicable their carer. It is a shift from providing services to the concept of meeting needs. In promoting wellbeing it should be assumed that individuals are best placed to judge their own wellbeing. Their individual views, beliefs, feelings and wishes are paramount and individuals should be empowered to participate as fully as possible.

## What is abuse?

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

Any act of abuse, repeated or singular, is a violation of the adult at risk's human and civil rights.

Types of abuse that those working with adults at risk should be aware of are set out at Appendix 7: Adults at risk.

## Context

Abuse of adults at risk can occur in any setting or any situation and can be a complex area. Abuse may occur in:

**Domestic settings:** including the adult at risk's own home, or another person's

**Institutional settings:** including day care, residential care, nursing homes and hospitals

**Public settings:** including in the street, any public area or social or work environment

Abuse of adults at risk occurs in all cultures, all religions and at all levels of society.

The abuser may be anyone, including a member of the family, friend, neighbour, partner, carer, stranger, care worker, manager, volunteer, another service user or any other person who comes into contact with the adult at risk.

## **Good practice when working with adults at risk**

To help prevent abuse occurring and false allegations arising, the following basic guidelines will help safeguard both the adult at risk and members of staff.

### **You must:**

- Treat all service users with dignity and respect
- Provide an example of good conduct you wish others to follow
- Challenge unacceptable behaviour - e.g. bullying, and report all allegations/suspicions of abuse
- Be identifiable and always wear a name badge

### **You must not:**

- Have unwarranted contact with an adult at risk
- Make any comments, which may have a sexual connotation.

## **What to do if an adult at risk or a third party raises a safeguarding concern or makes an allegation**

If an adult at risk or a third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the adult or third party says to:

- Clarify the concerns,
- Offer reassurance about how to keep them safe; and
- Explain that what they say cannot be kept in confidence and will be discussed with one of the Council's safeguarding leads to consider how to manage the concern and if appropriate contact Multi Agency Safeguarding Hub (see page 3 of this document).

It is the duty of officers to **listen** to, **record** and **report** allegations or concerns, it is **not** their responsibility to **investigate** the matter.

If the allegation is raised by an adult at risk, they must not be pressured for information, led, or cross examined or given false assurances of absolute confidentiality.

## **When to raise a concern**

It is important that employees raise their concern with either their line manager or one of the Council's Safeguarding Leads if it is believed or suspected that:

- An adult at risk is suffering or likely to suffer abuse (see Appendix 7: Adults at risk)

It is not the role of Runnymede Borough Council to decide if an adult at risk is being abused or not, but it is our job to pass on any concerns.

The procedures that staff must follow if they believe an adult may be at risk (see "*What to do if you have a safeguarding concern?*", page 3 of this document)

## **Escalation Process**

Should you have concerns about a decision made by a professional please contact one of the Council's Safeguarding Leads to discuss.

Use relevant whistleblowing procedures if you feel that you will not be believed, taken seriously or believe that your manager or lead for safeguarding may be causing the risks of abuse to the adult or child.

# The Council's roles and responsibilities in safeguarding children and adults at risk

This policy has considered children and adults at risk independently as they are the subject of different legislation. However, there are areas where safeguarding children and adults at risk overlap, and these are set out below:

## The Council as an organisation

The Council is committed at senior officer and member level to safeguarding children and adults at risk. The Council recognises its responsibilities under the Care Act 2014, The Children Act 1989 and 2004, and Working Together to Safeguard Children 2015. Safeguarding is a Council priority, and this is clearly demonstrated by:

- Representation at the Surrey Safeguarding Adults Board and the completion of standard returns for this board
- Representation at the Surrey Safeguarding Children Partnership and the completion of Section 11 returns for this board
- Appointment of Safeguarding Leads across the Council to support frontline officers to manage concerns and/or make a referral if appropriate
- Sign-up to protocols, policies and relevant safeguarding forums

## The Council as an employer

In its role as an employer the Council incorporates safeguarding measures in its recruitment procedure and provides mandatory safeguarding training for all employees as well as enhanced training dependant on the role. The Council also has a safeguarding responsibility as a licensing authority and for the services it commissions.

## Recruitment procedures

Runnymede Borough Council is committed to safer recruitment. New employees who are taking up a position which involves working closely with children or adults at risk (in a voluntary or paid capacity) will be required to acquire an Enhanced DBS Disclosure. Enhanced DBS Disclosures provide additional detail about unspent and spent convictions, cautions, reprimands, final warnings plus any additional information held by the police.



## **Training**

All employees will be required to undertake mandatory safeguarding training and become familiar with the Safeguarding Policy as part of their induction.

A copy of the Council's Safeguarding training plan can be found in Appendix 4.

## **The Council as a licensing authority**

The 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.

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 procedures must be followed, including the notification of other government or national bodies.

## **Procurement, contracts and grant giving**

When the Council commissions services it will require the contracted service provider to have in place an appropriate safeguarding policy and procedure that details their recruitment process, training arrangements, reporting procedure for incidents, regular updates, and risk assessment. The Council will ensure when commissioning services that they are compliant with safeguarding expectations.

When providing grants to organisations and for projects providing services to children or adults at risk, appropriate safeguarding arrangements will need to be demonstrated before that grant will be awarded.

## **Record keeping and monitoring**

Good record keeping is an essential part of the accountability of organisations to those who use their services. Maintaining proper records is vital to individuals' care and safety. If records are inaccurate, future decisions may be wrong and harm may be caused to the individual.

Where an allegation of abuse is made, all agencies have a responsibility to keep clear and accurate records. It is fundamental to ensure that evidence is protected and to show what action has been taken, what decisions have been made and why.

## **A guide to making a record**

As soon as possible on the same day, a written record should be made of what has been seen, been said and any other concerns. It is important to make sure anyone else who saw or heard anything relating to the concern also makes a written report.

- Record your concerns and how they came to light, any information given by the person, information about any witnesses, the individual's wishes, actions taken, who was present at the time, dates and times of incident(s).
- Record details of the person alleged to have caused harm.

- Do record any concerns about the person's capacity to make any decisions (in relation to adults at risk) and the reasons for the concerns.
- Do record whether the person is aware that the concerns have been reported.
- Do record their perspective.
- Do record any previous concerns about the person.

Runnymede Borough Council has a central point for the recording and monitoring of all Safeguarding concerns raised with, or by the Council, for which a Data Protection Impact Assessment has been completed. All employees are required to provide information to populate the central record and how to do so is included in the process diagram on page 3.

## **Retaining information**

### **Information sharing**

Information sharing is vital to safeguarding and promoting the welfare of children and adults at risk. A key factor in many cases where children and adults have been harmed has been the failure to record information, to share it, to understand the significance of the information shared and to take appropriate action. Often it is only when information from a number of sources has been shared that it becomes clear that a child or adult at risk might be suffering harm.

Officers who have concerns for children, families and adults at risk should discuss with your manager or one of the Council's Safeguarding Leads how to manage the concern and if appropriate share the concern with the Children's Single Point of Access (C-SPA) or the Multi Agency Safeguarding Hub (MASH), see page 3.

All information sharing should be in line with the agreed set of principles about sharing personal or confidential information in the [Surrey Multi-Agency Information Sharing Protocol \(MAISP\)](#). The MAISP has been developed in partnership with Surrey County Council, all the borough and districts as well as the health services and Surrey Police.

Safeguarding information and records must be maintained and held by the Council business unit from which the concern was raised. This Information is not requested to be sent to the central record but must be retained by the Council business unit in case it is required for future investigations.

### **Safeguarding reviews**

Where serious harm or death has occurred involving a relevant adult or child in the Runnymede area, the Council may be asked to participate in and will co-operate fully with all safeguarding reviews.

### **Equality and diversity**

This Policy and Procedure will be implemented in accordance with the principles of the Council's Equality Statement and Objectives 2017-2021 to maximise positive outcomes for all adults and children, including those with protected characteristics.

It may be necessary to consult children or adults safeguarding leads of the relevant Boards in more complex situations. It may be necessary to consult the SSCP or SSAB Procedures

Manual on procedures for specific circumstances where there is a child and or incident presenting special circumstances, for example forced marriage or young carers.

All services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all the individuals concerned and does not discriminate on the basis of race, culture, religion, language, gender, disability, age or sexual orientation.

Adults and children who have been abused need the same care and sensitivity whoever the alleged abuser.

## **Monitoring, review and risk assessment**

Runnymede Borough Council's Safeguarding Leads Committee (officers), chaired by the Council's Safeguarding Lead, is responsible for the undertaking of an annual review of this policy and its associated procedures. Following completion of the review, this will then be presented to the Council's Corporate Leadership Team for feedback and approval.

Each Business Unit Manager is responsible for risk assessments of their services. This includes assessment of safeguarding risks and ensuring that mitigations that are in place to control those risks such as appropriate training of employees.

# Appendix 1

## Surrey safeguarding partnerships

In Surrey, the statutory Safeguarding Children Partnership and Surrey Safeguarding Adults Board are responsible for providing local agencies with guidance and holding agencies to account for their actions.

### Representation on safeguarding partnerships

The Children Act 1989 and 2004 and Care Act 2014 together with associated statutory guidance sets out which organisations are required to sit on both boards and comprises all relevant statutory and key voluntary agencies.

The 11 Surrey District and Borough Councils have a single representative nominated by the Surrey Chief Executives Group to represent them on each board. Other borough and district council officers may attend the boards or the various subgroups that deal with the operational arrangements and ensure effective practice throughout the County.

### Performance and quality assurance

Organisations on the boards are responsible for ensuring that they provide any data that is required by the boards for their respective Performance and Quality Assurance Frameworks. Likewise, they are expected to complete any returns and comply with any audit requirements.

### Surrey Safeguarding Children Partnership (SSCP)

The overall role of the SSCP is to coordinate local work to safeguard and promote the welfare of children and to ensure the effectiveness of what the member organisations do individually and together by developing interagency policies and procedures for safeguarding and promoting the welfare of children, including:

- The action to be taken where there are concerns about a child's safety or welfare
- Training of those working with children and/or families or in services affecting the safety and welfare of children
- Investigation of allegations concerning persons working with children

It is very important that local safeguarding arrangements are strongly led and promoted at a local level, specifically by:

- A strong lead from local authority members, and the commitment of chief officers in all agencies, in particular the Director of Children's Services and Lead Member for Children's Services at Surrey County Council; and
- Effective local coordination and challenge by the Local Safeguarding Children's Partnership.

District and Borough Councils have a crucial role to play in the safeguarding of children in their areas. The Surrey Safeguarding Partnership Procedures Manual specifically refers to the duty of housing authorities to share information that is relevant to safeguarding. They should promote the welfare of children and the duties of leisure services departments and leisure contractors to ensure that their leisure facilities safeguard children. All casual and temporary members of staff must be aware of safeguarding children issues and know how to report concerns.

Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.

Each Surrey Borough and District Council completes Section 11 audits to be returned to the Surrey Safeguarding Children Partnership by the Lead Safeguarding Officer.

The Surrey Safeguarding Children Partnership has five core objectives to enable it to deliver its responsibilities as set out in Working Together 2015. These are:

1. Optimise the effectiveness of arrangements to safeguard and protect children and young people
2. Ensure clear governance arrangements are in place for safeguarding children and young people
3. Oversee Serious Case Reviews (SCRs), Partnership Reviews and Child Death Overview Panels (CDOP) processes and ensure learning and actions are implemented as a result
4. Ensure a safe workforce and that single-agency and multi-agency training is effective and disseminate good practice
5. Raise awareness of the roles and responsibilities of agency and community roles and responsibilities in relation to safeguarding children and young people

In addition, the Partnership:

- Coordinates what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area
- Ensures the effectiveness of what is done by each such person or body for those purposes

The functions that support these objectives are to:

- Develop policies and procedures – The Partnership's policies and procedures can be accessed [here](#)

- Communicate and raise awareness
- Monitor and evaluate the effectiveness of partners individually and collectively
- Participate in the planning of services
- Undertake reviews of all child deaths and serious case reviews and disseminate the learning
- Commissioning and delivery of multi-agency training
- Evaluating single agency and multi-agency training

### **Additional priorities**

In addition to the delivery of core business the SSCP has identified four targeted priorities on which to focus:

- To monitor and challenge the effectiveness of the new Effective Family Resilience Model and to ensure that the voice of children and young people is heard
- To ensure professionals and the current child protection processes effectively protect those children identified as in need of protection and who are looked after
- To ensure children and young people at risk of Child Exploitation (CE) are protected
- To monitor and challenge the effectiveness and impact of the Domestic Abuse Services in reducing the incidences of Domestic Abuse and protecting children and young people from harm.

## **Surrey Safeguarding Adults Board (SSAB)**

The Surrey Safeguarding Adults Board (SSAB) helps and protects adults in Surrey who have care and support needs and who are experiencing, or are at risk of, abuse or neglect.

Representatives from carers' groups, disability groups and older people's groups are members of the board.

The Partnership ensures the voices of adults at risk, their families and their carers are heard and guarantees there are effective processes in place to prevent and respond to abuse and neglect. The board also raises awareness of the importance of safeguarding through publicity campaigns and has a multi-agency training programme in place to give staff the right skills to safeguard adults.

The SSAB has three core duties:

1. Publish a strategic plan that sets out how it will meet its main objective and what the members will do to achieve this
2. Publish an annual report detailing what the SSAB has done during the year to achieve its main objective and implement its strategic plan
3. Conduct any safeguarding adults reviews in accordance with the Care Act 2014

The functions that support its objectives and duties are to:

- Develop a framework of multi-agency policies, protocols and procedure
- Require member agencies to provide assurance on their safeguarding activities
- Quality assure the safeguarding of member agencies
- Implement a multi-agency competency framework and training programme
- Undertaking Safeguarding Adults Reviews and learning lessons from them
- Learn lessons from other reviews including Domestic Homicide Reviews
- Undertake activities to raise awareness of safeguarding and to support the prevention of abuse and neglect

# Appendix 2

## Legal framework

This Safeguarding policy is underpinned by a range of legislation including, but not limited to:

### **The Children Acts 1989 and 2004**

The Children Act 1989 and Children Act 2004 (as amended by the Children and Social Work Act 2017) along with the statutory guidance, Working Together to Safeguard Children 2018 provide the current framework for safeguarding children.

This legislation places an overarching responsibility on Surrey County Council, as the lead authority for children, for safeguarding and promoting the welfare of all children in their area but makes clear that other agencies also have a role to play.

Section 11 of the Children Act 2004 places a statutory duty on various agencies, including district and borough councils, to make arrangements to ensure that their functions are discharged taking account of the need to safeguard and promote the welfare of children. This includes any services or function they contract out.

This Act led to the establishment of the Surrey Safeguarding Children Partnership and required Surrey County Council to secure the co-operation of partners in setting up arrangements to improve the well-being of children in Surrey.

### **Working Together to Safeguard Children 2018**

This replaced the Area Child Protection Committee and sets out how organisations and individuals should work together to achieve this using the key principles: Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part.

The approach must be child-centred: in order to be effective, there needs to be a clear understanding of the needs of the child.

Guidance: [Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children](#)

### **The Care Act 2014**

The Care Act 2014 sets out the legal framework for how local authorities and other statutory agencies, including district and borough councils, should protect adults with care and support needs who are at risk of abuse or neglect. It consolidates existing law and puts similar arrangements in place to those safeguarding children.

The Act required Surrey County Council, as the lead authority for adults at risk to establish a Safeguarding Adults Board to bring together the key local partners to focus on safeguarding strategy and practice. The Act also places a duty on Surrey County Council to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or



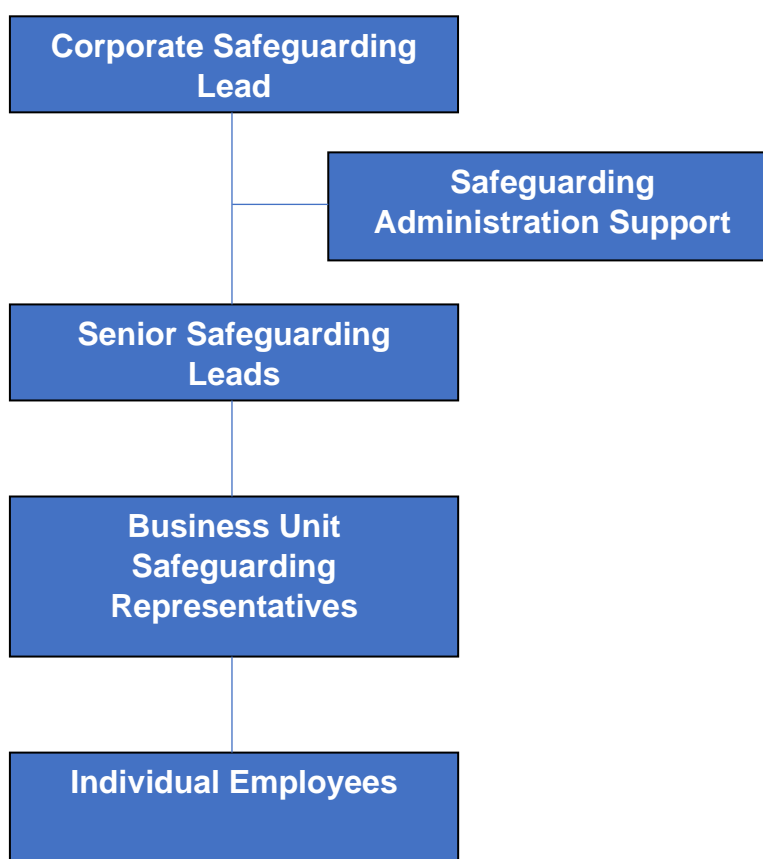
neglect conducting Safeguarding Adults Reviews (SARs) where there is a cause for concern about a particular case, to learn lessons for the future.

All these initiatives are designed to ensure greater multi-agency collaboration as a means of transforming adult social care.

This guidance is updated from time to time; therefore the most up to date guidance will apply in relation to the operation of this policy.

# Appendix 3

## Runnymede Borough Council staff safeguarding structure



# Appendix 4

## Staff safeguarding training plan

### Introduction

This document sets out the required training to be undertaken across the organisation in relation to Children's and Adults Safeguarding. Safeguarding training is a mandatory requirement of all staff.

Three levels of training required have been identified, dependent on the nature of individual roles, responsibilities, and the nature of the business of the service worked in.

#### Level 1 – All staff

All staff are required to undertake the following E-Learning as a mandatory requirement:

- Safeguarding children and adults
- Domestic Abuse

New starters are required to complete both E-learning courses as part of their initial induction.

#### Level 2 – Business unit leads

Each business unit has nominated a team member who will act as their Safeguarding Champion, and who will attend the internal Safeguarding Leads meetings. These staff, in addition to the training identified in level 1 will be required to complete the following training:

- Adult Safeguarding Essentials
- Working Together to Safeguard Children
- Training on the Multi-agency safeguarding arrangements in Surrey for both children and adults

#### Level 3 – Senior safeguarding leads

The Council has identified four senior Safeguarding Leads, who will act as a place for support and advice for others within the Council, and who will engage in Surrey safeguarding partnerships.

As senior leads, the four officers concerned will be required to undertake the following training in addition to the training in levels 1, and 2:

- Designated Safeguarding Lead Training

## Other training – Human Resources

In addition to the level 1 training requirements, staff within Human Resources are required to undertake the following training, which has a direct impact on the way their services are delivered:

- Managing Allegations Against Staff and Volunteers
- Safer Recruitment

## Completion of training

All staff should complete at least the level 1 training requirements within their first month of employment, with other training to be completed at the earliest opportunity thereafter.

## Refresher training

Safeguarding training is required to be refreshed every three years.

## Other training

A range of other safeguarding related training courses are available to individuals or teams. Access to other training courses should be requested and agreed with their line manager and/or Corporate Head.

Training is available from a range of providers, however the links below provide access to training courses available via the Surrey safeguarding partnerships for adults and children and Surrey training partnership:

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

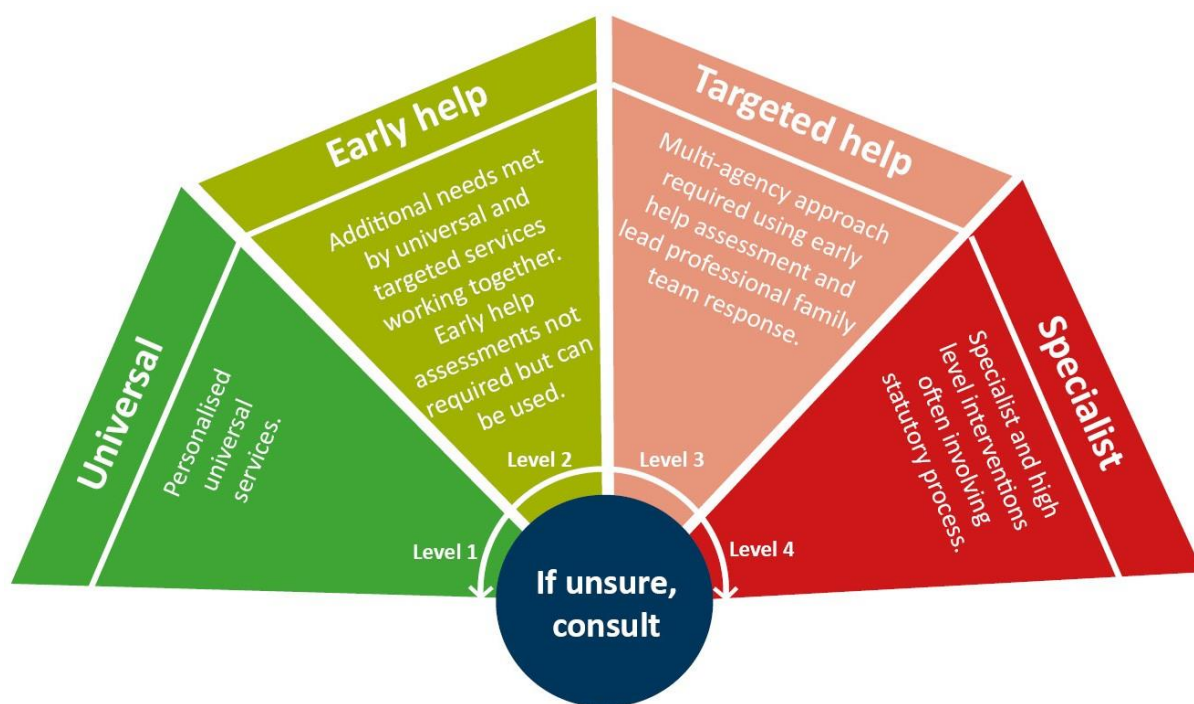
## Review of this training Plan

This training plan will be reviewed annually as part of the review of the Council's Safeguarding Policy.

# Appendix 5

## Surrey Effective Family Resilience and Children's Single Point of Access (C-SPA)

### The Surrey Effective Support Windscreen



In May 2019 Surrey Safeguarding Board launched the new Early Help approach

‘**Effective Family Resilience**’ and the Social Work practice model ‘**Family Safeguarding**’. Within this, four levels of need have been identified: **Universal, Early Help, Targeted Help, and Specialist**.

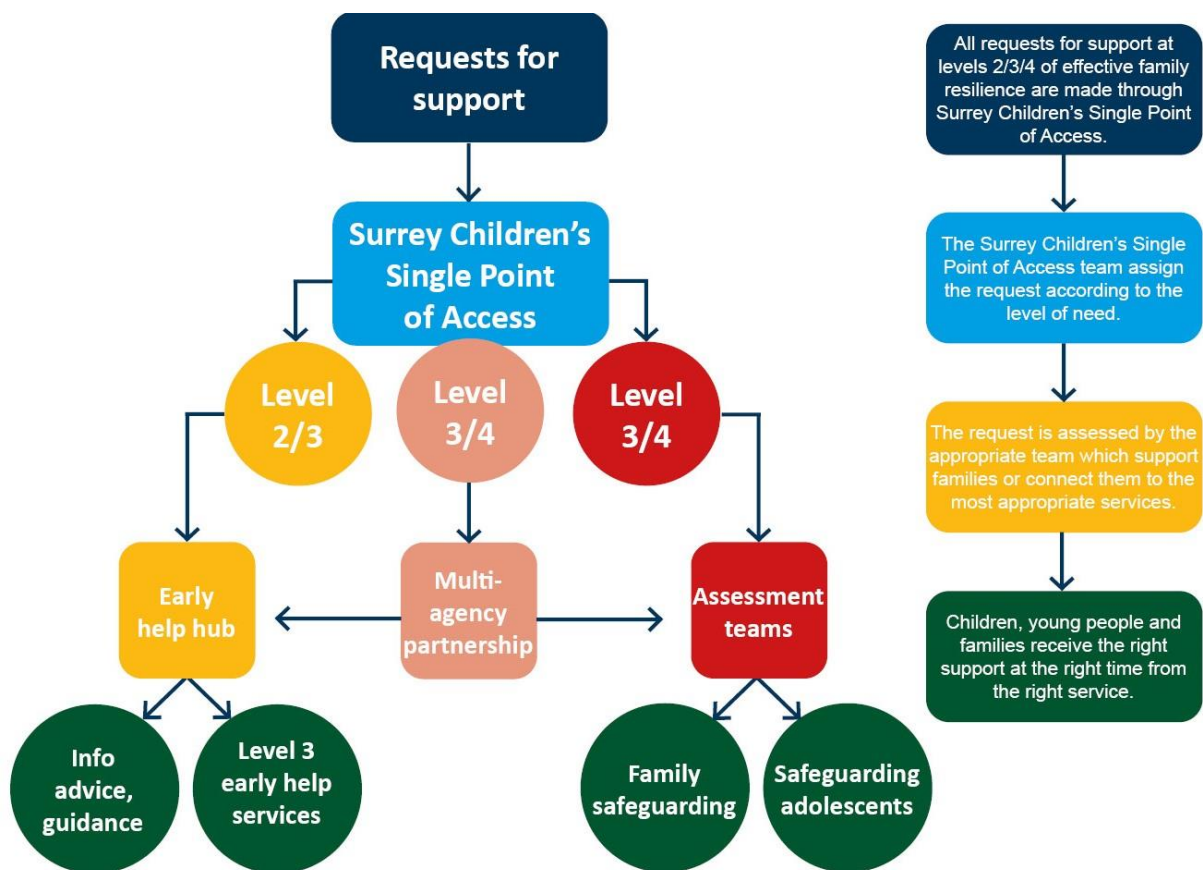
The purpose of this new model is to provide a consistent approach to safeguarding across **all organisations**; including voluntary and charitable organisations who come into contact

with and support children and their families. Focusing on the need to work together in an open way with the child and their family to gain their confidence, identify strengths and needs, to find practical and achievable solutions, and to provide the right amount of information and advice to support the family.

Link to [Effective Family Resilience Guidance](#)

## Children's Single Point of Access (C-SPA)

The Children's Single Point of Access is the umbrella term used to describe the front door to Surrey County Council services for children. Parents, carers and practitioners can phone in to access support, information and advice for families and those who work with children in Surrey.



Your contact will be answered by the Children's Request for Support Team. They may be able to answer your query directly, or when a response is required from a specific team, they will send the service request to the appropriate team to respond to you.

Requests for support up to Level 3 of Effective Family Resilience will be directed to the Early Help Hub. Families meeting the threshold for Level 4 of Effective Family Resilience will be sent straight to the Quadrant Assessment Teams (Children's Social Care).

If you are concerned about the safety of a child or young person you contact the Surrey Children's Single Point of Access (C-SPA).

## Who to contact?

Telephone:

- 0300 470 9100
- 01483 517898 (out of hours hosted by the Emergency Duty Team)

E-mail: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)

Website: <https://www.surreycc.gov.uk/.../contact-childrens-services>

# Appendix 6

## Children at risk

### Forms of abuse and indicators of abuse

#### Physical abuse

This is a form of significant harm which may include hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

The following are often regarded as indications of concern;

- An explanation which is inconsistent with an injury
- Several different explanations provided for an injury
- Unexplained delay in seeking treatment
- The parents/carers are uninterested or undisturbed by an accident or injury
- Reluctance to give information or mention previous injuries.

If you notice that a child or young person has injuries such as bruising, bite marks, burns and scalds, or scars and are concerned about the cause, it should be reported using the procedures set out earlier in “What to do if you have a safeguarding concern?”.

#### Emotional abuse

Emotional abuse is a form of significant harm which involves the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate or valued. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may also feature age or developmentally inappropriate expectations being imposed on children.

These may include interactions that are beyond the child’s developmental capabilities, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another, serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Staff must also be aware to raise concerns relating to a child witnessing or are a potential victim domestic abuse. In 2013, the Home Office announced changes to the definition of domestic abuse with age range extended down to 16:



Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family member regardless of gender or sexuality.

This can encompass, but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

## Sexual abuse

Sexual abuse is a form of significant harm which involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities such as involving children in looking at, or in the production of, sexual activities, encouraging children to behave in a sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Staff must also be aware of **Child Sexual Exploitation (CSE)** as an emerging, high priority concern. CSE is defined as:

...involving exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of their performing, and/or another or others performing on them, sexual activities. It can occur through the use of technology without the child's immediate recognition; e.g. being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement

in exploitative relationships being characterised in the main by the child's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

Sexual exploitation can have a serious long-term impact upon every aspect of a child or young person's life, health and education. It also damages the lives of families and carers and can lead to families breaking up.

It is a multi-agency responsibility of partner agencies to identify those children and young people at risk of exploitation, to protect them and safeguard them from further risk of harm and to prevent children from becoming victims of this form of abuse.

## County lines

County Lines refers to urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or deal lines. This criminal activity often involves child criminal exploitation (CCE) as gangs use children and vulnerable people to move drugs and money.

New guidance has been developed by the Home Office to support frontline staff

– particularly those who work with children, young people and potentially adults at risk – in identifying potential victims of this type of criminal exploitation. It sets out the signs to look for in potential victims, and what action staff should take so that potential victims get the support and help they need. The document supplements an organisation's existing safeguarding policies.

Any practitioner working with a vulnerable person who they think may be at risk of county lines exploitation should follow their local safeguarding guidance and share this information with local authority social care services.

If you believe a person is in immediate risk of harm, you should contact the police.

Guidance: [Criminal exploitation of children and vulnerable adults: county lines](#)

## Neglect

Neglect is a form of significant harm which involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

If physical, emotional, sexual or neglect significant harm is suspected, or you have any other concerns regarding significant harm, discuss your concern with a safeguarding champion and if appropriate or make a referral immediately using the referral method on Page 3 of this Policy. A piece of information, no matter how small, could mean that a child at risk is identified. Several small pieces of information from different agencies have in the past identified horrific cases of abuse that would not have been identified by one single agency.

If you are making a safeguarding referral and need assistance to explain and describe the child neglect you have observed, you may find it helpful to use the [Neglect Screening Tool](#)

# Appendix 7

## Adults at risk

### Forms of abuse and indicators of abuse

#### Physical abuse

Physical abuse includes assault, hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty.

#### Possible indicators

- Unexplained or inappropriately explained injuries
- Exhibiting untypical self-harm
- Unexplained cuts or scratches to mouth, lips, gums, eyes or external genitalia
- Unexplained bruising to the face, torso, arms, back, buttocks, thighs, in various stages of healing. Collections of bruises that form regular patterns which correspond to the shape of an object or which appear on several areas of the body
- Unexplained burns on unlikely areas of the body (e.g. soles of the feet, palms of the hands, back), immersion burns (from scalding in hot water/liquid), rope burns, burns from an electrical appliance
- Unexplained or inappropriately explained fractures at various stages of healing to any part of the body
- Medical problems that go unattended
- Sudden and unexplained urinary and/or faecal incontinence. Evidence of over/under-medication
- Flinches at physical contact
- Appears frightened or subdued in the presence of particular people
- Asks not to be hurt
- May repeat what the person causing harm has said (e.g. 'Shut up or I'll hit you')
- Reluctance to undress or uncover parts of the body
- Wears clothes that cover all parts of their body or specific parts of their body
- An adult with capacity not being allowed to go out of a care home when they ask to

- An adult without capacity not being allowed to be discharged at the request of an unpaid carer/family member

**Note:** The NHS defines capacity as the ability to use and understand information to make a decision, and communicate any decision made. A person lacks capacity if their mind is impaired or disturbed in some way and this means the person is unable to make a decision at that time.

NHS definition: [What is capacity?](#)

## Domestic abuse

Domestic abuse includes psychological, physical, sexual, financial, emotional abuse, and so called 'honour' based violence.

In 2013, the Home Office announced changes to the definition of domestic abuse:

*"...Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family member regardless of gender or sexuality."*

This can encompass, but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim." \*

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Many people think that domestic abuse relates to intimate partners, but it is clear that other family members are included and that much safeguarding work that occurs at home is, in fact is connected with domestic abuse. This confirms that domestic abuse approaches can be considered safeguarding responses in appropriate cases.

Family members are defined as: mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or stepfamily.

Forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of their parents or a third party in identifying a spouse.

In a situation where there is concern that an adult with care and support needs is being forced into a marriage they do not or cannot consent to, there will be an overlap between action taken under the forced marriage provisions and the adult safeguarding process. In this case action will be co-ordinated with the police and other relevant organisations. The police must always be contacted in such cases as urgent action may need to be taken.

The Anti-social Behaviour, Crime and Policing Act 2014 means it is now a criminal offence to force someone to marry. In addition, the Forced Marriage (Civil Protection) Act 2007 may be used to obtain a Forced Marriage Protection Order as a civil remedy.

Honour-based violence is a crime and referring to the police must always be considered. It has or may have been committed when families feel that dishonour has been brought to them. Women are predominantly (but not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Many of these victims will contact the police or other organisations. However, many others are so isolated and controlled that they are unable to seek help.

Safeguarding concerns that may indicate honour-based violence include domestic violence, concerns about forced marriage, enforced house arrest and missing person's reports. If a safeguarding concern is raised, and there is a suspicion that the adult is the victim of honour-based violence, the matter should be referred to the police as they have the necessary expertise to manage the risk.

Female genital mutilation (FGM) involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls and women. The Female Genital Mutilation Act (FGMA) was introduced in 2003 and came into effect in March 2004. The Act makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country. It also makes it illegal to aid, abet, counsel or procure the carrying out of FGM abroad.

## **Sexual abuse**

Sexual abuse includes rape, indecent exposure, 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 adult has not consented or was pressured into consenting.

It includes penetration of any sort, incest and situations where the person causing harm touches the abused person's body (e.g. breasts, buttocks, genital area), exposes his or her genitals (possibly encouraging the abused person to touch them) or coerces the abused person into participating in or looking at pornographic videos or photographs. Denial of a sexual life to consenting adults is also considered abusive practice.

Any sexual relationship that develops where one person is in a position of trust, power or authority in relation to the other (e.g. day centre worker/social worker/residential worker/health worker) may also constitute sexual abuse.

### **Possible indicators**

- Urinary tract infections, vaginal infections or sexually transmitted diseases that are not otherwise explained

- Appears unusually subdued, withdrawn or has poor concentration
- Exhibits significant changes in sexual behaviour or outlook
- Experiences pain, itching or bleeding in the genital/anal area
- Underclothing is torn, stained or bloody
- A child or a woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant

## **Sexual exploitation**

The sexual exploitation of adults with care and support needs involves exploitative situations, contexts and relationships where adults with care and support needs (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing sexual activities, and/or others performing sexual activities on them.

Sexual exploitation can occur through the use of technology without the person's immediate recognition. This can include being persuaded to post sexual images or videos on the internet or a mobile phone with no immediate payment or gain or being sent such an image by the person alleged to be causing harm. In all cases those exploiting the individual have power over them by virtue of their age, gender, intellect, physical strength, and/or economic or other resources.

## **Psychological abuse**

Psychological abuse includes 'emotional abuse' and takes the form of threats of harm or abandonment, deprivation of contact, humiliation, rejection, blaming, controlling, intimidation, coercion, indifference, harassment, verbal abuse (including shouting or swearing), cyber bullying, isolation or withdrawal from services or support networks.

Psychological abuse is the denial of a person's human and civil rights including choice and opinion, privacy and dignity and being able to follow one's own spiritual and cultural beliefs or sexual orientation.

It includes preventing a person from using services that would otherwise support them and enhance their lives. It also includes the intentional and/or unintentional withholding of information (e.g. information not being available in different formats/languages etc).

### **Possible indicators**

- Untypical ambivalence, deference, passivity, resignation
- Appears anxious or withdrawn, especially in the presence of the alleged abuser
- Exhibits low self-esteem
- Untypical changes in behaviour (e.g. continence problems, sleep disturbance)
- Not allowed visitors/phone calls

- Locked in a room/in their home
- Denied access to aids or equipment (e.g. glasses, dentures, hearing aid, crutches etc.)
- Access to personal hygiene and toilet is restricted
- Movement is restricted by use of furniture or other equipment
- Bullying via social networking internet sites and persistent texting

## **Financial or material abuse**

This includes 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.

### **Possible indicators**

- Lack of heating, clothing or food
- Inability to pay bills/unexplained shortage of money
- Lack of money, especially after collecting benefits
- Inadequately explained withdrawals from accounts
- Unexplained loss/misplacement of financial documents
- The recent addition of authorised signatories on accounts or cards
- Disparity between assets/income and living conditions
- Power of attorney obtained when the adult lacks the capacity to make this decision
- Recent changes of deeds/title of house or will
- Recent acquaintances expressing sudden or disproportionate interest in the person and their money
- Service user not in control of their direct payment or individualised budget
- Miss-selling/selling by door-to-door traders/cold calling
- Illegal moneylending.

## **Modern slavery**

Modern Slavery encompasses slavery, human trafficking, forced and compulsory 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.



A large number of active organised crime groups are involved in modern slavery. But it is also committed by individual opportunistic perpetrators.

There are many different characteristics that distinguish slavery from other human rights violations – however, only one needs to be present for slavery to exist.

Contemporary slavery takes various forms and affects people of all ages, gender and races. Someone is in slavery if they are:

- Forced to work by mental or physical threat
- Owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse
- Dehumanised, treated as a commodity or bought and sold as 'property' physically constrained or has restrictions placed on his/her freedom of movement

Human trafficking involves an act of recruiting, transporting, transferring, harbouring or receiving a person through a use of force, coercion or other means, for the purpose of exploiting that person.

### **Possible Indicators**

Signs of various types of slavery and exploitation are often hidden, making it hard to recognise potential victims. Victims can be any age, gender or ethnicity or nationality.

Although by no means exhaustive, some common signs follow.

Persons may:

- Not be in possession of legal documents (passport, identification and bank account details) and they are being held by someone else
- Have old or serious untreated injuries and they are vague, reluctant or inconsistent in explaining how the injury occurred
- Look malnourished, unkempt, or appears withdrawn
- Have few personal possessions and often wear the same clothes
- What clothes they wear may not be suitable for their work
- Be withdrawn or appear frightened, unable to answer questions directed at them or speak for themselves and/or an accompanying third party speaks for them. If they do speak, they are inconsistent in the information they provide, including basic facts such as the address where they live
- Appear under the control/influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. Many victims will not be able to speak English
- Exhibit fear of the authorities
- Perceive themselves to be in debt to someone else or in a situation of dependence

## Environmental indicators

- **Outside the property:** there are bars covering the windows of the property or they are permanently covered on the inside. Curtains are always drawn. Windows have reflective film or coatings applied to them. The entrance to the property has CCTV cameras installed. The letterbox is sealed to prevent use.
- There are signs the electricity may have been connected from neighbouring properties or directly from power lines.
- **Inside the property:** access to the back rooms of the property is restricted or doors are locked. The property is overcrowded and in poor repair.

## Discriminatory abuse

This includes discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment.

Hate crime can be viewed as a form of discriminatory abuse, although will often involve other types of abuse as well. It also includes not responding to dietary needs and not providing appropriate spiritual support. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse.

The government has recently published a four-year plan for tackling hate crime: Action Against Hate. Guidance: [Action against hate: the UK government's plan for tackling hate crime](#)

**Antisemitism.** With evidence that antisemitism is once again on the rise, The International Holocaust Remembrance Alliance (IHRA) are taking a leading role in combatting it. IHRA experts determined that in order to begin to address the problem of antisemitism, there must be clarity about what antisemitism is and have therefore agreed the following definition.

“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities”.

## Possible Indicators

Indicators for discriminatory abuse may not always be obvious and may also be linked to acts of physical abuse and assault, sexual abuse and assault, financial abuse, neglect, psychological abuse and harassment, so all the indicators listed above may apply to discriminatory abuse.

A person may reject his or her own cultural background and/or racial origin or other personal beliefs, sexual practices or lifestyle choices, or make complaints about the service not meeting his or her needs.

## Organisational abuse

Organisational abuse is the mistreatment, abuse or neglect of a person by a regime or individuals in a setting or service where the person lives or that they use.

Such abuse violates the person's dignity and represents a lack of respect for their human rights. Organisational abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of the individuals.

It can include neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where care is provided within a person'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.

Organisational abuse can occur in any setting providing health or social care. A number of inquiries into care in residential settings have highlighted that organisational abuse is most likely to occur when staff:

- Receive little support from management
- Are inadequately trained
- Are poorly supervised and poorly supported in their work
- Receive inadequate guidance or where there is:
- Unnecessary or inappropriate rules and regulations
- Lack of stimulation or the development of individual interests
- Inappropriate staff behaviour, such as the development of factions, misuse of drugs or alcohol, failure to respond to leadership
- Restriction of external contacts or opportunities to socialise

## Neglect and acts of omission

These include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.

Neglect and poor professional practice may take the form of isolated incidents or pervasive ill treatment and gross misconduct. Neglect of this type may happen within a person's own home or in an institution. Repeated instances of poor care may be an indication of more serious problems. Neglect can be intentional or unintentional.

### Possible indicators:

- Inadequate heating and/or lighting

- Physical condition/appearance is poor (e.g. ulcers, pressure sores, soiled or wet clothing)
- Malnourished, has sudden or continuous weight loss and/or is dehydrated
- Cannot access appropriate medication or medical care
- Not afforded appropriate privacy or dignity
- Has inconsistent or reluctant contact with health and social services
- Callers/visitors are refused access to the person
- Person is exposed to unacceptable risk

## Self-neglect

Self-neglect covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings including behaviour such as hoarding. Self-neglect is also defined as the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual and sometimes to his or her community.

### Possible indicators:

- Living in very unclean, sometimes verminous, circumstances
- Poor self-care leading to a decline in personal hygiene
- Poor nutrition
- Poor healing/sores
- Poorly maintained clothing
- Long toenails
- Isolation
- Failure to take medication
- Keeping large numbers of pets
- Neglecting household maintenance
- Portraying eccentric behaviour/lifestyles

**NOTE:** Poor environments and personal hygiene may be due to personal or lifestyle choice or other issues such as insufficient income.

### Where does abuse take place?

Abuse can take place anywhere. For example:

- The person's own home, whether living alone, with relatives or others

- Day or residential centres
- Supported housing
- Work settings
- Educational establishments
- Care homes
- Clinics and hospitals
- Prisons
- Other places in the community

### **Who might abuse?**

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the child or adult with care and support needs. A wide range of people may harm others. These include:

- A spouse/partner
- An adult with care and support needs
- Other family members
- Neighbours
- Friends
- Local residents
- People who deliberately exploit adults they perceive as vulnerable to abuse
- Paid staff or professionals
- Volunteers
- Strangers
- Gangs - small groups of people known to each other

# **Appendix 8:**

## **Runnymede Borough Council**

### **Designated Safeguarding Leads Committee**

### **Terms of Reference**

#### **Purpose/Objectives of Meeting**

The RBC Designated Safeguarding Leads Meeting will ensure an 'all age' approach to the protection of children and adults within the Borough.

These meetings will promote a culture of continuous improvement and collective learning through information sharing between the Designated RBC Safeguarding Leads to reduce and prevent the likelihood a person will experience abuse within Runnymede.

RBC will work in partnership with the safeguarding leads at SCC to ensure the organisation has its residents' safety at the forefront of its work, incorporating best practice and is compliant with Government legislation.

Following these meetings, the Designated Safeguarding Leads will be equipped with the skills and information to support and guide staff from across the organisation to ensure safeguarding concerns are reported to and actioned by the appropriate party, and in doing so, keeping the most vulnerable people in the Borough safe from all types of abuse.

#### **Frequency**

- Quarterly – Arranged in advance by RBC Head Safeguarding Lead

#### **Method**

- Preferably in person at the Civic Offices or via MS Teams

#### **Duration of Meeting**

- 60 minutes

## Attendees

- RBC Head Safeguarding Lead (Chair)
- Designated RBC Safeguarding Leads (appointed by Corporate Heads of Service)
- SCC Safeguarding Leads (Runnymede Locality)
- RBC Community Safety Officer

It is expected that all regular attendees to these quarterly meetings will have completed up to Level 2 of RBC Safeguarding training, as a minimum.

## Agenda Items

- Review of previous meeting's actions
- Legislative changes affecting the safeguarding of adults at risk and children
- Internal safeguarding risks, issues and lessons learned
- Opportunities to enhance and offer peer support across the organisation
- Safeguarding training including completion rates
- Information sharing and discussion of best practice
- Continual review of RBC safeguarding policy and procedures
- Discuss current on-going safeguarding cases – (cases to be anonymised)
- Audit of stored RBC safeguarding information
- Review of information and resources available to promote safeguarding in the organisation to staff and the Borough to residents

## Confidentiality

No attendee shall disclose to any person or use for any purpose any confidential information discussed or receive during or relating to the meeting.

## Inputs

- Previous Meeting's Minutes
- Safeguarding Action Log
- Safeguarding Central Record Spreadsheet

## Outputs

- Minutes from Meeting to be shared with attendees and Corporate Heads of Service.
- Action Log
- Communications to Council staff
- Recommendations/Escalations to be taken to CLT for approval

The agenda, minutes, Action Log, and other paper associated with these meeting will be stored on the central Safeguarding X: drive. Permission to access this drive will be granted by the RBC Head Safeguarding Lead and actioned by RBC Digital Services.

## Associated HR Sub-Group

On a half-yearly basis, a subgroup of Designated Safeguarding Leads will meet with HR to discuss and action plan for RBC staff-related safeguarding concerns. At these meeting the HR Safeguarding Central Record Spreadsheet.

## End of Terms of Reference

**For all information contained within this document contact:**

Runnymede Borough Council  
The Civic Centre  
Station Road  
Addlestone  
Surrey KT15 2AH

Tel 01932 838383

email: [community.services@runnymede.gov.uk](mailto:community.services@runnymede.gov.uk)

[www.runnymede.gov.uk](http://www.runnymede.gov.uk)

Further copies of this publication,  
or copies in large print other  
formats or languages  
can be obtained via the  
above contact details.



Search: Runnymede Borough Council