

Cheltenham Borough Council Safeguarding Policy 2025

Version control

Document name: document name

Version: 1.0

Responsible officer

- Tracy Brown Safeguarding and Partnerships Manager
- Amanda Wray Safeguarding Equalities and Diversity Manager

Approved by:

Next review date: October 2028

Retention period:

Revision history

Revision date	Version	Description
Date	V1	

Consultees

Internal

- Cabinet Member

External

- Gloucestershire Safeguarding Partnership

Distribution

Contents

Introduction and purpose of the policy.....	4
Aims and scope of the policy.....	5
Safeguarding Children	5
Safeguarding Vulnerable Adults.....	6
Wider community safeguarding responsibilities	6
Gloucestershire’s Overarching Strategy	7
Responsibilities and Governance	8
Designated Senior Leaders.....	8
Designated Safeguarding Officers	8
Elected Member Safeguarding and Domestic Abuse Advocates	8
Leadership Team	8
Service Managers	9
Human Resources	9
Elected Members	10
Corporate Safeguarding group.....	10
Who does this policy affect?.....	10
Housing Services	10
Contractors	11
Commissioned Services	11
Procurement	11
Partners	12
Volunteers.....	12
Apprentices, Work Experience and Workers under the age of 18.....	12
Licensing.....	12
Safety Advisory Group	13
Council owned commercial buildings	13
Safeguarding Practice	13
Safer Recruitment	13
Training.....	13
Prevent training.....	14

Safeguarding Allegations against a Member of Staff, Volunteer or Elected Member	14
Support for Staff/Volunteers.....	14
Information Sharing.....	15
Retention of Safeguarding records	16
Images of children.....	16
Safeguarding Procedures.....	17
Listening to Children and Vulnerable Adults	17
What to do if you have concerns.....	17
Dealing with Allegations Against Staff.....	18
Maintain Confidentiality	18
Support	18
Allegations of historic abuse	18
How do I report a concern?	18
Children.....	19
Vulnerable Adults.....	19
Information for social services or the police about suspected abuse:	19
Stalking	19
Radicalisation.....	19
Modern Slavery/Human Trafficking.....	19
Domestic Abuse	19
Once you have reported the concern.....	21
Escalation of professional disagreements	21
Concern about an employee, casual worker, volunteer, or elected member working with children or vulnerable adults	32
An employee, casual worker, volunteer, or elected member at Cheltenham Borough Council has concerns about a vulnerable child	33
An employee, casual worker, volunteer, or elected member at Cheltenham Borough Council has concerns about a vulnerable adult.....	34

Introduction and purpose of the policy

Our Commitment to Safeguarding

The Council is committed to ensuring that everyone in our community—regardless of age, background, or circumstance—can live safely and free from abuse, neglect, and exploitation.

Safeguarding is about protecting children, young people, and vulnerable adults from harm. It also includes promoting early intervention, supporting health and wellbeing, and upholding human rights.

This policy sets out a clear and consistent approach to safeguarding across all Council services. It ensures that employees, elected members, volunteers, contractors, and commissioned providers understand their responsibilities and act appropriately to protect those at risk.

We recognise that safeguarding is not a standalone activity. It must be embedded across all areas of the Council's work and reflected in everything we do.

As a local authority, we have both a statutory responsibility and a duty of care to report safeguarding concerns and to work in partnership with relevant agencies to protect our residents.

Our longstanding commitment to reducing inequalities within the borough strengthens our resolve to safeguard those who may be vulnerable, ensuring that Cheltenham remains a safe and supportive place for all.

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 Exploitation (sexual and criminal)
- Modern Slavery
- Honour Based Violence
- Forced Marriage
- Female Genital Mutilation
- Cybercrime including cyber bullying
- Radicalisation
- Self-neglect (including hoarding)

This policy outlines our approach to safeguarding, the responsibilities of our staff and partners, and the procedures in place to respond to concerns.

It reflects our commitment to working collaboratively with local safeguarding partnerships, including the Gloucestershire Safeguarding Children Partnership and

the Gloucestershire Multi-Agency Safeguarding Adults Board, to ensure a consistent and effective response to safeguarding across the borough.

Aims and scope of the policy

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.

Promote early prevention, health, wellbeing, and human rights, enabling children and vulnerable adults to live safely and free from harm.

To empower individuals and enable them to make decisions about their living environment and support needs while respecting their rights, dignity, and independence.

Ensure that employees, casual workers, volunteers, and elected members associated with Cheltenham Borough Council can 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.

Fulfil the council's statutory responsibilities and duty of care, including cooperation with relevant authorities and safeguarding partners.

Support the council's broader commitment to reducing inequalities within the borough by ensuring that safeguarding is central to community and housing services.

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.

Under **Section 11** of the Children Act 2004, safeguarding is defined as the **duty of key agencies**—including local authorities, police, and health services—to:

“Ensure that their functions are discharged having regard to the need to safeguard and promote the welfare of children”

This duty applies whenever these agencies carry out functions that may affect children, and it has been extended to other bodies such as schools through additional legislation.

In accordance with guidance provided by Working Together to Safeguard Children 2018 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”.

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.

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

Wider community safeguarding responsibilities

In addition to the above specific safeguarding legislation the Council also has statutory duties related to safeguarding under the following legislation:

Crime and Disorder Act 1998 includes the requirement to establish a Community Safety Partnership that have statutory duties to formulate and implement strategies to reduce crime, disorder, antisocial behaviour, and substance misuse and share information between agencies to support safeguarding and crime prevention.

The Domestic Abuse Act 2021 makes the Council along with other named organisations responsible for Domestic Abuse Related Death Reviews (DARDRs) formerly Domestic Homicide Reviews. This covers both the commissioning, publication, and implementation of the reviews. This includes statutory responsibilities relating to housing support for victims.

Under the Police, Crime, Sentencing, and Courts Act 2022 the Council is a specified authority with a duty to prevent and reduce serious violence. This includes youth violence and criminal exploitation.

To support the Council to fulfil its duties under the legislation Council officers are members of various countywide partnerships related to the safeguarding of children, vulnerable adults, and the prevention of crime. More details can be found in [appendix 1](#).

As part of our commitment to county-wide working, the Council completes an annual audit of its safeguarding processes which is known as the section 11 audit.

Gloucestershire's Overarching Safeguarding Approach

Gloucestershire Safeguarding Adults Board (GSAB)

The Gloucestershire Safeguarding Adults Board (GSAB) is a statutory partnership established to safeguard and promote the welfare of adults at risk within the county, enabling them to maintain their independence, well-being, and personal choice. GSAB is responsible for developing policies, providing training and guidance under legislation such as the Mental Capacity Act (2005) and Deprivation of Liberty Safeguards (DoLS), reviewing safeguarding procedures, and promoting awareness within communities.

Make Every Adult Matter (MEAM)

The "Every Adult Matters" approach in Gloucestershire's safeguarding framework is not a standalone policy but rather a guiding ethos embedded within the county's broader safeguarding strategy. It reflects a commitment to ensuring that every adult—regardless of background, ability, or circumstance—is protected from harm, abuse, neglect, and exploitation, and is supported to live a life of dignity, safety, and respect.

Gloucestershire Safeguarding Children Partnership (GSCP)

The Gloucestershire Safeguarding Children Partnership is a statutory multi-agency body tasked with overseeing and coordinating arrangements to safeguard and promote the welfare of all children and young people in Gloucestershire. The GSCP is responsible for disseminating lessons learned, monitoring the impact of safeguarding practices, and driving improvements in professional standards and inter-agency working across Gloucestershire.

One Plan for Children and Young People

The Gloucestershire One Plan is a strategic framework designed to unify and coordinate efforts across agencies to improve outcomes for children and young people in the county. It is a county-wide plan that integrates safeguarding into broader health, wellbeing, and social care priorities.

The One Plan for Children and Young People in Gloucestershire (2024–2030) is a collaborative strategy led by the Children and Young People's Coalition Board.

Responsibilities for safeguarding

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

Designated Senior Leaders

Cheltenham Borough Council has two Senior Leaders (one officer and one cabinet member) responsible for safeguarding.

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

Senior Officer Lead – Claire Hughes, Director of Governance, Housing and Communities

Cabinet Member Lead – Councillor Victoria Atherstone, Cabinet Member for Communities and Safety

Designated Safeguarding Officers

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

Designated Safeguarding Officer (non-housing) – Tracy Brown, Safeguarding and Partnerships Manager

Designated Safeguarding Officer (housing) – Amanda Wray, Safeguarding, Equality and Diversity and Inclusion Manager

Deputy Designated Officer (HR) Shona Lovett, HR Manager

Elected Member Safeguarding and Domestic Abuse Advocates

Elected member safeguarding champions are responsible for championing the importance of safeguarding and promoting the welfare of children, young people and vulnerable adults. They are nominated by full council and are normally cross-party.

Safeguarding and Domestic Abuse Advocates – Cllr Jackie Chelin, Cllr Tabi Joy, Cllr Helen Pemberton and Cllr Victoria Atherstone

Leadership Team

Cheltenham Borough Council's Leadership Team 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.
6. Appropriate training is facilitated, in particular for frontline employees.

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 and that this is reinforced through team meetings and individual 121s etc.
3. Staff responsible for safeguarding 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 policy.

Human Resources

Human Resources 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 and support ongoing safeguarding training for all staff.
5. When the safeguarding policy is updated, ensure this is communicated to all staff.

Staff

The safeguarding policy applies to all categories of people working for the Council including those on casual contracts and those who volunteer for the Council.

The Council's Staff will:

1. Treat all safeguarding matters seriously.
2. Report any concerns as per the policy.
3. Be aware of and adhere to the safeguarding policy and referenced policies.
4. Complete safeguarding training relevant to their role covering children, adults and domestic abuse.
5. Maintain and update information on the appropriate reporting system.

The Council's [volunteer policy](#) includes a section on safeguarding.

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 regarding a child or vulnerable adult as outlined in this policy.
2. Adopt good practice in terms of safeguarding when carrying out their council duties.
3. Seek support or raise concerns with the one of the Designated Safeguarding Officers when necessary.
4. Undertake safeguarding awareness training covering children, adults and domestic abuse.

Corporate Safeguarding Group

The Council has a dedicated Corporate Safeguarding Group that will meet quarterly. The purpose and function of the group is outlined in its Terms of Reference, and includes:

- a) Having operational oversight of the safeguarding policy and procedures guide and other matters regarding safeguarding.
- b) Being chaired by the Designated Senior Leader.
- c) Support the submission of the annual Section 11 report and audit.

Members of the corporate safeguarding group will be part of a dedicated Teams channel and meet quarterly.

It will comprise as a minimum, officers who can represent the following areas, housing, environmental health, licensing, green spaces, community development, Human Resources and training.

Roles and responsibilities for specific services within the organisation

Whilst the Safeguarding Policy applies equally to all Council staff and elected members, there are certain service areas that, due to either the type of service, or the legislative framework have additional duties or requirements.

Housing Services

The Cheltenham Borough Council housing services manage the tenancies associated with the c.4500 residential properties that are owned by the Council and

as such have additional responsibility to support the welfare of children, young people, and adults in our accommodation as the well as the wider community.

Housing services will identify and respond to safeguarding concerns as part of our housing services, including during interactions with neighbourhood and housing teams such as tenancy sign-ups, property maintenance and repair visits, annual audit visits and Community Investment activities.

The team will then work collaboratively with statutory safeguarding partners as part of the case working process. All case work is recorded on the QL reporting system.

This includes specific case work around domestic abuse and anti-social behaviour.

Safeguarding is also referenced in all relevant housing policies.

Contractors

Each year, the Council procures a wide range of external contractors covering a range of areas such as; construction and building services, professional consultancy, environmental services, transport and industrial maintenance.

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. This will include ensuring the safeguarding provisions are integrated into service delivery contracts as well as putting arrangements in place for the regular monitoring of the provider's safeguarding policies and processes.

Leadership Team will keep an overview of all contracts to ensure that the aims of this safeguarding policy are embedded at all times.

Procurement

The Council will ensure that safeguarding is embedded across the procurement process.

Information on procurement can be found [here](#)

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 practice 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.

Volunteers

All supervisors must ensure that volunteers are aware of, and have received appropriate training in as described in this policy.

Disclosure and Barring Service (DBS) checks will be carried out on any volunteer who in the course of their activity has regular, unsupervised, contact with the same group of children or young people. A DBS check will also need to be carried out on volunteers who care for or deal with the personal affairs of any adult.

Guidance on volunteering can be found [here](#)

Apprentices, Work Experience and Workers under the age of 18

Staff will need to be aware that the child safeguarding duty referenced above 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 student's 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 manager where they are going, the reason for the visit and how long the visit will take.

Licensing

Safeguarding is central to the role of the licensing service. The Council's licensing policies, procedures and regulations seek to safeguard children and vulnerable people from the potential harms caused by gambling, alcohol, unsafe transport services, criminal activities, associated licensable activities and restricting access to adult only services and products within the powers attributed to the Council.

The Council has a wide range of powers and discretion to refuse, revoke and/or suspend licences where, for example, safeguarding concerns arise. More proactively, we impose a mandatory safeguarding training regime for taxi and private hire licence holders.

More information on licensing can be found [here](#).

Safety Advisory Group

The Safety Advisory Group's purpose is to bring together statutory partners to review event safety including safeguarding people attending events and those impacted by events taking place in the vicinity of where they live, work or travel.

Specific aspects of the SAGs responsibility include an overview of security and counter-terrorism arrangements, policies, and procedures for safeguarding children and vulnerable adults and other arrangements to ensure public safety standards are maintained. The SAG's terms of reference can be found on the council's [website](#).

Council owned commercial buildings

A number of Council assets are/may be occupied by organisations who will provide services or activities for children, young people or vulnerable adults. To ensure due diligence on the Council's behalf in these circumstances, the organisation will be expected to demonstrate as a condition of use that it has a safeguarding policy in place that adheres to the principles of the GSCP and GSAB.

The Council will also make clear in all occupancy agreements both the terms of use for the property and seek assurances that the organisations have robust protocols in place to mitigate any specific safeguarding concerns i.e. how they would mitigate the risk of other users if they do not have sole use of a building.

Safeguarding Practice

Safer Recruitment

Safer recruitment is a set of practices to help make sure staff and volunteers are suitable to work with children, young people and vulnerable adults. Cheltenham Borough Council operates safer recruitment processes which are followed for all staff appointments during the recruitment process, including:

- Advertising job vacancies
- Job descriptions and person specifications
- Submitting an application
- Shortlisting
- Disability
- Selection process
- Offer of employment and pre-employment checks

Training

All staff will also receive information about safeguarding during induction.

Service managers are responsible for ensuring 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 all staff must undertake the following foundation safeguarding modules that meet GSAB and GSCP standards:

- safeguarding children,
- safeguarding adults under the care act.

Staff who work in key areas including housing, anti-social behaviour and enforcement will receive enhanced safeguarding training to allow them to carry out their roles safely, fulfil their statutory responsibilities and in line with current legislation.

All safeguarding training that CBC staff or volunteers undertake will align to GSCP and GSAB best practice and delivered by an appropriately trained individual. Training will be reviewed in line with this policy either due to legislative changes or as part of the scheduled review of this policy.

Prevent training

Prevent is the name given to a national counter-terrorism strategy which aims to stop people from becoming violent extremists or supporting terrorism. To allow the Council to fulfil its statutory duties under that strategy all Council staff must receive basic prevent training.

Safeguarding Allegations against a Member of Staff, Volunteer or Elected Member

The Council takes seriously any allegations or complaints about the conduct of staff, elected members 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 individual via the disciplinary procedure. If deemed necessary, the individual will be suspended whilst the investigation takes place.

Review the [full procedure](#)

Support for Staff/Volunteers/Elected Members when an allegation against an individual is made.

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

The Council assures all staff, volunteers and elected members that it will fully support and protect anyone who in good faith (without malicious intent) reports 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, volunteer or elected member 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 and ensures that personal data is always dealt with in accordance with the Data Protection Principles. Practitioners must have due regard to the relevant data protection principles that allow them to share personal information.

The UK GDPR 2018 and Data Protection Act 2018 place greater significance on the need for organisations to be transparent and accountable in relation to their use of data. All organisations handling personal data must ensure that they have in place comprehensive and proportionate arrangements for collecting, storing and sharing information. This also includes arrangements on informing service users about the information that they will collect and how this may be shared.

The UK GDPR 2018 and Data Protection Act 2018 does not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

To effectively share information:

- All practitioners should be confident of the processing conditions that allow them to store and share the information that they need to carry out their safeguarding role. Information that is relevant to safeguarding will often be data which is considered to be "special category personal data", meaning that it is sensitive and personal.
- Where practitioners need to share special category personal data, they should be aware that the Data Protection Act 2018 includes 'safeguarding of children and individuals at risk' as one of conditions that allows practitioners to share information with others without consent.
- Information can be shared legally without consent, if a practitioner is unable to, or cannot be reasonably expected to gain consent from the individual, or if to gain consent could place a child at risk.
- Relevant personal information can also be shared lawfully if it is to keep a child or individual at risk safe from neglect or physical, emotional, or mental harm, or if it is protecting their physical, mental, or emotional wellbeing.

Practitioners looking to share information without consent should consider which processing condition in the Data Protection Act 2018 is most appropriate in the particular circumstances of the case. This may be the safeguarding processing condition or another relevant provision.

The Council will use personal data for a limited number of purposes and always within the rules set out in the UK GDPR 2018 and Data Protection Act 2018. The Authority will process data to protect individuals from harm or injury. Further information is available in our [privacy notice](#)

Retention of Safeguarding records

Individual safeguarding records should be retained for the following periods:

For Adults - the retention period is 6 years after the last entry on the record

For children – the retention period is until the child's 25 birthday unless there is an allegation of sexual abuse.

In cases where there is an allegation of sexual abuse information should be kept until the child's 75th birthday.

For allegations of sexual abuse that concern a member of staff then the retention period is until that member of staff's retirement age or 10 years after the allegation.

Images of children

Parental Consent

Parental consent should be sort before taking photos of children. At closed events or activities this should be done either in writing directly with parents or if the children are being supervised by a partner organisation via that organisation.

At large public events where written consent is not possible, the following guidelines must be followed.

- It must be made clear through event marketing and signage both pre-event and during the event that photographs and/or video will be taken.
- Where individual children and young people are the focus of the images verbal consent should be sort from the parent or carer.

If a parent or carer withdraws consent, then the Council will take all practical steps to remove and delete the images.

Images without parental consent

There may be times when the images of children and young people need to be captured or shared without parental consent to allow the Council to fulfil its statutory duties. Any sharing of images without consent will only be done to support enforcement or safeguarding once the risk of sharing has been weighed against the public benefit to share. The rationale for sharing should be recorded. Images that the Council does not have consent for will only be shared with officers from necessary partner agencies. Images without consent must not be shared publicly.

Safeguarding Procedures

This section outlines the key protocols for how we will deal with safeguarding issues.

Listening to Children and Vulnerable Adults

As adults with trust and influence, council staff and elected members 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 member of staff or elected member is told 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.
- In the case of children or other times when you have a duty to report make sure to 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 date the record.
- 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, only discuss with relevant people as outlined in this policy.

What to do if you have concerns

It is not the responsibility of an employee to take individual responsibility for deciding whether abuse is taking place. However, there is a responsibility to protect children and vulnerable adults in order that appropriate agencies (e.g., local social services or the police) 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](#) 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 Designated Safeguarding Officer who would then notify the police.

How do I report a concern?

If a child or vulnerable adult is in immediate danger you should always ring 999 in the first instance.

In all other cases as soon as possible share your concerns with the Designated Safeguarding Officer (or deputy in their absence) to clarify your thinking. Keep a written record of the facts and any actions you take.

Children

If you think a child is at immediate risk of significant harm, contact the Children's Helpdesk on 01452 426565 (Monday – Friday 9am-5pm) or when out of hours 01452 614194.

If you are not sure if you should make a formal referral, you can discuss your concern in principle by contacting the helpdesk.

[Full procedure](#)

Vulnerable Adults

If you think a vulnerable adult is at risk of harm contact the 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 or as soon as practically possible afterwards.

Stalking

To report a stalking concern please use the Gloucestershire Constabulary procedure found [here](#)

Radicalisation

To report a concern about radicalisation please contact the prevent team at Gloucestershire Constabulary [here](#)

Modern Slavery/Human Trafficking

To report a concern about modern slavery or human trafficking use the Gloucestershire Constabulary online form that is found [here](#).

Domestic Abuse

Gloucestershire Tackling Domestic Abuse Strategy (2025 – 28)

The Gloucestershire Domestic Abuse Local Partnership Board (LPB) has overseen the development of the 2025–28 strategy, ensuring it meets the requirements of the

Domestic Abuse Act and Regulation 5 of the 2021 Domestic Abuse Support Regulations.

The strategy continues to focus on five key priorities:

Prevention and early intervention

Multi-agency working and pathway development

Workforce development

High-quality service provision

Addressing perpetrator behaviour

These priorities align with Cheltenham Borough Council's Safeguarding policy, supporting the strategy and fulfilling the requirements of the Domestic Abuse Act.

Disclosure

It is understandably difficult to disclose domestic abuse. When you receive a disclosure of domestic abuse always try to

- Be sensitive and non-judgmental
- Find a private space and allow time
- Discuss safety
- Offer specialist support

However, it is important that you:

- Do not seek proof of the abuse
- Do not contact the abuser
- Do not adopt the role of support worker yourself
- Do not compel the person to accept specialist support

Safety

It is vital to consider the safety of the person who has disclosed. Staff and elected members should take any actions necessary to ensure the person's immediate safety if necessary. GDASS is the local support service for domestic abuse and can offer guidance on safety planning in the longer term.

Staff and elected members should always consider their own safety as well as that of other people associated with the Council or the public. Any concerns about safety can be raised with the designated safeguarding officer or the HR safeguarding lead.

Risk

Domestic abuse results in the death of around two women per week and 30 men per year. It is therefore vital in case of domestic abuse to establish the risk posed so that necessary action can be taken.

Staff and elected members should complete a [DASH form](#) to help them clarify the risk. This should wherever possible be completed with the person making the disclosure. This can help support safety planning and determine what the next steps are. As depending on the risk, it may be necessary to involve other agencies. Support with the DASH form can be given by the designated safeguarding officer or via the GDASS helpline.

Consent

Any disclosure must be treated with strict confidentiality and only shared with consent of the individual. The only exceptions to this are:

- In the case of high-risk domestic abuse
- If there is a risk to children
- If there is risk to a vulnerable adult
- If a crime has been committed

Children and domestic abuse

Although domestic abuse is defined as between people over 16 it is important to remember that children can be affected by domestic abuse as well. This can be because they are witnessing the abuse between adults which can have long term effects on their development. Or it could be because they are experiencing the same abusive behaviour in their own intimate relationships. Concerns related to children should be reported and dealt with under the safeguarding children guidance with a mind to the risk associated with domestic abuse even in younger teenage relationships.

Once you have reported the concern

When a member of staff or elected member has reported a safeguarding concern to an external agency, they must send a notification to safeguarding@cheltenham.gov.uk and cc in the relevant designated officer depending on if it is housing or non-housing related. The email should include a summary of the concern, who it was reported to, and any actions necessary. This will ensure that necessary support can be given as well as allow the Council to monitor reporting of safeguarding concerns to ensure it is fulfilling its statutory duties.

Escalation of professional disagreements

Sometimes situations will arise when organisations, 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.

Equally all staff should be open to be challenged by a partner agency if that agency believe that a member of Council staff has made an unsafe decision that does not take into full account the welfare of a child or vulnerable adult.

If a member of staff is concerned about a safeguarding decision or receives a challenge from another agency about a decision they have made, they should discuss it with the Designated Safeguarding Officer or a Deputy Designated Officer 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 Designated Safeguarding Officer will follow the appropriate procedures dependant on whether it is a child or vulnerable adult through [Gloucestershire Safeguarding Partnership's escalation policy](#) or the [Gloucestershire Safeguarding Adult Protocol](#).

It is the responsibility of the following Council officers to lead on resolving the disagreement at the relevant stage:

Stage 1 – member of staff and line manager receiving or making escalation

Stage 2 – Designated Safeguarding Officer – Tracy Brown (non-housing services) and Amanda Wray (housing)

Stage 3 – Leadership Team Safeguarding Lead – Claire Hughes

At stage 4 of the escalation the GSCP executive or the GSAB chair will support the organisations to achieve a resolution in the best interest of the child or vulnerable adult.

Appendix 1 – Gloucestershire Partnership meetings related to safeguarding attended by Council Officers

Gloucestershire Safeguarding Adult Board (GSAB)

Gloucestershire Safeguarding Children Partnership (GSCP) Management Team

GSCP and GSAB District Subgroup

GSCP Child Exploitation and Missing Subgroup

GSCP Quality and Improvement Subgroup

Strategic Modern Slavery Partnership

Operational Modern Slavery Partnership

Appendix 2 Signs and Definitions of Abuse

Children and Young People

In accordance with guidance provided by *Working Together to Safeguard Children 2018* 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	SOME 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, truancy, 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.

Exploitation of Children

Child exploitation is the act of using a child for profit, labour, sexual gratification, or some other personal or financial advantage. 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 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.

It is important to always treat children who are being exploited as victims of abuse even though their behaviour may be challenging, or they appear to be making choices. Children often do not understand they are being exploited due to the manipulation of the abuser.

Exploitation takes two main forms criminal exploitation and sexual exploitation although there is often overlap between the types.

Criminal Exploitation

There is now a growing understanding of the issue of criminal exploitation of children, and it is defined in the Government's Serious Violence Strategy as:

"Where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology."

Criminal exploitation is one of the main methods used by County Lines gangs.

Sexual Exploitation

'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.

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.
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, 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.

Domestic Abuse

Domestic abuse is unfortunately very common with an estimated 1 in 4 women and 1 in 6 men experiencing domestic abuse in their lifetime. It is defined as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse between people over 16 who are or have been an intimate partner or family member regardless of gender or sexuality. Some of the signs of domestic abuse may include; unexplained bruising, cowering, or flinching, isolation from friends and family, emotional abuse, withholding finances. Domestic Abuse can result in serious injury or death so should always be treated serious and appropriate advice sort.

Harassment

On occasions staff or elected members may experience harassment that does not fall into the category of either stalking or domestic abuse. If a member of staff or elected member experiences harassment, they should report the issue to the Designated Safeguarding Officer or Deputy Designated Safeguarding Officer who will support them to create a safety plan in partnership with the Public Health and Safety Advisor and any external partners deemed appropriate.

Appendix 3 – Further information links and useful contacts

Children

[Gloucestershire One Plan for children and young people](#)

[Gloucestershire Safeguarding Children Partnership website](#)

[Gloucestershire Safeguarding Partnership Procedures](#)

[Working Together to Safeguard Children - Statutory Guidance](#)

[Children Act 2004](#)

Vulnerable Adults

[Gloucestershire County Council Vulnerable Adults Safeguarding Advice](#)

[Adults with care and support needs - definition | Safeguarding Adults in Gloucestershire](#)

[Make Every Adult Matter \(MEAM\)](#)

[Care Act 2014](#)

Domestic Abuse

[Domestic Abuse Related Deaths Reviews](#)

[Improving access to social housing for victims of domestic abuse - GOV.UK](#)

[Gloucestershire Domestic Abuse Strategy](#)

Add link to CBC's DA policy when published

Gloucestershire County Council Children's Helpdesk	Tel 01452 426565 childrenshelpdesk@gloucestershire.gov.uk
Gloucestershire County Council Adults Helpdesk	Tel 01452 426868 socialcare.enq@gloucestershire.gov.uk
Gloucestershire Domestic Abuse Support Service	Tel 01452 726 570 support@gdass.org.uk
Gloucestershire Rape and Sexual Abuse Centre	Tel 01452 305421 support@glosrasac.org.uk
Gloucestershire's Sexual Assault Referral centre - SARC	Tel 0300 421 8400
Family Information Service	familyinfo@gloucestershire.gov.uk
Police Non-Emergency	101
NSPCC	Tel 0808 800 5000
Childline	Tel 0800 1111
Crimestoppers	Tel 0800 555111
Victim Support	Tel 0808 281 0112
Age UK	Tel 01452 422660
Samaritans	Tel 0330 094 5717
Modern Slavery National Helpline	Tel 0800 808 3733
P3	Tel 0115 8508190
VIA	Tel 01452 223 014 gloucestershire@viaorg.uk

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

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

- a. a member of staff, volunteer or elected member 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, Safeguarding and Partnership Manager: 01242 264142 (non-housing) or email
Amanda Wray Safeguarding and Equalities Manager (housing)

or

HR Safeguarding Lead Shona Corbett : 01242264233 or email



Completion of written record

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.



Allegations Management Process

If following advice, a multi-agency meeting is convened, the Designated Safeguarding Officer and/or another appropriate manager will attend on behalf of the Council. This might result in a criminal investigation, a Social Care investigation and/or an investigation to inform whether disciplinary action is required. It may also result in no further action.

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.

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), including cases of domestic abuse then you should: -



Consultation with the Designated Safeguarding Officer or Deputy Designated Safeguarding Officer

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



Completion of written record

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, 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 Children's helpdesk to discuss.

Children's Help Desk Tel: 01452 426565



Contact the children's helpdesk

In those cases where you are clear an immediate social work assessment is required make a referral using

Telephone: 01452 426565

or

**If the concern is less urgent, please make the referral using the
[online multi-agency request for service portal](#)**

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



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

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

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



Consultation with the Designated Safeguarding Officer or Deputy Designated Safeguarding Officer

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



Completion of written record

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, 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: (01452) 426868 and have an in principal discussion.



Contact the adult's helpdesk

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

[Via the Gloucestershire Adult Social Care Portal](#)



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.



Resolving professional difference

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