



Cheltenham Borough Council Safeguarding Policy

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1. Introduction

Although safeguarding is primarily about protecting vulnerable adults, young people or children from harm, abuse or neglect, it has a wider remit around protecting people's health, wellbeing and human rights.

2. Background and Aims

The council has a statutory responsibility and a duty of care, to cooperate and report issues relating to safeguarding to the appropriate authorities and partner agencies.

Safeguarding is not a practice that operates in isolation; its importance cuts across every service and function that the council undertakes and as such, needs to be embedded within the organisation.

The policy has therefore been produced to ensure there is a consistent and thorough approach to Safeguarding across the organisation and that all employees, elected Members, volunteers, contractors and commissioned providers delivering services on the Council's behalf are aware of their legal obligations to safeguard children, young people and vulnerable adults.

The safeguarding of children and young people and the safeguarding of vulnerable adults encompasses the following types of harm:

- Child Abuse (physical, sexual, emotional and neglect)
- Vulnerable adult abuse (physical, sexual abuse, psychological, financial, neglect and acts of omission, discriminatory, institutional abuse)
- Domestic Abuse (including coercive control)
- Stalking
- Sexual Violence
- Child Sexual Exploitation
- Modern Slavery
- Honour Based Violence
- Forced Marriage
- Female Genital Mutilation
- Cybercrime including cyber bullying
- Radicalisation
- Self-neglect

The **aims** of the policy are to:

- Raise overall awareness of safeguarding, the signs of abuse and information on what to do if any form of abuse is identified or suspected.
- Protect children and vulnerable adults from harm while using services that the Council is responsible for (both directly provided and commissioned) by ensuring services have safe working practices in place.
- Ensure that employees, casual workers, volunteers and elected members associated with Cheltenham Borough Council are able to report any safeguarding concerns appropriately.

- Ensure employees, casual workers, volunteers and elected members have effective training and support to allow them to safeguard children and vulnerable adults

Safeguarding Children

Local Authorities have a duty under the Children Act 2004 to ensure that they consider the need to safeguard and promote the welfare of children when carrying out their functions. The council is a member of the Gloucestershire Safeguarding Children's Board (GSCB).

Safeguarding Vulnerable Adults

The council's role for safeguarding vulnerable adults is governed by the Care Act 2014 and the responsibilities apply to adults who:

- Have care and support needs
- Are experiencing or are at risk of abuse or neglect
- Are unable to protect themselves from either the risk of, or the experience of abuse or neglect

3. Definitions and Types of Abuse

Children and Young People

In accordance with guidance provided by *Working Together to Safeguard Children 2010* and based on the *Children Act (1989) and (2004)* the terms children, child, young person or young people shall for the purposes of this policy be deemed to mean:

“Anyone who has not yet reached their 18th birthday. The fact that they have reached 16 years of age; are living independently or in further education; are a member of the armed forces; in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Acts and this policy”.

A child may be at risk of abuse in many ways:

TYPE	DEFINITION	POTENTIAL INDICATORS
Emotional	The persistent emotional maltreatment of a child such as to cause severe and persistent effects on the child’s emotional development.	Conveying to children that they are worthless or inadequate; imposing age or developmentally inappropriate expectations, serious bullying, exploitation, isolation, segregation
Sexual	Forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware what is happening, including use of images through social media or other IT.	Inappropriate sexual behaviour, use of language, fear of adults, recoiling from physical contact.
Neglect	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.	Inadequate food, clothing or shelter. Inadequate access to appropriate medical care or treatment, isolation, truanting, lateness
Physical	May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.	Unexplained bruising, burns, fractures, weight gain or loss, repeat illness.

Child Sexual Exploitation (CSE)

'Sexual exploitation of children and young people under 18 involves 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 them performing, and/or another or others performing on them, sexual activities.

Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain.

In all cases, those exploiting the child/young person 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 or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability'

Vulnerable Adults

A vulnerable adult is any person aged 18 or over, who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs **and**:
 - Is experiencing or at risk of abuse or neglect **and**
 - As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
- A vulnerable adult may be at risk of abuse in many ways:

TYPE	DEFINITION	POTENTIAL INDICATORS
Physical	The non-accidental use of physical force that results (or could result) in bodily injury, pain or impairment including: assault, hitting, slapping, pushing, misuse of medication and restraint.	Unexplained bruising, cowering or flinching, bruising consistent with being hit, unexplained burns, unexplained fractures.
Domestic Abuse	An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality.	Unexplained bruising, cowering or flinching, bruising consistent with being hit, isolation from friends and family, emotional abuse, with holding finances.

Sexual	Direct or indirect involvement in sexual activity without consent.	Incontinence, difficulty/discomfort in walking, excessive washing, sexually transmitted diseases, bruising/bleeding in genital areas, bruising, urinary infections
Emotional/ Psychological	Acts or behaviour which impinge on the emotional health of, or which causes distress or anguish to individuals.	Disturbed sleep, anxiety, confusion, extreme submissiveness or dependency, sharp changes in behaviour, loss of confidence or appetite.
Neglect & Acts of Omission	Ignoring or withholding physical or medical care needs which result in a situation or environment detrimental to the individual.	Ignoring medical, emotional or physical care needs (incl. dressing), failure to provide access to appropriate health care, withholding medication, adequate nutrition and heating.
Financial & Material Abuse	Unauthorised, fraudulent obtaining and improper use of funds, property or any resources of an adult at risk. Scamming and coercion in relation to an adult's financial affairs.	Unexplained or sudden inability to pay bills, unexplained withdrawals of money from accounts, personal possessions going missing, unusual interest by a friend/relative/neighbour in financial matters.
Discriminatory	When values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. 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.	Inciting others to commit abusive acts, lack of effective communication, bullying.

Institutional/ Organisational	Where the culture of the organisations places the emphasis on the running of the establishment above the needs and care of the person.	Lack of care plans, contact with the outside world not encouraged, no flexibility or lack of choice.
Self-neglect	Neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.	A deterioration in physical appearance, lack of grooming, rapid weight gain/loss.

There are a number of specific acts that constitute abuse which could affect both adults and children;

Female Genital Mutilation (FGM)

FGM is a collective term used for illegal procedures, such as female circumcision, which include the partial or total removal of the external female genital organs, or injury to the female genital organs for a cultural or non-therapeutic reason.

Honour Based Violence (HBV)

HBV is abuse in the name of honour, covering a variety of behaviours (including crimes), mainly but not exclusively against females, where the person is being punished by their family and/or community for a perceived transgression against the 'honour' of the family or community, or is required to undergo certain activities or procedures in 'honour' of the family.

It is a form of domestic abuse which relates to a victim who does not abide by the 'rules' of an honour code. This will have been set at the discretion of relatives or community; the victims are punished for bringing shame on the family or community.

Forced Marriage

In a forced marriage a person is coerced into marrying someone against their will. They may be physically threatened or emotionally blackmailed to do so. It is an abuse of human rights and cannot be justified on any religious or cultural basis.

It is not the same as an arranged marriage where they have a choice as to whether to accept the arrangement or not. The tradition of arranged marriages has operated successfully within many communities and countries for a very long time.

Stalking

The Protection of Freedoms Act 2012 defines "stalking" as an offence. However, there is no legal definition, but examples include: following or spying on a person or forcing contact with the victim through any means including social media. Any of these examples carried out repeatedly or persistently can cause significant alarm or distress.

Radicalisation

Prevent is a government strategy which aims to raise awareness and resilience to radicalisation. It recognises that children and vulnerable adults can be susceptible to extremist views and coerced into criminal behaviour.

Modern Slavery

There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. It involves people being forced to work through mental or physical threat, owned or controlled by an 'employer' usually through mental or physical abuse or the threat of abuse, dehumanised and being treated as a commodity or bought and sold as 'property'.

Human Trafficking

Takes place when a victim is moved from one place to another for the purpose of exploitation, this could be through sexual exploitation, domestic servitude, forced labour, forced criminality or organ harvesting. The trafficker is able to control and exploit through violence, coercion or deception.

Cyber Crime

Cyber-crime is defined as criminal activity carried out by means of computers or the internet. Criminals are increasingly exploiting the speed, convenience and anonymity of the internet to commit a diverse range of criminal activities without physical or virtual borders. These crimes can cause serious harm and pose significant threats to vulnerable adults and children. Cyber-crime may take the form of cyber bullying. Cyber-bullying is the process of using the Internet, mobile phones or other devices to send or post text or images intended to hurt or embarrass another person. Victims of cyberbullying may not know the identity of their bully, or why the bully is targeting them. The harassment can have wide-reaching effects on the victim, as the content used to harass the victim can be spread and shared easily among many people and often remains accessible for a long time after the initial incident.

4. Responsibilities

All staff and elected members must ensure that they are aware of the safeguarding procedures in place within the authority and those staff and members who have a specific responsibility for safeguarding issues. All staff and elected members will receive safeguarding information at induction.

Safeguarding Champions

Cheltenham Borough Council has two safeguarding champions who are responsible for championing the importance of safeguarding and promoting the welfare of children, young people and vulnerable adults.

They are overall responsible for ensuring that the Council fulfils its safeguarding responsibilities:

Safeguarding Champion (Officer) – Pat Pratley, Chief Executive

Safeguarding Champion (Elected Member) – Councillor Peter Jeffries, Cabinet Member for Housing

Designated Safeguarding Officer

Their role is to support staff and provide guidance and advice to aid implementation of this policy and in making a referral. They will also support the Safeguarding Champions and Senior Leadership team to fulfil their roles.

Designated safeguarding officer – Tracy Brown, Partnerships Team Leader

Senior Leadership Team (SLT)

Cheltenham Borough Council's SLT will ensure that:

1. The Council meets its legal obligations.
2. Where applicable, the safeguarding of children, young people and vulnerable adults is considered in strategies, plans and services.
3. The best safeguarding practices are embedded and maintained across all services to ensure continuous improvement and compliance with national and local policies.
4. All safeguarding matters relating to safeguarding are expedited in a timely manner and treated seriously.
5. Support staff and members on all aspects of safeguarding and ensure procedures are adhered to.

Service Managers

Cheltenham Borough Council's service managers will ensure that:

1. The safeguarding policy is adhered to across the organisation
2. They and their staff complete and implement the appropriate safeguarding training
3. Staff handling safeguarding issues are fully supported
4. They take responsibility for the quality of safeguarding children, young people and vulnerable adults in their service area.
5. All staff and volunteers working with children, young people and vulnerable adults are subject to the Disclosure and Barring checks appropriate to their role and legislative requirements
6. Report any concerns as per the [reporting procedure](#) and complete the relevant on-line form

Publica

Publica will ensure that:

1. The relevant policies are in place e.g. Safer Recruitment and Disciplinary Procedures
2. Managers are supported in the use of these policies directly and indirectly associated with safeguarding
3. Provide support with the pre-employment checks (including through the Disclosure and Barring Service).
4. All staff are issued with safeguarding information at induction.

Staff

Cheltenham Borough Council's Staff will:

1. Treat all safeguarding matters seriously
2. Report any concerns as per the [reporting procedure](#) and complete the relevant on-line form
3. Be aware of the policies.
4. Complete safeguarding training relevant to their role.

Elected Members

Elected members are uniquely placed to support the safeguarding of children and vulnerable adults within their community. They can also provide effective leadership to ensure that the council is fulfilling its corporate responsibility. Elected members should always:

1. Report their concerns about a child or vulnerable adult's welfare or someone else's behaviour in regards to a child or vulnerable adult as outlined in this policy
2. Adopt good practice in terms of safeguarding at all times when carrying out their council duties
3. Seek support or raise concerns with the Designated Safeguarding Officer when necessary

5. Who Does the Safeguarding Policy Affect?

In addition to employees and elected Members of the Council, this policy shall also apply to the following areas:

Procurement

Any contracts awarded with external agencies for the provision of goods and services must make specific reference to safeguarding and the duties imposed on staff. Steps must be taken to ensure the safeguarding of children, young people and vulnerable adults is commensurate with the type of service being provided on behalf of, or in partnership with the Council.

Contractors

The Council will ensure that:

1. All contractors providing services directly related to children, young people and vulnerable adults have a safeguarding policy and practices which complement the council's requirements related to safeguarding
2. Contractors providing a service to the council (such as maintenance work at a council property) will be made aware of the council's procedures and policies
3. Council staff will ensure that relevant safeguarding practices are adopted by the contractor

Commissioned Services

When the Council commissions services to be delivered on its behalf it still retains a duty to ensure that those services comply with relevant statutory safeguarding responsibilities. The Cheltenham Borough Council lead commissioner for the individual contract will be responsible with the support of the Designated Safeguarding Officer and One legal to ensure compliance with safeguarding regulations at all stages of the commissioning process. Directors through Executive Board will keep an overview of all contracts to ensure that the aims of this safeguarding policy are embedded at all times

Partners

All partners working with the council must have regard to safeguarding. For joint projects, where involving members of the public it would be good practise for partner agencies to pass a copy of their safeguarding policy to the council to ensure it aligns with the council's safeguarding requirements or alternatively, where no such policy exists, the partner will be required to adopt this policy for the duration of the project.

Taxi drivers licensed by the council must attend specific safeguarding training

Volunteers

Any volunteers operating either in their own right as individuals or as part of a larger organisation on behalf of the council working in a regulated activity with children, young people and/or vulnerable adults will be required to undertake a Disclosure and Barring Service check and will be made aware of the council's Safeguarding Policy as part of their overall induction.

Apprentices, Work Experience and Workers under the age of 18

Staff will need to be aware that the above duty will apply to their interaction with work experience and modern apprentice workers under the age of 18. Such workers would still be deemed as children under this policy, whilst also themselves being responsible under the duty imposed by Section 11 of the Children Act (2004). It will be necessary to consider the impact of this in all risk assessments carried out in relation to this member of staff.

If a work experience placement involves working with a member of staff off site or working with a member of staff on their own for longer than half a day, the students' parents or guardians should be informed prior to the work experience placement. In addition when the student goes off-site the employee must advise a Senior Officer where they are going, the reason for the visit and how long the visit will take.

6. Safeguarding Practices

Safer Recruitment

Cheltenham Borough Council operates safer recruitment principles which are followed for all staff appointments.

Training

Line managers are responsible for identifying that members of staff in relevant posts have the appropriate level of training for their role. All staff and volunteers working with children, young people and vulnerable adults must attend safeguarding training appropriate to their role. However as a minimum staff who have contact with the public should undertake the following online safeguarding modules: safeguarding children, safeguarding adults under the care act.

Safeguarding Allegations against a Member of Staff or volunteer

The Council takes seriously any allegations or complaints about the conduct of staff and volunteers in respect of their contact with children, young people and vulnerable adults. All allegations or complaints received by the Council will be discussed with appropriate safeguarding agencies for advice before action is taken. At the appropriate time all allegations will be investigated fully by the Council, and where applicable action will be taken against the member of staff via the disciplinary procedure. If deemed necessary the member of staff will be suspended whilst the investigation takes place.

[Full procedure](#)

Support for Staff/Volunteers

Support will be provided for any member of staff or volunteer subject to an allegation as indicated in the Council's disciplinary procedure.

The Council assures all staff and volunteers that it will fully support and protect anyone who in good faith (without malicious intent) report his or her concerns about a colleague's practice or the possibility that a child or vulnerable adults may be being abused or bullied.

The person who receives information concerning a suspected case of abuse by another member of staff or volunteer should make a full record of what has been said as soon as possible and pass the information on to their Line Manager or Service Manager or Director..

Information Sharing

The Council takes its data protection responsibilities seriously to ensure that personal data is always dealt with in accordance with the Data Protection Principles. All data will be protected in line with Cheltenham Borough Council's Data Protection

Policy. It is important to remember that the Data Protection Act is not a barrier to sharing information and that the requirement for child and vulnerable adult protection overrides the restrictions of data protection.

7. Safeguarding Procedure

Listening to Children and Vulnerable Adults

As adults with trust and influence, council staff are in a powerful position to recognise and receive information about abuse. However, it is not their responsibility to decide if a child or vulnerable adult is being abused; their role is to act on their concerns.

If a child tells a member of staff about potential or alleged abuse:

- Stay calm.
- Listen carefully to what they have to say, without making any judgement.
- Try not to ask questions, but if you have to, make sure they are open-ended questions to clarify understanding and not to probe or investigate.
- Do encourage them to talk.
- Do not give an opinion or offer advice.
- Be honest with them about what you can and cannot do.
- Tell them that you are not able to keep what they have told you secret.
- Tell them that you will try to find them the help they need.
- When they have finished, make a detailed note of what they have said, using their words where possible, and then sign and date the record and pass that information on to the nominated safeguarding lead.
- Do not contact or confront the individual who is alleged to be responsible.
- Re-assure the child / young person / vulnerable adult that they have done the right thing.
- Maintain confidentiality and do not discuss with others.

What to do if you have concerns

It is not the responsibility of an employee to take individual responsibility for deciding whether or not abuse is actually taking place. However, there is a responsibility to protect children and vulnerable adults in order that appropriate agencies (e.g. local social services) can then make enquiries and take any necessary action.

The council recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the potential malpractice.

In being vigilant of child and vulnerable adult protection it is crucial that all employees with responsibility for care are aware of the steps used to recognise signs of abuse. In these situations, or where concerns still exist, any suspicion, allegation or incident of abuse must be reported using the appropriate procedures as soon as possible.

Once the incident/allegation has been reported following the procedure in section 8 the Council's Designated Officer should be informed so that they can offer the member of staff advice as appropriate and ensure necessary action is taken.

Dealing with Allegations Against Staff

Should an individual member of staff become aware of an allegation (against a colleague) of an incident of child abuse taking place, or having taken place, they should follow the procedure below:

- Take the allegation seriously. It is your duty to consider any allegation to be potentially dangerous to the child and therefore report it
- As part of your report, make a written record of any details of which you are aware
- Report the allegation to the Designated Safeguarding Officer giving details of the allegation, how you became aware of it and any other relevant details. Try not to cloud your report with your opinions or judgements
- Do not judge or investigate. As an employee, it is important not to lose focus of your role. By reporting an allegation quickly, any necessary investigations and/or judgement can be made by trained professionals, i.e. social services and/or the police.

Maintain Confidentiality

It is extremely important that any allegations are not discussed (unless absolutely necessary) as any breaches could be damaging to the child or vulnerable adult or the alleged perpetrator and to any investigation which may follow. Any requests for information from members of the public (including parents, guardians or carers) or the media should be directed to the customer relations or the communications team as appropriate.

Support

Consideration should be given to the kind of support that children, parents and members of staff may need. Use of help lines, support groups and open meetings will maintain an open culture and help the healing process.

Allegations of historic abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, the person should follow the procedure as detailed above contacting the safeguarding lead who would then notify the police.

8. How do I report a safeguarding concern?

Immediately share your concerns verbally with your line manager or the designated safeguarding officer to clarify your thinking. Record the facts on the Children and vulnerable adults form:

Children:

If you think a child is at immediate risk of significant harm contact the Children's Helpdesk on 01452 426565 or when out of hours 01452 614194.

If you are not sure if you should make a formal referral, ring a Community Social Worker or the Early Help Partnership 01452 328160

[Full procedure](#)

Vulnerable Adults

If you think a vulnerable adult is at risk of harm Adult Helpdesk 01452 426868 or when out of hours the Emergency Duty Team 01452 614758.

If you have a concern but are not sure if you should make a formal referral you can have an in principal discussion with a social work practitioner.

[Full procedure](#)

Information for social services or the police about suspected abuse:

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern using the child and vulnerable adults form.

9. Escalation of professional disagreements

Sometimes situations will arise when staff from the Council, feel that the safeguarding decision made by a worker from another agency is not a safe decision. The safety of individual children or vulnerable adults is the paramount consideration in any professional disagreement and any unresolved issues should be addressed with due consideration to the risks that might exist for the child or vulnerable adult.

All staff should feel able to challenge decision-making and to see this as their right and responsibility in order to promote the best multi-agency safeguarding practice. Resolution should be sought within the shortest timescale possible to ensure the child or vulnerable adult is protected.

If a member of staff is concerned about a safeguarding decision they should discuss it with their line manager and agree how they will address it directly with the worker or

their immediate supervisor in the other agency. The concern and actions taken to resolve it should be recorded.

If the concern is not resolved the member of staff should contact the Designated Safeguarding Officer who will follow the appropriate stage of the Safeguarding Board's escalation policy.

10. Useful Numbers

Early Help Team	01452 328160
Children's Helpdesk	01452 426565
Adults Helpdesk	01452 426868
Gloucestershire Domestic Abuse Support Service	0845 602 9035
Gloucestershire Rape and Sexual Abuse Centre	01452 526770
Family Information Service	0800 542 0202
Police Non Emergency	101
NSPCC	0808 800 5000
Childline	0800 1111
Crimestoppers	0800 555 111
Victim Support	01452 317444
Age UK	01452 422660
Samaritans	01452 306333
Modern Slavery National Helpline	0800 121 7000
P3	01242 576002
Change Grow Live	01452 223014



Safeguarding Procedures and Forms

Allegation against staff reporting procedure

Concern about an employee, casual worker, volunteer or elected member working with children or vulnerable adults

If you receives an allegation or have a concern about the behaviour of a member of staff working or volunteering with children or vulnerable adult and that concern could amount to:

- a. a member of staff or volunteer has behaved in a way that has harmed a child or vulnerable adult , or may have harmed a child or vulnerable adult; or
- b. possibly committed a criminal offence against or related to a child or vulnerable adult; or
- c. behaved towards a child or vulnerable adult in a way that indicates s/he is unsuitable to work with children or vulnerable adults.

then you should:-



Report the concerns

Report your concerns to the Designated Safeguarding Officer:

Tracy Brown, Partnerships Team Leader: 01242 264142 or [email](#)

if they are implicated in the allegation or unavailable then concerns should be raised with

Pat Pratley, Head of Paid Service: 01242 264100 or [email](#)



Completion of written record – [use form CVA](#)

Complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. Include where the concern came from and brief details only.



Seek advice before proceeding – Initial Discussion

The Designated Safeguarding Officer, will liaise with the below before any CBC investigation takes place :

For allegation regarding working with children –

Local Authority Designated officer (LADO) Tel: 01452 426 994

For allegations regarding working with vulnerable adults –

Police or Adult Social Care Helpdesk Tel: 01452 426868

This is because it might meet the criminal threshold and so your investigation could interfere with a police or Social Care investigation. They will offer advice on any immediate action required and will assist with employment and safeguarding issues.

If the Lead Designated Safeguarding Officer is unavailable or implicated in the allegation the Head of Paid service will contact the relevant agency.



Allegations Management Process

If following advice a multi-agency meeting is convened and you will be invited. The Designated Safeguarding Officer or another appropriate manager will also attend the meeting for support and guidance. This might result in a criminal investigation, a Social Care investigation or and/or an investigation to inform whether disciplinary action is required.

If it does not meet the criteria for multi-agency investigation or once this is concluded any further action will be taken using the Council disciplinary procedures.

Concern about a child or young person reporting procedure

An employee, casual worker, volunteer or elected member at Cheltenham Borough Council has concerns about a vulnerable child

If you have a concern about the wellbeing of a child (or unborn baby), then you should:-



Consultation with the Designated Safeguarding Officer (or line manager)

Share your concerns with the appropriate officer to help clarify the nature of your concern and what to do next.



Completion of written record – use form [CVA](#)

complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. If no further action is necessary at this time this it is still important to keep a secure record of your concern.



Contact social care for advice if necessary

in those cases where you have a concern but are unsure about how to proceed contact the community social worker for advice

Children's Help Desk Tel:



Contact the children's helpdesk

in those cases where you are clear a social work assessment is required make a referral using

Telephone: 01452 426565

Email: Childrenshelpdesk-gcsx@gloucestershire.gcsx.gov.uk

within 24 hours (immediately if the concerns are about physical injury or sexual abuse).

The social care team will then take responsibility for managing any subsequent enquiries.

You MUST confirm the details of the concern to social care, in writing, within 48 hours using the [request for service form](#).



Inform the Designated Safeguarding Officer

whenever you make a referral to social care please make the designated safeguarding officer aware via [email](#). They then have a record and can support if further action is necessary.



Resolving professional Difference

Remember to use the escalate concerns if you believe an unsafe decision has been made

Concern about a vulnerable adult reporting procedures

An employee, casual worker, volunteer or elected member at Cheltenham Borough Council has concerns about an vulnerable adult

If you have a concern about the wellbeing of a vulnerable adult then you should:-



Consultation with the Designated Safeguarding Officer (or line manager)

share their concerns with the appropriate officer to help clarify the nature of your concern and what to do next.



Completion of written record – use form [CVA](#)

complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. If no further action is necessary at this time this it is still important to keep a secure record of your concern.



Contact social workers for advice if necessary

in those cases where you have a concern but are unsure about how to proceed contact the Adult Helpdesk (Customer Service Contact Centre)
(01452) 426868
and ask to speak to a social work practitioner



Contact the adult's helpdesk

In those cases where you are clear a social work assessment is required make a referral to the:

Adult Helpdesk (Customer Service Contact Centre)

(01452) 426868

within 24 hours (immediately if the concerns are about physical injury or sexual abuse). The social care section will then take responsibility for managing any subsequent enquiries. The referrer should confirm the details of the concern to Adult Helpdesk, in writing, within 48 hours



Inform the Designated Safeguarding Officer

whenever you make a referral to social care please make the designated safeguarding officer aware via [email](#). They have a record and can support if further action is necessary.



Escalation

Remember to use the escalate concerns if you believe an unsafe decision has been made

Children and Vulnerable Adults Internal recording form

CONFIDENTIAL

The child or vulnerable adult involved (please supply as much information as possible)

Name of child/ vulnerable adult
Date of birth
Any special needs
Parent/carers name
Home address
Telephone no.

Case log

Name			
Job title			
Telephone no.			
Date of incident			
ACTION	YES/NO	DATE	Comments
Discussed with child/ vulnerable adult			
Discussed with line manager			
Discussed with designated officer			
Discussed with parents/ carer			
Concern logged			
Referred to Social Services			
Referred to Police			
Record to be kept			

Signed (employee)

**Signed and print name
(manager or designated officer)**

Incident details *(please write legibly or type wherever possible)*

Are you reporting your own concerns or passing on those of somebody else? Give details:

Brief description of what has prompted the concerns *(if possible include dates and times of any specific incidents)*:

Are the signs physical, behavioural or indirect?

Please specify:

Have you spoken to the child/vulnerable adult? If so please describe what was said:

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Have you spoken to the parents or carers ? If so please describe what was said:
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Have you consulted anybody else? Please give details:
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Who you are reporting this to, and the date of reporting:
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Signed	Date
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